

MOVERS' EDGE, JANUARY, 2007

HAPPY NEW YEAR

The directors and staff of the Canadian Association of Movers wish members a happy, successful and prosperous new year. Your Association had a busy and successful year in 2006:

- Membership grew by 14% in 2006.
- The Association referred over 1,000 moves to members and dealt with 250 complaints.
- The Certified Canadian Mover Program provided members with a useful tool for validating their reputation with consumers.
- We hosted our 2006 annual conference, with attendees stating that the presenters were the best ever.
- The Association expanded its media presence through national press releases and appearances on radio and television and in newspapers.

THE CANADIAN MOVER

By now you should have your copy of the latest issue of *The Canadian Mover*.

The Association is looking for articles for future issues. Anyone wishing to provide one can submit a proposal to CAM's national office for review by the board of directors.

NEW HOURS-OF-SERVICE REGULATIONS

Members are reminded that the new hours-of-service regulations came into effect on January 1, 2007. While the regulations were made by the federal government, all provinces have agreed to enforce them. The regulations can be seen in full in the Canada Gazette on the web, at <http://canadagazette.gc.ca/partII/2005/20051116/html/sor313-e.html>.

The new regulations can significantly change the manner in which your drivers operate. A few highlights that you should be aware of are:

- The regulations apply to commercial vehicles over 4,500 kg.
- The regulations are based on a 24-hour work and rest cycle.
- "Day" is defined as "a 24-hour period that begins at the hour designated by a motor carrier and is maintained for the duration of the cycle." Start time of the day can only be changed after a cycle reset of 36 or 72 hours.
- 10 hours off-duty time must be taken daily.
- No driver shall drive after accumulating:
 1. 13 hours of driving time
 2. 14 hours of on-duty time
- New work shift starts when a driver reports for duty, after having taken at least 8 consecutive hours of off-duty.

- Within the work shift, no driver shall drive after accumulating:
 1. 13 hours of driving time
 2. 14 hours of on-duty time
 3. 16 hours of elapsed time
- When any of these limits are reached, the driver must take a minimum of 8 consecutive hours off-duty before starting to drive again.

ONTARIO'S HIGHWAY TRAFFIC ACT

Members should be aware that carriage of household goods is no longer regulated by the *Truck Transportation Act*.

The *Highway Traffic Act* now regulates the carriage of household goods and lays out the Uniform Conditions of Carriage – Household Goods under Schedule 3. There are minor changes to the information, but if you are planning to print new bills of lading, you should consider updating the conditions of carriage on the back and ensuring that you have the correct required information on the front. See www.e-laws.gov.on.ca/DBLaws/Versions/Regs/English/050643_eV001.htm.

Other provinces' Uniform Conditions of Carriage – Household Goods will be posted to CAM's website later this month.

CANADIAN PROFESSIONAL MOVERS COURSE

CAM's Canadian Professional Movers course is the ideal way to familiarize new sales staff with the moving industry and a great refresher for long-time employers. It's available only online and helps to improve computer skills. You can view information about the course and register your staff online in the Education section.

CAM'S WEBSITE ACTIVITY

CAM's website is increasingly becoming a resource for consumers. In 2006, there were 142,000 visits from 52,000 visitors versus 118,000 in 2005. The site helps consumers to find CAM members, Canada's reputable, professional movers.

MOVERS' EDGE, FEBRUARY, 2007

PRESS RELEASES

For the last three years, the Canadian Association of Movers has been issuing press releases two or three times each year. Their themes relate to such topics as the importance of hiring a CAM member as your mover and various methods to avoid the less-than-reputable mover. These press releases have resulted in many positive moving-industry stories and interviews on TV, radio and in daily and weekly newspapers.

We will issue two more in the next few days. One will be directed at hiring students as summer staff to fill your needs for temporary workers. The other will give consumers the following five DOs and five DON'Ts about how to find and hire a reputable mover to take care of their needs during the busy summer moving season.

DOs

1. Use a reputable mover. Check with your provincial government, the Better Business Bureau and, especially, CAM (at www.mover.net/consumers.html or toll-free 1-866-860-0065).
2. Always make sure you get your estimate IN WRITING.
3. Read Industry Canada's *Consumer Checklist for Choosing a Moving Company*.*
4. Ask how your goods will be physically protected and insured while in transit.
5. Visit the mover's physical location; that is, their office or warehouse.

DON'Ts

1. Rely on advertised or verbal promises.
2. Make your decision based solely on price.
3. Accept any agreement not supported in writing.
4. Assume the mover is insured.
5. Assume that the mover you contract with will be the one you move with.

CONDITIONS OF CARRIAGE

As mentioned last month, CAM posted the current Conditions of Carriage for all provinces except Quebec (which we will post shortly), and Newfoundland and Labrador and Prince Edward Island (which do not have them). The Conditions of Carriage should be current on the backs of your bills of lading.

CANADIAN PROFESSIONAL MOVERS — NEW GRADUATES

Members are registering their new hires and long-term sales and office staff for the Canadian Professional Mover course. Graduates of the course (since the publication of the Fall 2006 issue of *The Canadian Mover*) are:

- Randy Bauer, Premiere Van Lines, Winnipeg, Man.

