



Canadian Association of Movers

Code of Ethics for Affiliate Members

Members of the Canadian Association of Movers, working toward their common goal of fostering high standards of ethical conduct within the Association and throughout the industry, promise to follow this guide to professional conduct:

- i. They will act with fairness and honesty to clients, being considerate of their needs.
- ii. They will honour the terms of contracts.
- iii. They will maintain professional integrity and personal honour.
- iv. They will provide efficient, reliable, high-quality service.
- v. They will ensure that services are provided in a safety-conscious environment.
- vi. They will foster the continuance of competitive practices.
- vii. They will promote education in the industry, to improve service to the public.
- viii. They will fulfill all obligations of membership.

I commit my company and its employees to:

- i. abide by CAM's Code of Ethics for Affiliate Members;
- ii. provide CAM with the business-related documentation required for membership and keep CAM apprised of any changes in status of that documentation;
- iii. when referring a lead, use an accredited CAM member for all origin and destination services and, if unable to use an accredited CAM member, advise the customer that their household goods and personal effects are being moved by a company that is not a CAM-accredited member and therefore not subject to CAM's operating standards and practices, and
- iv. provide a complaint resolution process for consumers and, if necessary, abide by CAM's dispute resolution process.

I understand that CAM primarily communicates electronically with its members. I hereby confirm that I would like to receive email communications from the Association.

Company _____

Authorized Representative (Print name and sign)

Title

Date

Contact person:

Name: _____ Title: _____

Address: _____

City/Prov/Postal code: _____

Telephone: _____ Fax: _____

Email: _____

In addition to this form, an Affiliate Member MAY be asked to provide further documentation such as:

- Business license (operating authority, municipal business license, etc.)
- Photos of premises and vehicles
- Incorporation certificate (title page only)
- GST return form header
- Workers' compensation certificate
- Insurance certificate showing a minimum of \$1 million commercial general liability and expiry date
- Two trade references with length of relationship (e.g., bank, moving equipment supplier, etc.)