

# MOVERS' EDGE, JANUARY, 2004

## CERTIFIED CANADIAN MOVER PROGRAM

Since we rolled out the Certified Canadian Mover Program at CAM's 2003 Annual Conference, there have been several developments with the program:

### 1. Office of Consumer Affairs, Industry Canada

CAM is developing a communications program with the Office of Consumer Affairs, Industry Canada, to communicate the program to the Canadian public and the consumer. Industry Canada has assigned a journalist to this project to develop a press release and newspaper articles.

### 2. Consumers Council of Canada

CAM has been in contact with the Consumers Council of Canada. The Council will review the program with the intent of making suggestions to the program and determining if it will participate in the Certified Canadian Mover Program as a member of the advisory council.

### 3. Canadian Council of Better Business Bureaus

As stated at the conference, the Better Business Bureau will provide arbitration services across Canada for consumers' complaints that cannot be resolved between the mover and the consumer. These services will be available from coast to coast, including in the Toronto area, where the BBB is re-establishing its office.

### 4. Program Logo



The logo has been modified to instruct the consumer to visit the CAM website or call CAM to verify the membership of any mover that presents itself as a Certified Canadian Mover. The revised logo includes CAM's toll-free number: 1-866-860-0065. You may also use this number to contact CAM for any reason.

### 5. Grandfathering

All CAM members will be grandfathered into the program until the end of January 2004, at which time only members who have provided the required documentation will be included in the program.

### 6. What will the attached program do for me?

The program will identify you to the Canadian consumer as a Certified Canadian Mover – a designation recognized by the Office of Consumer Affairs at Industry Canada and the Canadian Council of Better Business Bureaus as belonging to reputable movers that treat their customers in an ethical and professional manner. It's the seal of approval a mover must have. It will make your sales staff's job easier by validating your company to the consumer.

## 7. What do I have to do?

The program is open to members of the Canadian Association of Movers only. The criteria for membership in the Certified Canadian Mover Program are the same as membership in CAM:

- Business licence (municipal business licence, provincial operating authority, etc.)
- Incorporation certificate
- GST registration and number
- Workers' compensation certificate
- Insurance certificate showing a minimum of \$1 million liability and a cargo limit minimum of \$250,000
- Yellow Pages ad or promotional items (optional)
- Signed Code of Ethics form (pdf) and commitment to participate in the Certified Canadian Mover Program

If you have not already done so, please gather the above information and mail or fax it to CAM at its new address: 2085 Hurontario Street, **Suite 525**, Mississauga, ON L5A 4G1, fax: 905-848-8499.

## HOLIDAY WISHES

The Board of Directors and staff of the Canadian Association of Movers wish you, your family and your staff all the best for a Merry Christmas and a healthy, happy and prosperous New Year.

The CAM office will not be open between Christmas and New Year. It will re-open on January 5, 2004.

# MOVERS' EDGE, MARCH, 2004

## THE CANADIAN MOVER

**We need your up-to-date listings now.** *The Canadian Mover*, CAM's magazine and directory, is scheduled to go to press on Friday.

The contact and operational information we have for you can be seen in the [online membership directory](#). It may not have been changed since the last issue of *The Canadian Mover*.

**Please review your listing now.** Ensure all your contact information is correct, that the listing has the correct telephone numbers, that your email and website addresses are up to date and that the descriptions of your facilities, services and service area are correct.

## CERTIFIED CANADIAN MOVER PROGRAM

### Changes to the Good-Practice Guidelines and Consumers Checklist

There have been a few minor changes made to Industry Canada's *Good-Practice Guidelines* and *Consumers Checklist*. The changes addressed differences in law among Canada's provinces. Within a few days, all provinces should have agreed on final versions of the two documents.

When the documents are complete, Industry Canada will issue press releases that will inform the public about the *Good-Practice Guidelines* and *Consumers Checklist*.

## CAM'S NEXT ACTIONS

Below are the front pages of the English and French versions of the consumer flyer for the Certified Canadian Mover Program.

These flyers are intended to be distributed by the sales forces of Certified Canadian Movers.

