

MOVERS' EDGE, JANUARY, 2000

CAM PUBLICATIONS

For 2000, CAM has revised the format and the schedule for its publications. *The Official Guide of the Canadian Association of Movers* (the membership directory) and *The Canadian Mover* (CAM's magazine) will be combined in one publication and published twice a year in April and November. The new combination magazine/directory will retain the name *The Canadian Mover* and will be published in an 8 1/2 x 11 inch, full-colour, glossy format with association reports, timely information and up-to-date industry articles, as well as a complete listing of the membership at the time of publication. It will provide members, suppliers, international members and even non-members with networking information to our membership. Its sole purpose is to assist you to do business. Visit our Website and review your company's information. This is the information that CAM will use in generating the membership lists. Are your phone numbers up to date? Do you have an e-mail address or Website that you feel the moving community should know about? Let us know.

CANADIAN PROFESSIONAL MOVERS COURSE

At last, the Canadian Professional Mover's Course is ready to go. It has been developed in a partnership between CAM and Dalhousie University in Halifax. It has been launched through significant early subscriptions from AMJ Campbell/ Frappier Group, Aurora Moving & Storage, Bigham the Mover, D'Arcy Moving & Storage and Hoyt's Moving & Storage. Randy Hoyt worked with Phil O'Hara and Hanny Alshazly of Dalhousie to complete the project. Executive members Paul Van Remortel and Graham Acreman also contributed to the content of the course.

The course consists of nine modules:

- Estimating Procedures
- Long Distance Moving – Canada (2 modules)
- Long Distance Moving – Canada/USA/Mexico
- Local Moving
- Permanent Storage (3 modules)
- Office Moving

The course will only be available on the Internet. All course material is on the Dalhousie Website and can only be read by those individuals with password access to the site. Tests and quizzes are included on the site and students progress at their own speed through the course. Each module must be completed before the student can move on to the next one. At the end of the course, certificates showing both CAM and Dalhousie logos will be sent out to all graduates. The course will provide not only the moving knowledge that a consultant requires but also familiarity with the Internet that all businesses need today.

For those who have registered, user names and passwords will be sent out this week; for those who wish to register, contact the CAM office. This course is only available to members of CAM.

TRUCKING SAFETY

In *Scientific American's* January 2000 issue, an article titled "Placing the Blame" reported: "Most people assume trucks are to blame. But after analyzing 5,500 fatal accidents from 1994 and 1995, Daniel F. Blower of the University of Michigan found that passenger-vehicle drivers are at fault in 70 percent of fatal crashes involving heavy trucks. In the most common type – head-on collisions – passenger-vehicle drivers crossed the center line into the truck's path eight times more often than the opposite scenario. They were also more at fault in fatal sideswipe and rear-end collisions. The study appeared in the university's June/July *UMTRI Research Review*."

LABOUR ISSUES

Part of CAM's mandate for 2000 is to review with government the labour issues that affect our industry and clarify for our membership the regulations for movers who operate as intra-provincial, inter-provincial and international carriers. The issue of fly-by-night operators who do not comply with labour legislation and taxation requirements falls into this category. One of CAM's objectives – as it has been for hours of service, GST and workers' compensation issues – is to ensure government is aware of the existence of these operators and the burden they place on both the reputation and the financial results of the moving industry.

CANADA/USA BORDER CROSSINGS

The problem of delays at the border is one that has been recognized by carriers, industry associations and governments. Recent events regarding Canadian-based terrorists crossing into the USA have significantly increased the time it takes to cross the border. With the additional customs officers in place on the U.S. side, more stringent crossing procedures have been implemented resulting in longer waits.

2000 MEMBERSHIP RENEWALS

CAM is gratified to note that movers are renewing their memberships for 2000 and those renewals are arriving at a very significant rate. For non-members, membership in CAM can be obtained by contacting the CAM office.

Y2K

Y2K was the biggest news story of 1999. It was featured in *Movers' Edge* several times in 1999 both in terms of warnings about its effects and items related to the federal government's tax relief program in the financing of the hardware and software needed to

protect against the problem. It would appear that most of the warnings have been heeded. At this writing, the world has not ended and the moving industry advances into 2000.

Happy New Year!

MOVERS' EDGE, FEBRUARY, 2001

BOARD OF DIRECTORS MEETING

The CAM Board of Directors met by conference call on January 16, 2001, to review previous meetings and set some priorities for 2001. The following are excerpts from that meeting.

