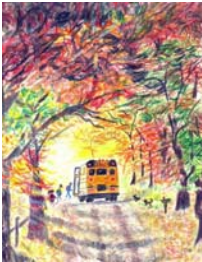


CAM News & Updates - September 1, 2017



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Visit Our Website!

President's Message

We are almost at the close of the "crazy season". It is time to take a breather and reflect. By all reports, this has been a very busy summer. Once again, it would seem that all the team work at play has resulted in a successful moving season. No doubt the stress levels of operations managers, dispatchers and van operators were at a peak. Nonetheless, it would appear, for the most part, that the industry and its various members have coped. At CAM, we of course have received some complaints, in some cases, very loud ones. But those numbers are extremely small considering the volume of moving business. We have had many reports, though, of horrendous moves being perpetrated on consumers by rogue movers. We have had contacts with police departments and Consumer Affairs agencies across the country. In some cases, police have taken action treating situations more as acts of fraud and theft and no longer just as civil matters.



Patrick Greaney,
CAM President

In your reflections and adjustments after this summer's activities, be resolute in your development and preparations for next year to provide detailed, open communications with your clients. Don't make promises that you can't put in writing. Remember that the stress put upon you and your employees to fulfill your contracts is nothing compared to the consumer's stress in relocating: pulling up roots, new jobs, loss of jobs, etc. Combining the mutual stresses of all parties in a move can be catastrophic. It is our sales people and van operators, those at the "coal face" with the consumer, who can minimize the effects of all the pressure.

All this being so, I must reiterate it is time to take a breather. Consider joining CAM at

our annual golf tournament at Lionhead in Brampton, Ontario on September 18th.

New President to join CAM

At the end of April, Pat Greaney informed CAM that, for personal reasons, he'd be stepping down as President. CAM's Board of Directors is pleased to announce that **Nancy Irvine** will become the new president of CAM. Pat will remain on board until the end of November to help wrap-up CAM's annual conference. Nancy will begin her transition to the role in October and will assume the presidency on December 1, 2017. Nancy brings her extensive experience in association management, constituency management, media and communications, logistics and household goods moving to CAM and our industry. Nancy lives in Sarnia, ON. Welcome to CAM, Nancy!



Nancy Irvine

Hurricane Harvey

Harvey continues to produce heavy rainfall in the Gulf area. Life threatening flooding is occurring across much of southeast Texas, with conditions in the Houston area deteriorating as the rain continues. The **American Logistics Aid Network (ALAN)** is a non-profit organization that supports disaster recovery by engaging industry to address the unmet needs of relief organizations, communities and people. Here's ALAN's interactive map on the [logistics needs](#) in the affected area. **Move for Hunger** has also issued a [message](#) on their relief efforts. Please check these links out to learn how you can help.

Did You Know?

CAM's magazine and directory, **The Canadian Mover**, is distributed to about 1400 industry contacts in Canada and worldwide. For CAM members that are listed in the magazine, this is terrific exposure for your companies in the household goods moving industry around the globe. CAM will be printing the fall issue of its magazine in the next few weeks. Please review your member listing [online](#) and send us any changed or new information about your company. If you are not a CAM member, contact us about [joining](#).

CAM Golf Tournament

Just over 2 weeks away!

You haven't registered yet? Don't wait any longer - call us now!

Join us at the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Bring your colleagues or clients.



Register NOW

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

We couldn't bring our program together without the support of our sponsors. A great big thanks

goes out to these esteemed companies that are supporting our 2017 annual conference so far:

- **Hansen's**
- **Kentucky Trailer**
- **Ogilvy Insurance**
- **SIRVA Canada LP (Allied Van Lines & North American Van Lines Canada)**
- **Snowbirds Auto Connection Ltd.**
- **The GPS Consulting Group & Insurance Agencies Inc.**
- **United Van Lines (Canada) Ltd.**
- **Victory Packaging**



[Register](#)

Welcome to new members

CAM would like to welcome these new members to the Association.