- Joel Hoyt, Hoyt's Moving & Storage Ltd., St. John's, Nfld.
- Joyce Ying, Salmon's Transfer Ltd., Richmond, B.C.

AMERICAN MOVING AND STORAGE ASSOCIATION — 2007 ANNUAL CONVENTION

The American Moving and Storage Association will hold its 2007 Annual Convention and Trade Show in La Quinta, California, from April 22 to 25, 2007.

The Convention title is "**Where Great Ideas Soar.**" A few of the presentations planned for the convention are:

- Building a Lean Enterprise
- How to Get the Most from your Internet Marketing Dollars
- Equipment Maintenance
- Overview of C-TPAT (from the Department of Homeland Security)
- How to Market to People Who Are Not Like You: The New Market Segment
- Welcome to the World of Insurance
- Tapping into the "Gray" Market through Senior Move Management

USED EQUIPMENT SALES

We have been contacted by a member looking for used trailers. If you have any trailers for sale, let us know. Should you wish to advertise your needs or availabilities, please contact CAM's national office.

CAM GOLF

It's still a little early to be getting the clubs out and practising your golf swings, but mark your calendars for CAM's upcoming golf events. CAM will be hosting three golf tournaments this year:

- Alberta – June 6
- British Columbia – June 8
- Ontario – September 17

Do not miss these opportunities to network with your fellow movers. Details will follow shortly.

MOVERS' EDGE, MARCH, 2007

PRESS RELEASES

CAM has been getting your message out in press releases to the national media (daily and community newspapers, TV and radio stations). We sent out the following two press releases in February. They are posted to our website.

- [Great Summer Jobs For Students \(and Teachers Too\)!](#) (pdf)
- [10 Tips to Ensure a Good Move and Avoid Moving Fraud](#) (pdf)

We have been contacted by several radio stations for short interviews and have seen our 10 Tips published in a local newspaper. Students are beginning to send us résumés, which we'll share with members near to the students' homes.

CONDITIONS OF CARRIAGE

In February, we posted the Conditions of Carriage for Quebec to the website in two versions: general transport and moving-specific. Conditions of Carriage for all provinces (except NL and PE, which don't have them) are [on the website](#).

CANADIAN PROFESSIONAL MOVER COURSE

A New Website

On May 1, 2007, we will be moving the course to a new website at Dalhousie University. All users of the course will be notified of their new usernames and passwords.

The Course in French

We have had a couple of requests to offer the CPM course in French. This will be a major investment for the association. It will be done only if we can get sufficient commitment from members to subscribe to the course.

New Graduates

- Guiseppe Crupi, Bradford Moving & Storage, Holland Landing, Ontario
- Sherry Kartye, Salmon's Transfer Ltd., Richmond, B.C.

NEW MEMBERS

CAM welcomes our new members who have joined CAM since the beginning of the year:

- **International**
International Moving Services, Dartford, Kent, United Kingdom
Move Well, Jakarta, Indonesia

Transmove, Dartford, Kent, United Kingdom

- **Mover**
By Design Commercial Moving Solutions Inc., Mississauga, Ontario
- **Supplier**
The Mattei Companies (a Division of The Economical Insurance Group),
Sacramento, CA, USA

USED EQUIPMENT SALES

CAM has helped to sell its first trailer. Based on last month's newsletter, CAM assisted a western Canadian member to sell a 53-foot Kentucky trailer to a member in the Toronto area. Should you wish to advertise your needs or availabilities, please contact CAM's national office.

INTERNATIONAL MEMBERS' RATE CARDS

The offer is still open (and will remain so) for international members to publish their rate cards on CAM's website. Should you wish to do so, please send us your rate card and we'll post it to the "members only" area of the website.

WEBSITE — RECIPROCAL LINKS

We need your help! (And you need ours!) Most Internet search engines rank websites by the number of links to them. Place a link on your website to CAM (www.mover.net). If you wish, you can download a logo to go with it from the site. We will place a listing of members' links on our site. This can only increase traffic to our websites and increase consumer awareness.

ACTIVITY

In February, CAM's national office made 111 referrals to members, responded to 97 enquiries and handled 10 complaints. We had 11,865 visits to our website by 4,010 visitors. The numbers are up by 25% to 30% over last year.

MOVING HANDBOOK

CAM has been approached by a company that will publish an upscale Canadian Moving Organizer in major metropolitan areas of Canada. While CAM will not participate, members may wish to do so. Please contact the CAM office for details.

MOVERS' EDGE, APRIL, 2007

CANADIAN PROFESSIONAL MOVER COURSE

Le cours des déménageurs professionnels du Canada

On March 27, many of you received an email or a fax with the above title. There is no English version of this message. CAM is currently evaluating the demand for its Canadian Professional Movers course in French. We asked members and non-members in Quebec and areas where informed customer-service in French might be a competitive advantage if they would commit to enrolling their staff members in a French version of the course. So far, we have not been flooded with responses. We will translate the course if demand warrants it.

There's still time for your staff to take the course before you begin summer operations. Register them now.