Status of membership for 2001 at January 16, 2001:

	2000	January 16, 2000	January 16, 2001	
Movers	108	38	80	
Branches	26	1	18	While the renewals to date were well
Overseas	15	3	10	ahead of last year, the board
Suppliers	19	7	15	determined that it was time to send
Van lines	4	0	2	out second notices to members who
Total	172	49	125	had not renewed for 2001.

Conference Feedback

The ratings from the delegates' evaluation sheets showed that the 2000 Annual Conference had the highest rating ever in terms of their overall level of satisfaction. It was 4.56 on a scale of 1 (poor) to 5 (excellent).

Canadian Professional Mover Course

The Canadian Professional Mover Course has 67 registrants with seven graduates to date. Registrations have been slow over the fall period with only six registrations since September 1, 2000. The CAM office will launch a registration campaign over the next few weeks to bring in course registrants. It was noted that several van lines had mailed out information on the course to their agents. A report will be mailed to all companies with registrants in the course detailing their employees' progress.

All graduates of the Canadian Professional Mover Course are entitled to use the initials CPM after their name on their business cards and stationery. It signifies their commitment to a knowledgeable and ethical sales relationship with their customer and employer.

Annual Golf Tournament

The Annual Golf Tournament is scheduled for Tuesday, September 18, 2001, at Cardinal Golf Club, north of Toronto. The office will investigate alternate sites for 2002 with an eye to upgrading quality.

Membership Directory

The Spring 2001 issue of *The Canadian Mover* will be printed in mid-April with mailing scheduled for the end of April. Content must be in place by March 1. Review your listing on the Website and send us an update.

Newsletter - *The Movers' Edge*

The CAM office needs assistance to obtain content for the monthly newsletter. While it is intended primarily as association news, an industry issue component would be very useful to members. A request for information, leads and appropriate stories will be sent out to the board of directors a week before the publication of the newsletter. Note that you can view this newsletter and all previous ones on the Website.

Membership Survey

The CAM office will survey members in early April to determine what they want from the Association, their suggestions for the future of CAM, and what CAM does that they like and dislike.

INDUSTRY NEWS

CAM worked with the Canadian Council of Motor Transport Administrators (CCMTA) a year ago to update the Hours of Service rules for drivers. The Ministry of Transport advised CAM that the schedule for implementation of the new rules would include provincial hearings in the winter of 2001, a clean-up of the regulations in spring 2001 with CCMTA approval coming in about June 2001 and new regulations following in 2002.

CORRECTION

CAM's old address was used in some correspondence recently. Please note our address as shown below:

Canadian Association of Movers
590 Alden Road, Suite 211
Markham, Ontario, Canada L3R 8N2
Tel: 905.513.1728, Fax: 905.513.1248
E-mail: admin@mover.net

MOVERS' EDGE, MARCH, 2000

UNITED VAN LINES JOINS CAM

CAM is pleased to announce that all major Canadian Van Lines are now on board. At their recent board meeting, United Van Lines agreed to join CAM as a Van Line member. We extend a warm welcome to United Van Lines.

MEMBERSHIP DIRECTORY

The membership directory is scheduled for delivery in the second half of April. It is intended not only for member use but also to help CAM members communicate with the consumer. It will help you sell your services.

It will contain articles of interest to both the mover and the consumer. The articles will assist the consumer in recognizing a good mover and some of the elements of a good move. Once again, we will be profiling a specific CAM member. Send us any changes that you wish before mid-March and we'll get them into the directory.

FUEL PRICES

CAM is aware of the ongoing problem of rising fuel prices but has not heard any viable solutions. The cost of fuel is the prime topic in any industry using petroleum-based fuel. Over the last year, the world price of crude oil has gone from about \$13 to \$30 per barrel. This has caused fuel prices to more than double. The issue remains unresolved at this writing. If you have any news related to the resolution of this issue, advise the CAM office and we will post it to the Website.

BETTER BUSINESS BUREAU

CAM has become a member of the Better Business Bureau across Canada. David Long will meet with a designated BBB official (Paul Matthews) March 2 to iron out the details. Many of the problems that the consumer reports to the BBB are related to the consumer's misunderstanding of the contract with the mover. CAM will work with the BBB to ensure that there are no unresolved consumer complaints against CAM members.

MEMBERSHIP

Membership has taken a decided upward turn as more former members see the value in what the Association is doing.

CANADIAN PROFESSIONAL MOVER'S COURSE

In mid-February, we recommended to all registrants that they suspend use of the Canadian Professional Mover's Course for a two-week period. The course was posted to the Internet as a work in process with amendments and corrections to follow as they became available.