They offer some advice to the consumer on how to find a mover and why a Certified Canadian Mover is the best choice.

Together with these flyers, CAM is establishing consumer webpages on its website that will have the following:

- Current listings of certified movers
- The *Consumer Checklist* from Industry Canada, as well as links to Industry Canada's website.
- A complaints form that will allow the consumer to submit a complaint on line.

Each of these items is intended to help the consumer choose a mover and assure the consumer that the mover chosen is reputable and professional.

The flyers are currently out for quotation at local printers. You should see samples by mid-March, in good time for the upcoming moving season.



## THE CANADIAN MOVER

We have sent *The Canadian Mover* to the printer and have received back the first set of proofs. If you wish to update any part your listing, do so now. You can see the company and address information we are using in CAM's online directory at [www.mover.net/cam/directory/index.html](http://www.mover.net/cam/directory/index.html).

## THE MOVER'S EDGE

CAM has implemented a new policy for sending out this bulletin to you. We will no longer send out the bulletin as an attachment to an email. From now on, we will email you a link to the bulletin on CAM's website. In this way, the bulletin will not be rejected by anti-virus software, and the possibility of transmitting a virus to you will be significantly reduced.

## CERTIFIED CANADIAN MOVER PROGRAM

There has been very enthusiastic response to CAM's Certified Canadian Mover Program. In our first printing, we ordered 20,000 flyers (10,000 in English and 10,000 in French). Members who have been certified are racing to obtain them. We are now doing our second printing.

Our hope was that members would see the Certified Canadian Mover Program as a method for distinguishing themselves from rogue movers. Movers across Canada are becoming certified and arming their sales forces with the flyer and references to CAM's validating listing on our website.

CAM's consumers page on the web has been reworked to help the consumer find a mover and to learn about how to have a good move. It shows (in both English and French):

- The consumer flyer – Choosing a Mover
- CAM's Code of Ethics
- The Consumer Checklist for choosing a mover
- The listing of Certified Canadian Movers
- CAM's online membership directory
- Tips for consumers
- Directions to the BBB across Canada
- An online consumer complaint form

It has always been the consumer's responsibility to do due diligence in finding a mover. Now they have one more way of doing so – and that way identifies CAM members – especially the certified ones – to them.

We have shipped program flyers to the Canadian Council of Better Business Bureaus. The flyers will be available to consumers in BBB offices across Canada. The BBB is very enthusiastic about the flyer, its look and its principles.

## CAM'S SUPPLIER AND INTERNATIONAL MEMBERS

As we begin another moving season, mover members are reminded to support our supplier members and international members who have worked with Canadian movers over the years and supported both movers and CAM.

### INTERNATIONAL MOVERS

- Amfreight International, Brampton, Canada
- Arpin Moving Systems, West Warwick, USA
- Clintus Network Limited, New Delhi, India
- K.W. Devereux & Sons, Billingham, Cleveland, UK
- Hoyt's International, Dartmouth, Canada
- K.C. Dat Sdn. Berhad, Selangor Darul Ehsan, Malaysia
- Leader Freight Forwarders, Dubai
- McGimpsey Brothers (Removals) Limited, Bangor, Northern Ireland
- NEER Service France, Aubervilliers, France
- P.M. Packers & Movers, New Delhi, India
- Packways India, Andheri (West), India
- Sanharison Inc., New Delhi, India
- Simorgh Pack Transportation Co., Tehran, Iran
- Simpsons International Removals, Northfleet, UK
- Sterling International Movers Ltd., Northolt, UK
- Transpack Packing & Freight Forwarding Co., Islamabad, Pakistan
- United Professional Movers Ltd., Beijing, China
- Williams Moving International, Coquitlam, Canada

