



# **2017 GLOBAL DISTRICT MANAGERS MEETING**

Monday, December 4<sup>th</sup>

Tuesday, December 5<sup>th</sup>

Wednesday, December 6<sup>th</sup>

Hyatt Regency Hotel / Bellevue, WA

THE PACE OF  
**OUR NETWORK**

*Keeping stride*

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## Welcome!

We are excited to host this year's Global DM, Global RVP, Product and Service Meetings at the Hyatt Hotel in Bellevue. The city is located just 15 minutes east of downtown Seattle across Lake Washington. The hotel and surrounding area is set up nicely for our meeting.

I think all of us are excited about the fruits of your efforts over the past several months. Your focus and execution has helped drive superior financial results for Q3. Nice job! We do not want to lose the momentum that you have created. Our key strategic initiative is to "at a minimum, Grow at the Pace of the Market." This needs to be the outcome of all we do and how well we do it. This year's agenda revolves around Pace. The better we are at what we do, the more we can deliver great value to our customers. This will lead to increased business, which will drive Pace. Think about that! This is how incentives are supposed to work. This will create opportunities at all levels. Your job is to remember that everyone's contribution matters. So get into this meeting, pay attention during the sessions, be a contributor and be ready when you get back to the home base to share and execute what you have learned.

While you are here, please remember that you are representing Expeditors. We ask you to respect those around you and the facilities we are using. We also ask that you are engaged in this meeting and attentive during the sessions. When you get back to your District, be ready to share and execute what you have learned. Finally, make an effort to get talk to your fellow employees that you do not know very well. The more we are connected and committed to one another, the stronger our network is.

Let us have a great meeting, stay focused, and have some fun along the way!

Your GEO Leaders,



*Rick Rostan*



*Allen Wang*



*Khoon Ling Lim*



*Tim Barber*



*Bill Romberger*



*Murali Krishnamurthy*

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### LOCAL CONTACTS

#### Meeting Contacts

Megan Brandt (858) 449-3537  
Noelle Figueira (206) 227-2015

#### Systems Help

Yoshi Salvat (713) 448-0978  
Christian Espinosa (206) 892-4635  
TJ Lee (360) 348-2751

#### Hyatt Regency Hotel

(425) 462-1234  
900 Bellevue Way NE  
Bellevue, WA 98004

6:30 - 7:30     *Breakfast - Grand Ballroom A-D*

**GENERAL SESSION / Grand Ballroom E-K**

**7:30 - 8:00     Opening - Driving Pace: The Power and People of our Network**

Rick Rostan

**8:00 - 8:45     Your Role Improving the Performance of the Network**

Jeff Musser

**8:45 - 9:45     Market Pace, Grow Europe, Grow China, Leverage North America - Updates**

Geo Leaders

9:45 - 10:00     *Break*

**10:00 - 10:45     Strategy Update**

Phil Coughlin

**10:45 - 11:30     Global Information Services Strategy**

Chris McClincy

**11:30 - 12:00     District of the Year**

Geo Leaders

12:00 - 1:30     *Lunch - Grand Ballroom A-D*

**1:30 - 2:15     The Pace of Cash**

Brad Powell

**2:15 - 3:00     Legal Updates: An Aphoristic Tour**

Ben Clark

3:00 - 3:15     *Break*

**3:15 - 4:00     Pace of Service**

Gene Alger

**4:00 - 4:45     Product & Service Provider Management Update**

Dan Wall

**6:30 - 10:30     Reception at Lucky Strike**

*Casual attire - Wear a shirt or jersey that represents your city*

6:30 - 7:30      *Breakfast - Grand Ballroom A-D*

7:15 - 5:10      **Global SVP, RVP, DM, BM, GBO Breakout Sessions** (below)  
**Global Product & Service Meetings** (next page)  
*Agendas distributed in gift bags*

**GLOBAL SVP, RVP, DM, BM, GBO BREAKOUT SESSIONS**

Measure of a Successful District: Keeping & Exceeding Pace	Topic 1 A Vibrant Sales & Account Management Program	Topic 2 Operational Excellence	Topic 3 Reducing Our Cost to Serve	Topic 4 Financial Literacy	Topic 5 Managing Through Volatility	Topic 6 Revenue Recognition
	Vivek K. Alastair W. Grant C.  Evergreen A	Maged R. Clemens R. Kaiser L. Melissa G.  Evergreen B	Thomas S. Barthul H. Bryan B.  Evergreen C	John K. Frank S. Hoon J. Diego V.  Evergreen G	Paolo D. Mary Y. Todd H.  Evergreen H	Finance GBO  Evergreen I
7:15 - 8:35	Team 1	Team 2	Team 3	Team 4	Team 5	Team 6
8:40 - 10:00	Team 6	Team 1	Team 2	Team 3	Team 4	Team 5
10:00 - 10:15	Break					
10:15 - 11:35	Team 5	Team 6	Team 1	Team 2	Team 3	Team 4
11:35 - 12:50	Lunch - Grand Ballroom A-D					
12:50 - 2:10	Team 4	Team 5	Team 6	Team 1	Team 2	Team 3
2:15 - 3:35	Team 3	Team 4	Team 5	Team 6	Team 1	Team 2
3:35 - 3:50	Break					
3:50 - 5:10	Team 2	Team 3	Team 4	Team 5	Team 6	Team 1

**GLOBAL PRODUCT & SERVICE MEETINGS**

- 7:15 - 5:10     **Transition & Implementation** - Balsam
- 7:30 - 4:45     **Air** - Evergreen F
- 7:30 - 5:10     **Customs** - Grand Ballroom I
- 7:30 - 4:15     **Distribution** - Evergreen E2
- 7:30 - 5:10     **Information Services** - Grand Ballroom F
- 7:30 - 4:30     **Ocean** - Grand Ballroom E
- 7:30 - 5:00     **Order Management** - Grand Ballroom J
- 7:30 - 5:10     **Sales & Marketing** - Regency C
- 7:30 - 4:45     **Transcon** - Grand Ballroom G
- 7:45 - 5:00     **Project Cargo** - Laurel
- 8:00 - 5:00     **Account Management** - Grand Ballroom K
- 8:00 - 5:00     **Finance** - Regency E
- 8:00 - 5:00     **Security, Health & Safety** - Regency B
- 8:00 - 5:00     **Trade Compliance** - Regency G
- 8:00 - 5:00     **Training** - Regency A
- 11:35 - 12:50     *Lunch - Grand Ballroom A-D*

