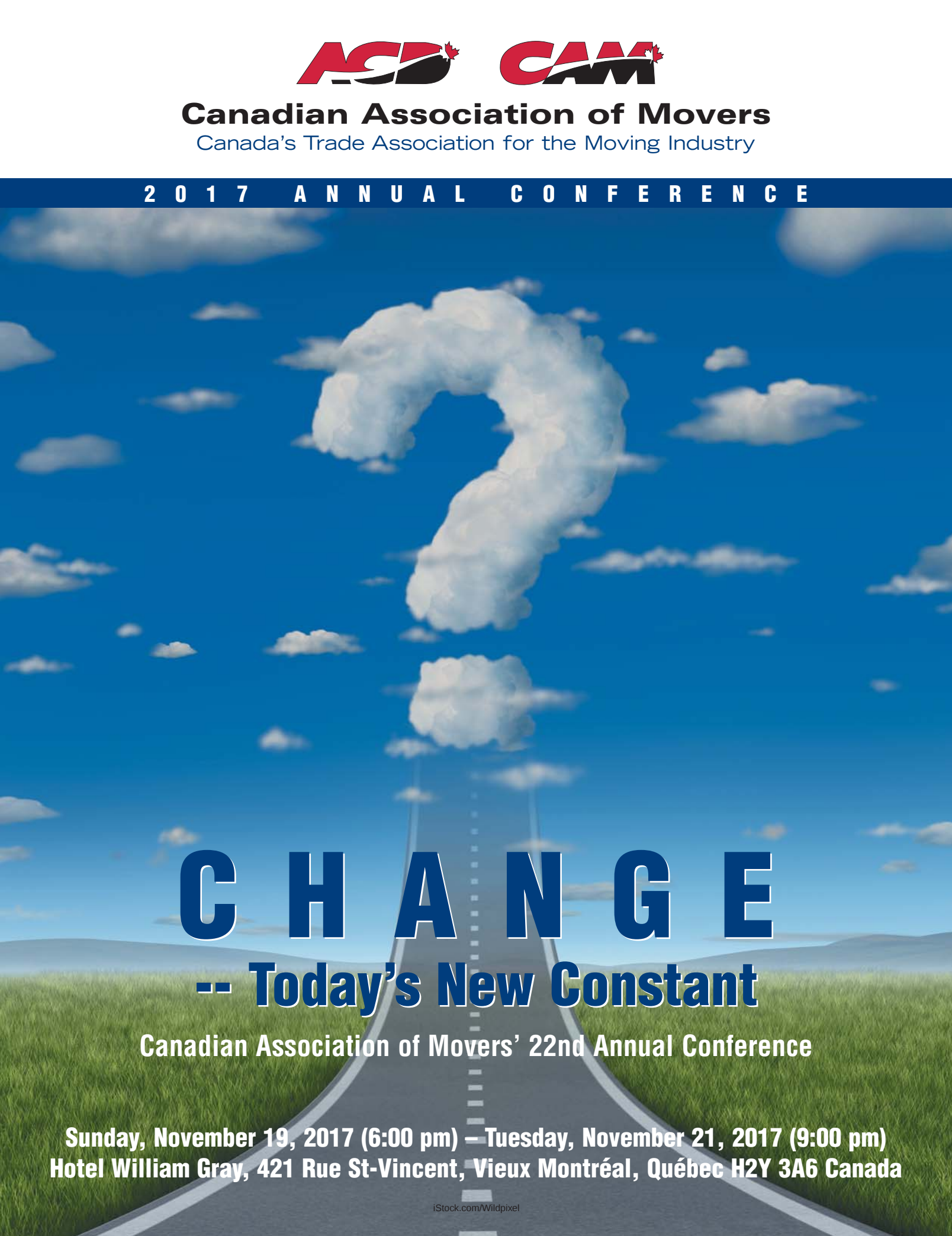




# **Canadian Association of Movers**

Canada's Trade Association for the Moving Industry

**2 0 1 7   A N N U A L   C O N F E R E N C E**



# **C H A N G E**

## **-- Today's New Constant**

**Canadian Association of Movers' 22nd Annual Conference**

**Sunday, November 19, 2017 (6:00 pm) — Tuesday, November 21, 2017 (9:00 pm)**  
**Hotel William Gray, 421 Rue St-Vincent, Vieux Montréal, Québec H2Y 3A6 Canada**

## Change -- Today's New Constant

Dear fellow moving professional:

I am pleased to invite you to attend the Canadian Association of Movers' 22<sup>nd</sup> annual conference in charming Montreal, Quebec, where an exceptional array of world-class speakers will impart their insight and experiences to help build businesses in the Canadian household goods moving industry.

