



OUTSIDE THE BOX

THE NEWSLETTER OF THE PAXTON COMPANIES



★ AMSA Honors Chuck Racine with Prestigious Award!

Paxton is pleased to announce Chuck Racine as the recipient of this year's American Moving & Storage Association (AMSA) Super Van Operator Lifetime Achievement Award. Nominated by Atlas Van Lines' world headquarters from nearly 3,000 Atlas van operators, Racine, who competed with nationwide submissions from all major and independent van lines, received his award in March at the AMSA's 97th Annual Educational Conference and Expo held in New Orleans.

The AMSA Super Van Operator awards recognize drivers and owner-operators who provide the best in safe, reliable and customer-oriented household goods truck transportation. Judging criteria includes miles driven, safe driving records, lifetime driving logged, service hour compliance, financial responsibility and community involvement, along with a commitment to service delivery and customer ratings. Lifetime Achievement nominees are required to exceed all regulatory compliance and have a minimum of 20 years' experience operating commercial vehicles interstate, with the most recent five years spent in the household goods industry.

Racine accepted the award proudly accompanied by his wife Cyndi, along with attendees Bill Paxton, COO, Freddy Paxton, CMO, Kevin Callahan, Safety & Risk Mitigation Director, Mary Livengood, General Manager of Paxton's Richmond branch and Robert Trempe, Government Services.

"My favorite thing about working for the Paxton family is the reassuring support I have been lucky enough to receive from them as a group," says Racine. *"Albert Lee Paxton went out of his way to make sure we had a strong and vibrant company to grow*

within and succeed. Fred Paxton, Sr., who hired me, took over that rock solid company, and with confidence, kindness, and an uncanny ability to lead, propelled it forward. Freddy, Bill and Chris Paxton have now taken the reins and continue to follow that tradition, working tirelessly and putting their own mark on this great company. All of these fine gentlemen have helped and supported me through every step of my career. Words cannot properly express my gratitude for the opportunities they have given me. They enabled my beautiful wife Cyndi and me to raise and educate our two strong and wonderful daughters, Katie and Hope. That is the accomplishment in my life of which I am proudest."

Paxton salutes Racine for his dedication and commitment that earned him this coveted award. *"A Lifetime Achievement Award doesn't come around every day,"* says Bill Paxton. *"Being here at the AMSA Conference to see Chuck receive this award bestowed by one of the most respected organizations in the transportation industry is by far one of our proudest moments at Paxton, and we couldn't be more thrilled for Chuck, his family and his accomplishments."*

Please join Paxton in congratulating Chuck Racine for receiving this prestigious industry award!



Left to right: Kevin Callahan, Bill Paxton, Freddy Paxton, Mary Livengood, Chuck Racine, Cyndi Racine

Paxton International Expands and Relocates



Paxton Team after a long Day 1 of getting settled in



A few members in the global conference room

After 17 years of consistent growth, Paxton International moved to a new location to better support an ever-growing global client base. With numerous upgrades and improved technologies, such as an integrated phone system that links desktops and mobile devices, and expanded functionality with virtual conferencing and training room, the new space more effectively bridges clients and service teams regardless of location.

Although the move was only one block from the previous location, the short distance required a year of planning, 376 Pax-Boxes and over 250 man-hours to complete. A special thanks to Paxton International, Office Moving, and Records Retention divisions staff, whose thorough planning and hard work resulted in a smooth transition, minimal stress and virtually no downtime.

As the result of this process, Paxton reconfirms three key points that are essential with every move:

- **Plan Early.** Whether moving a few feet or thousands of miles, a successful move requires early, thoughtful planning to avoid possible pitfalls and allow wiggle room for any necessary changes along the way.
- **Consolidate.** Use the move as an opportunity to do a little spring cleaning. Repurpose old materials and furniture, or donate usable items to your favorite non-profit.
- **Secure Files.** Gather together old business files your business needs to retain and have them professionally stored. Paxton offers this service.

Planning a visit to the VA/DC area? We'd love to host a tour for you!

The Greatest Gift *An Update from the Front Lines*



For a video of the distribution of goods, posted by Embrace Relief, go to: [YOUTU.BE/ZYE7FODBCAG](https://www.youtube.com/watch?v=ZYE7FODBCAG)

For the second year in a row, Paxton partnered with Maersk and the American Turkish Friendship Association in a blanket drive for Syrian refugees. Donating nine trailer loads with over 4,900 boxes, Paxton's contribution was part of 14 containers of over 144,000 pounds of donated blankets and clothing items sent to Turkey this year, nearly tripling the donated materials from the previous year. Partners KYM in Adana, Turkey, distributed the blankets and clothing among the refugees living in various cities in the region.