A New Website

On May 1, 2007, we will be moving the course to a new website at Dalhousie University. All users of the course will be notified of their new user names and passwords.

CAM EVENT SCHEDULE — IT'S TIME TO MARK YOUR CALENDARS!

We have scheduled our golf tournaments and annual conference for 2007:

- June 8 – CAM's BC golf tournament in Vancouver
- June 11 – CAM's Alberta golf tournament in Red Deer
- September 17 – CAM's annual golf tournament in Toronto at a new venue
- December 3 and 4 – CAM's 2007 annual conference – We've returned to our old format of a two-day conference.

THE CANADIAN MOVER

The Canadian Mover, CAM's directory and magazine, is being assembled now. Ads are being sold, stories are being written and data are being collected and updated.

- Please review your listing in the fall 2006 issue or online, and update it. Many members do not take full advantage of the marketing opportunity of showing their listing of services and service area. This is also the information that consumers see on our website.
- Advertise in the magazine. It's the only publication that reaches Canada's movers.
- Watch for your copy in early June.

INTERNATIONAL MEMBERS' RATE CARDS

The offer is still open (and will remain so) for international members to publish their rate cards on CAM's website. Should you wish to do so, please send us your rate card and we'll post it to the "members only" area of the website.

WEBSITE – RECIPROCAL LINKS

We still need your help! (And you need ours!) Most Internet search engines rank websites by the number of links to them. Place a link on your website to CAM (www.mover.net). Post a CAM logo, too. Contact us and we'll send you a CAM logo file with all the items you'll need. This can only increase traffic to our websites and increase consumer awareness.

SUMMER JOBS

CAM has advertised for student résumés and sent out those we've received to members. We will continue to do so as they arrive.

ACTIVITY

In March, CAM's national office made 133 referrals to members, responded to 151 enquiries and handled 14 complaints. We had 14,332 visits to our website by 4,993 visitors.

PAUL KENWOOD

Paul Kenwood passed away on March 15, 2007. He established Kenwood Moving and Storage in Montreal and served as president of Allied Van Lines during the 1960s. Paul chaired many van-line, industry and agent committees and was instrumental in creating the foundation of the van-line and agent policies and procedures that remain in use today. His children serve in the moving industry today.

MOVERS' EDGE, MAY, 2007

AMERICAN MOVING AND STORAGE ASSOCIATION – 2007 CONVENTION AND TRADE SHOW

In late April, John Levi, president of CAM, attended AMSA's 2007 convention and trade show. One of the objectives of the convention was to wish Joe Harrison well in retirement. Joe retired after serving the moving industry for 26 years. He led the moving industry through the mergers of the Household Goods Carriers' Bureau and the American Movers Conference and then between the American Movers Conference and the National Moving and Storage Association to finally create the American Moving and Storage Association. He is responsible for developing much of the recent mover- and consumer-related regulations. CAM thanks Joe for his friendship and support and wishes him well in his retirement.

Joe has been succeeded as president by Linda Bauer Darr. Ms. Darr comes to AMSA from the American Bus Association, the US Department of Transportation, and the North American Transportation Alliance. She has excellent qualifications for the position and demonstrated a passion for moving in her address to attendees at the convention. CAM wishes her success in her new position and looks forward to maintaining the close relationship between our two associations.

The convention had some excellent content. A couple of presentations to note were:

- A panel discussion, "Industry Trends: Including Container/Trailer Customer Load and Unload Services":
The panel discussed the value of both mover-serviced and consumer-loaded portable moving/storage containers. They felt that this might be one area where the traditional mover would face new competition. It might also present an opportunity for movers where there were labour shortages. They talked about the importance of demystifying the pricing structure to give the consumer pricing that was easier to understand.
- A presentation by John Hill, Administrator, Federal Motor Carrier Safety Administration:
Mr. Hill discussed the improvements in highway safety in the USA, initiatives in monitoring driver health and unified commercial-driver's licence data to ensure that all jurisdictions are aware of any medical risk or infractions a driver might have. FMCSA will develop the National Consumer Complaints Registry. It was obvious in the presentation that AMSA had developed a great relationship with government.

CANADIAN PROFESSIONAL MOVER COURSE — IT'S NOW LOCATED ON A NEW WEBSITE!

On May 1, 2007, we moved the course to a new website at Dalhousie University. All users of the course will be notified of their new user names and passwords. The course will be

available through the same link in the Education section on the Movers page on our website.

CANADIAN ASSOCIATION OF RETIRED PERSONS' MAGAZINE

CAM placed the following article in the Canadian Association of Retired Persons' monthly magazine, CARP. We have already had calls from seniors looking for a good mover. We referred them to you.

Smooth Move

Every year, the Canadian Association of Movers (CAM) hears from hundreds of Canadians who have been victimized by movers. If you make the right decisions *before* you move, you'll save money, prevent damage and avoid frustration and heartache. Here are some basic suggestions from CAM.

