

## **CAM NEWSLETTER, DECEMBER 22, 1998**

*In the interest of getting the news to you in a timely fashion, this newsletter replaces the one that would normally be published on January 1, 1999.*

*We wish you a Happy Holiday Season and a Happy and Prosperous New Year.*

### **CAM's Executive and Board of Directors**

The previous list of CAM's executive and board of directors as published in Movers' Edge was incomplete. The executive and directors for 1999 are as follows:

#### **Executive:**

Chairman: Paul Van Remortel  
Vice Chairman: Randy Hoyt  
Treasurer: Howard Bigham  
Secretary: Darrell Powell  
Past Chairman: Denis Frappier

#### **Directors:**

Graham Acreman  
Talal Agha  
Scott Hickling  
Brad Krulicki  
Martin LeDrew  
Jacques Leroux  
Richard Lortie  
John Muise  
Larry Rosenberg

### **CAM Meets with the Competition Bureau**

Chairman Paul Van Remortel and Executive Director David Long met with Reid Lally and Nadia Brault of the Competition Bureau in Ottawa on December 14. CAM was pleased to learn that it is on the right track with its emphasis on professional and skill development on behalf of the moving industry.

### **DND Warehouse Inspections**

A change has been made in the DND certification policy for warehouses. The requirement for a certificate from your local fire department applies only for new warehouses, temporary warehouses, or after extensive renovations. Provided there has been a

continuity of use as an approved warehouse, a warehouse approved by DND fire authorities before the change in policy is "grandfathered" and does not require a certificate.

### **Ontario's Vehicle Impoundment Program**

The two-month education and warning period for the Vehicle Impoundment Program began on November 30, 1998 and will end on February 2, 1999. During that period, a person found driving while under suspension for a Criminal Code offense may be charged and a warning issued about the upcoming Vehicle Impoundment Program. After the education and warning period ends on February 2, any vehicle operated by someone under a Criminal Code suspension will be impounded for a minimum of 45 days.

### **North American Load Securement Standard**

The Canadian Council of Motor Transport Administrators (CCMTA) has been Canada's representative on the North American Cargo Securement Standard Harmonization Committee which through a process of research and consultation is developing cargo securement standards that would be applied consistently through all jurisdictions in North America. The final draft of the standard is now being developed for publication and review.

### **Canada's Highway Infrastructure**

Recent news reports indicate that it would take \$17 billion to bring Canada's highway system up to standard. The results of the improvement would be felt in economic benefits and reductions in accidents, death and injury on the highways. The trucking industry as a whole would receive an unknown reduction in maintenance costs and fuel economy.

# **CAM NEWSLETTER, FEBRUARY 2, 1999**

## **Van Line meeting**

As Paul Van Remortel mentioned in his fax of January 22, several CAM directors met with senior Van Line executives: Bob Sandora of Allied, John Skinner of North American and Tom Syme of United. The feeling after the meeting was very positive that a new relationship was being forged based on education and professional development. Details will be included in future issues of *Movers' Edge* as they are developed.

## **Government of Canada Moving Services Contract**

It is our understanding that the contract for government moving services has been awarded conditionally and that the parties have entered into the three-week period in which they will finalize implementation. We will let you know the final results as soon as the ink is dry on the final contract.

## **Certified Moving Consultant course**

CAM just received the final three chapters of AMSA's CMC course (Cost, Technical and International). These will be sent out to CAM directors for review and addition of Canadian content. The publication of a Canadian content supplement is scheduled for spring, 1999.

In the interim, the CMC course will be available through the CAM offices with the Canadian content following later when it is available. Contact the CAM office if you are interested in taking the course or having one of your associates enroll.

## **Hours of Service**

The US Federal Highway Administration published its intent to explore a negotiated rulemaking process to revise driver's hours of service rules. Two consultants have been hired to conduct interviews with interested parties and suggest the make-up of the negotiation advisory committee.

Transport Canada's consultant's report suggests a minimum of 10 hours off-duty in each 24-hour cycle. In February, the CCMTA task force will deal with the issue of whether the 10-hour period may be split or continuous.

## **Ontario's Carrier Safety Rating Program**

Carrier Safety Rating Program is part of Ontario's Road Safety Plan. It will categorize carriers by their performance. Carriers may be able to gain competitive advantage by using their rating as validation in their marketing. The rating is based on the operator's CVOR record and includes facility audits.

## **Vehicle Impoundment Program**

CAM was represented at a recent meeting related to Ontario's Vehicle Impoundment Program - Driving While Suspended. The program is intended to prevent drivers with suspended licenses from operating motor vehicles. The program goes into effect in mid February and has been amended to include some industry suggestions including a 900 number and a website for driver-licence status checks. The price per check will be in the \$2.00 to \$3.00 range. CAM will be represented on the committee which will represent the industry in the development of the website.

## **Transportation Club of Ottawa - 10th Annual Mover's Night**

February 4 is the TCO Mover's Night. Contact the Club (Tel: 613-276-4907 or Fax: 613-276-4908) for details. Guest speaker will be David Armstrong, Managing Associate of Century 21, and past president of the Ottawa Carleton Real Estate Board. (Let us know when you have a similar event and we'll post it in this bulletin.)

## **CAM's New Mover's Magazine - *The Canadian Mover***

A magazine for Canadian movers has been on CAM's agenda for a long time. You should see it in the next month or so. It is intended to provide background on the moving industry in Canada, information of interest to movers and the direction CAM is going. Some of the topics include the direction the government is taking the moving contract, the Certified Moving Consultant's course, a profile of a Canadian mover, and a profile of a supplier to the moving industry. Watch for your copy and let us know what you think.