**EVENING EVENTS / All DM Meeting Attendees**

- 6:15 - 7:00     **Cocktail Hour** - Grand Foyer
- 7:00 - 9:00     **Gala Dinner** - Grand Ballroom  
District of the Year Winner and Global District of the Year Awards  
*Formal attire*
- 9:00 - 12:00     **After Party** - Evergreen Ballroom

## TUESDAY BREAKOUT SESSION TEAMS: SVPs, RVPs, DMs, BMs, GBO

Team 1: Belling's Hams	Team 2: Enna's Thai	Team 3: Bell's Views
<b>Agnes Phieler</b> - BUH <b>Antonio Ramos</b> - LIM <b>Benoit Hugron</b> - YUL <b>Bryan Bass</b> - IAH <b>Daniel Borsatto</b> - CWB <b>Daniel Salgado</b> - SJO <b>Deanna Wilson</b> - CHQ <b>Ed Lindblad</b> - TUL <b>Erinc Uzmez</b> - QIN <b>Felipe Balthazar</b> - POA <b>Fernando Castro</b> - RIO <b>Gavin Torpey</b> - MAN <b>Gerben Rignalda</b> - JFK <b>Greg Malter</b> - DFW <b>Guillermo Fernandez</b> - BOG <b>Igor Morais</b> - PTY <b>James Hudakoc</b> - YYZ <b>Jamie Wiltse</b> - YYC <b>John Kerner</b> - DFW <b>John Klag</b> - MSY <b>Jose Eduardo</b> - SAO <b>Keiley Ostrow</b> - CHQ <b>Kestutis Bacevicius</b> - VNO <b>Kevin White</b> - ABZ <b>Lance Hofseth</b> - YVR <b>Lawrence Tobia</b> - ORD <b>Melissa Grace</b> - CHQ <b>Michael Bellezza</b> - BOS <b>Mihrac Uzadali</b> - IST <b>Mike Robbins</b> - YYZ <b>Namik Kemal Karas</b> - ANK <b>Natalia Herrera</b> - SJO <b>Nick Banici</b> - IAH <b>Quentin Bell</b> - AUS <b>Remo Eigenmann</b> - ZRH <b>Rene Grabmuller</b> - PRG <b>Ross Hurst</b> - YYZ <b>Suleyman Ture</b> - IST <b>Todd Thomas</b> - DFW <b>Virgilio Santiago</b> - SSZ <b>Xara Omena</b> - MAO	<b>Alastair Walker</b> - LHR <b>Brian Coughlin</b> - ORD <b>Carl Hudson</b> - EMA <b>Chris LaBonte</b> - MKE <b>Claudia Richieri</b> - MVD <b>Dan Frasco</b> - ORD <b>Danny Lee</b> - JKT <b>Ebenezer Mohan</b> - AKL <b>Fabricio Scheunemann</b> - SJO <b>Fergus Cronolly</b> - DUB <b>Francis Cooke</b> - ORK <b>Franco Zafferri</b> - FCO <b>Guillermo Ayerbe</b> - BUE <b>Harold van den Herik</b> - VIE <b>Ingebeorg Drueckler</b> - FRA <b>Isaias Garcia</b> - SDQ <b>Janaina Muniz</b> - VCP <b>Jim Hornacek</b> - ORD <b>Jonathan McFetridge</b> - BFS <b>Jorge Molina</b> - SCL <b>Josephine Lim</b> - SIN <b>Juan Guilisasti</b> - BUE <b>Kirk Owers</b> - ADL <b>Laura Cayford</b> - PER <b>Lee Bell</b> - SYD <b>Lisa Welter</b> - STL <b>Mairead Craig</b> - BRS <b>Marcelo Mazze</b> - BUE <b>Mark Dobbs</b> - BHX <b>Melissa Pontaza</b> - GUA <b>Michael Guilfoyl</b> - SNN <b>P.A. Limauro</b> - IND <b>Paulo Fernandes</b> - VCP <b>Peter Molnar</b> - BUD <b>Peter Orrico</b> - MEL <b>Richard Fabia</b> - LHR <b>Robert Moody</b> - CHQ <b>Scott Walker</b> - MCI <b>Todd Hinkle</b> - MSP <b>Trevor Charon</b> - SIN <b>Troy McDonough</b> - MSP	<b>Agustin Bengochea</b> - ELP <b>Ana Cristina Pereira</b> - LIS <b>Asmizal Ahmad</b> - KUL <b>Barthul Hoefnagels</b> - SIN <b>Burak Ozgunay</b> - BNA <b>Carlos Alonso</b> - LRD <b>Damien Hagedorn</b> - ATL <b>Daniel Viro</b> - LRD <b>Daniele Valsecch</b> - LUG <b>Diego Diaz</b> - MAD <b>Dimitris Spirou</b> - ATH <b>Eduardo Alba</b> - MEX <b>Ellis Lim</b> - JHB <b>Fernando Felix</b> - GDL <b>Frank Schaeffer</b> - CDG <b>Gianmarco Raimondi</b> - FLR <b>Giuseppe Defazio</b> - MIL <b>Grant Cusack</b> - SYD <b>Jennifer Williams</b> - ATL <b>Jim Conrad</b> - BOS <b>Joseph Coogan</b> - JFK <b>Kelly Blacker</b> - ATL <b>Lilee Kum</b> - PEN <b>Lily Barba</b> - MFE <b>Lily Ho</b> - SUB <b>Luis Gamez</b> - MTY <b>Marko Vuksanovic</b> - BNE <b>Matt Brown</b> - RDU <b>Matt Littleton</b> - MEM <b>Mike Malooly</b> - ORF <b>Mike Murphy</b> - CLT <b>Nicola Vignola</b> - VRN <b>Paolo Domante</b> - MIL <b>Robert Alsemgeest</b> - BNE <b>Robert Martinez</b> - ELP <b>Serene Chew</b> - MEM <b>Shannon Hicks</b> - MEM <b>Stefano Manenti</b> - MIL <b>Ted Baldwin</b> - NOG