According to an article in the Loudon Times-Mirror, if the boxes containing the goods were stacked on top of each other they would exceed 1 mile in height, or the equivalent of more than 16 Statues of Liberty stacked on top of each other. For Robert Lazarro of the Northern Virginia Regional Commission, seeing the faces of the children and families benefiting from these donations is by far the greatest gift.

For the full article on this collaborative effort, visit: WWW.PAXTON.COM/NEWS/57



Strengthening Business in the Middle East

Paxton stands behind the Washington, D.C. based non-profit trade association, the United States-Kurdistan Business Council (USKBC). The goal of USKBC is to strengthen ties and facilitate trade and commerce for American companies in the Kurdistan region of Iraq.

Selected Paxton employees recently participated in the “Building on American-Kurdish Business Relations” Seminar held in Erbil, Iraq. Attendees heard speeches from senior U.S. and Kurdistan officials and participated in discussions with both American and Kurdish business leaders. Overall, the seminar provided an excellent forum for Paxton to reinforce our commitment to being a regional leader in the transportation arena.

Some of the topics covered during the seminar included “Understanding the Visa Process for Business Travelers,” “The Business Environment in the Kurdistan Region,” and “Doing Business with American Companies.” Notable speakers included Bayan Sami Abdul Rahman, Kurdistan Representative to the U.S. and keynote speaker Matthias Mitman, U.S. Consul General Erbil.



Matthias Mitman, U.S. Consul General Erbil & Mohammad Talabani, Iraq Country Manager Paxton International



Green Initiatives

The Paxton International move presented challenges in determining what to do with old office furniture, filing cabinets, and supplies. Recognizing an opportunity to tap into its “green” policies and initiatives, Paxton located a partner in Africa in need of cubicles and other office supplies. The remaining furniture and filing cabinets were happily donated and gratefully accepted by the non-profit organization Hope for the Warriors.

In keeping with our [Reduce-Reuse-Recycle Program](#), Paxton installed refurbished cubicles, along with gently used filing cabinets and other office furniture in the new space. Thanks to the dedicated staff tasked with finding homes for old materials and alternatives to off the shelf new materials, Paxton was able to keep approximately 20,000 lbs. of materials out of landfills!



Customer Kudos

GINA EMBLEM

Move Coordinator

“I want to use this opportunity to express my sincere and utmost gratitude for the first class coordination, picking up, and delivery of my items. I cannot possibly thank you both and the entire crew enough as I am truly highly honored and grateful. Once more, thank you very much Mrs. Emblem, Mrs. Romboldi, and the entire crew.”

PATRICK GLEASON

Paxton Van Operator

“I can’t say enough about Pat and his crew in Maryland and in Tampa. They were professional, nice to be around, and FAST! Nothing was broken or missing. I am very pleased and would highly recommend Paxton and use them again if needed.”

KRISTY BATTLE

Move Coordinator

“Kristy Battle was extremely knowledgeable and helpful throughout the move. She followed up and was very prompt in getting someone out to haul away the moving boxes and paper when I was ready. The driver, Tom Robinson and his guy, Scott, were very good. Compared to the last move I had with another van line, this move was light years better.”

TAMMY SANTANA

Move Coordinator

“Eric was the most amazing driver we could’ve worked with. Tammy was great getting us taken care of. Thanks to both of them.”



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Leadership Notes

With the cherry blossoms in our nation's capital signaling spring is finally here, it's time to pre-plan for the upcoming peak season. At Paxton, we've invested in new training and performance programs to better prepare our service personnel. Additionally, we've enhanced technology in our payroll, recruiting and operational platforms to better serve our customers.

Our Spring newsletter highlights some significant changes at Paxton, such as the expansion and relocation of Paxton's international division. Our new space provides a testament to our continued growth, commitment to our diverse client base, and dedication to strengthening business relationships across the globe. We've also experienced some changes in personnel as we bid fond farewells to long-time Paxton employees Ron Finelli, Charlotte Corley, and Lynn Fordham, and welcome Debbie Moore into her new role within human resources. At the same time, Paxton pride is reflected in our feature story on Chuck Racine, who received the industry's coveted Super Van Operator of the Year - Lifetime Achievement Award. Chuck and several other Paxton drivers were also named to the Atlas Scroll of Honor for excellent customer service. Finally, in the spirit of giving, we participated once again in this year's Syrian Refugee blanket and clothing drive. Knowing our donated items have reached their final destination and have been distributed is beyond rewarding.

As we ramp up for another exciting and fast-paced season, we will continue to keep you abreast of industry challenges, solutions and strategies to support your global relocation and logistics programs. We thank you for your feedback, suggestions, and as always, the opportunity to serve you.

All the best,
Bill

