



Canadian Association of Movers

Canada's Trade Association for the Moving Industry

2015 ANNUAL CONFERENCE

A graphic of a paper chain made of white paper figures, arranged in a spiral shape that descends from the top left towards the bottom right. The figures are connected by their arms, and the chain is set against a blue background with a light gradient.

Better Partnerships for Better Business

2015 Annual Conference

Sunday, November 1, 2015 (5:00 pm)

– Tuesday, November 3, 2015 (Noon)

Ottawa Marriott Hotel,

100 Kent Street, Ottawa, Ontario

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

Better Partnerships for Better Business

Dear fellow moving professional:

It's my pleasure to invite you to attend the Canadian Association of Movers' 20th annual conference in Canada's beautiful capital, Ottawa, Ontario.

Our conference theme this year is **Better Partnerships for Better Business**. It's all about developing effective relationships with industry stakeholders (government, industry associations, movers and consumers) that will help you build your business and improve your practices.

We're bringing a variety of professionals in the industry together to present their views on the challenges faced by and the future of our industry. They will offer some ideas on how to meet and prepare for those challenges. You'll hear about:

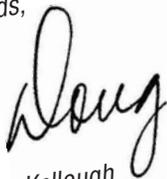
- The Ontario Government's plans to better protect consumers in the residential household goods moving marketplace.
- Processes that will improve the customs clearance of household goods coming into Canada.
- The challenges faced by and the future of the transportation industry in Canada.
- The importance of group benefits programs and effective human resource tools to respond to employees' needs and control costs.
- Effectively manoeuvring through the claims process in a workplace injury.
- The Federal Government contract and future trends in the process.
- Marketing to customers and keeping them happy.

Beyond the sessions, attendees will have plenty of opportunity to network with each other – to share ideas on new directions, changes and challenges in the moving industry. Our program includes an informal reception for attendees to mingle and compare experiences; a trade show where leading members of the supplier community will showcase the latest in moving products and services; and our extremely popular Annual Awards Dinner at which CAM will honour distinguished members in the industry.

CAM's annual conference is an important industry event. Each year, it provides an opportunity for members to gain practical business management information that's tailored specifically to meet the special needs of household goods moving professionals. It's held through the sponsorship of Canada's leading van lines and top industry suppliers with CAM's appreciation.

Join us and begin building your new business partnerships.

Regards,



Doug Kellough
Chairman, CAM's Annual Conference Committee

"I had an amazing time and found the conference to be extremely informative."

- Comment by a 2014 conference delegate

MONDAY, NOVEMBER 2

Sponsors:



KEYNOTE SPEAKER

Residential Movers and Consumer Protection

The Honourable David Oraziotti, Minister, Ontario Ministry of Government & Consumer Services

Moving is a big business in Ontario, and consumers often find themselves dealing with rogue operators who are misrepresenting themselves as legitimate movers. The Honourable David Oraziotti, Minister of Government and Consumer Services, is responsible for the Consumer Protection Act, 2002 which protects Ontarians against scams and frauds. Minister Oraziotti will open the conference and speak about the government's work to strengthen consumer marketplace fairness and transparency across a number of sectors, including within the residential moving industry.

SESSIONS

Importing Personal Effects into Canada – Getting it Right

Tracy Jarvis, Manager Land, Marine & Rail Unit, Canada Border Services Agency

Tracy will provide an overview on the importation of casual goods into Canada as personal effects. This will include discussions on the legal requirements of the carrier and the importer as well as outline the current processes available to allow for the proper reporting, accounting and clearance of personal household effects imported into Canada.

Benefit Plans and HR Support – Invaluable Resources for Responsible Businesses

Gord Cowan and Bruce Tomkins, Partners, The GPS Consulting Group & Insurance Agencies Inc.

Regardless of the size of your company, these topics affect you. If you have employees, you have risk exposure,



whether you have a benefit program or not. This session will help you recognize the risk and learn about solutions to help mitigate it. Presenters will provide an overview of major trends in employee relations and non-cash compensation. They'll identify the hidden risks within benefit plans that can drive up cost, limit choice and flexibility. You'll also get an update on proposed retirement savings legislation and trends and what this will mean to you. Hear how you can:

- be part of the purchasing power of the CAM aggregate group.
- “wipe the slate clean” and build an employee benefit

program that will best meet your organization's and employees' needs while controlling future costs.

- access a full suite of customizable and flexible traditional and new wave benefits including Health Care Spending Accounts, Critical Illness, Employee Assistance Programs, Retirement Savings Plans.
- access HR resources and tools, designed for employers with 5 to 300 employees and based on a solid foundation of industry policies and best practices, to assist you in managing your human capital assets.

Current Challenges in the Trucking Industry: What We Have in Common

Sponsor:



David Bradley, President & CEO, Canadian Trucking Alliance

This engaging session will examine the current driver shortage. Participants will hear what the transportation industry is doing about it as well as about the major regulatory initiatives that will be impacting the industry on the safety and environmental front.

How to Challenge Questionable WSIB/WCB Claims in the Moving Industry



Greg Sathmary, *Industrial Mediation Professional Corporation*

When a worker is injured on the job it sets in motion comprehensive and often complex WSIB policies which are often the source of employers' frustration. Every business should be prepared for the day

when a worker is injured on the job and what steps need to be taken to mitigate unnecessary surcharges. This presentation provides participants with key information on how to recognize and report doubtful claims to WSIB and progressive solutions on controlling losses associated with WSIB injuries.

TUESDAY, NOVEMBER 3



SESSIONS

Dynamics of Federal Government Household Goods Removal Contracting

Lieutenant-Colonel Pierre Fournier, *Director Military Careers Support Services, Canadian Department of National Defence*

In this informative session, our presenter will review the evolution of the present contract structure and the impetus that brought about the present domestic contract. Participants will hear about moving trends and how changes in policy impact the number and location of moves. As well, perspectives on the alignment of the international contract with the domestic contract will be offered.

