



Canadian Association of Movers

Canada's Trade Association for the Moving Industry

2013 ANNUAL CONFERENCE



*Bringing
the World
Together*

Friday evening, October 4 to Sunday noon, October 6
River Rock Casino Hotel and Convention Centre
Richmond, British Columbia

Bringing the World Together

It's exciting times for the moving industry in Canada. Movers from around the world will convene in Vancouver for the International Association of Movers' 51st Annual Meeting, the Pan American International Movers Association's Annual Convention and, of course, the Canadian Association of Movers' 2013 Annual Conference.

CAM's 2013 Annual Conference is going to achieve several milestones – it's the first time in almost 20 years that the conference will be held outside the Toronto area – it will be the first interactive conference we've ever held – and it will be the first time we've held the conference in partnership with another Association – the International Association of Movers. But at the bottom line, the conference is once again focused on your bottom line.

Movers from around the world will be in Vancouver for the IAM Annual Meeting, and this is an opportunity for them to see the Canadian Association of Movers at its best – and it's an opportunity for Canadian movers to see their international colleagues at their best.

The conference will be highlighted by four panel discussions with participants from Canada's van lines, insurance companies, CAM's marketing committee and international moving associations.

It's your opportunity to take advantage of these interactive sessions and learn about these key functions within our industry and ask the questions that you've always wanted to. We'll also offer special presentations by a Canadian leader in the international moving community and by an economist with a global perspective.

Our tradeshow will focus on the products and services that you need to run your business.

And as always, the conference is an opportunity to network with the leaders in our industry, both domestic and international.

Saturday, October 5

7:30 AM — Registration & Buffet Breakfast

9:00 AM — Welcome

9:15 AM — Strategies for International Payments and Cash Management

Rory Langran, *Assistant Vice President,
Global Payments & Cash Management
HSBC Bank Canada*

Almost every mover in Canada has participated in an international move either as origin agent or destination agent. Some do it more frequently than others. Certainly, the most important aspect of international moving is being paid for your efforts. Rory Langran of HSBC Bank Canada will offer some thoughts on how to make payments, receive payments and protect your finances when you're dealing in international trade. Some of the areas that he will touch on include wire transfers, international banking systems, managing foreign exchange, notifications and protecting your bank accounts when sharing your information.



10:15 AM — Coffee

10:45 AM — Principles and Practices for Insuring Domestic and International Moves — What You Need to Know

Gil Carlson, *UNIRISC*

Glenn Meyer, *Moore-McLean Insurance Group Ltd.*

David Ogilvy, *Ogilvy & Ogilvy Insurance Brokers*

Marc Puddy, *Steer Inc., Insurance Brokers & Consultants*

MODERATOR: John Delanty, *Kenwood Moving & Storage Inc.*

One of the most common challenges for movers is communicating the nature of insurance coverage to consumers. It's an ongoing battle. Some movers get it right and a lot do not. The consumer is often confused as to what they have purchased in insurance coverage or value protection, and what they can expect in the event of damage or loss. Our panel will provide attendees with some clarity on communicating insurance issues to customer service staff and consumers.

12:00 noon — Lunch

1:30 PM — Current and Future Challenges for International Moving

Dean Hefford, *Crown Relocations*

Tony Valentine, *Crown Relocations*

International moving presents many challenges for movers – multiple modes of transportation, choice of destination partners, sharing of revenue and payments, insurance, languages, and regulations that differ from country to country. International moving presents significant opportunities to diversify a company's offerings and balance revenue throughout the year. Tony and Dean will address how expertise and experience in international moving can convert the challenges into opportunities.

2:30 PM — Coffee

3:00 PM — Customer Relations Management — Ensuring that All Stakeholders' Expectations are Met!