Team 4: Elum's Claws	Team 5: Bain's Bridges	Team 6: Med's Diners
Afsar Mahmoo - LHE	Alex Liu - BJS	Anthony Villanueva - SEA
Alain Abou Chedid - RUH	Alex Chen - SHA	Arjan Kor - AMS
Andrew McGann - PHL	Amin Gang - KHI	Benjamin Koncilja - MUC
Carlton Ruesch - LAX	Atul Penkar - BOM	Bjoern Adel - HAM
Celia Pan - HGH	Ben Eidenschink - FRA	Bob Keller - DEN
Chris Mitchell - HNL	Brian Carrabes - BOS	Brian Flood - PDX
Eric Mooney - LAX	C Joseph - BLR	Chance Kennedy - BKK
Eric Wong - HKG	Christabel Ho - SIN	Charles Francis - DOH
Ershad Ahmed - DAC	Dave Warner - CVG	Cindy Chen - SHA
Hadi El Hajj - AUH	Devang Brahmabhatt - AMD	Clemens Reimer - AMS
Hank Zhu - SZV	Esko Orava - HEL	Cuong Huynh - PNH
Imran Khan - LHE	Eugene Ravindran - BLR	David Pongan - LYS
James Marvin - BOS	Hoon Jeong - SEL	Diego Viro - MIA
Janet Zhang - SZX	Gregory Nichols - SIN	Ed Rone - MIA
Jason Bailey - SLC	Jeff Arrow - SDF	Eric Chan - BKK
Jeff Lai - WUH	Joby Chu - HKG	Hans Zoellner - STR
Jeff Rhee - SEL	Joe El Deek - DMM	Heather Cannan - DUR
Jerro Ko - XMN	Khalil Alabbasi - AMM	Joerg Schroers - DUS
Joe Molisani - BUF	Lennart Jensen - STO	Jude David - MNL
Jose Molina - LAX	Mathew Joseph - DEL	Karen Oelschig - SAV
Kai Zhang - CAN	Nallendran Rajamanickam - MAA	Karl Hepokoski - BHX
Kaiser Lam - HKG	Patrick Wang - DLC	Karthikeyan Chandran - DXB
Keith Leung - TPE	Peter Kierland - PHL	Khaled Rihani - MCO
Kevin Shan - NKG	Peter Van Domburg - BRU	Lauren Goddard - CPT
Maged Al-Rajji - DXB	Philip Dekker - BRU	Matthew Rios - SJU
Marta Piechel - WAW	Prabhu Sampathkumar - HYD	Michael Mooney - SGN
Mary Yao - SHA	Ralf Buchberger - FRA	Michael van Dijk - RTM
Matthew Springate - ORD	Ramkrishnan Vijayakumar - DEL	Mong Pheng Koh - BKK
Mike Hester - CLE	Ramzi Saad - BAH	Randy Gould - CHQ
Nick Griffin - PHX	Rasmus Larsson - OSL	Rick Catalani - SEA
Patrick Duffy - JFK	Sajan John - MCT	Rodrigo Funes - MIA
Rob Moore - YYZ	Satoshi Taira - TYO	Ron Kerbus - JNB
Robbie Xu - NGB	Sören Boskov - CPH	Shannon Mostert - JNB
Robert Coptý - CAI	Takenori Deguchi - OSA	Steffen Aussermeier - STR
Samir Ghaoui - BEY	Thomas Sundin - STO	Steven Ross - SFO
Serge Boustany - JED	Todd Ferguson - BWI	Taein Kim - SEO
Steve Walker - DTW	Tony Saliba - DXB	Teruo Miyamae - HAN
Ted Stimmel - CMH	Tracy Peveri - BOS	Tim Hall - CHS
Teri-Ann Scott - DTW	Troy Slagle - PIT	Torsten Sweeren - DUS
Tony Han - CKG	Vivek Kumar - DEL	
Trevor Moulton - SAN	Wael Hanna - KWI	

6:50 - 7:50      *Breakfast - Grand Ballroom I-K*

**REGIONAL MEETINGS /** Led by GEO Leaders

7:50 - 8:50      All DMs, RVPs, Product & Service

**The Americas** - Evergreen E

**Europe** - Evergreen F

**MAIR** - Evergreen A

**North Asia** - Evergreen B

**South Asia** - Evergreen C

8:50 - 9:00      *Break*

**GENERAL SESSION /** Grand Ballroom E-K

9:00 - 10:00      **Deployment**  
Craig Wilwerding, Melissa Grace

10:00 - 10:30      **My Next Building: Do's and Don'ts**  
Rick Rostan, Chris Pothering

10:30 - 11:15      **Customer Satisfaction & Employee Satisfaction**  
Steve Grimmer

11:15 - 11:30      **Closing**  
Tim Barber, Bill Romberger, Rick Rostan

11:30 - 1:00      *Lunch - Grand Ballroom I-K*





## Attendees by Region

## ATTENDEES BY REGION

### GLOBAL

<b>Jeff Musser</b>	President & Chief Executive Officer
<b>Dan Wall</b>	President, Global Products
<b>Gene Alger</b>	President, Global Services
<b>Rick Rostan</b>	President, Global Geographies & Operations
<b>Ben Clark</b>	Senior Vice President, General Counsel & Corporate Secretary
<b>Blake Bell</b>	Senior Vice President, Global Transcon
<b>Brad Powell</b>	Senior Vice President & Chief Financial Officer
<b>Bruce Krebs</b>	Senior Vice President, Global Distribution
<b>Chris McClincy</b>	Senior Vice President & Chief Information Officer
<b>Chuck Lynch</b>	Senior Vice President, Corporate Controller
<b>Craig Wilwerding</b>	Senior Vice President, Global Business Operations
<b>Dana Lorenze</b>	Senior Vice President, Global Customs
<b>Jonathan Song</b>	Senior Vice President, Global Sales & Marketing
<b>Jose Ubeda</b>	Senior Vice President, Global Air
<b>Karl Francisco</b>	Senior Vice President, Global Ocean
<b>Michelle Weaver</b>	Senior Vice President, Global Order Management
<b>Phil Coughlin</b>	Senior Vice President & Chief Strategy Officer
<b>Steven Grimmer</b>	Senior Vice President, Account Management
<b>Aaron Howes</b>	Vice President, Risk Management & Insurance
<b>Bret Backman</b>	Vice President, Research & Development
<b>Carlos Vega</b>	Vice President, Financial Information Systems
<b>Chris Pothering</b>	Vice President & Associate General Counsel
<b>Deanna Wilson</b>	Vice President, Business Process
<b>Dominic Kistner</b>	Vice President, Accounting and Reporting
<b>Henry Salloum</b>	Vice President, Information Services
<b>Ian Mallison</b>	Vice President, Network Solutions
<b>Kathryn McCafferty</b>	Vice President, Training & Personnel Development
<b>Michael Bellezza</b>	Vice President, Tradewin
<b>Mike Spranger</b>	Vice President, Business Applications
<b>Pat Roche</b>	Vice President, Project Cargo
<b>Pat St. Laurent</b>	Vice President, Global Strategy
<b>Scott Kelly</b>	Vice President, Global Ocean Services
<b>Sean Francisco</b>	Vice President, Global Air
<b>Tod Anderson</b>	Vice President, Global Service Provider Management
<b>Todd Brown</b>	Vice President, Security, Health & Safety
<b>Juan Posada</b>	Senior Director, Global Strategy
<b>Kevin Wilson</b>	Senior Director, Verticals