Three weeks ago, we initiated a correction process. Board members and representatives of our van-line members have been working diligently to correct the content.

Corrections have taken slightly longer than expected and we are now in the final editing process for eight of the nine chapters. These will be posted as soon as possible and you will be notified. Please advise any registrants that the correction process will be completed shortly.

BOARD MEETING

The board met in conference call on February 25. Several newsworthy items include:

- The Better Business Bureau has focussed its efforts on its list of the top-10 offenders. Movers are on that list. It's CAM's objective to ensure that no member gets on the list or stays there.
- CAM's HRDC project to develop uniform job descriptions and training for the moving industry is moving forward. A working group is being formed within CAM to address the development of occupational standards. The working group must be comprised of people representing segments within our industry (dispatchers, sales professionals, warehousemen, etc.). The group will also reflect regional representation. Please contact the CAM office if you or one of your staff is interested in participating.
- Pete Pedersen is working on developing a set of useful and useable statistics for CAM members. A survey of CAM members will be done to determine who would like to participate, the cost of the statistics, the reporting requirements and whether or not there are enough participants to make the process worthwhile.

MOVERS' EDGE, APRIL, 2000

COMMITTEE WORK

Two new CAM committees are being organized to accelerate progress with respect to the (1) occupational standards project in concert with Human Resources Development Canada (HRDC) and (2) code of conduct that will form the basis of professional participation within CAM. The code of conduct will speak to the relationship between the mover and the consumer and what the consumer should be able to expect from a CAM member.

MEMBERSHIP DIRECTORY

The new combined membership directory and magazine has gone to press. Watch for it in your mailbox. This is a new format and is intended to be useful not only for your fellow movers but also as a selling tool when you are dealing with your customers.

FUEL PRICES

In discussion with several transportation industry leaders, CAM sees a general agreement on the need for a fuel surcharge. Customers understand the need for one. This could take the form of either a percentage charge on your hourly rate or a specific cost per kilometre. At 80 km/hr, a vehicle might use 20 to 30 litres per hour. Consider what a litre of fuel costs you now and what it cost you when you set your rates. Is a surcharge a necessity? You bet!

BETTER BUSINESS BUREAU

CAM has formally become a member of the Better Business Bureau with not only a classic membership but also a BBB Online® Reliability Seal membership, which positions CAM as a progressive organization. We believe that we are the first association to join the Better Business Bureau in Canada. To be clear, CAM membership would not automatically ensure that each CAM member is a member of BBB. However, we encourage all members to become part of BBB to help promote the integrity of our industry.

COMPENSATION AND BENEFITS

The Ontario Trucking Association and Cerno Research have produced a report titled *Year 2000 Trucking Operations Compensation & Benefits*. The report details how Ontario trucking companies pay their employees. Besides compensation issues, the report addresses many human resources issues, including wage increases, turnover and absenteeism.

The sector reports a turnover rate of 10%, which is 50% higher than the rest of Canadian industry.

VALUE-ADDED TAX IN FRANCE

NEER Service France reports that the 20.6% VAT on delivery service will not be applicable from April 1st. The tax has been cancelled by the French government. Also, there will be no VAT on shipments to France from outside the European Union.

CANADIAN PROFESSIONAL MOVER'S COURSE

The correction process for the Canadian Professional Mover's course is ongoing. The current status is as follows:

- All questions have been checked for accuracy and are correct on the Website.
- Between Monday and Friday, April 3rd to 10th, all lessons will be edited and corrected for content. This should bring the course up to date and ensure that the information you are getting is right.

If you have registered for the course and have not received your password, please let us know and we will get you online.

GOLF TOURNAMENT

The CAM golf tournament is scheduled for September 19, 2000, at the Cardinal Golf Club north of Toronto. The national office will provide faxing service to movers in any region wishing to put on a regional golf tournament.

CAM MEMBERSHIP AND RENEWALS

Membership for 2000 is now keeping pace with 1999 with about the same mix of movers, suppliers and international members. The major difference is that all four major van lines (Allied, Atlas, North American and United) are now members.

MOVERS' EDGE, MAY, 2000

CANADIAN PROFESSIONAL MOVER'S COURSE

There were a few glitches and we think we are now past them. For those of you who felt like guinea pigs, thanks for your input and your patience. Through the efforts of many of your fellow members, it's been corrected and revised.

The delay in getting the course back on line comes from the complexity of the coordination efforts in getting corrections made to the material in terms of content and grammar, ensuring that the questions and answers were correct and related to the material, and in returning the amended course to the Internet. From time to time, pieces of the course will be taken off the site for maintenance.