- Use a reputable mover. Contact the Better Business Bureau or CAM for referrals. Go to www.mover.net/consumers.html or call 1-866-860-0065 for information.
- Get your estimate in writing. Abuses arise when there is nothing in writing, including low-balling an estimate and then demanding double or triple the amount before delivery, a company that's a no-show on moving day, damage to goods and refusal to pay insured amounts.
- Visit the mover's place of business to ensure the business exists. Too often, a mover operates with a cell phone only and can never be found after the move.

And remember, the lowest price does not always yield an economical move. Good moves are delivered only by good movers. *Reprinted with permission of CARP magazine (May, 2007).*

CAM is currently discussing the placement of an ongoing series of articles in future issues of the magazine.

CAM EVENT SCHEDULE — IT'S TIME TO MARK YOUR CALENDARS!

We have scheduled our golf tournaments and annual conference for 2007:

- June 8 – CAM's BC golf tournament in Vancouver (Langara Golf Course)
- June 11 – CAM's Alberta golf tournament in Red Deer (RiverBend Golf Course)
- September 17 – CAM's annual golf tournament in Toronto (Granite Ridge Golf Course – Milton)

SHORE PUBLISHING

You may have been solicited to place a listing in *The Canadian Move Organizer*. This is NOT a CAM initiative. CAM decided not to participate. It is a new publication. It may or may not be a worthwhile advertising vehicle for you.

MOVERS' EDGE, JUNE, 2007

EMPLOYING YOUNG WORKERS

Governments across Canada are becoming increasingly concerned with injuries to young and inexperienced workers. While the following information applies specifically to employers in BC, you should be aware that you have health and safety responsibilities when hiring students and young workers anywhere in Canada.

Every mover in Canada is scrambling to find staff for the summer rush. Ken Taylor at Kelowna Movers just sent us a notification from BC's Ministry of Labour and Citizens' Services.

"Every employer who will be hiring young workers (under 25 years of age) or new workers will need to know about WorkSafeBC's new Occupational Health & Safety (OHS) Regulation effective July 26, 2007, relating to the orientation and training requirements of young and new workers."

The BC government is offering seminars across the province to familiarize employers with their responsibilities under the regulations. Visit their website, at www.labour.gov.bc.ca/eao, for locations and times. Further, you can visit www.worksafebc.com for more information.

CAM'S STUDENT-WORKER PROGRAM

CAM has been advertising for student workers through university employment offices and has sent more than 100 résumés to members.

PRESS RELEASES

Our press-release program continues. Four times a year, CAM sends out press releases to radio, TV and newspapers (daily and community) across the country. The value in this program comes from the exposure for members and the assistance provided to consumers in finding reputable movers.

The theme for this press release will be the importance of finding a reputable mover if you want a hassle-free move – and in the summer, you have to book early in order to ensure you get a good mover. We will provide a few tips on how a consumer should go about finding a mover.

UPCOMING EVENTS

We have cancelled the golf tournaments scheduled for Vancouver on June 8 and Red Deer on June 11 because of lack of participation. It appears that the timing hit a very busy period in both areas.

Our annual golf tournament will be held on Monday, September 17, at a new venue – Granite Ridge Golf Club in Milton, Ontario. Mark this date on your calendar.

Our 2007 Annual Conference is scheduled for Monday and Tuesday, December 3 and 4, 2007, at the Renaissance Toronto Airport Hotel. CAM's Annual General Meeting will be held at the conference.

The title for the conference is ***Success and Succession***. The conference will focus on the fact that many of CAM's members are approaching retirement and are looking at what to do with their businesses, as well as all of the related family, business and tax implications. And for those members who are not considering retirement just yet, our speakers will help them tune their businesses to maximize their operational and market value.

BUY AND SELL

Occasionally CAM receives requests to assist in the purchase or sale of equipment.

We have received a request from a member looking for used moving trailers, and have been advised that two straight trucks (one 28-foot box and one 29-foot box) are available for immediate sale in southern Ontario.

If you are interested in either of the above, contact CAM.

WEBSITE STATISTICS

	May 2007	May 2006
Visits (number of times people visit the website)	15,742	12,490
Visitors (number of visitors)	5,423	4,504

MOVERS' EDGE, AUGUST, 2007

CANADA LABOUR CODE - OVERTIME RULES FOR CITY & HIGHWAY DRIVERS

We received a fax from HRSDC regarding a survey of movers that was done in the Ottawa area regarding overtime for drivers. It helps to define the difference between city and highway drivers. The *Motor Vehicle Operators Hours of Work Regulations* provides for two categories of operators:

- highway motor vehicle operators (highway drivers) who are entitled to overtime pay at time and a half after working 60 hours in a week; and,
- city motor vehicle operators (city drivers) who are entitled to overtime pay at time and a half after working either 9 hours in a day or 45 hours in a week.

The regulations state that a “highway motor vehicle operator” means a motor vehicle operator who is not a bus operator or a city motor vehicle operator.

The regulations also state that a “city motor vehicle operator” means a motor vehicle operator who operates exclusively within a 10-mile (16 km) radius of his home terminal and is not a bus operator and includes any motor vehicle operator who is classified as a city motor vehicle operator in a collective agreement entered into between his employer and a trade union acting on his behalf *or who is not classified in any such agreement but is considered to be a city motor vehicle operator according to the prevailing industry practice in the geographical area where he is employed* (emphasis added).