### SUPPLIERS

- AE Worldwide Service, Mahwah, USA
- Arrow Truck Sales Canada, Mississauga
- Butler & Baird Lumber Ltd., Aurora (**NEW**)
- Chris Steer Insurance Brokers Ltd., Toronto
- Dale & Morrow Insurance Limited, Brampton
- Dixie Road Weigh Scale, Mississauga
- Dollies & Boxes Unlimited, Scarborough
- Farrell Enterprises Limited, Weston
- L. Hansen's Forwarding, Scarborough
- Household Movers Services, Ridgewood, USA
- K.I.D. Trailer & Equipment, Oakville
- Mover's Equipment & Supplies Ltd., Mississauga
- Ogilvy & Ogilvy/Graham Neale Insurance Brokers, Toronto
- N.K. Pedersen & Associates, Grand Bend
- ProMiles Canada Inc., Ajax
- Searail, Delta
- Southern Auto Transport Services, Palmetto, USA
- Victory Packaging, East Syracuse, USA



THIS NEWSLETTER IS A BENEFIT FOR MEMBERS.

## **TRANSPORTATION OF HOUSEHOLD GOODS IN USA – CONSUMER PROTECTION REGULATIONS**

The US Department of Transportation's Federal Motor Carrier Safety Administration has issued interim final Consumer Protection Regulations for the Transportation of Household Goods. They can be seen at [www.mover.net/cam/content/FMCSA49-375.pdf](http://www.mover.net/cam/content/FMCSA49-375.pdf) and are in effect now.

The regulations govern the interstate transportation of household goods. They incorporate the latest technical amendments. In the preamble to these regulations, FMCSA states that "this amended final rule will benefit both the industry and consumers by more accurately reflecting current industry practices." It is definitely worth your while to review this document, as it could affect your US operations.

### **THE CANADIAN MOVER**

*The Canadian Mover* is in the mail. If you have not received it yet, you will in the next few days.

Thanks to everyone who contributed to the publication.

When you receive it, check your listing. Your listing contains the address and company information we are using for our online membership directory and the listings of Certified Canadian Movers.

### **CERTIFIED CANADIAN MOVER PROGRAM**

The Canadian Association of Movers has been holding a series of meetings across Canada to introduce the Certified Canadian Mover Program to members and non-members alike. We have already held meetings in Montreal, Ottawa, Vancouver and Calgary.

A meeting is planned for Halifax shortly. Watch for announcements about future meetings.

The program is being greeted with lots of enthusiasm. Members who are using the program find that it gives them an edge in their sales and marketing programs. Membership in the program is free to all CAM members who qualify. It only requires that you provide CAM with a little documentation by fax and a signed Code of Ethics form.

- Business licence (operating authority, municipal business licence, etc.)
- Incorporation certificate (title page only)
- The header from your GST form
- Workers Compensation certificate or header from your form
- Insurance certificate showing \$1 million in liability, \$250,000 cargo coverage, and expiry date
- A signed Code of Ethics form (available on CAM's website)

Over 20,000 flyers have been shipped to members and are now in use in the marketplace. They can be ordered from the CAM office for \$25 per 100 flyers.

### **NEWSPAPER AND MEDIA COVERAGE**

CAM is now receiving significant numbers of requests for information as content for newspaper and magazine articles. At [www.mover.net/cam/edge/ottcit.pdf](http://www.mover.net/cam/edge/ottcit.pdf), you can see an example from the *Ottawa Citizen* on May 1, 2004.

### **BETTER BUSINESS BUREAU**

Bob Whitelaw, president of the Canadian Council of BBBs, has left the BBB for other employment. On a month-to-month basis, he was responsible for providing CAM with the moving and storage industry's ranking in the BBB's lists of consumer inquiries and complaints. In March 2004, moving and storage ranked second in inquiries and fourth in complaints.

Many of the Bureaus across Canada are referring both inquiries and complaints to CAM. In turn, CAM refers inquiries to members in the consumer's area. By now, you probably have seen several referrals through this process.

### **CAM'S 8TH ANNUAL GOLF TOURNAMENT**

CAM's 8<sup>th</sup> annual golf tournament will be held on Tuesday, September 21, 2004. Mark your calendars. By popular request, we will be returning to the Cardinal Golf Club north of Toronto.



