



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

2014 ANNUAL CONFERENCE

WELCOME



THE
AGE
OF

MORE

Sunday evening,
October 19
to Tuesday noon,
October 21



Canadian Association of Movers
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2 0 1 4 A N N U A L C O N F E R E N C E

A G E N D A

Monday, October 20

- 7:30 AM – Registration & Buffet Breakfast
- 9:00 AM – Welcome
- 9:15 AM – **The Business of Protecting Consumers**
Mary E. Power, President and CEO,
Council of Better Business Bureaus
- 10:15 AM – Coffee
- 10:45 AM – **Emerging Trends Shaping the World of Relocation**
Stephen Cryne, President & CEO,
Canadian Employee Relocation Council
- 12:00 Noon – Lunch
- 1:15 PM – **Competing in the Age of More**
Lorella DePieri, President,
Results by Design Consultants Inc.
- 2:30 PM – Coffee & Ice Cream
- 3:00 PM – **Claims: A Moving Industry View**
Jason Hounsell, Director, Customer Service/Claim
Settlements, *Atlas Van Lines (Canada) Ltd.*

Dan Lawrence, Vice President Finance,
United Van Lines (Canada) Ltd.

Carmen Stang, Director of Operations, *SIRVA Canada LP*

Gary Steele, Director, Facility Services,
Veranova Facility Services

MODERATOR: John Rausch, Vice President Canada,
Allied Van Lines Canada
- 5:30 PM – Chairman's Reception & Awards Dinner



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PANEL DISCUSSION

3:00 PM – Claims: A Moving Industry View

Jason Hounsell, Director,
Customer Service/Claim Settlements,
Atlas Van Lines (Canada) Ltd.

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AGENDA

Tuesday, October 21

- 7:30 AM – Registration & Buffet Breakfast
- 9:00 AM – Welcome
- 9:15 AM – **Canada's Economy: Dealing with the Demographic Downshift**
Ted Mallett, Vice President & Chief Economist,
Canadian Federation of Independent Business
- 10:15 AM – Coffee
- 10:45 AM – **Moving is Not a Commodity**
Denis Frappier, Executive Vice President,
AMJ Campbell Corporate
Don Kachur, President,
Highland Moving & Storage Ltd.
Rick Taylor, Vice President,
Taylor Moving & Storage Ltd.
MODERATOR: Tom Finlay, Senior Vice President,
AMJ Campbell Van Lines
- 12:00 Noon – Lunch and CAM's 2014 Annual General Meeting



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PANEL DISCUSSION

10:45 AM – Moving is Not a Commodity

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AMJ Campbell Corporate

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Highland Moving & Storage Ltd.

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