BOARD OF DIRECTORS MEETINGS

CAM's Board of Directors will meet on Tuesday to discuss a broad range of topics:

1. Canadian Professional Mover's course
2. Committees\
 - Human Resources Development Canada/CAM's Initiative related to job standards
 - CAM's Code of Conduct
1. Polaroid event
2. Better Business Bureau
3. National Events
 - Annual Conference
 - Golf Tournament
1. Preliminary discussion of dot.com bid companies and potential CAM involvement

Results of the meeting will be made available in the next *Mover's Edge*. Efforts are under way to revise CAM's by-laws to reflect today's association.

MOVERS IN THE NEWS

Clintus Network of New Delhi wrote to tell us that while they had been certified to ISO 9002, they were particularly proud to have been appointed the official mover for US President Bill Clinton's visit to India in March.

Ray Haight of advises us that MacKinnon Transport (Southwestern Express) won the Truckload Carriers Association 1999 National Fleet Safety Award for the second year in a row.

VAN LINES

For the first time in CAM's history, all major van lines are now members. While CAM remains an association dedicated to the betterment of the owner-operated moving company, it feels that it is a benefit to have all the major players in the industry inside the tent. CAM's membership now includes Canadian and international movers, suppliers and van lines.

BETTER BUSINESS BUREAU

Some of our labours with the Better Business Bureau have started to bear fruit. The BBBs of Ontario and Alberta are using CAM as a mover-referral service for consumers in those two provinces. As our relationship with the BBB extends across the country, members across the country should start to profit from this activity. Members are referred on a geographic basis wherein several members' names and contact information are given to the consumer.

E-mail requests are handled in the same manner or by referring the consumer to the Members Directory on the Website.

COMPLAINTS

CAM continues to receive complaints from dissatisfied consumers on a regular basis. We can say again that a complaint is almost never directed to a CAM member. Most often the complaint arises from the fact that the consumer has not read the contract or is dealing with a fly-by-night operator. Normally, the complaint has been referred to us by a local BBB or the provincial ministry of corporate and consumer affairs.

MEMBERSHIP DIRECTORY

It's at the printer now. We'll mail it to you as soon as we get it.

MOVERS' EDGE, JUNE, 2000

CAM REFERENCED IN THE *TORONTO SUN*

As part of an article in last Sunday's *Toronto Sun* on tips for "making a smart move," CAM was highlighted as the organization to call in order to find a reputable mover. Our phone number and Website address were both noted in the article. Since the article, the office has been inundated with calls from consumers who have had less than desirable experiences. Once again, the complaints do not reference CAM members.

Further, the consumers are inquiring as to what mover the CAM office would recommend to perform a move for them. The CAM office then offers the names and phone numbers of several CAM members in their area.

CAM RECEIVES RESPONSE ON LABOUR ISSUES

Human Resources Development Canada has responded to a February letter sent by Executive Director David Long that outlined some concerns that were creating unfair business practices. The federal government indicated in their letter that it is "pleased to note the initiatives which CAM has undertaken" and that CAM's actions "will go a long way in reducing the imbalances within the industry and help members develop sounder management practices."

Of particular note was their comment on jurisdiction. The letter notes that "the Canada Labour Code applies to, among other industrial sectors, all employers involved in inter-provincial and international trucking." Members of CAM who fall within this definition "are under federal jurisdiction and are required to comply with the provisions of the Code." As part of the response, CAM was provided with a Labour Program contact for each region as well as a list of Labour Standards Technical Advisors who could provide individual counseling and guidance.

Please call the CAM office if you would like to refer problems or issues to a regional advisor.

CAM MEETS ON OCCUPATIONAL STANDARDS

Chairman Paul Van Remortel, David Long and member Betty Shields met with John Keating of Human Resources Development Canada on May 17 in Ottawa to discuss aspects of CAM's sectional partnership agreement in principle with Human Resources Development Canada. Mr. Keating provided CAM with further insights on constituting an appropriate working group and administrative aspects anticipated throughout the program.

CAM'S CANADIAN PROFESSIONAL MOVERS COURSE

Effective May 30, the restructuring of the Canadian Professional Movers Course was completed. The project, in cooperation with Dalhousie University, took longer than

anticipated but we wanted to ensure that a quality product was delivered. CAM Board members Paul Van Remortel, Graham Acreman, Randy Hoyt and Darrell Powell were instrumental in ensuring that the course was consistent with the high standards that CAM is setting.

All course takers should now proceed with their assignments and feel confident about the quality of the course.