## MESSAGE FROM CAM CHAIRMAN GRAHAM ACREMAN

Fellow CAM members:

The Boyd Group has undergone organizational changes and divested itself of its records storage division. I've accepted a consulting position with the company that bought the division. The new company is not involved with the moving industry. As such, I must resign from the chairmanship of CAM.

While I look forward to my new challenges, I regret leaving my wonderful friends and colleagues in CAM. I've enjoyed working with you and appreciate the support you've shown me over the past two years in my role as CAM chairman.

As I look back, I'm proud to have been a part of so many of CAM's events and initiatives – our annual conferences and trade shows, golf tournaments, and the development with Industry Canada's task force of the Good-Practice Guidelines and Consumer Checklist that resulted in CAM's Certified Canadian Mover Program. I am confident that Scott Hickling, our vice chairman, will provide CAM with both leadership and vision, and that you'll show him the same support and spirit of cooperation that you've shown me.

Keep in touch, friends and colleagues!

## MESSAGE FROM VICE CHAIRMAN SCOTT HICKLING

On behalf of all CAM members, I extend our congratulations to Graham in his new venture and wish him well in this new challenge. I thank him for guiding CAM in the evolution of so many important projects and initiatives. He's provided us with inspiration and wisdom throughout his tenure. I am sure we will hear from Graham again when he gets established in his new position.

I look forward to working with all of you in my new role as chairman. I also look forward to following in Graham's footsteps and continuing the work currently underway – expanding the Certified Canadian Mover Program, building the membership with quality, certified movers, fostering the good relationship with Industry Canada and the Better Business Bureaus, and planning another successful annual conference and trade show for this Fall.

## MESSAGE FROM PRESIDENT JOHN LEVI

Congratulations to Graham in his new role. I wish him good luck and the greatest success possible.

It has been a pleasure working with Graham. I have appreciated his insights into the moving industry and his team approach in the administration of CAM and the evolution of the CCMP and other activities.

I welcome Scott in his new chairmanship role and look forward to developing a close working relationship with him. We all will work to ensure this period of transition for CAM is smooth.

## CERTIFIED CANADIAN MOVER PROGRAM

The CCMP continues to generate considerable interest. In fact, it is helping to generate new membership in CAM. CAM is experiencing an increase in consumer-related activity – consumers asking for referrals to reputable movers – calls to validate Certified Canadian Movers – calls to complain about poor moves and less-than-ethical practices.

CAM distributed a news release about the CCMP on May 13, 2004 to 600 print, television and radio media outlets. Let us know if you hear or see any coverage in your area.

## EMAILS

CAM received over 1,100 junk emails in a recent three-day period at the end of May. This traffic is generated by viruses. Help everyone by keeping your anti-virus software up to date and running. Please use our personal email addresses to help us separate the good from the bad. (John Levi – [jlevi@mover.net](mailto:jlevi@mover.net), Marian McGuire – [mmcguire@mover.net](mailto:mmcguire@mover.net), Kim Biggar – [kbiggar@mover.net](mailto:kbiggar@mover.net), website – [postings@mover.net](mailto:postings@mover.net))

## CAM'S 8TH ANNUAL GOLF TOURNAMENT

CAM's 8<sup>th</sup> annual golf tournament will be held on Tuesday, September 21, 2004. Mark your calendars.

By popular request, we will be returning to the Cardinal Golf Club north of Toronto.

## TORONTO MOVER FOR SALE

A well-respected Toronto mover with major van-line affiliation is for sale. Contact CAM for details.

# **MOVERS' EDGE, JULY, 2004**

## **BOARD OF DIRECTORS CONFIRMS SCOTT HICKLING AS CHAIRMAN**

In a short conference call, CAM's Board of Directors unanimously confirmed Scott Hickling as chairman of CAM. Following Graham Acreman's resignation, Scott replaces Graham to the end of Graham's term in November.

## **CERTIFIED CANADIAN MOVER PROGRAM**

Significant progress is being made on the Certified Canadian Mover Program. There are now 92 CAM members who are Certified Canadian Movers.

We are beginning to see the results of some of our promotions. CAM is receiving about 10 calls a day from consumers.