**GLOBAL**  
*continued*

**Randy Gould**

Global Director, Cargo Signal

**Chris Peterson**

Director, Global Sales Operations & Customer Solutions

**Erin Talbott**

Director, Marketing & Communications

**Katy Greve**

Director, Global Strategy

**McCray Pettway**

Director, Global Legal Services

**Melissa Grace**

Director, Global Business Operations

**Noelle Berryman**

Director, Global Legal Services

**Patrick Douglas**

Director, Global Security

**Robert Moody**

Director, Global Claims & Insurance Operations

**Tim Baston**

Director, Global Strategy

**Trang Huynh-Fly**

Director, Global Training Design

**Justin Webster**

US Senior Accounting Manager

**Ruth Parrish**

Strategy Program Manager, Global Strategy

**Julianne Patten**

Program Manager, Global Strategy

**Arcelio Gerardo**

Manager, FTZ

**Keiley Ostrow**

Manager, Global Business Operations

**Matthew Springate**

Manager, Tradewin

**Neven Stojanovic**

Technical Principal, Information Systems

**Lawrence Tobia**

Principal, Tradewin Drawback Services

**Jim Conrad**

Principal, Tradewin US

**Justin Webster**

US Senior Accounting Manager

**Arcelio Gerardo**

Manager, FTZ

**Neven Stojanovic**

Technical Principal, Information Systems

**Lawrence Tobia**

Principal, Tradewin Drawback Services

**Jim Conrad**

Principal, Tradewin US

**AMERICAS  
PRODUCT &  
SERVICE**

**Bill Romberger**

Senior Vice President, The Americas

**John Kerner**

Senior Vice President, North America

**Joseph Coogan**

Senior Vice President, North America

**Kara Mahoney**

Vice President, Account Management

**Darren Bowman**

Vice President, Transcon

**Adam Kord**

Director, Ocean

**Angi Varga**

Director, Transcon

**Brad Muller**

Director, Sales District Program

**Brian McGinnis**

Director, Account Management, North America

**Chris Scott**

Director, Enterprise Data & Analysis

**David Adlam**

Director, Air Export

**Jason Owen**

Director, North America Gateways

**Jay Clay**

Director, Business Process

**Joe Allegra**

Director, Air

## ATTENDEES BY REGION

### AMERICAS PRODUCT & SERVICE *continued*

<b>John Butler</b>	Director, Ground Network Services
<b>John Nevelle</b>	Director, Distribution
<b>Jordy Moulton</b>	Director of Operations, Distribution Services, US & Canada
<b>Kanny Satar</b>	Director, Sales Business Development
<b>Madeleine Veigel</b>	Director, Customs
<b>Melissa King</b>	Director, Network Solutions
<b>Mike Barba</b>	Director, Ocean Business Development
<b>Nathan Mallory</b>	Director, Risk Management & Insurance
<b>Nicholas Panici</b>	Director, Business Operations
<b>Pam Robbins-Arcilla</b>	Director, Information Services
<b>Patrick DiDomenico</b>	Director, Global Training & Personnel Development
<b>Sean Kelly</b>	Director, Transition & Implementation
<b>Sean MacCorkle</b>	Director, Order Management
<b>Shannon Gonzales</b>	Director, Project Cargo
<b>Susan Jagiela</b>	Director, Trade Compliance
<b>Ted Henderson</b>	Director, Customs, The United States
<b>Teri-Ann Scott</b>	Director, Program Management
<b>Tom Finan</b>	Director, Account Management - North America
<b>Rob Moore</b>	Senior Manager, Tradewin
<b>Andre Uys</b>	Regional Manager, Information Services Development
<b>Dan Frasco</b>	Regional Manager, North America Facilities
<b>Gerben Ringnald</b>	Regional Manager, Service Provider
<b>Karen Clayden</b>	Manager, Account Management, North America
<b>James Marvin</b>	Regional Manager, East & Canada, Personnel Development
<b>Armando Cadena</b>	Regional Controller Mexico, Canada & Puerto Rico

### CANADA

<b>Ross Hurst</b>	Regional Vice President, Canada
<b>Benoit Hugron</b>	District Manager
<b>Jamie Wiltse</b>	District Manager
<b>Lance Hofseth</b>	District Manager
<b>Mike Robbins</b>	District Manager
<b>James Hudakoc</b>	Branch Manager

## MID ATLANTIC

**Kelly Blacker**  
**Burak Ozgunay**  
**Damien Hagedorn**  
**Matt Brown**  
**Matt Littleton**  
**Mike Malooly**  
**Mike Murphy**  
**Jennifer Williams**  
**Shannon Hicks**

Regional Vice President, Mid-Atlantic  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager  
Branch Manager  
Branch Manager

## MIDWEST

**Todd Hinkle**  
**Brian Coughlin**  
**Chris LaBonte**  
**Lisa Welter**  
**P.A. Limauro**  
**Scott Walker**  
**Troy McDonough**  
**Jim Hornacek**

Regional Vice President, Midwest  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager  
Branch Manager

## NORTH CENTRAL

**Steve Walker**  
**Dave Warner**  
**Jeff Arrow**  
**Joe Molisani**  
**Mike Hester**  
**Ted Stimmel**

Regional Vice President, North Central  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager

## NORTHEAST

**Brian Carrabes**  
**Andrew McGann**  
**Patrick Duffy**  
**Todd Ferguson**  
**Tracy Peveri**  
**Troy Slagle**  
**Peter Kierland**

Regional Vice President, Northeast  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager  
Operations Manager

## ATTENDEES BY REGION

### NORTHWEST

<b>Bob Keller</b>	District Manager
<b>Brian Flood</b>	District Manager
<b>Rick Catalani</b>	District Manager
<b>Steven Ross</b>	District Manager
<b>Anthony Villanueva</b>	Branch Manager
<b>Zeid Houssami</b>	Branch Manager

### SOUTH CENTRAL

<b>Bryan Bass</b>	District Manager
<b>Ed Lindblad</b>	District Manager
<b>John Klag</b>	District Manager
<b>Quentin Bell</b>	District Manager
<b>Todd Thomas</b>	District Manager
<b>Greg Malter</b>	Branch Manager