Our theme this year will be **Change -- Today's New Constant** because, if there's one thing that you can count on, it's that things are going to change. Not only will they change, but they will change much more rapidly. From the complexity of the shifting political and economic climate, to the fast-paced technological advancements, to the regulating and deregulating of day-to-day business processes, our household goods moving industry faces the challenge of keeping up-to-date with the demands of the marketplace.

Our 2017 conference program itself is changing this year and will stand apart from all others. We've extended the program to two full days to provide moving professionals with a greater opportunity to connect with experts at the top of their fields who can provide cutting-edge information that will inspire innovative thinking and provide tools to help build business success.

CAM's partners -- our supplier members and sponsors who endorse CAM and its objectives -- are helping CAM to deliver this quality event to you. Excellent presenters, such as Professor Alan Shepard, President of Concordia University in Montreal, one of Canada's most innovative urban universities, and Ian Studd, Director General of the British Association of Removers, will deliver their views on the changes in society and business that owners and operators have to navigate today. The core issue of constant change will be highlighted by our presenters from the aspects of economics, technology, international trade and local issues.

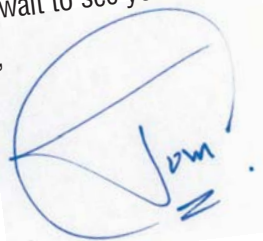
You'll enjoy an informal reception on Sunday evening where attendees can mingle and a trade show where a variety of industry exhibitors will be available to show you their latest products and tell you about their newest services.

New this year, Monday evening will be free for you to explore all that multicultural and historic Old Montreal has to offer visitors. Delegates are urged to bring their spouses and family with them to this captivating and cosmopolitan city where celebrations of the city's 375<sup>th</sup> anniversary and the 150<sup>th</sup> anniversary of Canadian Confederation will be in full force. Montreal is a world-class, modern and dynamic metropolis. Its European heritage shines though in the beautiful 18<sup>th</sup>-century buildings and cobblestone streets of Old Montreal. Montreal lives in both French and English, but its multicultural population is really what shapes the cuisine and culture offered in the host of gourmet restaurants, cafés, bars, clubs, galleries, museums and boutiques.

On Tuesday afternoon, you'll enjoy an optional tour of the Port of Montreal. The conference will close on Tuesday evening at CAM's very popular Chairman's Reception and Annual Awards Dinner where we will honour distinguished members in the industry.

We can't wait to see you there!

Regards,



Tom Filgiano  
Chairman, CAM's Annual Conference Committee

**Great  
convention.  
Can't wait 'til  
next year.**  
-- feedback on CAM's 2016  
annual conference

# MONDAY, NOVEMBER 20

Sponsors:



## SESSIONS

### Brexit, the UK Moving Market and the BAR

Sponsor:



*Ian Studd, Director General,  
British Association of Removers*

As a conference with a focus on change, it is timely to discuss the massive changes the United Kingdom is facing in its trading patterns with the decision to exit the European Union. Much is still unknown and speculation is mounting as negotiations begin.



### Change in the Workplace

*Christine Sayegh-Filgiano, Senior  
Vice President, Strategy and  
Operations, Caisse de dépôt et  
placement du Québec  
Mario Lefebvre, Vice President,  
Research (Global Real Estate  
Markets), Ivanhoé Cambridge*

We have two co-presenters tackling the issue of workplace change. They will provide different perspectives on change and how it can and will affect the moving industry.

### Planning in the Face of Change

Change is everywhere. Your clients are changing, your equipment and

your employees are changing. Your computers are changing. Even your cell phone is behaving differently from year to year. What about your business and operating risks? Are they changing as well? How do you deal with things being different all the time? How do you adapt personally as business owners and managers? Where do you even start? Christine Sayegh-Filgiano will explain how strategic planning and risk assessments are not just for multinational corporations.

### Change...Better Embrace IT

In this day and age of rapidly evolving technology, resisting change is a recipe for disaster. For those willing to embrace change, however, the opportunities generated by it are right next to limitless. The moving and storage industry is not immune to change. From driverless trucks to robotization, some may perceive these development as threats. Mario Lefebvre will reveal how, if used properly, they are definite opportunities.

### Adapt Now - Practical Survival Steps



*Mark Oakeshott, VP - Customer  
Success, Crater Group Co.*

The future of the moving industry in the developed world has never been so uncertain. During this presentation and discussion we will look at the threats to moving companies in 2017 and beyond, but more importantly, actions and strategies that you can adopt

immediately to help you survive and grow in this new environment.