**<http://www.mover.net>**

Our website now has the capabilities we need to serve you, our members. It has an easily searchable database of CAM members, areas related to the organization of CAM, our mission and goals, and soon, copies of *Mover's Edge* will be posted. Do you have any news items? Information that should be posted? Additions or changes to your listing? (P.S. the directory will be printed from the information you see in the database; please update it.)

*Let us know about your events. We'll include them. Some news in this bulletin is specific to a single province. If you know of local legislation, let us know. If you would prefer this newsletter by e-mail, let us know.*

# **CAM NEWSLETTER, MARCH 1, 1999**

## **Government Moving Contract**

In the February issue of *Mover's Edge*, we reported that the federal government moving contract had been awarded and was in its final negotiation phase. Government representatives are doing their final due diligence including site visits and review of contractors' capabilities. As things stand now, the final results should be known in mid-March. There has been a challenge to the contracting process that may delay results.

## **Hours of Service**

As has been reported in previous issues of *Movers' Edge*, a committee of the CCMTA is still working out the hours-of-service regulations. The committee met on February 17 and 18, 1999 and reached consensus on a daily cycle of no less than 10 hours of rest and no more than 14 hours of work in any 24 hour period. A sub-committee has been formed to revise the NSC standard. The allowable hours of 60 in seven days, 70 in 8 and 120 in 14 will not be changed until further research is done. Watch for further news and updates. THE OLD REGULATIONS STILL APPLY. NOTICE OF CHANGES TO THE REGULATIONS SHOULD APPEAR IN THE NEXT SIX MONTHS.

## **Pollution Control**

In October 1998, the US Environmental Protection Agency obtained a settlement (\$83 million in fines and \$1 billion to be spent on environmental improvements) from major diesel manufacturers including Cat, Volvo, Mack and Detroit. \$1 billion will go to build cleaner engines, upgrade old ones and fund anti-pollution projects. Transport Canada has begun negotiations with engine manufacturers in Canada to obtain similar results. The basis of the settlement was that manufacturers had installed software that enabled engines to meet federal emission standards while still emitting soot, dust and nitrous oxide.

## **Euro Currency**

NEER Service France advises that the EURO is now the currency of Europe and they will quote in both French Francs (FF) and Euros. This will probably apply to most European movers. One Canadian Dollar will buy approximately 0.60 Euros, 1.14 German Marks, 3.8 French Francs, 0.41 Pounds, and US\$ 0.65. Britain is the only country of the 12 in the European Community not participating in the Euro.

## **Workers Compensation**

Canadian Workers Compensation Boards (excluding Saskatchewan) have agreed to create an "Alternative Assessment Procedure" for inter-jurisdictional transport workers. In the past, motor carriers and operators travelling between provinces were faced in each

jurisdiction with different rules on the employment relationship and for paying premiums. Under this program, inter-provincial carriers have two options:

- Pay premiums based on kilometres driven in each jurisdiction;
- Choose to pay premiums to the WCB in the province in which the employee resides.

Check with your local WCB for more information.

### **Anti-Lock Brakes**

Transport Minister David Collenette introduced amendments to the Motor Vehicle Safety regulations that will require antilock brake systems (ABS) on most new heavy vehicles. These amendments will harmonize Canada's ABS regulations with those in the United States. Under the regulations, expected to be in force in December 1999, ABS will be required on all new vehicles equipped with air brakes and all new vehicles equipped with hydraulic brakes with a gross vehicle weight rating of 4,536 kg or greater.

### **Saskatchewan's Carrier Profile System**

The Saskatchewan Carrier Profile System is expected to be operational next month. The system will collect and record instances of motor carriers' non-compliance with safety standards and assign demerit points. The program will document all related carrier violations for the past two years. It is therefore possible that some carriers may receive intervention notices as soon as the program is introduced.

### **CAM Update**

CAM's national board meets tomorrow in a conference call to discuss implementation of the Certified Moving Consultant course, policy issues and direction of the Association. **The Canadian Mover**, CAM's magazine, is scheduled for mailing in March and the Membership Directory in June. The website has been renewed and has a few new features including an equipment-for-sale area.

*Let us know about your events. We'll include them. Some news in this bulletin is specific to a single province. If you know of local legislation, let us know. If you would prefer this newsletter by e-mail, [let us know](#).*

# **CAM NEWSLETTER, APRIL 1, 1999**

## **Government Moving Contract**

The Federal Government's moving contract has been awarded, effective today, April 1<sup>st</sup>. The contractors are North American Van Lines with 50% of the activity, United Van Lines with 35% and Atlas Van Lines with 15%. Bidders first had to qualify through an initial technical evaluation to determine if they met the standards and capabilities needed under the contract. They were then entered in the "Self-Determined Business Distribution" process, the government's new methodology in which the bidders indicate the fraction of business each would want at each pricing level. This summer, the government will conduct trials on alternatives to scaling and on a methodology that will reward a contractor's quality of service with an increased share of business.

## **Hours of Service**

The process continues. At the meetings in February, a drafting committee was set up to assemble all the information that had been agreed to. This primarily was a cycle of 14 hours on duty and 10 hours off duty in any 24-hour period. Standards relating to this cycle should be prepared by Fall 1999 with regulations to follow after that. Scientific research, which will guide development of the weekly cycles and the reset and recovery periods, is still inconclusive. The weekly caps of 60 hours in seven days, 70 in 8 and 120 in 14 will remain in place until either research is available to improve them or technology is available to measure fatigue.

## **US Medical Reciprocity**

Effective March 30, 1999, a Canadian driver no longer needs a US DOT medical. It is the responsibility of the carrier to ensure that although a driver has a valid Canadian drivers licence, he does not have one of the disqualifying conditions.

