



Canadian Association of Movers
Association canadienne des déménageurs
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Annual General Meeting

Minutes

2:00 p.m., November 25, 2003
Toronto Airport Marriott Hotel

OFFICERS/ ADMINISTRATEURS PRINCIPAUX

Chairman/ Président du conseil

Graham Acreman
Boyd Moving & Storage Ltd.
767 Belfast Road
Ottawa, ON K1G 0Z4
613.244.4444

Vice Chairman/ Vice-président du conseil

Scott Hickling
Aurora Moving & Storage Inc.
6423 Burbank Road SE
Calgary, AB T2H 2E1
403.255.8599

Treasurer/Trésorier

Larry Rosenberg
Bekins Moving and Storage
(Canada) Ltd.
14251 Burrows Road
Richmond, BC V6V 1K9
604.270.1120

Secretary/Secrétaire

Rick Taylor
Taylor Moving & Storage Ltd.
5330 Bradco Boulevard
Mississauga, ON L4W 1G7
905.624.3220

Past Chairman/ Ancien président du conseil

Randy Hoyt
Hoyt's Moving & Storage Ltd.
1 Mills Drive
Halifax, NS B3K 5M7
902.876.8202

DIRECTORS/ ADMINISTRATEURS

Tom Filgiano
Meldrum the Mover Inc.
6645 Sherbrooke Street West
Montreal, QC H4B 1N4
514.481.1122

Denis Frappier
AMJ Campbell Van Lines
1190 Meyerside Drive
Mississauga, ON L5T 1R7
905.795.3792

Martin LeDrew
Domestic Moving & Storage Ltd.
134 Clyde Avenue
Mount Pearl, NF A1N 4S3
709.747.5188

Wayne Marshall
Maritime Moving and Storage
406 Grandview Avenue
Saint John, NB E2L 3V1
506.633.9180

Paul Van Remortel
D'Arcy Moving & Storage
2495 Lancaster Road
Ottawa, ON K1B 4L5
613.733.0040

PRESIDENT/PRÉSIDENT

John Levi
Mississauga, ON

Agenda

1. Call to order and opening remarks
2. Notice of meeting and adoption of agenda
3. Approval of the minutes of the Annual General Meeting held on November 26, 2002
4. Chairman's report
5. President's report
6. Treasurer's report
7. Appointment of auditor
8. Amendment to CAM's Code of Ethics
9. Adoption of the Certified Canadian Mover Program
10. Direction for 2004
11. Ratification of actions
12. Other business
13. Adjournment

Call to Order and Opening Remarks

Graham Acreman, Chairman of the Canadian Association of Movers, called the meeting to order and asked the President, John Levi, to act as Secretary of the Meeting.

Notice of Meeting/Adoption of Agenda

He then asked the Secretary to read the Notice calling the meeting. The Secretary read the Notice of Meeting in the 2003 Annual Conference flyer.

The Secretary stated that the Notice was duly mailed to all members of the Association.

The Chairman declared that proof of notice calling the meeting has now been duly filed, and directed that a copy of the notice be kept by the Secretary with the records of this meeting.

The Chairman asked for a motion accepting the agenda as circulated:

Moved by Tom Filgiano, seconded by Scott Hickling, that the agenda for the Annual General Meeting be accepted as circulated. CARRIED

John Levi declared that the required number of members were present to constitute a quorum.

Graham Acreman declared the meeting regularly called and properly constituted for the transaction of business.

Approval of Minutes of the AGM held on November 26, 2002

Graham Acreman asked for a motion for the adoption of the minutes of the Annual General Meeting held on November 26, 2002 and for the permission of the Meeting to waive the reading of the minutes.

Moved by Scott Hickling, seconded by Randy Hoyt, that the Minutes of the Annual General Meeting of the members of the Canadian Association of Movers held on November 26, 2002 be taken as written and confirmed. CARRIED

Chairman's Report

All agreed to allow the Chairman's report to be combined with the "Direction for 2004" report later in the meeting.

President's Report

John Levi, CAM's President, reported that since CAM was re-established in 1996, many of its efforts have been social in nature. It had done some lobbying in the areas of drivers' hours-of-service regulation and vehicle impoundment, as well as some reporting on new government legislation and regulation. He stated that the new Certified Canadian Mover Program will require CAM to take on the role of a true industry association with the responsibility to help consumers identify professional movers as well as to refer consumers to movers.

Several programs were worked on through the year, including insurance, Ontario's retail sales tax and value programs.