### The Coming Challenges for the Trucking Industry and their Implications



*Marc Cadieux, CEO, Quebec  
Trucking Association*

Change is not coming. It's already here. The trucking industry, which includes household goods carriers, will encounter significant challenges in the time to come, both domestic and cross-border. It is how we handle these challenges that will determine our success as movers and truckers.

# TUESDAY, NOVEMBER 21

Sponsors:



## SESSIONS

### The Changing Nature of Leadership Roles

Sponsor:



*Alan Shepard, President of Concordia University*

With all the whirlwind technology change we are experiencing, we also face a lot of change in terms of how people work together and, in particular, how the next generation of young people view the world of work, how they view leaders and leadership and how

they engage with companies. This session will address two issues – the impact of these changes on the work environment and the changing nature of leadership roles as a result.



### How Technology Innovation is Leading to Industry Disruption

*Doug Robinson, Managing Director, IBM*

Doug Robinson has spent most of his career in and around the travel and transportation industry. This industry is going through a series of disruptions being driven often by technical innovations. Doug's presentation will focus on these disruptions and on specific technologies, including Blockchain, Hybrid Cloud Enablement, Analytics and Cognitive technologies, Mobile innovation for Clients, Mobile innovation for Employees, Internet of Things, bots and voice tools and how they are

being used to change industries. Also how leading companies are using these tools for business outcomes like predictive maintenance, customer insight, personality profiling, weather data aggregation and social media analytics to both disrupt industries and provide differentiation in services and offerings.

## SUNDAY, NOVEMBER 19

6:00 PM to 10:00 PM – Reception

## MONDAY, NOVEMBER 20

7:30 AM – Registration and buffet breakfast

7:30 AM to 4:00 PM – Trade show

9:00 AM to 4:00 PM – Presentations, lunch and breaks

10:30 AM to 10:45 AM –  
Annual General Meeting

## TUESDAY, NOVEMBER 21

7:30 AM – Registration and buffet breakfast

7:30 AM to 1:00 PM & 5:30 to 6:30 PM –  
Trade show

9:00 AM to noon – Presentations,  
break and lunch

1:00 PM to 4:00 PM – Free time/optional  
Tour of the Port of Montreal

5:30 PM to 9:00 PM – Chairman's Reception  
and Awards Dinner

## ANNUAL CONFERENCE COMMITTEE

Members of CAM all recognize and appreciate the efforts of the conference committee members and chair.

**Tom Filgiano**, Meldrum the Mover Inc. (chair)

**Jim Carney**, Rawlinson Moving & Storage Ltd.

**John Delanty**, Kenwood Moving & Storage Inc.

**Doug Kellough**, Salmon's Transfer Ltd.

**Phil Murphy**, Allied Van Lines Canada

**David Ogilvy**, Ogilvy Insurance

# CONFERENCE ACTIVITIES

## Sunday Evening Reception

Sponsors:



**November 19, 6:00 PM to 10:00 PM**

This informal event has become a CAM conference tradition. All attendees can come together for a relaxing pre-conference evening in the **Living Room**. You can network with fellow movers and your suppliers and have refreshments and some hors d'oeuvres.

## Tradeshow

Sponsor: **United** 

**Monday, November 20, 7:30 AM to 4:00 PM**

**Tuesday, November 21, 7:30 AM to 1:00 PM & 5:30 to 6:30 PM**

Suppliers to the Canadian moving industry will showcase their latest products and services that help our industry to thrive. This is an opportunity for movers to view and discuss the latest products and services in a face-to-face forum.

## Awards Dinner

Sponsors:



**Tuesday, November 21**

**Chairman's reception – 5:30 to 6:30 PM**

**Awards dinner – 6:30 to 9:00 PM**

Each year, members of the Canadian Association of Movers get together to honor deserving members of the Canadian moving industry. The awards this year are: Distinguished Service, Industry Achievement, Industry Service, Public Service, Agent of the Year and Independent Mover of the Year. Worthy awardees for 2017 will be honored at CAM's most popular event.



