

## **CAM 2014 COMPENSATION SURVEY**

The 2014 compensation survey was a success. There were 50 responses that provided useful data. We were able to provide compensation data for seven operations positions in moving companies across Canada including results for six provinces and six urban areas or regions. Results showed that movers in urban areas pay more for labour than the provincial average, Alberta and British Columbia pay the most with rates dropping as you proceed to the east. In compiling the results, we eliminated those positions where we had found in the past that the data was very complex (drivers and sales positions) and not consistent from one mover to another. We hope that participants found this to be a useful effort. Let us know if you'd like to receive these results - they can be purchased for a modest fee. And thanks to all of you who submitted your survey!

## **CAM REPRESENTATION TO GOVERNMENT**

In the past month, the Canadian Association of Movers has been working with government at several levels.

- We are receiving responses from the letters we sent out in January that range from indicating interest in our concern to directing us to other responsible ministries.
- We have represented the industry to an agency that is looking into the effects of sleep apnea on older drivers. As our driving population is aging, this may become an area of concern.
- We represented the industry to the City of Toronto's committee on gridlock. Companies that rely on their ability to move goods through the city or pick up and deliver within the city were represented. CAM expressed its concerns about the ability of its members to perform moves where street access and parking are limited.

## **CONSUMER COMPLAINTS**

As has happened frequently in the past, CAM is the focus for moving complaints. There does not seem to be a shortage of disreputable movers in this country.

- One complaint involved falsified scale tickets that significantly bumped up the consumer's costs.
- Another involved an international mover who, having been paid in full and having promised delivery, kept the goods in storage and did not deliver.
- Jim Carney has become a media focus after his appearance on CBC's Marketplace program. He recently helped a consumer to rescue their goods after six months of waiting for delivery. Well done, Jim!

## **THE CANADIAN MOVER - CAM's MAGAZINE AND DIRECTORY**

CAM's magazine and directory - **The Canadian Mover** - will be going to press early in April. Please review your listing in the previous issue (fall 2013) or online and let us know of any changes that need to be made - edits, additions, and/or deletions. And please make sure your membership is up-to-date to ensure you are included.

### **NEW OVERSEAS TRAINING MANUAL**

Our new Overseas Training Manual for Administrative Staff is now available for members in the Education area of our website. This manual will help to orient support staff to the overseas moving process. This is our first issue of this document and we hope to update it and add to it over time. Our thanks goes out to Vincent Parry (Parry International Relocations Ltd. (PIR)) for putting the original content together and to our international committee members for building upon it.

### **MOVING INDUSTRY EVENTS**

Over the next month, SIRVA Canada will hold its 2014 Operations Conference in Ottawa on April 3-6 and United Van Lines/Mayflower will hold its 2014 Convention in Fort Myers on April 8-12. CAM will be represented at both. Find us and say hello.

### **CAM WEBINAR**

On March 5, CAM hosted a webinar on using temporary workers. Our presenter, Ruben Goulart, provided attendees at the event with useful information about engaging temporary workers, some of the legalities involved and some of the pitfalls. The feedback on this seminar was very positive. Watch for future webinars on moving industry related topics.

### **ADS ON CAM'S WEBSITE**

We have a few job postings on our website and we have an ad for a company that's for sale in Canmore, AB. You might want to check out these opportunities.

### **YEAR OF THE REPUTABLE MOVER**

CAM just issued a press release to announce that we've declared 2014 to be the **Year of the Reputable Mover**. Throughout this year our focus will be on communicating our message of professionalism in the moving industry to government and the consumer - professionalism that is offered by members of the Canadian Association of Movers. Consumers call us and visit our website every day to find reputable moving businesses to move them or to check whether the company they're thinking of using is a CAM member. It's important to keep your membership up to date so that consumers can see you are a mover that can be trusted...it's just good business!

***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.***

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