The complete fax can be seen in our [members' only area](#).

US HOURS OF SERVICE

The American Moving and Storage Association announced that the US Court of Appeals ruled that the FMCSA's increase of permissible driving time from 10 to 11 hours in a 14-hour on-duty time period was arbitrary and capricious. The Court also found that the agency had not adequately justified the 34-hour restart provision and ordered the agency to vacate those portions of the rules.

The bottom line of the proceedings is that the Court's ruling will not become effective for at least 52 days. Existing Hours of Service Rules, including the 11-hour daily driving time limit and the 34-hour restart provision, will remain in place until at least September 14, 2007.

This may apply to any US operations you have. CAM will provide an update as soon as it's available.

MEMBERSHIP SURVEY

We sent out a survey to members asking about CAM's performance. Some of the responses have given us ideas about additional value CAM could provide.

- Training programs
 - Operations
 - Administration
 - Warehouse
 - Drivers and helpers
 - Carrier liability, shipment valuation and claims settlement
 - Customer-service skills
- Sharing of best practices
- Product information and education
- A focus on lobbying government on moving concerns
- Government liaison to assist in eliminating rogue movers
- Additional industry-specific consumer advertising
- Green moving
- Establish a supplier committee
- Workers' compensation optimization program

Thanks to all who have submitted these suggestions.

EMPLOYMENT

Many members reported that a labour shortage reduced their ability to service some opportunities this summer. CAM is currently working on several initiatives to assist. This summer we referred over one hundred students to members as part-time or summer workers. We are looking at ways to improve this and extend it beyond our current sources. In addition to our work in recruiting students, we have posted a generic job-opportunity ad on our website for van foremen/drivers. A student employment agency in the Toronto area has just joined CAM. This could be a source of additional labour for you.

HOUSEHOLD GOODS FORWARDERS ASSOCIATION OF AMERICA – 2007 ANNUAL CONFERENCE

HHGFAA will hold its 2007 Annual Conference in New York City from October 14 to 17. The title of the conference is "All the World's a Stage." The conference will focus on international relocations and will have extensive moving-industry related exhibits. Visit www.hhgfaameetings.org for complete information.

CAM'S MEMBERSHIP DIRECTORY AND MAGAZINE

The summer 2007 issue of CAM's magazine, *The Canadian Mover*, was mailed to you last month. If you didn't get your copy or need an extra, please let us know.

NEW MEMBERS

CAM welcomes our new members who joined in the second quarter of 2007.

- **International:**
Ambassador Worldwide Malaysia, Kuala Lumpur, Malaysia

International Moving Services, Dartford, Kent, United Kingdom
Sea Speed Logistics Inc., Richmond, BC, Canada

- **Movers:**

Any Size Moving, Brockville, ON
Any Size Moving, Trenton, ON
Capital Movers & Storage, Trenton, ON
Capital Movers & Storage, Brockville, ON
Capital Movers & Storage, Kingston, ON
James the Mover Ltd., Hamilton, ON
Trinity Moving Inc., Nepean, ON
Two Men and a Truck – Oshawa, Oshawa, ON
Walker's Van and Storage, Deep River, ON
Walker's Van and Storage, North Bay, ON

- **Suppliers:**

Great Little Box Company, Richmond, BC
The Mover's Choice, Mississauga, ON

- **Associations:**

National Council of Moving Associations (NCMA), Springfield, IL, USA

WEBSITE VISITOR STATISTICS

	July 2007	July 2006
Visits (number of times people visit CAM's website)	18,137	13,332
Visitors (number of visitors)	5,737	4,806

MOVERS' EDGE, SEPTEMBER, 2007

A NEW PRESIDENT FOR ATLAS VAN LINES (CANADA) LTD.

Robert Clark, currently Vice President, Business & Agency Development, and a 14-year Atlas veteran, has been designated to be the next President of Atlas Van Lines (Canada) Ltd. He will replace Doug Auld who will retire effective December 31, 2007.

Doug has been president of Atlas Van Lines (Canada) Ltd. for 17 years and has grown the company into a major participant in the moving industry. He will be missed. Members of CAM wish Doug well in retirement and wish Bob success in his new position.

EMPLOYMENT

CAM has tapped into a source for student employees on either a part-time or full-time basis. The first responses have been encouraging. A database is being placed on the website to allow members to search for students in your local area.

HOUSEHOLD GOODS FORWARDERS ASSOCIATION OF AMERICA — 2007 ANNUAL CONFERENCE

HHGFAA will hold its 2007 Annual Conference in New York City from October 14 to 17. The title of the conference is "All the World's a Stage." The conference will focus on international relocations and will have extensive moving-industry related exhibits. Visit www.hhgfaameetings.org for complete information.

CAM'S MEMBERSHIP DIRECTORY AND MAGAZINE

The Fall 2007 issue of *The Canadian Mover* will go to press in mid-October. Please review your online listing and update it. Remember that this is information the consumer and your fellow movers see.

