



# 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. I furthermore 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, and
- iv. 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.

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Company \_\_\_\_\_

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Authorized Representative (Print name and sign)

Title

Date

#### **Contact person:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City/Prov/Postal code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

#### **Required documentation:**

- Business license (operating authority, municipal business license, etc.). Please include 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 a cargo limit minimum of \$250,000 and expiry date
- Two trade references with length of relationship (e.g., bank, moving equipment supplier, etc.)
- Yellow Pages ad or promotional items (optional)
- (This) Signed Code of Ethics form