



# Canadian Association of Movers

## Code of Ethics

### (Canadian Movers only)

#### ***Under CAM's Certified Canadian Mover Program***

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 the principles of the Canadian Association of Movers' Certified Canadian Mover Program and agree to:

- i. abide by CAM's Code of Ethics;
- ii. provide CAM with the business-related documentation\* required for membership and keep CAM apprised of any changes in status of that documentation;
- iii. adhere to the Good-Practice Guidelines established for Certified Canadian Movers;
- iv. when referring a lead from CAM, 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
- v. provide a complaint resolution process for consumers.

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

Company	
Address	
City/Prov/Postal code	
Telephone	
Email	
Authorized Representative (print name)	Title
Signature	Date