Carol Davis, *Atlas Van Lines (Canada) Ltd.*

Lorne MacInnes, *Ferguson Moving & Storage Ltd.*

John Rausch, *Allied Van Lines Canada*

MODERATOR: Tom Finlay, *AMJ Campbell Van Lines*

A major source of conflict between moving companies and their customers is what each party thinks they said and heard in the sales process. Each has an expectation of what the other will do and of the parameters of the move. Our panel will discuss some of the basic principles that should be employed in this interchange in order that customers get the value they are paying for and movers provide the service that they promised. The process involves communication between the mover and the consumer before, during and after the move. The panel will address some of the terms that are being used and what each party understands them to mean. The panel will provide some suggestions for the sales and operations processes to help movers avoid these difficulties.

Sunday, October 6

7:30 AM — Registration and buffet breakfast

9:00 AM — Welcome

9:15 AM — Moving Associations in a Changing World

Linda Bauer Darr, *American Moving and Storage Association*

Terry Head, *International Association of Movers*

Stephen Vickers, *British Association of Removers*

MODERATOR: John Levi, *Canadian Association of Movers*

Moving associations exist in different forms around the world representing international movers, domestic movers, van lines, suppliers and other stakeholders in the moving industry. Each Association has its own mandates, regions of operation and constituents. But each serves one purpose – to benefit its members. The managing director of the British Association of Removers and the presidents of the American Moving & Storage Association, International Association of Movers and Canadian Association of Movers will compare their operating environments, the work that the Associations do and the value they bring as they relate to:

- regulatory environment
- relations between members
- consumer relations
- operating challenges

10:15 AM — Coffee

10:45 AM — Moving Ahead – The Future of Canada’s Moving Industry

Bob Clark, *Atlas Van Lines (Canada) Ltd.*

Rob Grohn, *Allied Van Lines Canada & North American Van Lines Canada*

Anne Martin, *United Van Lines (Canada) Ltd. & Mayflower Canada*

MODERATOR: Doug Kellough,
Salmon’s Transfer Ltd.

The presidents of Canada’s three major van-line companies will look at the current challenges that the industry faces – advancing technology, an aging workforce, an unregulated environment and a web-savvy price-conscious consumer. They will offer some thoughts on these issues and engage attendees in an exchange of ideas and concepts that will give a view of how the industry and the van line model might evolve over the next decade. This will be an opportunity for attendees to discuss the future of our industry.

12:00 noon — Lunch and CAM’s 2013 Annual General Meeting



CONFERENCE ACTIVITIES

Friday Evening Get-Together

October 4, 6:00 PM to 10:00 PM

This informal event has become a CAM conference tradition. It brings together all attendees for a relaxing pre-conference evening. At your option, you can network with fellow movers from Canada and around the world, watch sports on TV and have refreshments and some hors d'oeuvres.

Tradeshow

Saturday, October 5, 8:00 AM to 6:00 PM

Sunday, October 6, 8:00 AM to noon

Suppliers to the Canadian moving industry will showcase their latest products and services. This is an opportunity for movers to view the products and services that help our industry to thrive and discuss them in a face-to-face forum.

Awards Dinner

Saturday, October 5

Chairman's reception – 5:30 to 6:30 PM

Awards dinner – 6:30 to 9:00 PM

Each year, members of the Canadian Association of Movers get together to honor deserving members of the Canadian moving industry. The awards are: Distinguished Service, Industry Achievement, Innovators and Public Service. Worthy awardees for 2013 will be honored at CAM's most popular event.



*CAM's 2012
awardees and
Board of
Directors —
2012 Awardees:
front-row from
the left: John
Rausch, Randy
Hoyt, Dale Ittas,
Kevin Devereux*

Annual General Meeting

Sunday, October 6, 12 noon (a buffet lunch will be provided)

- Call to order and opening remarks
- Notice of meeting and adoption of agenda
- Ratification of actions
- Approval of the minutes of the Annual General Meeting held on November 6, 2012
- Committee chairs' reports
 - Annual conference committee
 - International committee

- Marketing & internet committee
- Membership committee
- Approval of changes to CAM's bylaws as required by Canada Not-for-Profit Corporations Act
- Treasurer's interim report for the fiscal year ending September 30, 2013
- Appointment of auditor
- President's report
- Chairman's report and direction for 2014
- Election of directors
- Adjournment

This agenda constitutes the notice of the annual general meeting as required by the Canadian Association of Movers' bylaws.