## **Vehicle Impoundment**

Just to bring you up to date, since its beginning on February 16, 1999, over 200 vehicles have been impounded under Ontario's Vehicle Impoundment Program. Of these, the vast majority (95%) are personal vehicles.

## **North American Load Securement Standard**

For the past four years, CCMTA has been represented on the North American Cargo Securement Standard Harmonization Committee. The committee has been working to develop a uniform standard for load securement. This standard will be consistently implemented across North America. The latest draft is available on the internet at <http://www.ab.org/ccmta.Model.html>.

## **Certified Moving Consultant course**

The Certified Moving Consultant course is now ready to go. Attached is a registration form you can use to register yourself or your sales people. The course and examination cost will be \$75.00 CDN (plus GST of \$5.25). CAM will administer the course in Canada. The chapter on Canadian content will be distributed when it becomes available.

## **The Canadian Mover**

As reported last month, CAM's new magazine is at the printer now and will be mailed in early April. It is part of a publication suite which includes the publication of a magazine twice a year, an annual directory and this fax bulletin. When you've read it, let us know what you think and submit your ideas for articles, features and news items. Articles include a description of the CMC course development, the government moving contract, a perspective on international moves from Sterling International, a review of the 1998 Conference, and profiles on Cartier Supply and Hoyt's Group. We have also included contact information for all our new members.

## **Roundtables**

CAM has had a very popular speaker program. We plan to have luncheon speakers in Toronto in May or June and in the Fall speaking on financial management, advances in the industry, new products, systems, operations, etc. We would appreciate your suggestion for speakers or topics.

## **CAM Directory**

CAM's Membership Directory is in its final assembly stage. If you have any changes to your address or other listing information, let us know today.

## **Movers' Edge**

This fax bulletin, ***Movers' Edge***, is published to provide CAM members with up-to-date information on our industry and the environment in which we work. This is the last month in which it will be distributed to non-members. To continue to receive it, join CAM.

*Let us know about your events. We'll include them. Some news in this bulletin is specific to a single province. If you know of local legislation, let us know. If you would prefer this newsletter by e-mail, [let us know](#).*



# **CAM NEWSLETTER, MAY 1, 1999**

## **The Canadian Mover**

CAM's magazine, *The Canadian Mover*, was mailed in April. You should have your copy. It contains information on the Certified Moving Consultant course, Government contracts, a review of the 1998 Annual Conference and profiles on movers, suppliers and international operations. The next issue is scheduled to be published in the fall. We are developing the editorial schedule now. Let us know what you think.

## **Certified Moving Consultant Course**

We are ready to go on the course. We have about 25 applications in hand and the registration forms will be in the mail shortly.

## **Y2K - Tax deduction**

Just a reminder that to qualify for the full deduction under the tax rules, any equipment or software you buy to avoid or fix the Y2K problem, must be purchased before June 30, 1999. Accelerated capital cost allowance deductions of up to \$50,000 will be provided for hardware and software acquired to replace systems that are not Y2K compliant.

## **Motor Vehicle Transport Act, 1987**

The Transport Minister introduced amendments to the MVTA 1987 in the House of Commons. They should have far-reaching implications for the moving industry. The Act will:

- Create a national framework for a provincially run regulatory system focussed on the safety of motor carriers. It will be based on the National Safety Code.
- Allow provinces and territories whose safety compliance regimes are compatible with NSC standards to give an extra-provincial carrier a safety rating and to issue MVTA safety fitness certificates.
- Allow provinces to apply sanctions to extra-provincial carriers for poor safety performance, including downgrading their ratings and revoking their safety fitness certificates and thus their right to operate.
- Allow Canada to enter into agreements with other countries for reciprocal recognition of ratings and standards.

## **Senate Committee on Transportation Safety and Security**

The committee's report recommends:

- Expanding the mandate of the Transportation Safety Board to investigate highway accidents involving commercial vehicles;

- Reconsidering Transport Canada's position on random drug and alcohol testing;
- Diversion of part of federal and provincial excise taxes to highway rehabilitation;
- Establishing an infrastructure program to build new highways and maintain old ones;
- Stamping of tires for commercial vehicles stating the tires have been retreaded;
- Creating safety committees in all transportation companies.

### **CAM Membership News**

Several of CAM's regional directors have been working diligently with fellow agents of their respective van lines to join CAM. Atlas and Allied have already joined CAM as associate van-line members. There has been positive interest expressed in the other van lines about the possibility of joining CAM. Stay tuned for details. There seems to be a lot of international interest in CAM as we are getting inquiries and new members from around the world. Have a look in the membership directory on the website for our new international members. They have expertise you should consider tapping in your international moves.

### **CAM Membership Directory**

We have received the page proofs from the printer. They will be returned to the printer on Tuesday, May 4<sup>th</sup>. This is your absolutely last opportunity to make additions, deletions, address or phone number changes to your listing. Check your listing on the website at [www.mover.net](http://www.mover.net).

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# **CAM NEWSLETTER, JUNE 1, 1999**

## **Fly-By-Night Movers**

We have heard from many CAM members, the media and the public that they are becoming increasingly concerned about fly-by-night moving companies who give impossibly low quotes and deliver a very low standard of service, if they deliver at all. Their practices have damaged the reputation of the moving industry and the business of the ethical, legally operating mover. Yesterday, CAM began a campaign to eradicate these operators initially through communications with the government regulators in all provinces and the federal government. We'll keep you posted. Part of the text of the letter included: "All too often, we are witnessing a trend where companies are cutting corners on legislated safety requirements and other normal mandated business requirements in order to undercut the prices that responsible, legal moving companies must charge in order to conform to government requirements."

See the following news item.