Marketing to Today's Customers

a panel discussion

PANELISTS:

Fred Haladay, Senior Vice President & Chief Commercial Officer, Atlas Van Lines (Canada) Ltd.

Larry Mitchell, Director of Pricing, Corporate & Government Services, United Van Lines (Canada) Ltd.

Phil Murphy, Vice President Canada, Allied Van Lines Canada

MODERATOR:

Doug Kellough, President, Salmon's Transfer Ltd.

This panel brings us to the most important part of our jobs — understanding and finding new customers. Our panelists bring a great deal of experience, along with the acquired knowledge and resources of national van lines. There are different customer experiences and decision-making behaviours in the market and businesses have to understand the best way to find, approach and sell to all of them. Learn how to make your customers happy with your service and bring them back.

MONDAY, NOVEMBER 2

7:30 AM – Registration and buffet breakfast

7:30 AM to 6:00 PM – Trade show

9:00 AM to 4:30 PM – Presentations, lunch and breaks

10:30 AM to 10:45 AM – Annual General Meeting

5:30 PM to 9:00 PM – Chairman's Reception and Awards Dinner

TUESDAY, NOVEMBER 3

7:30 AM – Registration and buffet breakfast

7:30 AM to noon – Trade show

9:00 AM to noon – Presentations, lunch and break

CONFERENCE ACTIVITIES

Sunday Evening Reception



November 1, 6:00 PM to 10:00 PM

This informal event has become a CAM conference tradition. All attendees can come together for a relaxing pre-conference evening in the Sussex Salon on the 27th floor where spectacular views of Parliament Hill and the city centre can be enjoyed. You can network with fellow movers from around Canada and your suppliers and have refreshments and some hors d'oeuvres.

Tradeshow

Monday, November 2, 7:30 AM to 6:00 PM

Tuesday, November 3, 7:30 AM to noon

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

Awards Dinner



Monday, November 2

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 2015 will be honored at CAM's most popular event.



CAM 2014 executive and award recipients (L to R): Ted LeLacheur (Past Chairman), Perry Thorne (Vice Chairman), Allan Milton (Distinguished Service Award), Carol Davis (Industry Achievement Award), Don Kachur

(Innovators Award), John Levi (President and Industry Service Award) and Tom Finlay (Chairman).

Annual General Meeting

Monday, November 2, 2015, 10:30 AM

- 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 October 21, 2014
- Committee chairs' reports
- Treasurer's interim report for the fiscal year ending September 30, 2015
- Appointment of auditor
- Amendments to by-laws
- President's report
- Chairman's report and direction for 2016
- Election of directors
- Adjournment

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

Annual Conference Committee

Members of CAM all recognize and appreciate the efforts of the conference committee members and chair.

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

Jim Carney, Rawlinson Moving & Storage Ltd.

John Delanty, Kenwood Moving & Storage Inc.

Tom Filgiano, Meldrum the Mover Inc.

Phil Murphy, Allied Van Lines Canada

Perry Thorne, Greg & Sons Moving and Storage

Glenn C. Warner, Walker's/Capital Group of Companies Limited

Ottawa Marriott Hotel

The Ottawa Marriott Hotel is located at 100 Kent Street Ottawa, Ontario K1P 5R7, Canada. Located in downtown Ottawa's bustling business district, it's one block from Canada's Parliament Buildings, a short walk to the Rideau Canal, the Ottawa Convention Centre, the National Gallery of Canada and a 20-minute drive to Ottawa International Airport. The Ottawa Marriott is offering attendees a



special rate of \$179 per night for a traditional room (king or 2 double beds) until October 9, 2015 based on availability. Make your reservation by phoning 1-800-853-8463 and advise the hotel you are attending the *Canadian Association of Movers' Conference* or visit

<https://resweb.passkey.com/go/CAMNov2015> to book online.



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Better Partnerships for Better Business

2015 ANNUAL CONFERENCE

You have five ways to register:

Phone: 1-866-860-0065 • Fax: 905-756-1115

Online: www.mover.net/movers/cam-events • Email: members@mover.net

Mail: Canadian Association of Movers,
PO Box 26004, RPO Churchill, Mississauga, ON Canada L5L 5W7

Name 1 _____ Name 2 _____

Name 3 _____ Name 4 _____

Name 5 _____ Name 6 _____

Company _____

Address _____

City _____ Prov. _____ Postal Code _____

Phone _____ Email _____

CONFERENCE FEES:

	Members	Non-members
Full Conference – Monday and Tuesday	<input type="checkbox"/> \$700	<input type="checkbox"/> \$850 ¹
The full conference fee will be reduced by \$200 for additional attendees from one company.		
Plus: Trade show booth ²	<input type="checkbox"/> \$200	
Monday (only)		
Conference and Awards Dinner	<input type="checkbox"/> \$475	<input type="checkbox"/> \$525 ¹
Awards Dinner only	<input type="checkbox"/> \$125	<input type="checkbox"/> \$125
Awards Dinner - Accompanied Spouses	<input type="checkbox"/> \$100	<input type="checkbox"/> \$100
Tuesday (only)	<input type="checkbox"/> \$300	<input type="checkbox"/> \$400 ¹

Sub-total _____

Tax (13% HST) _____

TOTAL _____

¹ Non-member premiums (\$75 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

³ Sponsor will be recognized by signage and acknowledged at podium

PAYMENT: Visa MasterCard AMEX Cheque

Cardholder name _____

Card number _____ Expiry date _____

Signature _____