2016 CAM Executive, Directors and Award Recipients

## Annual General Meeting

**Monday, November 20, 2017**

- Call to order and opening remarks
- Notice of meeting and adoption of agenda
- Ratification of actions
- Approval of the minutes of the Annual General Meeting held on November 21, 2016
- Committee chairs' reports
  - Annual conference committee
  - International committee
  - Marketing & internet committee
  - Membership committee
  - Supplier committee
- Treasurer's report for the fiscal year ending September 30, 2017
- Appointment of auditor
- President's report
- Chairman's report and direction for 2018
- Election of directors
- Adjournment

*This agenda constitutes the notice of the annual general meeting as required by the Canadian Association of Movers' bylaws.*

## Tour of the Port of Montreal

The Port of Montreal is an internal container port situated on the St Lawrence Seaway, 1600 km inland from the Atlantic Ocean. It is unique in that it is the shortest direct route to Europe and the Mediterranean from North America. The port is important as it services Toronto and the rest of Central Canada, the US Midwest and the US Northeast. This two-hour tour will explain the port's operations and importance to forwarders and movers alike.

## Hotel William Gray

Hotel William Gray is a brand new 4.5-star hotel, built in 2016, that is centrally-located in Montreal within close proximity of Champ de Mars and Bonsecours Market. It's steps from Palais de Justice and Montreal City Hall and only 10 km (or 6 mi. direct) from the St. Hubert Airport (YHU) and 16 km (or 10 mi. direct) from the Pierre Elliott Trudeau Intl. Airport (YUL). You'll be at home in one of the 127 air-conditioned rooms featuring refrigerators, minibars, pillow-top beds with down comforters and Frette Italian sheets, 49-inch LCD televisions with cable programming and complimentary wireless Internet access. Amenities include concierge services, babysitting/ childcare (surcharge) and gift shops/newsstands. Grab a bite to eat at the hotel's restaurant with bar, or at the bar/lounge, or stay in and take advantage of 24-hour room service. Cooked-to-order breakfasts are available daily for a fee. The hotel also includes a business center, limo/town car service and express check-out. **A special room rate of \$180 per night is available under booking code "CAN119\_003" until October 18, 2017.**





**Canadian Association of Movers**  
Canada's Trade Association for the Moving Industry

# Change — Today's New Constant

## 2017 ANNUAL CONFERENCE -- November 19 - 21

### You have five ways to register:

Phone: 1-866-860-0065 • Fax: 905-756-1115

Online: <http://www.mover.net/movers1/events/CAM2017Conference.pdf> • Email: [members@mover.net](mailto:members@mover.net)

Mail: Canadian Association of Movers,  
PO Box 26004, RPO Churchill, Mississauga, ON Canada L5L 5W7

Name 1 \_\_\_\_\_ Name 2 \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Prov. \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### CONFERENCE FEES:

#### Members

#### Non-members

**Full Conference – Monday and Tuesday** ..... ☐ \$750 ..... ☐ \$900<sup>1</sup>

The full conference fee will be reduced by \$200  
for additional attendees from one company.

ADD: Trade show booth<sup>2</sup> ..... ☐ \$400

**Monday (only)** ..... ☐ \$325 ..... ☐ \$425<sup>1</sup>

#### Tuesday (only)

Conference and Awards Dinner ..... ☐ \$500 ..... ☐ \$550<sup>1</sup>

Awards Dinner only ..... ☐ \$150 ..... ☐ \$150

Awards Dinner - Accompanied Spouses ..... ☐ \$125 ..... ☐ \$125

#### Sponsorship<sup>3</sup>

☐ Sunday Reception ..... \$525

☐ Speaker ..... \$525

☐ Monday Breakfast ..... \$262.50

☐ Tuesday Breakfast ..... \$157.50

☐ Awards Dinner ..... \$525

☐ Awards Dinner Door Prize .. \$525

☐ Industry Tour ..... \$250

☐ Awards ..... \$525

☐ Wine at Awards Dinner ..... \$525

☐ Monday Lunch ..... \$262.50

☐ Tuesday Lunch ..... \$157.50

☐ Coffee Break ..... \$105

☐ Exhibitors' Draw ..... \$525

### SPECIAL REQUESTS

**Food:** (eg. vegetarian,  
gluten-free, vegan, etc.)

#### Port of Montreal Tour:

☐ Count me in!

Sub-total \_\_\_\_\_

Tax (5% GST plus 9.975% QST) \_\_\_\_\_

**TOTAL** \_\_\_\_\_

1 Non-member premiums (\$85 per conference day) can be applied to CAM membership up to six months after the conference.

2 In addition to conference fees – supplier members only

3 Sponsor will be recognized by signage and acknowledged at podium

**PAYMENT:** ☐ Visa ☐ MasterCard ☐ AMEX ☐ Cheque

Cardholder name \_\_\_\_\_

Card number \_\_\_\_\_ Expiry date \_\_\_\_\_