[Shell Canada Limited](#)

CAM members will now have access to two Shell programs. With the Shell Fleet Card™ and/or Shell Fleet Navigator™, CAM members will receive discounts off the pump price for gasoline and diesel and up to 30% off Car Washes at participating locations. Watch for more details.

[Move Management Group Inc.](#)

Their services include: debris pickups, visual/telephone/video surveys, quality control checks, transit damage reviews, on-site move supervision, visual surveys, video surveys, international surveys, carton deliveries, mover training DVDs.

Webber joins Ogilvy Insurance

Ogilvy Insurance is pleased to announce that **Chris Webber** has joined the Ogilvy moving team effective August 28th. Chris has over 15 years of experience servicing the insurance needs of movers. Chris can be reached directly at 416-623-6480 or by email at cwebber@ogilvy.ca.

Hunger Action Month

September is Hunger Action Month in the US. But hunger is a daily struggle, not just in the US, but in Canada too. **Move for Hunger** is asking all of their followers to take part in their 30 Days of Action. Every day this month, they'll provide you with an easy way that you can support Move For Hunger's mission to fight hunger and reduce food waste.

[Read more](#)

BAR update

The **British Association of Removers (BAR)** has been in further negotiation with Her Majesty's Revenue & Customs (HMRC) with regards to ongoing issues with the implementation of the

TOR01 online application process. They met with HMRC in July and expressed concerns about the HMRC not having enough trained staff to deal with the volumes of applications involved. They've also entered into correspondence with the Director of Business Tax Operations to discuss various issues including the need to extend the scope of Returned Goods Relief (RGR) and provide clearer instructions on the supplementary documentation needed to support a ToR application in order to lessen the burden on applicants. As a result, HMRC plans to issue a Customs Information Paper to publish changes.

School Bus Safety

Class is back in session! As we approach the end of summer, children are preparing for a return to school. For professional truck drivers, back-to-school season means more congested roads. So it's the perfect time to brush up on the ABC's of school bus safety. Here's a link to **Penske's** latest Safety Bulletin, [Know Your ABC's of School Bus Safety](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

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Safety Bulletin

Know Your ABC's of School Bus Safety

Class is back in session! As we approach the end of summer, children are preparing for a return to school. For professional truck drivers, back-to-school season means more congested roads. So it's the perfect time to brush up on the ABC's of school bus safety.



A is for Alert — According to the National Transportation Safety Board (NTSB), nearly 500,000 buses travel more than 260 million miles across the United States every day. That means truck drivers must stay alert. Look for school zones, and obey the posted speed limits. Also, check your route for school zones and plan for extra travel time accordingly.

B is for Basics — It's illegal in all 50 states to pass a stopped school bus on an undivided road. That means you must stop when a school bus has its red lights on and its stop arm is extended. You must slow down when a bus has its yellow lights on. In general, drivers should leave a 10-foot safety zone around the bus (in front, behind and on either side) for children.

C is for Children — More than 25 million children ride to and from school (or after-school activities) on a bus each day, according to the NTSB. Watch for children in school zones, in crosswalks and at bus stops. But remember, children can be unpredictable. They won't always use a crosswalk and may dart out into the street without looking. It's your responsibility to keep them safe.

D is for Distractions — You should always limit any distractions (eating, fidgeting with the radio, talking on a hand-held cell phone) while driving. But at this time of year, staying distraction-free is even more important.

E is for Education — If you're unsure of the specific school bus safety rules in your state, get educated. Check your state's Department of Transportation (DOT) website. The DOT's Federal Highway Administration provides a full list of state-run DOT websites: <https://www.fhwa.dot.gov/about/webstate.cfm>.

S is for Slow Down — Earlier this year, two young children, excited to see their school bus arriving, ran in front of a truck carrying 75,000 pounds of mulch. The driver — through no fault of his own — couldn't stop in time. This tragedy serves as a reminder that back-to-school time is the right time to slow down. Their lives depend on it.