### SOUTHEAST

<b>Diego Viro</b>	Regional Vice President, Southeast
<b>Ed Rone</b>	District Manager
<b>Karen Oelschig</b>	District Manager
<b>Khaled Rihani</b>	District Manager
<b>Matthew Rios</b>	District Manager
<b>Tim Hall</b>	District Manager
<b>Rodrigo Funes</b>	Branch Manager

### SOUTHWEST

<b>Jose Molina</b>	Regional Vice President, Southwest
<b>Carlton Ruesch</b>	District Manager
<b>Jason Bailey</b>	District Manager
<b>Nick Griffin</b>	District Manager
<b>Trevor Moulton</b>	District Manager
<b>Eric Mooney</b>	Branch Manager
<b>Chris Mitchell</b>	Branch Manager

### SOUTHERN BORDER & MEXICO

<b>Carlos Alonso</b>	Regional Vice President, Mexico & Southern Border
<b>Robert Martinez</b>	Country Manager, Mexico
<b>Agustin Bengochea</b>	District Manager
<b>Daniel Viro</b>	District Manager
<b>Eduardo Alba</b>	District Manager
<b>Fernando Felix</b>	District Manager
<b>Lily Barba</b>	District Manager
<b>Luis Gamez</b>	District Manager
<b>Ted Baldwin</b>	District Manager

**LATAM  
PRODUCT &  
SERVICE**

**Guillermo Ayerbe**

Senior Vice President, Latin America

**Anderson Almeida**

Director, Project Cargo

**Diego Estrin**

Director, Air

**Edmir Camargo**

Director, Transcon

**Gabriela Fattori**

Director, Ocean

**Ignacio Noguer**

Director, Distribution

**Maria Ferreira Yu**

Director, Training, Personnel Development, Security, Health & Safety

**Sebastian Medina**

Director, Sales

**Joni Tirroniemi**

Regional Controller

**LATAM**

**Fabricio Scheunemann**

Regional Vice President, CAS Region

**Marcelo Mazzeo**

Regional Director, Argentina, Chile & Uruguay

**Paulo Fernandes**

Regional Director, Brazil

**Antonio Ramos**

District Manager

**Claudia Richieri**

District Manager

**Daniel Borsatto**

District Manager

**Daniel Salgado**

District Manager

**Felipe Balthazar**

District Manager

**Fernando Castro**

District Manager

**Guillermo Fernandez**

District Manager

**Igor Morais**

District Manager

**Isaias Garcia**

District Manager

**Janaina Muniz**

District Manager

**Jorge Molina**

District Manager

**Jose Eduardo**

District Manager

**Juan Guilisasti**

District Manager

**Melissa Pontaza**

District Manager

**Xara Omena**

District Manager

**Natalia Herrera**

Branch Manager

**Virgilio Santiago**

Branch Manager

## ATTENDEES BY REGION

### EUROPE PRODUCT & SERVICE

<b>Tim Barber</b>	Executive Vice President, Europe
<b>Kees Wagenaar</b>	Senior Vice President, Europe
<b>Andy Bryant</b>	Vice President, Finance
<b>Barry Baron</b>	Vice President, Ocean Services
<b>Jim Forristall</b>	Vice President, Sales & Marketing
<b>Mike Jones</b>	Vice President, Route & Network Development
<b>Alan Lobb</b>	Director, Information Services
<b>Alan Owen</b>	Director, Customs
<b>Aodhgan Braiden</b>	Director, Air Cargo
<b>Ben Erpels</b>	Director District Sales
<b>Cameron Smith</b>	Director, Transition & Implementation
<b>Christophe Richard</b>	Director, Pricing
<b>Des Whelan</b>	Director, Account Management
<b>Heather da Silva</b>	Director, European Ocean Services
<b>Ingeborg Drueckler</b>	Director, European Agents & Israel
<b>Karl Hepokoski</b>	Director, Global Business Operations
<b>Ketilbjoern Tryggvason</b>	Director, Project Cargo
<b>Kirstin Wahlig</b>	Director, Training & Performance
<b>Manal Sakr</b>	Director, Trade Compliance
<b>Marcus Stoneham</b>	Director, Security, Health & Safety
<b>Thomas Cros</b>	Director, Customer Retention & Development
<b>Tony McDermott</b>	Director, Customs
<b>Nick Hamer</b>	Regional Manager, Order Management - Northern Europe
<b>Ruairi Kearney</b>	Manager, Airline & Gateway Development

### BELGIUM, GREECE, IBERIA & LUXEMBOURG

<b>Philip Dekker</b>	Regional Director, Belgium, Greece, Iberia & Luxembourg
<b>Ana Cristina Pereira</b>	District Manager
<b>Diego Diaz</b>	District Manager
<b>Dimitris Spirou</b>	District Manager
<b>Peter Van Domburg</b>	District Manager

### ITALY & SWITZERLAND

<b>Paolo Domante</b>	Regional Vice President, Italy & Switzerland
<b>Gianmarco Raimondi</b>	District Manager
<b>Giuseppe Defazio</b>	District Manager
<b>Nicola Vignola</b>	District Manager
<b>Daniele Valsecchi</b>	Branch Manager
<b>Stefano Manenti</b>	Branch Manager



## CENTRAL EUROPE

<b>Clemens Reimer</b>	Regional Vice President, Central & Eastern Europe
<b>Agnes Phieler</b>	District Manager
<b>Ben Eidenschink</b>	District Manager
<b>Bjoern Adel</b>	District Manager
<b>Hans Zoellner</b>	District Manager
<b>Harold van den Herik</b>	District Manager
<b>Michael van Dijk</b>	District Manager
<b>Peter Molnar</b>	District Manager
<b>Rene Grabmuller</b>	District Manager
<b>Torsten Sweeren</b>	District Manager
<b>Arjan Korf</b>	Branch Manager
<b>Benjamin Koncilja</b>	Branch Manager
<b>Joerg Schroers</b>	Branch Manager
<b>Steffen Aussermeier</b>	Branch Manager
<b>Ralf Buchberger</b>	Branch Operations Manager

## FRANCE

<b>Frank Schaeffer</b>	Regional Director, France
<b>David Pongan</b>	District Manager

## NORDICS

<b>Thomas Sundin</b>	Regional Director, Nordics
<b>Esko Orava</b>	District Manager
<b>Sören Boskov</b>	District Manager
<b>Lennart Jensen</b>	District Manager
<b>Rasmus Larsson</b>	District Manager