## **The Toronto Sun acknowledges the role of CAM**

In an article that appeared in the May 8<sup>th</sup> issue of *The Toronto Sun*, the Canadian Association of Movers was acknowledged as an entity formed by reputable movers "to help bolster the image of a de-regulated industry plagued by horror stories and fly-by-night operators." The article described a mover who was very high profile in the Toronto area because of the catastrophic results of his moves and warned the public that they have to research a move in the same fashion that they would for any major purchase. The article went on to say that members of this trade group must meet certain professional standards and agree to abide by a code of ethics. Since the May 8<sup>th</sup> publication, we have had 20 calls with complaints about movers (none of whom were CAM members) and from people looking for a mover in the Toronto Area.

## **CAM Membership News**

In the February 2<sup>nd</sup> issue of Movers' Edge, we reported to you that Paul Van Remortel, our Chairman, and several CAM directors met with senior van line executives from Allied Van Lines, North American Van Lines and United Van Lines. The feeling among the CAM directors was that everyone left the meeting with a very positive attitude toward the relationship between CAM and the van lines. Atlas Van Lines and Allied Van Lines have been members of the association since it was re-established three years ago. Now welcome North American Van Lines as a new CAM member. As reported earlier, we are working toward a new relationship with all the van lines based primarily on education and professional development.

## **Y2K Compliant Equipment and Software (deadline June 30th)**

Don't forget that accelerated capital cost allowance deductions are available to small and medium-size businesses for up to \$50,000 of eligible computer hardware and software acquired before June 30<sup>th</sup> to replace systems that are not year 2000 compliant.

### **CAM Membership Directory**

The 1999 CAM Membership Directory just arrived in the office and will be mailed to all movers across Canada on Tuesday. The Directory shows over 200 movers, suppliers from across Canada, van lines, international movers and moving associations. In addition, there are a number of advertisers who have supported the publication of this directory. The people for whom the directory has been most valuable over the last few years have used it to network with other movers across the country and around the world. This information is also on our website at [www.mover.net](http://www.mover.net).

### **Certified Moving Consultant Course**

Registration forms were mailed to all interested members of CAM for the Certified Moving Consultant course which CAM is delivering in partnership with AMSA. The official application forms were mailed out to over 30 movers. The first courses are on their way to movers across Canada. Contact the CAM office for an application form.

The Canadian supplement to the course is being assembled from reference material developed over the last ten years.

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# **CAM NEWSLETTER, JULY 1, 1999**

## **Household Goods Carriers' Liability - Quebec**

North American Van Lines asked CAM to investigate Household Goods Carriers' Liability in Quebec. Officials within the Quebec Ministry of Transport informed CAM that "household goods" became exempt in Quebec from the standard (uniform) bill-of-lading requirements developed in 1979. There is still a great deal of uniformity with respect to provincially-recognized bills of lading with the exception of the exemption clause where different exemptions and different definitions regarding exemptions apply. The exception afforded to household goods outside the bill of lading is going to be safeguarded through new regulations that will take effect July 15. Under Quebec's Civil Code, legal opinion indicates that "the carrier's liability may not exceed the value of property declared by the shipper. If no value has been declared, it is established on the basis of the value of the property at the place and time of shipment." Further clarification will follow shortly.

## **Fly-by-Night Operators**

On May 26, we, as an association, wrote to federal and provincial ministries of transport across Canada expressing our concern about movers who operate without operating authority, licences and workers' compensation insurance. It is these movers who have been giving the industry a bad name through questionable business practices with government, suppliers and consumers. We have had responses from seven jurisdictions describing current and future programs for dealing with these groups. These include increased enforcement efforts and penalties, carrier incentive programs, revoking of operating authority and plates, mobile inspection stations, and improved training for carriers, drivers and law enforcement officers.

## **Better Business Bureau**

Since the recent Toronto Star article on the moving industry, CAM has had a few inquiries every day from consumers looking for a reputable mover in their area. CAM has referred them to local members. As the moving industry is one of the leading sources of inquiry, CAM is entering into formal discussions with the Better Business Bureau across Canada to see how we can work together to improve the image of our industry.

## **Southwestern Express**

Southwestern Express (a supplier member of CAM) was named the 1<sup>st</sup> place winner of the Truckload Carriers Association's fleet-safety award for excellence in carrier safety. Ray Haight received the recognition at an awards banquet in Las Vegas recently. TCA is the largest division of the American Trucking Associations (ATA).

## **Vehicle Impoundment Program - Results!!**

It's always great to see results, especially when they are what we asked for. As we reported in a previous issue of *Movers' Edge*, CAM is working with the Ministry of Transportation of Ontario to assist in their design of the Driver Licence Check service. It is now available on the web at [www.mto.gov.on.ca/english/dandy/check.htm](http://www.mto.gov.on.ca/english/dandy/check.htm) or by phone at 1-900-565-6555. The cost is \$2.00 per check on the web (\$2.50 by phone) and results for less than ten licence numbers come back in less than a minute. Where vehicle impoundment is a risk, this system will be valuable in ongoing licence checks and in quickly validating casual workers' licences.

### **Canadian Food Inspection Agency (CFIA) - Warning**

CFIA warns movers that several forest-destroying insects can be transported on outdoor articles and untreated wood products. These include the gypsy moth, Asian long-horned beetle and European spruce bark beetle. CFIA is starting a program of public awareness to assist in the eradication of this problem.

### **Y2K - Tax deduction**

In previous issues of *Movers' Edge*, we reported that new computer equipment must be purchased by June 30, 1999 to qualify for accelerated capital cost allowance deductions to replace systems that are not Y2K compliant. **This deadline has been moved to October 31, 1999.**

### **Certified Moving Consultant Course**

As *Movers' Edge* arrives on your faxes, the CMC course material should be arriving by UPS at your doors (only for those who ordered it). Canadian course material is being developed from courses offered by CCMO and its predecessors in the past. The amount of material is significant and may well lead to a supplemental stand-alone course.