- Newspapers and other media are contacting CAM for comment on the status of moving in Canada.
- Many provincial departments of consumer affairs and Better Business Bureaus are referring queries and complaints to CAM as well as distributing our program flyer.
- Consumers are contacting CAM daily to find reputable movers in their areas and to register complaints.

The program is working. We know the referrals are going out to CAM members. We hope you are converting them into profitable moves.

## **BETTER BUSINESS BUREAU**

Once again, the Better Business Bureau reports that for June 2004 movers were at the top of its inquiries and complaints listings. This activity at the BBB in turn has been generating calls to CAM for referrals to reputable movers (you) and complaints about disreputable movers (others).

## **CAM ESTABLISHES REPRESENTATION IN QUEBEC**

CAM now has a representative in Quebec who can handle inquiries and complaints in French.

We will have a toll-free telephone and a fax line in place shortly. Watch for details.

## **CAM'S 8TH ANNUAL GOLF TOURNAMENT**

CAM's 8th annual golf tournament will be held on Tuesday, September 21, 2004. By popular request, we will be returning to the Cardinal Golf Club north of Toronto. Mark your calendars.

## **CAM'S ANNUAL CONFERENCE**

CAM's 2004 Annual Conference is in the early planning stages. We need your input.

The theme of the conference will be focused on improving your bottom line. We are looking for speakers who can present topics of interest to movers in revenue improvement or expense reduction. A few topics that have been suggested include:

- Sales management

- Vehicle selection and operation
- Productivity
- Administrative efficiency
- Purchasing management
- Efficient estimating
- Employee compensation management

Do you have any suggestions for topics or speakers that you would like to hear?

### **CANADIAN PROFESSIONAL MOVER COURSE**

CAM's Canadian Professional Mover course is a web-based modular course for providing new sales staff familiarity with the moving industry:

- Basic principles and terminology
- Local moving
- Long-distance moving within Canada
- Long-distance moves to USA and Mexico
- International moves
- Estimating
- Permanent storage
- Office moving



# MOVERS' EDGE, AUGUST AND SEPTEMBER, 2004

## CAM IN QUEBEC

CAM now has a toll-free telephone service in Quebec. Consumers can contact CAM in French at 1-877-656-4993. Our representative, Regis McKenna, has been briefed on CAM's referral and complaint-handling processes.

Our current flyers still show the original toll-free number. This will be fixed at the next printing. You can refer customers to the new number for service in French. Phone Regis to get introduced.

## CAM DIRECTORY UPDATES

We are putting the Fall 2004 issue of *The Canadian Mover* together now. We need to know that your company's information is up to date. **Please review your company's listing in the membership directory online or in the last issue.** Send us your changes ASAP. We will go to press **in two weeks**.

## MEDIA INTEREST

As you are aware, the media have been very interested in the moving industry. CAM has been contacted several times in the last few months for comment. Most recently, Global TV and the Ottawa Citizen did stories on the poor performance by Mike's Moving from Kelowna, BC. The article is on our [website](#) (pdf).

## CAM'S EIGHTH ANNUAL GOLF TOURNAMENT

CAM's 8th annual golf tournament will be held on Tuesday, September 21, at Cardinal Golf Club. Don't miss this fun event. It's an opportunity to golf with old friends and network in the moving industry.

## GOLF SPONSORSHIPS

Consider a sponsorship at the golf tournament. There are opportunities for sponsoring a hole or a test of skill.

## CERTIFIED CANADIAN MOVER PROGRAM

Members are reporting that the CCMP has been working for them. Some consumers are checking on movers prior to hiring them, and members are using the flyer to validate themselves to consumers.

The CAM office is receiving many calls from consumers asking for referrals to reputable professional movers. And your contact information is being passed on to the consumer.

This fall, Industry Canada will publish a pamphlet titled ***Consumer Checklist for Choosing a Moving Company***. It is the document CAM members and other stakeholders developed in partnership with Industry Canada and the Better Business Bureau. They've added some colour and graphics. It contains the information consumers need to assist in their choice of movers. The front panel of the flyer is shown.