## TURKEY

<b>Suleyman Ture</b>	Regional Vice President, Turkey
<b>Erinc Uzmez</b>	District Manager
<b>Mihrac Uzdali</b>	District Manager
<b>Namik Kemal Karas</b>	District Manager

## NORTHWEST EUROPE

<b>Alastair Walker</b>	Regional Vice President, Northwest Europe
<b>Carl Hudson</b>	District Manager
<b>Fergus Cronolly</b>	District Manager
<b>Francis Cooke</b>	District Manager
<b>Gavin Torpey</b>	District Manager
<b>Jonathan McFetridge</b>	District Manager
<b>Kestutis Bacevicius</b>	District Manager
<b>Kevin White</b>	District Manager

## ATTENDEES BY REGION

### NORTHWEST EUROPE

*continued*

**Mairead Craig** District Manager  
**Mark Dobbs** District Manager  
**Marta Piechel** District Manager  
**Michael Guilfoyle** District Manager  
**Remo Eigenmann** District Manager  
**Richard Fabian** District Manager  
**Franco Zafferri** Branch Manager

### MIDDLE EAST, AFRICA, & INDIAN SUBCONTINENT PRODUCT & SERVICE

**K Murali** Senior Vice President, Middle East, Africa, & Indian Subcontinent  
**Emile Zakka** Vice President, Distribution  
**Joseph Jamal** Vice President, Products  
**Abraham Moukarzel** Director, Trade Compliance  
**Billy Griffiths** Director, Africa Agents  
**Claude Sader** Director, Training  
**Essam Eid** Director, Sales  
**Halim Maamari** Director, Accounting  
**Karthikeyan Chandran** Director, Global Business Operations  
**Natalie Dow** Director, Account Management  
**Rajesh Thoppil** Director, Information Services  
**Shailesh Mor** Director, Ocean  
**Sudesh Bhagat** Director, Air  
**Toufic Hankache** Director, Order Management  
**Ziad Sarkis** Director, Customer Retention & Development  
**Elie Bachar** Transcon Manager, MENA  
**Imad Ghobril** Manager, Customs

### MIDDLE EAST & NORTH AFRICA

**Maged Al-Rajji** Regional Vice President, Middle East & North Africa  
**Alain Abou Chedid** District Manager  
**Charles Francis** District Manager  
**Hadi El Hajj** District Manager  
**Joe El Deek** District Manager  
**Khalil Alabbasi** District Manager  
**Ramzi Saad** District Manager  
**Robert Copty** District Manager  
**Sajan John** District Manager  
**Samir Ghaoui** District Manager  
**Serge Boustany** District Manager  
**Tony Saliba** District Manager  
**Wael Hanna** District Manager

**PAKISTAN**

**Afsar Mahmood**  
**Amin Gang**  
**Imran Khan**  
**Ershad Ahmed**

Regional Vice President, Pakistan  
District Manager  
District Manager  
Country Manager

**SOUTH AFRICA**

**Ron Kerbus**  
**Shannon Mostert**  
**Heather Cannan**  
**Lauren Goddard**

Regional Vice President, South Africa  
District Manager  
District Manager  
District Manager

**INDIA**

**Vivek Kumar**  
**C Joseph**  
**Devang Brahembhatt**  
**Mathew Joseph**  
**Nallendran Rajamanickam**  
**Prabhu Sampathkumar**  
**Atul Penkar**  
**Eugene Ravindran**  
**Ramkrishnan Vijayakumar**

Regional Vice President, India  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager  
Branch Manager  
Branch Operations Manager  
Branch Operations Manager

**NORTH ASIA  
PRODUCT &  
SERVICE**

**Allen Wang**  
**TH Chiu**  
**Andy Park**  
**Eddy Ho**  
**Houston Goh**  
**Ivan Lee**  
**Johnny Ng**  
**Johnny Yip**  
**KK Chan**  
**Margaret Lee**  
**Matt Ching**  
**Paul Tan**  
**Ricky Wang**  
**Seline Eng**  
**Wang Ping Yap**  
**Houston Liu**  
**Vincy Wong**  
**Cindy Chen**  
**Taein Kim**

Senior Vice President, North Asia  
Vice President, Sales & Marketing  
Director, Ocean Product, China  
Director, Order Management  
Director, Ocean Product  
Director, Transcon  
Director, Distribution Services  
Director, Gateway Development & Pricing, North & South Asia  
Director, Information Services, North & South Asia  
Director, Order Management Operations, North & South Asia  
Director, Trade Compliance  
Director, Air Product  
Director, Administration, Training & Personnel Development  
Director, Customs Operations  
Director, Account Management  
Regional Manager, Customer Retention & Development  
Regional Manager, Security, Health & Safety  
General Manager, Tradewin, China  
General Manager, Tradewin, Korea

## ATTENDEES BY REGION

### NORTH ASIA PRODUCT & SERVICE *continued*

**David Steinbach**  
**Jasmine Bian**  
**Joby Chu**  
**Bo Lee**  
**Calvin Leung**

General Manager, Project Cargo  
Manager, Transition & Implementation  
General Manager, Global Operations  
Financial Controller  
Financial Controller, North & South Asia

### CENTRAL CHINA

**Mary Yao**  
**Alex Chen**  
**Celia Pan**  
**Robbie Xu**  
**Tony Han**  
**Hank Zhu**  
**Jeff Lai**  
**Kevin Shan**

Regional Vice President, Central China  
District Manager  
District Manager  
District Manager  
District Manager  
Branch Manager  
Branch Manager  
Branch Manager

### NORTH CHINA, JAPAN, KOREA & TAIWAN

**Hoon Jeong**  
**Alex Liu**  
**Jeff Rhee**  
**Satoshi Taira**  
**Takenori Deguchi**  
**Patrick Wang**

Regional Vice President, North China, Japan, Korea & Taiwan  
District Manager  
District Manager  
District Manager  
District Manager  
Branch Manager

### HONG KONG & SOUTH CHINA

**Kaiser Lam**  
**Eric Wong**  
**Janet Zhang**  
**Jerro Ko**  
**Kai Zhang**  
**Keith Leung**

Regional Vice President, Hong Kong & South China  
District Manager  
District Manager  
District Manager  
District Manager  
District Manager

### MALAYSIA, SINGAPORE & INDONESIA

**Barthul Hoefnagels**  
**Danny Lee**  
**Asmizal Ahmad**  
**Lilee Kum**  
**Trevor Charon**  
**Ellis Lim**  
**Lily Ho**

Regional Vice President, Malaysia, Singapore & Indonesia  
Country Manager  
District Manager  
District Manager  
District Manager  
Branch Manager  
Branch Manager