*Let us know about your events. We'll include them. Some news in this bulletin is specific to a single province. If you know of local legislation, let us know. If you would prefer this newsletter by e-mail, let us know.*

## **MOVERS' EDGE, AUGUST, 1999**

### **Are we growing?**

CAM's membership has just edged past the year-end total for 1998 and there are still five months to go. Watch for upcoming programs designed to increase value of being a member of CAM and to increase membership. Attached you will find a copy of the latest companies who have joined CAM.

### **CAM's 1999 Annual Conference**

CAM's 1999 Annual Conference titled *Tools for 2000*, will be held at the Wyndham Bristol Place Hotel in Toronto on Monday and Tuesday, November 22-23, 1999. High-level speakers will present topics of interest to movers including training, information technology, moving methods and finance. The Annual General Meeting will be held at the Conference. At the AGM, we will take the opportunity to discuss CAM's direction for the future: movers' needs from a national association, training, consumer relations, and government relations. Please fax any suggestions you might have to the National Office for possible inclusion on the agenda. In conjunction with the 1999 Annual Conference, CAM will host a mini trade show for suppliers and the Allied Van Line agents group will hold its annual conference at the Bristol Place on November 19-20.

### **CAM's Annual Golf Tournament**

Wednesday, September 22, 1999 is the date for CAM's annual golf tournament. It will be held at Cardinal Golf Club with tee-offs beginning at 10:30 AM. Watch for your flyer. Book your foursomes and tee-off times early. As in past years, there will be great golf, a fine meal, prizes, a silent auction of sports memorabilia and a chance to network with your fellow movers and suppliers. Don't miss it!

### **Consumer Relations**

As mentioned in previous bulletins, the Better Business Bureau and the Ontario Department of Corporate and Consumer Affairs have been referring dissatisfied consumers as well as consumers looking for a mover to CAM's national office. CAM has been offering names of members in the area. We are now receiving several complaints a day with a few movers showing up more than once (no members), and are making referrals every day. Our discussions with the Better Business Bureau are ongoing. "How can CAM deal with consumer complaints directed at non-members?" will be one of the topics for an upcoming Board of Directors meeting on August 12.

### **Household Goods Carriers Liability - Quebec**

Following up on the North American Van Lines query to the Ministry of Transport in Quebec, we have presented two further questions for clarification:

1. Is the shipper a co-insurer in the instance of a major or total loss, wherein the loss is in excess of the declared value?
2. In either case, i.e. the shipper declares an appropriate value to cover the total loss on a replacement cost basis, or when the shipper does not declare a value - in which case the carriers liability is on the "basis of the value of the property at the place and time of shipment", i.e. depreciated value - then what does the carrier charge the customer for these increased liabilities from the maximum of \$0.60 per pound per article?

While the definitive answers were to be available on July 15, we will advise you of the results as soon as we find out.

### **Moving Consultants Course**

The CCMO moving consultant's course from 1992 has been reviewed and is being updated to 1999 standards and conditions. It will ultimately form the stand-alone Canadian supplement to the American Moving and Storage Association's Certified Moving Consultant course.

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# **MOVERS' EDGE, SEPTEMBER, 1999**

## **Moving Consultant's course**

In an effort to ensure ongoing mover education and development in Canada, CAM has been in discussions with Human Resources Development Canada (HRDC), the federal government agency responsible for training and education in Canada, in an attempt to establish occupational standards for moving consultants. This effort could lead to improvements in the CAM moving consultant's course. Phil O'Hara of the Computing Sciences Department of Dalhousie University is developing an on-line, Web-based course suitable for the modern Canadian mover. It is intended that this be compatible with HRDC's specs for job standards and related course development. The course should be ready for introduction to the membership at the Annual Conference in November. It is very important to note that CAM will continue to promote the American Moving & Storage Association's Certified Moving Consultant's course. This approach will give the Canadian mover access to the best available education in moving practices in North America.

## **Golf**

Interest in the Annual Golf Tournament continues at a high level. Golfers are registered from across Canada, including movers, suppliers and two of the van line presidents. The tournament will be in a scramble format (best ball) at the Cardinal Golf Club in Newmarket on September 22. More information will follow by fax shortly. Register your foursomes for this popular fun event. Don't forget to bring your stories and experiences to share with your fellow movers. Don't miss it! See below for registration information.

## **Alternatives to Scaling**

The Royal Bank of Canada began a pilot project in November 1998 to implement a moving program for its corporate moves. The pilot indicated to all stakeholders that the program was fair, the nominal weights were useable, it had benefits for all and it was workable. A list of approved movers, preprinted room-by-room inventory sheets and photographs of all rooms are the keys to the system. They give easily verifiable results for estimating, moving and claims. The estimate is done on the form and pictures are taken of the contents of all rooms at that time. This gives the mover an opportunity to identify any challenges that may occur. The system went into full operation in April 1999 and has worked well since then.

## **Government of Canada**

The Government of Canada is currently evaluating an alternative-to-scaling system similar to the Royal Bank. They are also testing as a "dry run" a value index program that is designed to redistribute van-line business share based on the comparative quality indexes of the participants. In the value index, quality is measured by the satisfaction of the employee who has been moved, in addition to the contract compliance standards that were measured in the past. Evaluation of the dry run results will be done in October and Major

Andrew Pierce will share some of these results and the methodology at CAM's conference in November.