SUCCESS AND SUCCESSION — CAM's 2007 ANNUAL CONFERENCE

CAM's 2007 Annual Conference is titled "Success and Succession" and will address how an owner/manager can maximize the value of his or her moving business – sales, marketing, operations, administration and management. Speakers will address your success plan for the business whether you are going to continue running it or are thinking of retirement and selling the business.

Mark your calendar now! The conference dates are Monday and Tuesday, December 3 and 4 at the Renaissance Toronto Airport Hotel.

CAM AWARDS

CAM's three annual awards (Distinguished Service Award, Founders Award, Innovators Award) will be presented at its 2007 Awards Dinner on December 3. Past award winners and general criteria for the awards can be seen at [online](#). Nomination forms have been [posted](#). Don't miss the opportunity to ensure that a deserving member of the Canadian moving community is properly honoured.

MOVING COMPANY FOR SALE

A southern Ontario moving company is being offered for sale. If you are interested in this opportunity, please contact CAM and you will be put in contact with the owners.

CAM SUPPLIER MEMBERS' SPECIALS

The summer rush is over and many of our supplier members will be offering specials to reduce any overstocks, rebalance their inventory and/or ensure that you get the material you need to operate this fall. CAM will publish specials from our supplier members in this space on a monthly basis. Here are a few of the specials that are offered:

- Farrell Enterprises — Toronto**

Large inventory of FARRELL Furniture Pads! FALL BLOWOUT SALE AT GREAT PRICES!
Minimum 2 dozen.
Call 416-745-2711 / 800-268-0908.

- Great Little Box Company — Vancouver**

The Great Little Box Co. announces our end-of-season blanket sale. For more information, please contact Vince Pearce
at 778-835-9807.

- Vibac Canada — Montreal**

Vibac Canada offers an exclusive for CAM Member moving companies. Get 10 free pairs of work gloves when you purchase one pallet of SEALAST PP425/PP426 or VIBAC PP500/PP501 branded carton-sealing tape.

- Your Moving Depot — Oshawa**

Recognize top performers with Melton/leather jackets as low as \$95.00. Contact us for fall/winter clothing specials. 1-888-415-8858

MOVERS' EDGE, OCTOBER, 2007

SUCCESS AND SUCCESSION — CAM'S 2007 ANNUAL CONFERENCE

Once again, the Canadian Association of Movers' 2007 Annual Conference will have a great program for you. The first day, Monday, December 3, will be an all-day seminar sponsored by PricewaterhouseCoopers. The seminar will focus on growing your company, succession planning, business valuation, tax structuring and performance improvement. A highlight of the day will be a review of business insights from a survey of the owner-managers of Canada's leading private companies. The day will also include a trade show featuring CAM's supplier members' new and innovative products and services.

The second day, Tuesday, December 4, will return to moving topics with such sessions as effective web-based advertising, the US tariff 400N, and opportunities and challenges arising from the Canadian dollar parity with the US dollar.

The conference dates are Monday and Tuesday, December 3 and 4, at the Renaissance Toronto Airport Hotel. Mark your calendar now! Don't miss this value-packed conference.

EMPLOYMENT

CAM now has over 400 applicants in its online job-seekers database. It's open to all members. It contains applicants from across Canada. There are people looking for full-time and part-time work and employment as clerical staff, warehouse and moving staff, sales and drivers. Many are students looking for part-time work.

The resumes are organized by postal code so that you can find people near to your operation.

Log into the webpage at www.mover.net/cam/members/searchresumes.html. Your user name is the contact exactly as it appears in the membership directory or online and your password is the sequence number as it appears on CAM invoices in four digits (i.e., 4519 or for numbers less than 1000, 33 becomes 0033 and 175 becomes 0175).

CAM'S ANNUAL GOLF TOURNAMENT

We had a great day – old friends – the good course – blue sky – warm weather – fine food.

Sixty members golfed and everyone had a good time. The foursome of Fred Baldwin, Dave Rowe, Tim Rowley, and Russ Taylor won the scramble.

Thank you to everyone who attended and our sponsors for making this a great event.

- Allied Van Lines Canada
- Bronte Moving & Cartage Inc.

- Chris Steer Insurance Brokers Ltd.
- Dale & Morrow Insurance Limited
- 4Refuel Canada Ltd.
- Mover's Equipment & Supplies Ltd.
- Ogilvy & Ogilvy Insurance Brokers
- The Mover's Choice

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The deadline for nominations is today – Tuesday, October 2! If you have someone in mind, you'd best nominate him or her today. The Board will review all nominations and select the awardees this Thursday, October 4.

CAM'S MEMBERSHIP DIRECTORY AND MAGAZINE

The Fall 2007 issue of *The Canadian Mover* is in production now. It will go to press in two weeks and it should be in your mailbox in the first week of November.

It will have articles on succession planning, a view of moving as a commodity, the importance of maintaining good supplier relationships and a member profile.

Please review your online listing NOW and update it. Remember that this is information consumers and your fellow movers see.

MOVING COMPANY FOR SALE

A southern Ontario moving company is being offered for sale. If you are interested in this opportunity, please contact CAM and you will be put in contact with the owners.