The Certified Canadian Mover Program was enthusiastically endorsed by CAM's Board of Directors. Members should participate by helping to improve the program and by signing up and using it.

He then challenged members to actively participate in the association.

Treasurer's Report and Financial Statements for the Fiscal Year ended December 31, 2002

Graham Acreman called on Larry Rosenberg, Treasurer, to present the Treasurer's Report and Statements for the fiscal year ended December 31, 2002.

Larry Rosenberg reported that financial statements accurately portrayed the association's financial status at December 31, 2002, and that the association must work at increasing its membership in order to avoid projected shortfalls in revenue. He recommended that, at the next Annual General Meeting, both the financial statements and a financial forecast be made available to attendees prior to the meeting.

Moved by Larry Rosenberg, seconded by Denis Frappier, that the Financial Statements and Auditor's Report for the fiscal year ended December 31, 2002 be accepted as presented. CARRIED

Appointment of Auditor

Moved by Larry Rosenberg, seconded by Randy Hoyt, that CAM retain Ray W. MacKenzie as auditor for the fiscal year beginning January 1, 2004. CARRIED

Amendment to CAM's Code of Ethics

Graham Acreman called on Scott Hickling to introduce some wording changes to simplify CAM's Code of Ethics. See Appendix A.

Moved by Scott Hickling, seconded by Randy Hoyt, that CAM accept the amendments to its Code of Ethics as presented. CARRIED

Adoption of CAM's Certified Canadian Mover Program

Graham Acreman called on John Levi to discuss the new Certified Canadian Mover Program.

As the program had been presented in detail earlier in the day, the group waived its presentation.

Discussion followed regarding the 110% rule as it relates to local moves. It is recommended that John Levi discuss the ramifications of the 110% rule with Kernaghan Webb of the Office of Consumer Affairs at Industry Canada.

In general, it was agreed that the Certified Canadian Mover Program was a work-in-progress, and it will be amended as required to meet operational, legal and consumer needs.

Moved by Scott Hickling, seconded by Jim Best, that CAM accept the Certified Canadian Mover Program as written. CARRIED

Direction for 2004

Graham Acreman reported on his first year as Chairman. He thanked the Board of Directors for its support, complimented Randy Hoyt for the condition in which he left CAM when his term of office expired, and thanked John Levi for the work he did as President.

He briefly covered the range of programs and activities CAM worked on in the past year and elaborated on the membership and the Certified Canadian Mover Program. He stated that the Certified Canadian Mover Program was an unparalleled competitive opportunity for movers and the Association.

He then announced that Denis Frappier had resigned from the CAM Board of Directors in order to focus on other personal commitments. Denis was one of the founding members of CAM in 1996 and served as its first full-term chairman. Graham thanked Denis on behalf of all members of CAM for his enthusiasm, his efforts and the commitment he has shown over the years, as well as for his offer of ongoing support.

Graham discussed CAM's membership situation. Membership remains an ongoing challenge, which will be met with a series of meetings across Canada in December and January, beginning in Ottawa, Toronto and Montreal. He went on to indicate the need for bringing van-line representatives onto CAM's board.

Moved by Graham Acreman, seconded by Randy Hoyt, that each of the four current van-line members be invited to appoint a director to CAM's Board of Directors and that the total number of directors be set at 14, and furthermore, while the van-line representatives would have full director privileges and obligations, they would not be eligible to serve on the executive.

CARRIED

Ratification of Actions

Graham Acreman asked for a motion of confirmation of action of the Board of Directors.

Moved by Tom Filgiano, seconded by Randy Hoyt, that all actions taken by the Board since the last Annual Meeting be, and the same are, hereby ratified, approved and confirmed; furthermore, that all Directors be indemnified and saved harmless out of the funds of the Canadian Association of Movers against any costs and expense incurred respecting the execution of their office.

CARRIED

Other Business

Graham Acreman asked if there were any further items of business to be brought before the meeting.

General discussion indicated that in future years the Annual General Meeting should be held on the first day of the annual conference to ensure better attendance.

Adjournment

Graham Acreman declared that, as there was no further business to be brought before the meeting, the meeting was terminated.

Canadian Association of Movers Code of Ethics

(As originally approved at CAM's Annual General Meeting on November 26, 2002
and amended at CAM's Annual General Meeting on November 25, 2003.
Underlines indicate additions and strikethroughs indicate deletions.)

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, ~~whether written or oral.~~
- 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 ~~refuse to participate in collusive activities or discussions,~~
~~and will ensure~~ 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, ~~including the timely payment~~
~~of all charges for membership affiliation and services.~~