**SOUTH ASIA  
PRODUCT &  
SERVICE**

**Khoon Ling Lim**

Senior Vice President, South Asia

**Iain Heydon**

Director, Global Trade Compliance

**Jean-Marie McKnight**

Director, Training & Personnel Development

**Jeffrey Tan**

Director, Ocean

**Michael Leong**

Director, Customs

**Rex Wang**

Director, Air

**Serene Chew**

Director, Business Operations

**Sonia Milanovic**

Director, Sales & Marketing

**Vincent Ho**

Director, Transcon

**Alphonsus Heng**

General Manager, T&I

**Alvin Lian**

General Manager, Project Cargo Services

**Christabel Ho**

General Manager, Trade Compliance

**Josephine Lim**

General Manager, Security, Health & Safety

**Leng Siang Lee**

General Manager, Order Management

**Marko Vuksanovic**

General Manager, Tradewin

**Patrick Thompson**

General Manager, Information Services

**Soo Leng Tay**

General Manager, Customer Retention & Development

**Wee Thoe Seet**

General Manager, Distribution Services

**Gregory Nichols**

Principal, Expeditors Tradewin, Asia

**Ken Loh**

Financial Controller

**INDO CHINA &  
PHILIPPINES**

**Mong Pheng Koh**

Regional Vice President, Indo China & Philippines

**Chance Kennedy**

District Manager

**Cuong Huynh**

District Manager

**Jude David**

District Manager

**Michael Mooney**

District Manager

**Teruo Miyamae**

District Manager

**Eric Chan**

Branch Manager

**SOUTH PACIFIC**

**Grant Cusack**

Regional Vice President, South Pacific

**Ebenezer Mohan**

District Manager

**Laura Cayford**

District Manager

**Lee Bell**

District Manager

**Peter Orrico**

District Manager

**Robert Alsemgeest**

District Manager

**Kirk Owers**

Branch Manager

### **We Highly Encourage:**

- Participate 100%
- Be curious
- Listen to understand
- Seek unity, not separation
- Share your unique perspective and experience
- Be positive
- Have fun!

### **The Rules**

- Be on time
- Phones and laptops are not to be in use during meeting hours, unless it is requested by your presenter as a part of your working session.

### **The Events**

- Monday's evening event will take place at Lucky Strike, located in walking distance from the hotel. There are options to walk inside or outside. The event will begin at 6:30pm.
- Tuesday Cocktail Hour, Gala Dinner and After Party will take place at the hotel. The Cocktail Hour will begin at 6:15pm in the Grand Foyer.
- Wednesday evening is open. There are no group events planned.
- Your GEO, Product & Service Leaders will hold Thursday evening events.

### **Dress Code**

- Monday - Friday meetings are business casual attire. No jeans allowed.
- Monday's evening event is casual. Jeans are allowed. Wear a shirt or jersey that represents your city!
- Tuesday's evening event is cocktail attire for women, suit and tie for men.
- Bellevue and Seattle weather in December is generally overcast and averages 40-50°F. Be prepared for light rain and wind.

## EXPECTATIONS OF A DISTRICT MANAGER

**ETHICS** The District Manager is expected to conduct themselves, those they lead, and the Company's business to the highest standards and to protect the Company's reputation.

**SACRIFICE** The District Manager is expected to sacrifice their personal and branch gain for the sake of the Company as a whole.

**OBSESSED WITH  
DETAIL** The District Manager is expected to be obsessed with the fundamental details of running the business. This means being passionate about the basics of operations and consumed with making them consistently correct in order to achieve our goals.

**OPERATIONS** The District Manager is expected to be literate in all aspects of Expeditors' business and operations, including our systems and accounting.

**SALES** The District Manager is expected to have a comprehensive sales program that involves each person (including themselves) proportionately within each branch to secure and maintain new customers.

**TRAINING** The District Manager is expected to address the training needs of the individuals within their branch, which includes fulfilling their personal growth goals as well as those of the company.

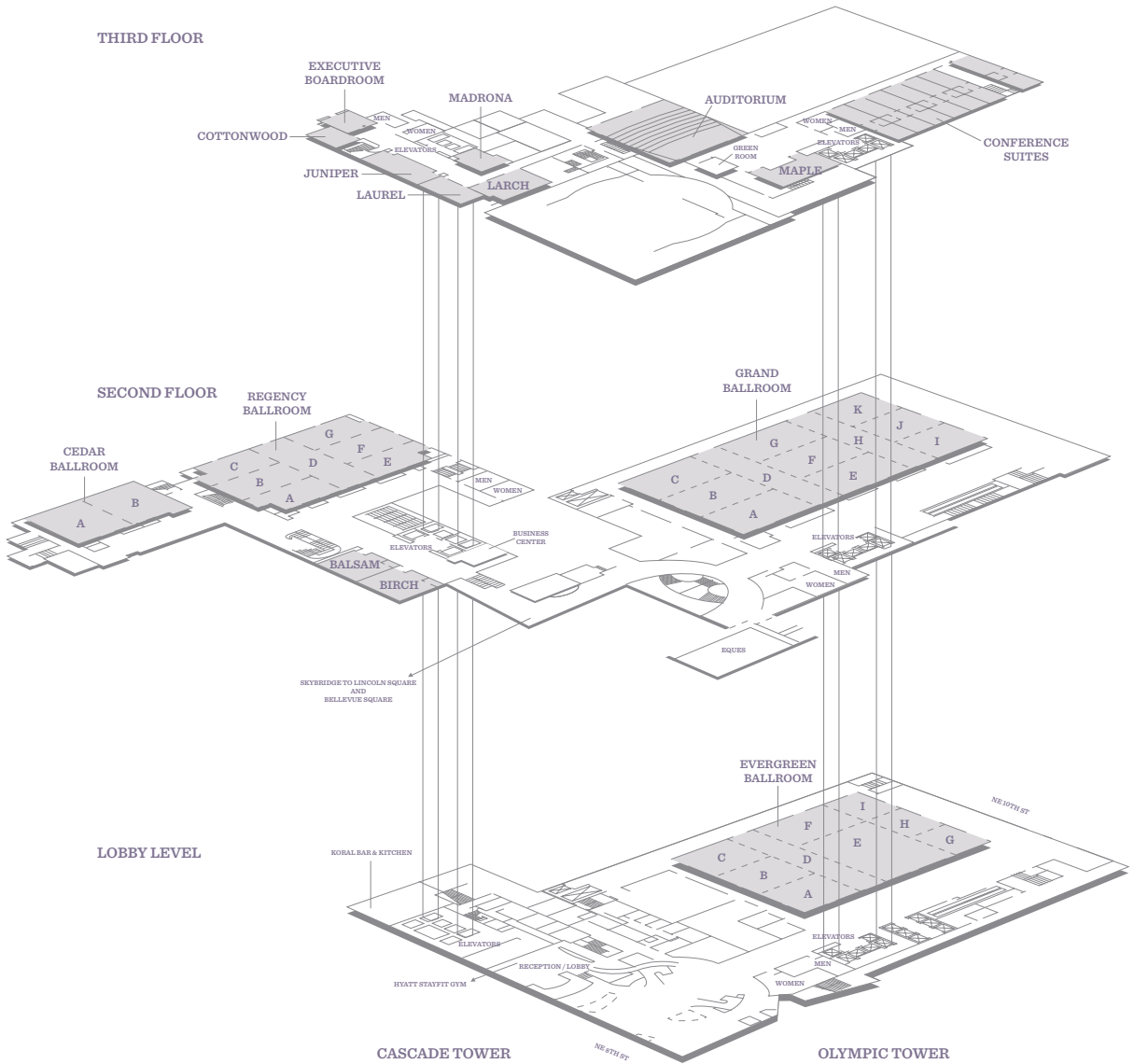
**COMPANY DYNAMICS** The District Manager is expected to know Expeditors' working dynamics (where our offices are, our different product and services, and our organization) and to strictly adhere to Expeditors' mission statement.