NEW MEMBERS

Several new members have joined CAM in the last month. One is domestic and four are international.

- QHP Moving & Storage, Edmonton, Alberta, Canada
- Allports International, Ontario Ltd., Burlington, Ontario, Canada
- Galaxy Forwarders, Islamabad, Pakistan
- IsraDem Demeco, Ashqelon, Israel
- PT. Sumatera Inpack Transindo, Jakarta, Indonesia

CAM SUPPLIER MEMBERS' SPECIALS

Many of our supplier members are offering fall specials. Now is the time to contact CAM's supplier members to refurbish your truck supplies and restock your shelves. All have great value and many have specials. Here are a few specifics:

- **Farrell Enterprises**

Farrell's end-of-season Special Low Prices on Furniture Pads continues thru October. Save now on your choice of pads. Minimum 2 dozen, call 800-268-0908.

- **Mover's Equipment & Supplies**

Mover's Equipment has a Fall Special on Furniture & Pallet Pads, International Lift Vans (certified) and New Mover's Gloves. Call TODAY — Limited Quantities, 1-800-MOVERS3 (668-3773)

- **The Mover's Choice**

The Mover's Choice is now offering a flat delivery rate of \$55 within the GTA and complimentary security ties and labels with every plastic moving bin rented. Call us at 905-670-2778.

- **Vibac Canada — Montreal**

Vibac Canada offers an exclusive for CAM Member moving companies. Get ten free pairs of work gloves when you purchase one pallet* of SEALAST PP425/PP426 or VIBAC PP500/PP501 branded carton-sealing tape.

- **Your Moving Depot-Oshawa**

Manufacturer deals on winter jackets; call for details. Sweatshirts logo'd as low as \$16 each (some conditions apply).

MOVERS' EDGE, NOVEMBER, 2007

SUCCESS AND SUCCESSION — CAM's 2007 ANNUAL CONFERENCE

We are getting ready for CAM's 2007 Annual Conference and we need to hear that you are coming. It has the value that you need.

Six conference sessions will be presented by PricewaterhouseCoopers and are aimed at anyone who manages a moving company. If you need to know about any of the following topics, this conference is for you.

- Growing your business
- Managing operations
- Determining the value of your company
- Planning for succession
- Buying or selling a business
- Operating in the USA
- Telephone and telecommunications best practices
- Greening your fleet

Network with your suppliers and your fellow movers from across Canada and around the world.

The conference will be held on Monday and Tuesday, December 3 and 4, at the Renaissance Toronto Airport Hotel. Mark your calendar now! Don't miss this value-packed conference.

Don't miss the hotel's special rate for attendees; THEIR OFFER EXPIRES ON NOVEMBER 9.

CAM AWARDS

At our 7th Annual Awards Dinner on Monday, December 3, CAM will honour three prominent members of Canada's moving community and our outgoing chairman.

- Distinguished Service Award: Wayne Marshall
- Founders Award: Paul Kenwood
- Innovators Award: Ralph Mueller
- Chairman – 2005 to 2007: Larry Rosenberg

Join us for an evening at which our industry honours its own.

Past honorees and general criteria for the awards can be seen [online](#).

EMPLOYMENT

Looking for part-time or full-time drivers, helpers, or warehouse and administrative staff? CAM has posted a list of over 500 applications to our website. This may be your source of immediate help or for next summer's busy season. There are some experienced movers in the listings, students looking for work, and some drivers with air-brake endorsements for straight trucks and tractor trailers. They are from across Canada in the following postal codes (first two characters only):

A0J9 L1L9 M8R3V1 CAM'S MEMBERSHIP DIRECTORY AND MAGAZINE

A1K0L3M1M9S4 V3

C0K1L4M2N0 S7 V4 It's at the printers now. Watch for your copy in the mail. It contains

C1K2L5M3N4 T1 V5 your listing and these articles in English and French:

E1 K7L6M4N5 T2 V8

J7 K8L7M5N6 T5 • Building relationships with moving-industry suppliers

J8 L0L8M6R2 V0 • Is moving service a commodity?

- A member profile
- The importance of planning for succession

DOUG AULD RETIRES FROM ATLAS VAN LINES (CANADA) LTD.

Last Thursday, a Toast and Roast was held for Doug Auld, president of Atlas Van Lines in Canada, to wish him well in retirement. Over 100 members of the moving community came out to honour Doug and his accomplishments during his time as president. He was roasted in good humour by colleagues, associates and competitors, including Anne Martin of United Van Lines and John Skinner of Sirva Canada. Doug reminisced and graciously accepted everyone's good wishes. We wish Doug well in retirement.

NEW MEMBERS

Several new members joined CAM in October. One is a domestic supplier member and two are international members:

- JLB International Shipping Ltd., West Bromwich, United Kingdom
- Meridian Moving & Storage Ltd., Hailsham, East Sussex, United Kingdom
- Wholesale Packaging Ltd., Toronto, Ontario

FLORIDA MOVING COMPANY FOR SALE

CAM has been asked to assist in the sale of a moving and storage company in Florida. It's in the southwest Gulf Coast area. What an opportunity! Think of the tax write-offs when you vacation in Florida! Contact the CAM office to get in touch with the owners.