### **CAM's 1999 Annual Conference**

CAM's 1999 Annual Conference titled "**Tools for 2000**" will be held at the Wyndham Bristol Place Hotel in Toronto on Monday and Tuesday, November 22-23, 1999. Specific topic areas include:

- Alternatives-to-scaling programs
- Software and information technology for movers
- The federal government's van line contract
- Education and training of movers in Canada
- Leasing and acquisition of equipment
- A mini-trade show of moving products and services
- CAM's Annual General Meeting for 1999

The Allied Van Line agents group will hold its annual conference at the Bristol Place on November 19-20.

### **Consumer Relations**

As previously reported, CAM had sent a letter to all provincial governments and the federal government to express CAM's concerns about fly-by-night operators. Governments have similar concerns to CAM but are limited in the remedies available to them. The CAM board has decided to do the following:

- Enter into relationships with the Better Business Bureau across Canada and provide a referral service for the public to CAM members (CAM is pursuing this already).
- Add tips for the consumer to the Website to inform the public (done).

### **1999 Annual Golf Tournament Wednesday, September 22, 1999**

CAM's Annual Golf Tournament and a new format for 1999. This year it will be a "scramble" tournament, the best ball in each foursome.

Come to the tournament, see your old friends and tell them about your great moving season.

Tee-offs from 10:45 to 12:00, Wednesday, September 22, 1999, followed by:

- Hospitality hour
- Sports memorabilia silent auction
- Prizes and excitement

- Dinner

Cardinal Golf Club  
North of Toronto and east of Highway 400  
on Highway 9 between Jane and Keele

### **Registration**

Please provide:

Company name, address, city, province, postal code, phone and fax

The names of those you would like in your foursome

Preferred tee-off time:

- 10:45-11:00
- 11:00-11:15
- 11:15-11:30
- 11:30-11:45
- 11:45-12:00

Your starting times will be faxed to you.

Golf tournament: 18 holes including cart, \$150 per person (\$160.50 including GST)

Dinner only (5:30 p.m.): \$70 per person (\$74.90 including GST)

Please make your reservation by fax to CAM at 905.513.1248, make your cheque payable to CAM and send it to CAM by September 17.

Thank you.

# MOVERS' EDGE, OCTOBER, 1999

## 1999 ANNUAL CONFERENCE – "TOOLS FOR 2000"

CAM's Annual Conference is scheduled for Monday and Tuesday, November 22-23, 1999, at the Wyndham Bristol Place Hotel in Toronto. Watch for your brochure in the mail. The following topics will be addressed:

- **The future of the moving industry** – An industry leader will join us to do a little forecasting of the direction of the industry based on his views of the market, the economic environment and the changing nature of the consumer.
- **Information technology for movers** – Hardware and software developments that fit a mover's needs and the directions that the technology will take in the near future.
- **Government initiatives update** – We'll take a look at how the government is progressing in its moving contract, the rating system that is being evaluated and the current state of the alternatives-to-scaling program.
- **Alternatives to scaling** – The results of one company's implementation of a completely new computerized moving program and its effects on staff, employees and movers.
- **Buy or lease?** – As capital costs become a major part of a mover's expenditures in any year, what is the correct method to finance the acquisition?
- **Opportunities in logistics** – A discussion of the methods used by some movers to diversify and flatten out a few of the annual business peaks. Movers have the equipment, facilities and personnel; how can they be employed in logistics operations?
- **Moving statistics** – Statistics are being made available to major van lines. Learn about the type of data being collected and the associated methodology.
- **CAM's education initiatives** – A report to members on the status of CAM's moving consultant's course, the support we are receiving from Human Resources Development Canada (HRDC) and the efforts CAM is making to deliver training material to government personnel.
- **Annual General Meeting** – Discussion on CAM's progress in the past year and direction for the future. This is an opportunity to discuss the important initiatives CAM is undertaking.
- **Trade show** – a mini trade show will be held for a few exhibitors who wish to display their goods and services to Canada's leading movers.

- **Conference fees** – Members: 1st attendee \$395, 2nd \$250; Non-members: 1st attendee \$670 (includes mover membership in 2000); Trade show booth: \$500 – contact CAM for details.

## **RECOGNITION PROGRAM**

In its efforts to ensure that the public recognizes the CAM/ACD logos as an indication of an ethical, economic and efficient mover, CAM is developing a new vehicle sign that will incorporate the Better Business Bureau's logo. This will show the public that CAM members adhere to the principles stated by the Better Business Bureau.

A few examples of what Listowel Moving & Storage and D'Arcy Moving & Storage have done with the CAM logo on their vehicles and in their Yellow Pages ads can be seen on our Website at [www.mover.net](http://www.mover.net).

## **FLY-BY-NIGHT**

In an ongoing effort to eliminate fly-by-night movers and their effects on our industry, CAM is extending its government awareness campaign to the Workers' Compensation Board of every province and to Revenue Canada's GST group. It seems that these two legislated requirements are the first expenses an unethical mover cuts in an effort to compete on a price basis alone.

## **MOVING CONSULTANT'S COURSE**

The moving consultant's course, which CAM is developing in cooperation with Dalhousie University, is currently being updated, revised, tested and posted to the Internet. Rollout is planned for the Annual Conference. This course will be accessible only on the Web. It will not only develop moving consultants' skills but also will help to develop a group of computer-literate personnel. Candidates will be able to progress at their own speed through the course by taking advantage of the course's automated marking systems.

## **ANNUAL GOLF TOURNAMENT**

CAM's Annual Golf Tournament was held as scramble (best ball) at the Cardinal Golf Club in Newmarket on September 22nd. 70 movers came to dinner. David Fletcher of AMJ Campbell won the longest drive with a 350-yard blast and Russ Taylor of Taylor Moving & Storage won the closest-to-the-pin competition. The team from L. Hansen Forwarding and AMJ Campbell won the Past Presidents' Cup. It was our best yet: golf, food, fellowship, prizes.