CAM'S 2000 DIRECTORY

It's on the truck from the printer to us. We should have it on Friday or Monday. We'll mail it to you immediately.

MOVERS' EDGE, JULY, 2000

CAM MEMBERSHIP SURVEY

Early in June, CAM conducted a survey of all members to determine what you wanted from your association. Forty members responded to the survey, which represents a statistically significant sample. The scale is from 1 (not important) to 5 (very important) The results are as follows:

1. Professional Development

Annual conference	4.03
Local roundtables	3.51
Seminars	3.33
CAM's Canadian Professional Mover's Course	3.84

2. Industry Representation

Labour issues	3.78
Occupational standards development with HRDC	3.84

3. Social/Networking

Golf tournaments	2.44
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4. Communications

Monthly newsletter	3.97
Bi-annual magazine and directory	3.95
Mover referral service	3.97
Consumer complaints	3.70

The results indicate a trend toward professional development and industry representation. The Board of Directors will review the results at its next meeting.

FOURTH ANNUAL GOLF TOURNAMENT

CAM's fourth annual golf tournament is scheduled for September 19 at the Cardinal Golf Club in Kettleby, Ontario. If we get sufficient support, there will be a shot-gun start. Choose your foursomes now and let us know you are coming. A registration form will follow in late July.

FIFTH ANNUAL CONFERENCE

CAM's Fifth Annual Conference will be held on November 20 and 21. To accommodate the growing numbers of attendees, we have moved the conference to a new hotel, the Sheraton Parkway Toronto North Hotel in Richmond Hill, Ontario. Mark your calendar.

WWW.MOVER.NET

The Website is becoming an increasingly useful tool for finding contact information about your fellow members and suppliers. We have added more advice for consumers on the site based on articles in *The Canadian Mover*. We are adding a page of commercial announcements about appointments of new employees, new equipment you have installed to improve customer service, new alliances or any other information that would be of interest to your fellow members. Send information to admin@mover.net.

INDUSTRY BENCHMARKING STANDARDS

CAM is currently exploring the production of a report on compensation and benefits within the moving industry. It would provide our members with management information on salary and benefits levels for employees from entry level to president.

CANADIAN PROFESSIONAL MOVER'S COURSE

The registrations for the Canadian Professional Mover's Course are currently at 60. We have heard positive comments on the course since its revision earlier this year. The first group has graduated from the course. A formal announcement will be made shortly and certificates sent to them.

MOVERS' EDGE, AUGUST, 2000

CAM BOARD MEETING

The next CAM Board meeting will be held August 9 or 10 via conference call. The meeting will focus on planning for the golf tournament and the annual conference on November 20 and 21. The Board is keen to review our existing slate of projects in the context of the priorities that you, the members, suggested in our recent survey. The Board will also discuss some new initiatives including CAM's "desired role in the Internet marketplace" and a research proposal from the Cerno Research Group noted below.

COMPLAINTS

CAM continues to receive several calls per week concerning less-than-desirable moves. Increasingly, CAM is recognized as the unofficial household moving board. For example, in two separate articles in the Toronto Sun, CAM has been referenced as the association to contact if a consumer wants to reduce the chance of an unsatisfactory move. In the article, Executive Director David Long was quoted as follows: "CAM members pride themselves on good service records. I think it's a good idea to call our association first."

The office normally responds to problems after the fact. The most common complaints are:

- Damaged or missing goods
- Prices charged are significantly higher than agreed to
- Services contracted for were not performed
- Mover was late, did not show up for pick-up of goods at origin, or had yet to arrive with goods at destination

We take the opportunity to provide the consumer with a checklist of items to ensure stress-free moves in the future.

COMPENSATION AND BENEFITS BENCHMARKING

Last year, a group known as Cerno Research Inc. launched a new compensation and benefits study in cooperation with the Ontario Trucking Association. This group is in consultation with CAM to determine whether there is an opportunity to cover key moving industry issues such as wage rates, benefits packages, employment policies, absenteeism, turnovers and more.

OUR WEB SITE

The commercial announcements page is now on the Website! Please go to the Website — there may be some equipment, service, job opportunity or human resource that may be beneficial to you.

FOURTH ANNUAL GOLF TOURNAMENT

Tuesday, September 19, 2000

Cardinal Golf Club

**North of Toronto and east of Highway 400
on Highway 9 between Jane and Keele**

CAM's Annual Golf Tournament will be a "scramble" tournament, best-ball in each foursome, on September 19 at Cardinal Golf and Country Club north of Toronto.