CAM SUPPLIER MEMBERS' SPECIALS

Many of our supplier members are offering fall specials. Now is the time to contact CAM's supplier members to refurbish your truck supplies and restock your shelves. All have great value and many have specials. Here are a few specifics:

- **Farrell Enterprises**

Farrell's end-of-season special low prices on furniture pads continue through November. Save now on your choice of pads. Minimum 2 dozen. Call 1-800-268-0908.

- **Great Little Box Company**

The Movers Box is a new cash-and-carry store, designed for the professional mover, you! Stop by its new location on Mitchell Island or call 604.638.MOVE (6683).

- **Mover's Equipment & Supplies**

Mover's Equipment has a fall special on furniture and pallet pads, international lift vans (certified) and new mover's gloves. Call today – limited quantities, 1-800-MOVERS3 (668-3773).

- **The Mover's Choice**

The Mover's Choice now offers moving-equipment rentals through its E-Z-E division. The delivery and pick-up rate is \$55 throughout the GTA.

- **Your Moving Depot - Oshawa**

Your Moving Depot has moved to new premises at 575 Wentworth Street East, Unit 20, in Oshawa. Their phone and fax numbers have not changed. Visit their new showroom and contact them for great deals on winter jackets, sweatshirts and toques.

MOVERS' EDGE, DECEMBER, 2007

SUCCESS AND SUCCESSION — CAM'S 2007 ANNUAL CONFERENCE

Living up to its title, the 2007 Annual Conference was a success. Attendees felt that the content was valuable and were particularly pleased with the *Success and Succession* seminar hosted by PricewaterhouseCoopers. Another major highlight was Linda Bauer Darr's presentation on the current status of the moving industry in the USA. All available presentations have been posted to the [website](#). These presentation files are more up-to-date than the information on your memory keys. We ask attendees to complete the evaluation form on the website and fax it to us.

CAM AWARDS

At our 7th Annual Awards Dinner, attendees honoured three prominent members of Canada's moving community.

- Founders Award: Paul Kenwood — In presenting the award to Paul's family, Peter Naylor reminisced about his friendship with Paul and Paul's contribution to the industry over many years.
- Distinguished Service Award: Wayne Marshall — Howard Bigham presented the award to Wayne. Wayne spoke about his history as a mover, his participation in CAM and his pride in the moving industry.
- Innovators Award: Ralph Mueller — Randy Hoyt gave this award to Ralph. In his acceptance speech, Ralph spoke about his company's operating philosophy, and how he and his staff implement a broad range of moving and transportation services based on innovation and respect for fellow employees and customers.

BOARD OF DIRECTORS

At the Annual General Meeting, several members of the Board of Directors retired and new members were elected. Larry Rosenberg thanked Howard Bigham, Randy Hoyt, John Novak and Dave Taylor for their service and contribution to CAM's ongoing success.

The new board will be as follows:

Executive Committee

- Chairman: Rick Taylor, Taylor Moving & Storage Ltd.
- Vice Chairman: Tom Filgiano, Meldrum the Mover Inc.
- Treasurer: Michael Johnston, Bluebird Alero Moving & Storage
- Past Chairman: Larry Rosenberg, Bekins Moving and Storage (Canada) Ltd.
- President: John Levi, Canadian Association of Movers

Directors

- Cam Carswell, Country Wide Moving

- Leonard Hoyt, Hoyt's International
- Doug Kellough, Salmon's Transfer Ltd.
- Harvey Mueller, Quick Transfer Ltd.
- Perry Thorne, Greg & Sons Moving and Storage

Larry welcomed the new Board members and handed the reins of the association to Rick Taylor. Rick thanked Larry for his work as chairman and for his service on CAM's board that began at CAM's first annual conference in December 1996. Rick laid out a plan for CAM for 2008 and 2009 to increase CAM's effectiveness and relevance through:

- Marketing the Canadian Professional Movers course
- Improving the reporting of referrals, inquiries and complaints to members
- Assisting the national office in planning the annual conference
- Continuation of CAM's program to attract workers to our industry
- Surveying members on employee compensation
- Improved communications to non-members on benefits of membership

EMPLOYMENT

We now have the résumés on our website of 600 persons seeking part-time and full-time work. They come from areas across Canada. There are 31 drivers in the listings. More people are being added on a daily basis. If you are looking for new employees, this is the place. [Résumé webpage](#)

FLORIDA MOVING COMPANY FOR SALE

CAM has been asked to assist in the sale of a highly profitable moving and storage company in Florida. It's in the southwest Gulf Coast area. What an opportunity! Think of the tax write-offs when you vacation in Florida! Contact the CAM office to get in touch with the owners.

HOLIDAY CLOSING

CAM's national office will be on reduced hours during the holiday season. The office will close on Friday, December 21, at 5:00 pm and will reopen full time on Wednesday, January 2, 2008, at 9:00 am.

The CAM office will also be closed on Monday, December 17.

CAM's executives, directors and staff wish you a happy holiday and a healthy and prosperous new year.