Annual Conference Committee

The conference committee were specially challenged this year with the conference occurring seven weeks earlier than it normally would and with the new interactive concept. Tom Finlay and Doug Kellough volunteered to act as co-chairs to implement CAM's first conference outside of the Toronto area. Members of CAM recognize and appreciate the efforts of the committee members and the co-chairs.

Tom Finlay, *AMJ Campbell Van Lines (co-chair)*

Doug Kellough, *Salmon's Transfer Ltd. (co-chair)*

Jim Carney, *Rawlinson Moving & Storage Ltd.*

John Delanty, *Kenwood Moving & Storage Inc.*

Tom Filgiano, *Meldrum the Mover Inc.*

Leonard Hoyt, *Hoyt's International*

James Marshall, *East Coast Moving & Warehousing*

John Rausch, *Allied Van Lines Canada*

Sunday afternoon, October 6

CAM's 2013 Annual Conference will conclude immediately following its 2013 Annual General Meeting. Sunday afternoon is free time. We are in one of the most beautiful places in Canada. Tours, golf and shopping can all be arranged through the hotel's concierge. Watch for notices about this in upcoming issues of CAM's online and email newsletter.

Monday to Thursday, October 7 to 10

The International Association of Movers (IAM) will hold its 51st Annual Meeting at the Vancouver Convention Centre on the waterfront in downtown Vancouver. This is a great way to network with international movers from around the world. CAM members are invited to attend at IAM member rates. Mark the box on the attached application form and CAM will forward your information to IAM.



Canadian Association of Movers
Canada's Trade Association for the Moving Industry

2013 ANNUAL CONFERENCE

You have five ways to register:

Phone: 1-866-860-0065 • Fax: 905-756-1115
Online: www.mover.net/conf2013 • Email: members@mover.net
Mail: Canadian Association of Movers,
PO Box 30039, RPO New Westminster, Thornhill, ON Canada L4J 0C6

Send additional names on a separate sheet.



Name _____ Title _____

Company _____

Address _____

City _____ Prov. _____ Postal Code _____

Phone _____ Email _____

CONFERENCE FEES:

Members

Non-members

Full Conference – Saturday and Sunday

\$650

\$850¹

The full conference fee will be reduced by \$200 for additional attendees from one company.

Trade show booth²

\$200

Saturday (only)

Conference and Awards Dinner

\$425

\$525¹

Awards Dinner only

\$125

\$125

Awards Dinner – Accompanied Spouses

\$100

\$100

Sunday (only)

\$300

\$400¹

Sub-total _____

Tax (5% GST) _____

TOTAL _____

¹ Non-member premiums (\$100 per conference day) can be applied to CAM membership up to six months after the conference.

² In addition to conference fees – supplier members only

PAYMENT:

Visa/MasterCard

Cheque

Cardholder name _____

Card number _____ Expiry date _____

Signature _____

HOTEL:

The River Rock Casino Hotel & Convention Centre is offering special rates of \$139.00 per night for standard room or \$159.00 per night for a marina view suite (single or double) until September 4, 2013, based on availability. Make a reservation by phoning 1-866-748-3718 and advise the hotel you are attending the *Canadian Association of Movers conference*. The hotel is located at 8811 River Road, Richmond, BC V6X 3P8 – five minutes from the airport on the SkyTrain.



Please send me information about the International Association of Movers' 2013 Annual Meeting in Vancouver, October 7-10, 2013. CAM members are invited to attend at IAM member rates.