The pamphlet will be part of a consumer-awareness campaign sponsored by Industry Canada. Details remain to be worked out, but the campaign should focus on the need for consumers to be aware of the consequences of a bad choice.

We'll keep you informed as the campaign is rolled out.

### **CAM AWARDS**

CAM will present the Distinguished Service, Founders and Innovators Awards at its 4th Annual Awards Dinner on Monday, November 22, at the Toronto Airport Marriott Hotel. These awards honour the leaders in our profession. Help CAM honour deserving individuals from our profession.

### **CAM'S ANNUAL CONFERENCE**

CAM's 2004 Annual Conference will focus on your bottom line – revenue improvement and expense reduction. We are now acquiring speakers who can demonstrate the techniques movers can use to improve their operating efficiency.

# MOVERS' EDGE, NOVEMBER, 2004

## 2004 ANNUAL CONFERENCE UPDATE

**Conference Schedule.** CAM's annual conference will be held in Salons A, B, C and D at the Toronto Airport Marriott. The event schedule is:

### Monday, November 22

**8:00 am – Registration and continental breakfast**

**8:00 am to 5:00 pm – Moving-industry suppliers mini trade show**

**9:00 am – Introductory remarks**

**9:10 am – Customer Satisfaction – Dr. Glenn Marshall** will open the conference with a presentation that differentiates between customer satisfaction and customer service.

**10:10 am – Coffee**

**10:30 am – Annual General Meeting**, including election of officers followed by a panel discussion and open forum on the future and direction of the Canadian Association of Movers.

**Noon – Lunch in Salon D**

**1:30 pm – The Knowledge Revolution in Purchasing – Rod Sherkin** will describe how the Internet is revolutionizing purchasing, and how CAM members can seize new opportunities to drive down costs.

Help Rod to customize this session for movers. Complete the questionnaire at [www.propurchaser.com/survey/survey01.asp?gcode=CANMOV](http://www.propurchaser.com/survey/survey01.asp?gcode=CANMOV).

**2:30 pm – Update to the Federal Government's Moving Contract – Major Katherine**

**Vigneau** will review the current status of the federal government's moving contract and the new initiatives in it.

**3:15 pm – Coffee**

**3:30 pm – Workers' Compensation: Safe Profit – Greg Sathmary** will provide strategies and methods for reducing your workers' compensation costs.

**4:30 pm – Conference sessions close**

**5:30 pm – Awards Dinner Reception**

**6:30 pm – Awards Dinner** – CAM will honour two moving industry leaders with its annual awards:

- Founders Award – Peter Naylor
- Distinguished Service Award – Denis Frappier

### Tuesday, November 23

**9:00 am – Provincial Governments' Approach to Consumer Protection – Christopher Ferguson** will address the direction that provincial governments are taking in protecting consumers from unfair practices and unscrupulous suppliers.

**10:00 am – Coffee**

**10:15 am – Selecting and Financing your Vehicles – Bob Reid**, GM Canada, will provide a wide-ranging discussion on how to spec a vehicle for moving services, and the pros and cons of various methods of financing.

**11:00 am – A One-year Report on the Certified Canadian Mover Program** – In this panel discussion and open forum, CAM members will have an opportunity to find out about the current status of the program and discuss improvements for its future.

**Noon – Lunch in Alberta-Quebec Rooms**

**1:00 pm – A Workers' Compensation Seminar – Greg Sathmary** returns to give a two-hour seminar on optimizing your workers' compensation with special attention to:

- Pre-injury management and prevention strategies
- Understanding your risk exposure when using sub-contractors

- Evaluating and comparing your workers' compensation costs with industry standards
- Controlling your compensation claims

**3:00 pm – Conference closes**

### **Hotel Update**

**The deadline** for registering at the Toronto Airport Marriott Hotel has been extended to **November 5**. CAM's conference rate is \$139 per night, single or double.

The reservation numbers are 1-800-905-2811 or 416-674-9400.