## **CAM IS MOVING ON OCTOBER 12th**

The changes to our address are in italics.

Canadian Association of Movers  
*590 Alden Road, Suite 211*  
Markham, Ontario, Canada *L3R 8N2*  
Tel: 905.513.1728, Fax: 905.513.1248  
Website: [www.mover.net](http://www.mover.net)  
E-mail: [admin@mover.net](mailto:admin@mover.net)

# **MOVERS' EDGE, NOVEMBER, 1999**

## **1999 ANNUAL CONFERENCE**

CAM's Annual Conference is scheduled for Monday and Tuesday, November 22-23, 1999, at the Wyndham Bristol Place Hotel in Toronto. Watch for your brochure in the mail. Registration will begin at 07:00 on Monday, November 22.

45 members are now registered. The following is the up-to-date listing of speakers and topics:

### **MONDAY, NOVEMBER 22**

**08:30-08:45**

#### **Future of the Moving Business**

DOUG AULD, President, Atlas Van Lines (Canada) Ltd.

**08:45-09:00**

#### **North American Van Lines - Allied Van Lines Merger**

JIM VAN LEENEN, President, North American Van Lines

**09:00-09:15**

#### **Van Line Q &A**

**09:15-10:00**

#### **Capital Equipment Acquisition - Buy vs Lease**

RICK BUTLER, Vice-President, Univan Leasing

**11:00-11:45**

#### **The Moving Industry - A Customer's View of the Future**

CAROL LEVERE, Manager, Relocation Services, Royal Bank Financial Group

**13:15-14:15**

#### **The Future of the Government Moving Contract - Update to Alternatives to Scaling and Value-Index Initiatives**

ANDREW PIERCE, Directorate of Transportation Management, NDHQ

**14:15-15:15**

#### **Canadian Moving Consultant's Course**

PHIL O'HARA, Assistant Director, Academic Computing Services, Dalhousie University

**15:45-16:45**

#### **Occupational Standards for Movers (HRDC)**

JOHN ZENKO, Senior Industrial Consultant, Human Resources Development Canada (HRDC)

**18:00-20:30**  
**Chairman's Dinner**

**TUESDAY, NOVEMBER 23**

**08:30-09:30**  
**Information Technology for Moving Companies**  
IAN SEWELL, Associate Partner, Andersen Consulting

**09:30-10:00**  
**The French & European Relocation Market**  
CEDRIC ZIBI, Sales Manager, NEER Service France

**10:15-11:15**  
**An Introduction to Logistics & Supply Chain Management**  
DOUG SAUNDERS, Manager, KPMG Consulting

**11:15-11:45**  
**Moving Industry Statistics**  
PETE PEDERSEN, N.K. Pedersen & Associates

**13:00-14:00**  
**Third Party Relocation**  
LAURIE MARSH, Vice President, REMAX

**14:00-15:00**  
**Now Go DO It!**  
HELEN WILKIE, Keynote Speaker, MHW Communications

### **Annual General Meeting**

The Annual General Meeting will be held on November 23 at 3:30 p.m.  
The agenda is as follows:

1. Call to order and opening remarks
2. Adoption of Agenda
3. President's Message
4. Executive Director's Report
5. Treasurer's Report
6. Appointment of Auditor
7. Nominations and election of officers and directors
8. Direction for 2000
9. Other business

**Trade Show**



A mini trade show of leading moving industry suppliers will be held in the foyer of the conference meeting rooms. Exhibitors will include:

1. Dollies Unlimited
2. L. Hansen Forwarding
3. K.I.D. Trailer & Equipment

## **CAM SECURES HUMAN RESOURCES DEVELOPMENT CANADA (HRDC) SUPPORT**

It's official! CAM will receive support from (HRDC) to develop occupational standards for moving consultants. These standards should assist CAM in the further development and refinement of the moving consultant's course.

## **POLICY MATTERS**

CAM has directed its efforts and concerns to Workers' Compensation Boards across the Provinces and to Revenue Canada concerning the unfair advantages being exploited by fly-by-night movers.

CAM is now in contact with the federal Ministry of Labour to ascertain jurisdictional responsibilities with respect to movers. CCMTA has just released a further report on hours-of-service guidelines which CAM is currently reviewing.

## **WEBSITE**

We have added a "job opportunities" section to the home page. If you are looking for moving personnel, try this advertising medium. The price is reasonable and we can post an ad to the site within a few hours.

## **CAM HAS MOVED**

On Tuesday, October 12, CAM moved its national offices to 590 Alden Road, Suite 211, Markham, Ontario L3R 8N2. The move was conducted with no interruption in service. Our new offices more than triple our space and allow for growth.

All our systems, including our phones, faxes and computers, were reinstalled in our new premises without incident. CAM is equipped with the latest in information technology to serve its members.

## **MOVERS' EDGE, DECEMBER, 1999**

### **1999 ANNUAL CONFERENCE — TOOLS FOR 2000**

CAM has come through its fourth Annual Conference with a sense that it was the most successful conference since CAM's re-establishment in 1996. It succeeded in several dimensions. Most obvious was the attendance, in total, 94 movers, international movers and suppliers. All the major van lines were represented.

Doug Auld of Atlas Van Lines was the opening speaker. He laid out his view of the future of the moving business. He was followed by Jim van Leenen who brought us up to date on the status of the North American Van Lines–Allied Van Lines merger. Jim is the President of the new company, ALNAV Platinum Group Inc., which is now the parent company of both van lines. In an open question-and-answer period, Doug and Jim fielded questions related to van-line organization, information technology and the future of the moving business. Doug welcomed Anne Martin, the newly appointed President of United Van Lines to the Conference and invited her to join Doug and Jim on the podium next year.