Please organize your foursomes and so that we can register you early. Based on our growing membership and a good "moving" economy, we predict record numbers! And with enough golfers we'll have a shot-gun start.

Invite your friends, colleagues, employers and customers. The CAM golf tournament is a great way to show your appreciation for a job well done or business received.

Come to the tournament, extend your weekend, see your old friends and enjoy a day of golf.

Tee-offs from 10:45 to 12:30, Tuesday, September 19, 2000, followed by:

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

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 12.

Canadian Association of Movers

590 Alden Road, Suite 211

Markham, Ontario L3R 8N2

Tel: 905.513.1728

Fax: 905.513.1248

MOVERS' EDGE, SEPTEMBER, 2000

CAM BOARD MEETING

The CAM Board of Directors met on a conference call on August 10. In summary, the discussion included:

- CAM is developing a Code of Conduct for its members. It will be based on previous codes of conduct/ethics developed by previous Canadian moving associations and others.
- Board member Scott Hickling of Aurora Moving in Calgary has re-drafted by-laws for CAM. These will be reviewed by the Board of Directors for future approval.
- The Canadian Professional Mover's Course now has 51 registrants. A certificate for graduates is being developed with Dalhousie and will be distributed shortly to the first graduates.
- It was agreed by the board that CAM's role in the area of e-commerce for movers should be as a clearinghouse for all dot.com companies to display their products and services and not as a dot.com itself. In this regard, CAM is interested in hearing from all dot.com interests without intending to endorse any one of them.

DIRECTORY

As discussed in previous issues of *Movers' Edge*, *The Canadian Mover*, CAM's magazine and directory, will be published to arrive in early November 2000. It will include articles on leasing, e-commerce and consumer interest as well as the directories of Canadian and international movers, suppliers and van lines.

ANNUAL CONFERENCE

The 2000 Annual Conference (our 5th!) will take place on November 20—21, 2000, at the Sheraton Parkway Hotel in Richmond Hill. The major theme will be e-commerce in the moving industry, but other important topics of interest to movers will be covered. The Board of Directors is in the process of acquiring speakers. If you have any suggestions for speakers, please let us know at admin@mover.net before September 10. CAM is currently developing its slate of Board members for 2001. If you are interested in serving on the Board of Directors, please notify David Long in the CAM office as soon as possible.

GOLF

There is a lot of enthusiasm for the golf tournament this year. As of this writing, there are over 70 registrants. Don't miss this opportunity for a little fun, food and fellowship, not to mention a day away from the office.

REGULATIONS ON MOVING OUTDOOR HHG FROM CANADA TO THE UNITED STATES

New USDA legislation has been put in place to stop the gypsy moth from moving from an infested area in Canada to an uninfested area in the U.S. The legislation requires moving companies to carry a declaration that outdoor items from Canada have been inspected by the owner and found to be free of the insect. Regulations and the list of regulated areas may be seen on the Canadian Food Inspection Agency (CFIA) Website at www.cfia-acia.agr.ca/english/plaveg/protect/dir/d-98-09e.shtml.

Response from members who have seen the regulations has been that, with minor exceptions, the regulations are not particularly onerous and can be reasonably easily complied with. Your comments will be forwarded to CFIA.

VAN LINES

President Paul Van Remortel and Executive Director David Long are currently conducting separate meetings with the Van Line Presidents in an effort to determine how CAM can best serve all movers in Canada.

AWARDS AND ANNOUNCEMENTS

On July 31, Ability Moving & Transfer (Orleans ON) received ISO 90002 certification. It is the first member of Atlas Van Lines to achieve this certification and one of only a few movers in North America to have it.

Pak N' Stack (Mississauga ON) was recognized in *Profit* magazine as one of the "Hottest Startups" in Canada with over 2400% growth in the last three years through service and quality delivery.

In a recent Ministry of Transportation (Ontario) facility audit, which included their five facilities, Walker's/Capital Group of Moving & Storage Companies (Kingston ON) achieved an excellent rating in all categories. This was their first full facility audit since deregulation in 1988.

These three CAM members should be congratulated for raising the profile of our industry.

Let us know at admin@mover.net about any industry news items that we can include in Movers' Edge.

MOVERS' EDGE, OCTOBER, 2000

ANNUAL CONFERENCE

CAM's Annual Conference titled **moving.com: redefining the moving industry**, is scheduled for November 20–21, 2000, at the Sheraton Parkway Hotel in Toronto.