### **CERTIFIED CANADIAN MOVER PROGRAM**

CAM is changing the way in which referrals are performed in the CAM office. Up to now, we have given consumers two or three names and phone numbers for Certified Canadian Movers or members in their area. Effective November 1, we will provide the consumer's name and phone number directly to members in the area. To implement this, we will initially use the email address or fax number we have for you.

**Please send CAM a name and the email address of the person to whom we can send your referrals to ensure they reach you.**

### **INDUSTRY CANADA FLYERS**

Industry Canada has posted two flyers: *Consumer Checklist for Choosing a Moving Company* and *Good-Practice Guidelines for Canadian Movers*.

### **DOWNHOMER**

*Downhomer*, a magazine serving Newfoundland and Labrador, has included a public-service advertisement (for the next 12 issues) directing people to CAM for referrals – and CAM is already receiving calls.

# MOVERS' EDGE, DECEMBER, 2004

## 2004 ANNUAL CONFERENCE REVIEW

CAM's 2004 Annual Conference promised to provide useful information on Performance and Profit to CAM members. And it delivered. All speakers were rated between very good and excellent. And this rating was extended to the open-forum sessions about the future of CAM and the Certified Canadian Mover Program.

Dr. Glenn Marshall gave attendees some useable tips on customer satisfaction. Rod Sherkin showed us new purchasing techniques that can be used by movers and suppliers alike. And in case you missed the presentation, all CAM members who want a 90-day free membership in **propurchaser.com** can join between now and year-end at [www.propurchaser.com/CAM](http://www.propurchaser.com/CAM). Greg Sathmary enlightened members on techniques for solving workers' compensation woes and he followed up in a small seminar on Tuesday with a one-on-one problem-solving seminar. Chris Ferguson of Ontario's Ministry of Consumer and Business Services laid out the direction his department is taking in consumer protection. John Murphy of General Motors showed members how to save thousands when you buy a truck and how to ensure it meets your needs.

Speakers' [contact information and presentations](#) have been posted. Minutes of the Annual General Meeting will be posted shortly.

## CAM'S BOARD OF DIRECTORS

The membership elected a board and executive committee to lead CAM.

### Executive Committee:

Chairman: Scott Hickling

Vice Chairman: Larry Rosenberg

Secretary/Treasurer: Rick Taylor

Past Chairman: Randy Hoyt

### Directors:

Howard Bigham (new)

Tom Filgiano

Martin LeDrew

Wayne Marshall

John Novak (new)

## AWARDS DINNER

A gathering of 125 industry members enjoyed dinner and applauded our 2004 honorees:

- Distinguished Service Award — DENIS FRAPPIER — AMJ Campbell Van Lines
- Innovators Award — BILL GROSSMAN — Boyd Moving & Storage (accepted by Paul Sullivan)
- Founders Award — PETER NAYLOR — Tippet Richardson

## CAM HISTORY

David Long dug some 25-year-old photos out of his basement. They are highlights from previous CAM conferences. As soon as we can, we'll extract them from their frames, scan them and post the files to the website for your viewing.

## CARGO INSURANCE

There have been several requests by members to review the requirement for \$250,000 of cargo insurance as one of CAM's standards for membership. The board reviewed the level and it will stand as written.

Our three insurance-supplier members have all offered to assist members to obtain additional needed insurance at minimal rates. Contact the following for further information:

- Chris Steer Insurance Brokers Ltd., Chris Steer
- Dale & Morrow Insurance Limited, Tom Bunker
- Ogilvy & Ogilvy Insurance Brokers, David Ogilvy

### **VISA / MASTERCARD**

We are pleased to announce that CAM has negotiated a preferred rate of 2% on credit-card transactions with one of Canada's leading credit-card processors. The arrangement includes debit-card processing, telephone deposits, wireless equipment and many other related services. You do not have to change banks to use this service. If you are looking for a better rate on your credit-card transactions, this is the place to look. Contact CAM for details.

### **CHRISTMAS AND NEW YEAR**

The directors and staff of CAM wish our colleagues in the moving industry a happy and safe holiday season and a prosperous new year.

**The CAM office will be closed from noon on December 24 to 9:00 am on January 3.**