**CREDIT & COLLECTION** The District Manager is expected to follow Expeditors' credit and collection policy.

**BUDGET** The District Manager is expected to prepare a yearly budget that increases and challenges their revenues over the current year.

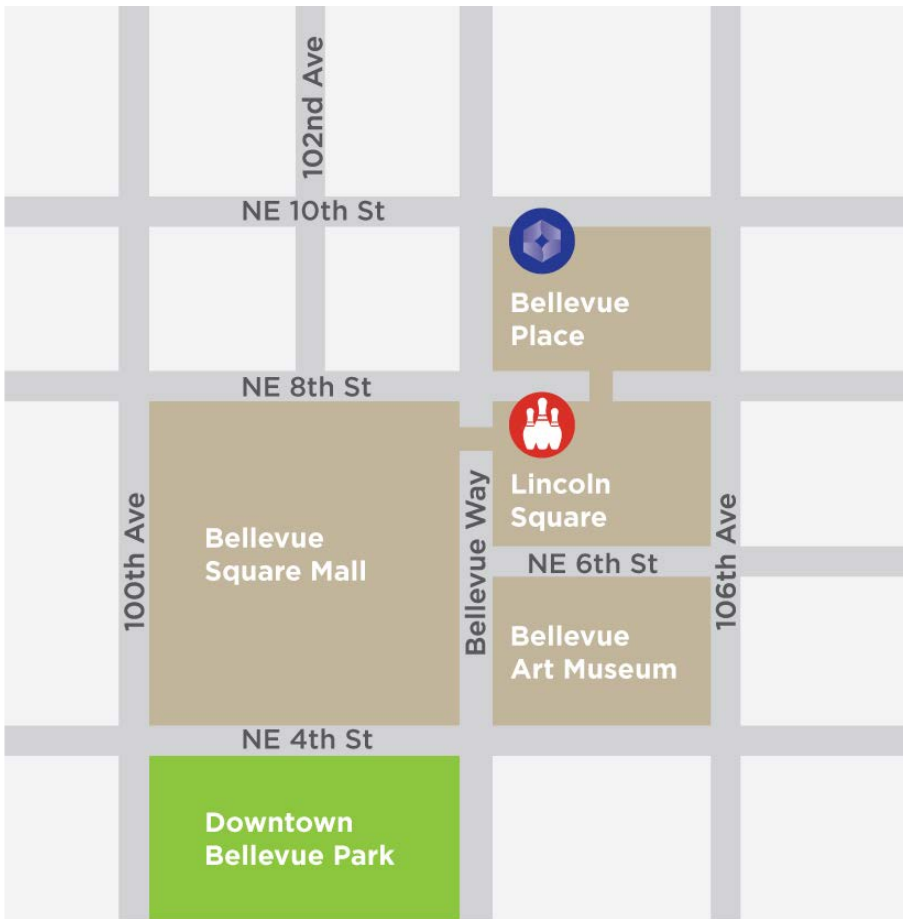
**FIRM BUT FAIR** The District Manager is expected to deal firmly with all of our people, all the time.

# HYATT MEETING ROOMS





## DOWNTOWN BELLEVUE MAP



**Hyatt Regency Hotel**  
900 Bellevue Way NE  
Bellevue, WA 98004



**Lucky Strike**  
*Monday evening event*  
700 Bellevue Way NE Suite 250

## RESTAURANTS NEARBY

Name	Walking distance	Phone	Cuisine
13 Coins	In hotel	425.455.1313	American
Black Bottle	1 minute	425.223.5143	American/Tapas
Daniel's Broiler	2 minutes	425.462.4662	Steakhouse
Joey Bellevue	2 minutes	425.637.1177	American
Maggiano's Little Italy	4 minutes	425.519.6476	Italian
McCormick & Schmick's	4 minutes	425.454.2606	Steakhouse/Seafood
Cactus	5 minutes	425.455.4321	Mexican
Din Tai Fung	5 minutes	425.968.1095	Taiwanese
Earl's Kitchen + Bar	5 minutes	425.452.3275	American
P.F. Chang's	5 minutes	425.637.3582	Chinese
Ruth's Chris Steakhouse	5 minutes	425.451.1550	Steakhouse
Tavern Hall	5 minutes	425.454.7500	American/Gastropub
The Melting Pot	5 minutes	425.646.2744	Fondue
Fogo de Chao	6 minutes	425.450.4004	Brazilian Steakhouse
Wild Ginger	6 minutes	425.495.8889	Thai
Palomino	7 minutes	425.455.7600	Italian
Lot No. 3	8 minutes	425.440.0025	Comfort Food
Purple Café & Wine Bar	8 minutes	425.502.6292	Amerian
El Gaucho	11 minutes	425.455.2715	Steakhouse/Seafood
99 Park	13 minutes	425.999.3991	American-PNW
Pogacha	13 minutes	425.455.5670	Italian
520 Bar & Grill	14 minutes	425.450.0520	American
Bake's Place	14 minutes	425.454.2776	American
Bis on Main	14 minutes	425.455.2033	American
Local Burger	15 minutes	425.454.8559	Burgers

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This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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Expeditors®