THE CANADIAN MOVER

The material for the November issue of *The Canadian Mover*, CAM's magazine and membership directory, is currently being assembled. Delivery is scheduled for mid-November, in advance of the Annual Conference.

The publication will include articles on leasing, e-commerce and consumer relations as well as the membership directory with listings of all members, suppliers, international affiliates and van lines. Please check your listing on the Website or in the May 2000 issue of *The Canadian Mover* and let us know if you would like to make any changes. The deadline is October 10.

CANADIAN PROFESSIONAL MOVER'S COURSE

CAM's major education program, the Canadian Professional Mover's Course, has received high marks from those who have and are taking it. It has been significantly improved by feedback from participants. The course is running well, providing movers with the training that they need to meet and serve the consumer. Recent upgrades to Dalhousie University's Web server increase the usability and reliability of the course.

The course has become the standard in Canada for the education of movers. The certification process provides customers and consumers with the assurance that the individual and their company offer services of the highest professional and ethical standards. The course is made up of nine elements:

- Chapter 1 – Estimating procedures
- Chapter 2 – Long Distance Moving: Canada
- Chapter 3 – Long Distance Moving: Canada
- Chapter 4 – Long Distance Moving: Canada/USA/Mexico
- Chapter 5 – Local Moving
- Chapter 6 – The Household Goods Warehouse
- Chapter 7 – Permanent Storage: Part two
- Chapter 8 – Permanent Storage: Part three
- Chapter 9 – Office Moving

The course is offered on-line in partnership with Dalhousie University and is only available to CAM members. Develop your professional moving consulting team and update their Internet and computer skills.

CAM'S FOURTH ANNUAL GOLF TOURNAMENT

Ninety-six golfers attended CAM's Fourth Annual Golf Tournament. The tournament was held at Cardinal Golf Club in a scramble format. Three foursomes tied for best score at 10 under par and two tied for most honest at 6 over. The weather was perfect, the course was in excellent condition and everyone had a great time.

The course and the weather have been booked for 2001. It's scheduled for September 18, 2001, in a scramble format with a shotgun start. It's not too early to mark it on your calendar.

TRANSPORTATION NEWS

Manitoba introduced legislation that will withhold drivers' licenses from Manitobans with overdue fines and outstanding payments. This has begun in the 2000-licensing year. It marks an ongoing trend among the provinces to collect fines through their driver and vehicle licensing systems.

Bill C-18, a federal Act with tough new provisions targeting impaired drivers, received Royal Assent. Bill C-18 will amend the Criminal Code to increase the maximum penalty for impaired driving causing death from 14 years to life imprisonment. It will allow police to seek a warrant to obtain a blood sample from an unconscious driver they believe to be impaired.

The U.S. Federal Highway administration reports that 20 percent of all fatal crashes involve at least one improperly licensed driver according to a new study just released by the American Automobile Association. The study, commissioned by the AAA Foundation for Safety, reviewed the license status of drivers involved in fatal crashes from 1993 to 1997.

Let us know about any industry news items that we can include in Mover's Edge.

MOVERS' EDGE, NOVEMBER, 2000

TEN DAYS TO GO AND CAM'S 2000 ANNUAL CONFERENCE OPENS AT 9:00 A.M. ON NOVEMBER 20, 2000. ARE YOU COMING?

ANNUAL CONFERENCE

CAM's Annual Conference features its usual great line-up of speakers from the ranks of our suppliers, government, industry, van lines and consulting. This year the emphasis is on the growing importance of Web-based moving services.

Trade Show

The trade show, which is associated with the conference, has eight exhibitors:

- Dale & Morrow Insurance Limited
- Graham Neale Insurance Brokers Ltd.
- K.I.D. Trailer & Equipment
- L. Hansen's Forwarding
- movedirect.net
- Nexmove Inc.
- Polaroid Canada Inc.
- Preferred Packing & Moving Solutions Inc.

Booths will be in the foyer of the Grand York Ballroom and will be open from 8:00 a.m. to 5:00 p.m. on Monday, November 20. Breaks are scheduled to allow you to renew old relationships and see what our suppliers have to offer. (There is still room for one or two more exhibitors.)

Hotel

The hotel for this year's conference is the Sheraton Parkway Toronto North Hotel. It's located on the northeast corner of Highway 7 and Leslie in Richmond Hill. That's just north of the Leslie exit from Highway 407. It will provide us with better facilities for our growing association.

THE CANADIAN MOVER

The Fall 2000 issue of *The Canadian Mover*, the Canadian Association of Movers' directory and magazine has been mailed to all members and a select group of non-members.