Rick Butler of Univan Leasing gave a short presentation of the benefits related to buying or leasing of capital assets. Carol Levere of the Royal Bank gave her view of the future of the moving industry based on the Royal Bank's recent change to a computer-based relocation system that incorporates electronic estimating and billing, inventory and claims processing.

Major Andrew Pierce of the Directorate of Transportation Management in National Defense Headquarters brought the group up to date on their efforts in devising alternatives to scaling to eliminate the ongoing weight debate and a value-index process that will reward contractors who perform above standard.

Phil O'Hara of Dalhousie University gave a presentation that made the group more familiar with Internet potential and laid out the status of CAM's new moving consultant's course. Currently, the course is almost complete with the first participants due to join in early January. It is totally Web based and interactive allowing students to learn and progress at their own pace.

The Human Resources Development Canada (HRDC) representative, John Keating, outlined the manner in which CAM will interact with government to upgrade the occupational standards and job skills of the industry.

Our dinner speaker, Mike "Pinball" Clemons of the Toronto Argonauts, held the audience's attention with his inspirational talk on self-motivation. It's obvious why he performs at an elite level.

Ian Sewell of eLoyalty demonstrated what the latest in Web-based technology could do in a customer-service environment and the advantage that a company gains by its use. Sigmund Roseth gave some background on his company's Website development efforts.

Our French Connection, Cedric Zibi of NEER Service France, talked about the environment for movers in the European Community, and the pitfalls and constraints for those movers who do business in Europe.

With more and more movers becoming logistics providers at various levels, Doug Saunders of KPMG presented some background on logistics, what it takes to get into the business and where the opportunities might lie for a mover. He was followed by Pete Pedersen who discussed the gathering and value of industry statistics in helping a mover to understand how he is performing on an absolute basis and in comparison to others.

Lisa Hulet of Prudential Relocation Canada gave her company's perspective of the third-party relocation industry and the role and requirements Prudential sees for the independent mover over the next few years.

Our closing speaker, Helen Wilkie, provided some insights into the workings of conferences and gave all present a useable and useful method of deriving the full benefit from a conference instead of just filing the literature and returning to their desks.

## **ANNUAL GENERAL MEETING**

Paul Van Remortel opened the Annual General Meeting with a message of the association's service to members and objectives of cross-Canada representation in the membership and on the board, and in networking and education. David Long stated that the moving consultant's course would be a rigorous one. As well, CAM would provide more informational sessions on topics such as workers' compensation and labour code issues, information technology and ISO 9000. Members discussed the validation of new members, standards and enforcement, methods to handle consumer complaints, and the ongoing challenge of attracting good drivers and workers. Minutes will follow shortly to all members.

The new Board of Directors for 2000 is as follows:

- Paul Van Remortel – Chairman
- Randy Hoyt – Vice-Chairman
- Darrell Powell – Treasurer
- Graham Acreman – Secretary
- Denis Frappier – Past Chairman
- Talal Agha – Director
- Howard Bigham – Director
- Scott Hickling – Director
- Richard Lortie – Director
- Larry Rosenberg – Director

## HOURS OF SERVICE

Hours-of-service has become a long-term issue. In Canada, the Canadian Council of Motor Transport Administrators (CCMTA) project group and Standing Committee on Compliance and Regulatory affairs are considering changes to the policy elements of the National Safety Code standard and based on their concurrence to the proposed changes, a recommendation will be forwarded to the CCMTA Board of Directors for approval at their December meeting.

The proposal under consideration includes examination of an alternate cycle (yet to be determined) that would replace the 120-hour/14-day cycle.

In the USA, Hours of Service is the cover story on American Moving and Storage Association's November 1999 *Direction* magazine, of which the following is a summary. The U.S. Department of Transport has held numerous seminars, meetings and workshops with representatives from government, industry and consumer-advocacy groups (as well as with similar groups in Canada) to address the myriad transportation safety conditions and initiatives. The meetings in Canada reflect an objective of having harmonized rules both in the USA and Canada.

The FHWA working on proposed changes to the hours-of-service rules that in summary are:

1. An unbroken 10-hour off period in every 24-hour period. During the 14-hour on-duty period there must be two hours of break time, taken in smaller periods on no less than 30 minutes. During the remaining 12 hours, drivers may drive the entire time.
2. Between each seven-day period, drivers would get a 32-hour break in which they could get two consecutive rest periods between midnight and 6:00 a.m. before starting the next seven-day period.
3. Long-haul drivers (away from home at least three nights) would operate on a two-week period in which they would be required to take off 112 hours in addition to the 10-hour rest periods. This would normally be broken down into 32-hour and 80-hour breaks.
4. During the two-week period, long-haul drivers would have the option of two seven-day weeks or an eight-day week followed by a six-day week.
5. Split sleep periods in sleeper berths would be allowed if the driver breaks the off period into five-hour periods. U.S. carriers would be able to abandon logbooks if they keep equivalent hours-of-service records that comply with U.S. Department of Labor minimum wage provisions.

While these are proposed U.S. rules, with the consultation that has taken place between Canadian and U.S. authorities, similar rules will probably be seen in Canada.

## **LABOUR CODE**

The next issue that CAM will be tackling concerns labour laws and regulations. Discussions are under way at both the federal policy level and the local operational level. Generally, the moving industry, if it crosses borders, falls under federal jurisdiction based on a 1954 court case known as the Winner Decision. However, separate corporate entities (i.e., warehouse operations) can be seen to be under provincial jurisdiction as long as there is no transfer of personnel between the two entities. Please let CAM know if there are any specific labour issues that need attention as part of our overall policy submission to the governments.