CANADIAN PROFESSIONAL MOVER'S COURSE

The Canadian Professional Mover's course announces its first graduates. (Their names have been posted to the website.)

- John Andrews, Directorate of Transportation Management, National Defense Headquarters, Ottawa, ON
- Doug Creighton, Two Amigos & Co., Winnipeg, MB
- Randy Hoyt, Hoyt's Moving & Storage Ltd., Halifax, NS
- Tammy Hoyt, Hoyt's Moving & Storage Ltd., Halifax, NS
- Patricia O'Brien, Hoyt's Moving & Storage Ltd., Gander, NF

Certificates have been designed and are being printed now. They will be mailed shortly.

For those of you who have registered and have not completed the course, it's ready to go.

GOVERNMENT MOVING CONTRACT

As you probably already know by now, the request for proposal (RFP) for the federal government's moving contract was published on November 1 with replies due on December 4. The RFP features the introduction of standard weights for household goods and a standard weight form that all companies and their drivers will be required to use. Ken Janes of Public Works and Government Services Canada will discuss the RFP at CAM's Annual Conference on November 20. The Value Index, which Andrew Pierce spoke of at last year's conference, has become part of the RFP. It will provide the government with a method of assessing and rating contractor performance.

MOVERS' EDGE, DECEMBER, 2000

ANNUAL CONFERENCE

CAM's 2000 Annual Conference was a great success. On CAM's standard rating scale of poor to excellent (1 to 5), attendees rated their overall level of satisfaction with the conference at 4.60 and speakers at 4.25 – both great indicators. You should know that speakers Terry Evanshen and James Biss blew the audience away. You'll have to ask an attendee to know just how well these two speakers did.

ANNUAL GENERAL MEETING

After the initial formalities, Paul Van Remortel, (Chairman of CAM from 1998 to 2000) reported on the development of the Canadian Professional Mover's Course with Dalhousie University, the inclusion of the four major Canadian Van lines into CAM as van line members and the emergence of CAM's Website as an industry and consumer site. David Long, President, reported on the ongoing efforts of CAM in the areas of publications, communications, membership, and consumer and government relations. Darrell Powell, Treasurer, reported that CAM was solvent and had a satisfactory audit rating. The members approved the Board of Directors as:

- CHAIRMAN: Randy Hoyt
- VICE-CHAIRMAN: Graham Acreman
- TREASURER: Darrell Powell
- SECRETARY: Scott Hickling
- PAST CHAIRMAN: Paul Van Remortel
- DIRECTORS:
 - Talal Agha
 - Denis Frappier
 - Richard Lortie
 - Larry Rosenberg
 - Wayne Marshall
 - Dennis O'Neill

The membership appreciates the work of outgoing director, Howard Bigham, who served on CAM's Board as Treasurer since CAM was re-established in 1996.

Scott Hickling reviewed the proposed changes made to CAM's bylaws. They were approved at the Annual General Meeting but require government approval from the Department of Corporate and Consumer Affairs. Complete information on the AGM may be seen on the Website or in the minutes that were mailed to all members last week.

CHAIRMAN

Randy Hoyt took over from Paul Van Remortel as Chairman of CAM. In his acceptance speech, Mr. Hoyt praised his predecessors, Denis Frappier and Paul Van Remortel, for their dedication and even-handed manner in which they led the Association. He specifically pointed out Paul Van Remortel's achievements over the past two years especially in getting the Canadian Professional Mover's Course under way. Randy indicated that he would continue with the theme of inclusion and teamwork in focussing CAM on quality, labour issues and becoming a source of information for members. He mandated the National Office with the task of surveying CAM members to determine what benefits they want from membership.

PRESIDENT

At CAM's Annual General Meeting, David Long (formerly Executive Director of CAM) was appointed as President of CAM. This change in title reflects the Association's wishes that CAM become more active in representing the membership to consumer groups, other industry groups and government.

CANADIAN PROFESSIONAL MOVER'S COURSE

The Canadian Professional Mover's course announces its second group of graduates. (Their names have been posted to the Website.)

- PATRICIA O'BRIEN, Hoyt's Moving & Storage Ltd., Gander NF
- HELEN WHEELER-GENEREAUX, LaPalm Transportation Systems, Belleville ON

WEBSITE

CAM's website will increasingly become a source of information for members. Several new pages have been added:

1. The speakers' presentations from the Annual Conference are being added as they become available.
2. The Minutes of the Annual General Meeting of November 21, 2000.
3. CAM's Articles of Incorporation (bylaws) in draft format (also in pdf format).
4. The new Board of Directors listing.