

## Nouvelles et mises à jour de l'ACD



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### À l'intérieur



- **Message de la présidente**
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- **Collaboration IAM/FIDI**
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- **Compagnies de déménagement à vendre**
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- **Conférence annuelle de l'ACD**



**Nancy Irvine**  
Présidente de l'ACD

### Message de la présidente

Il fait chaud. C'est très humide. Le travail est manuel. Il n'y a pas beaucoup de repos. Voilà des conditions propices à un épuisement dû à la chaleur.

Je suis certaine que vous avez affiché de l'information santé à cet effet sur le tableau d'affichage du personnel. Mais, juste au cas, je considère important de vous rappeler quels sont les signes d'un épuisement dû à la chaleur ainsi que les remèdes.

Il existe deux types d'épuisement dû à la chaleur:

1. Manque d'eau. Les signes incluent une soif excessive, faiblesses, maux de tête et perte de conscience.
2. Manque de sel. Les signes incluent nausées et vomissements, crampes musculaires et étourdissements.

Si un des membres de votre équipe affiche des symptômes d'épuisement dû à la chaleur, il est essentiel de les déplacer rapidement à l'abri de la chaleur et qu'il se repose, préférablement dans une pièce bien climatisée. S'il vous est impossible de le transporter à l'intérieur, essayez de trouver l'endroit le plus frais et le plus ombragé situé à proximité et assurez-vous qu'il retire tous les vêtements trop ajustés ou superflus et qu'il boive beaucoup de liquide (éviter la caféine, l'alcool et les boissons énergisantes). Si vous en avez l'opportunité, appliquez d'autres mesures de rafraîchissement comme des ventilateurs ou des serviettes glacées.

Si de telles mesures ne permettent pas d'apporter un certain réconfort dans un délai de 15 minutes, faites appel à de l'assistance médicale d'urgence, car un épuisement dû à la chaleur non traité peut se transformer en coup de chaleur. [Cliquez ici](#) pour plus d'information sur l'épuisement dû à la chaleur. Comme le sergent Phil Esterhaus le disait si bien dans *Hill Street Blues* ... "Soyons prudent à l'extérieur!"

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## Le CERC indique que les travailleurs canadiens sont plus enclins à déménager

Le 26 juin 2018, le **Canadian Employee Relocation Council (CERC)** a annoncé qu'une nouvelle étude réalisée pour eux par Ipsos révèle que si les conditions et les incitatifs sont bons, une majorité de travailleurs canadiens sont enclins à se relocaliser dans une autre province ou une autre ville située dans leur province. En fait, l'intérêt global pour une possible relocalisation dans une autre province ou une autre ville de la même province s'est accru sensiblement comparativement aux informations précédemment colligées dans une étude sur la mobilité inter provinciale menée en 2014. Voici le [Sommaire exécutif](#) (en anglais) des conclusions de cette étude (en anglais seulement). Le rapport complet peut être acheté directement via le [site Web du CERC](#).

[Pour en savoir plus \(en anglais\)](#)



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## L'IAM et la FIDI annoncent une collaboration relativement à ses Directives sur la coopération professionnelle

Le 25 juin 2018, la **FIDI Global Alliance** et l'**International Association of Movers (IAM)** ont annoncé la signature d'un protocole d'entente sur l'utilisation des Directives de la FIDI sur la coopération professionnelle. Les Directives servent de manuel opérationnel relativement aux approches qui devraient être adoptées par les entreprises de l'industrie du déménagement afin de travailler ensemble dans le cadre des expéditions internationales, que ce soit à titre d'agent de réservation ou d'agent à l'origine ou à la destination.

[Pour en savoir plus \(en anglais\)](#)

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## Bienvenue aux membres de l'ACD

L'ACD aimerait souhaiter la bienvenue dans l'Association à ces nouveaux membres ainsi qu'à ceux qui sont de retour avec nous.

- **Mountaineer Movers Limited** (Hamilton, ON)
- **SFI Group Limited** (Toronto, ON)
- **TWO MEN AND A TRUCK®** - Peterborough (Peterborough, ON)

## Compagnies de déménagement à vendre

### *Songez-vous à vous développer?*

À votre intention, nous avons affiché trois annonces de compagnies de déménagement à vendre dans la section [Achat et Vente](#) de notre site Web. Deux sont dans la région de Toronto et une est située à Kelowna.

## Cowan célèbre ses 40 ans chez GPS

Toutes nos félicitations à **Gord Cowan** pour la célébration de son 40<sup>e</sup> anniversaire chez [GPS Consulting Group](#)!

## Prix annuels de l'ACD – dernière chance pour les mises en candidature



**La date limite des mises en candidature pour les prix annuels de l'ACD est le 27 juillet 2018.**

Connaissez-vous quelqu'un dans l'industrie du déménagement ou une compagnie de déménagement que vous estimez devoir être reconnue pour leurs contributions à l'amélioration de l'industrie? Il ne reste que quelques jours avant la clôture des mises en candidatures pour les prix annuels 2018 de l'Association Canadienne des Déménageurs. Ne ratez pas l'opportunité de reconnaître les accomplissements d'un de vos pairs pour son travail exceptionnel! [Cliquez ici](#) pour vous procurer le formulaire de mise en candidature.

Plusieurs prix de l'ACD seront remis :

**Prix pour services sociaux** qui rend hommage à une personne ou un groupe ayant accompli une importante réalisation au plan humanitaire.

**Prix de l'agent de l'année** qui reconnaît une entreprise de déménagement ayant fait preuve d'excellence tant à titre de citoyen corporatif exceptionnel qu'au niveau du service à la clientèle.

**Prix du déménageur indépendant de l'année** qui rend hommage aux accomplissements d'un déménageur indépendant ayant affiché une performance exceptionnelle.

**Prix pour services exceptionnels** qui rend hommage à une personne qui contribue à illustrer les normes de qualité de l'ACD.

**Prix de l'industrie** qui reconnaît la contribution d'une personne ayant accompli une action liée aux services de déménagement au nom de l'intérêt public.

**Prix des réalisations dans l'industrie** qui rend hommage à une personne ayant démontré des qualités d'innovation et de leadership et qui représente une inspiration pour tous.

## Pouvez-vous répondre à seulement 8 questions?

Vous avez peut-être remarqué qu'une étudiante de 3<sup>e</sup> année de l'université de la Colombie-Britannique mène actuellement une recherche sur les problématiques entourant l'imputabilité et l'efficacité administrative liées aux circuits de déménagement longue distance. Asrai Ord a obtenu un excellent taux de réponse de la part de nos membres, ainsi que de ceux de l'AMSA et de l'IAM, suite à sa demande de répondre à un bref sondage de seulement 5 minutes. La présidente de l'ACD, Nancy Irvine, a discuté avec Asrai au mois de juillet et les résultats du sondage indiquent clairement certaines tendances qu'elle partagera avec nous afin que nous puissions analyser la pertinence de certaines mesures pouvant être appliquées. Nous prévoyons publier les résultats de ses observations dans le cadre d'un effort visant à instaurer encore plus la confiance et une efficacité accrue dans l'industrie du déménagement ainsi qu'à possiblement accroître l'avantage concurrentiel des déménageurs crédibles bénéficiant d'une bonne réputation. Cette étude est menée strictement sur une base volontaire mais pourrait s'avérer une excellente recherche qui permettra de mieux aider notre industrie. Prenez un café et cliquez ici pour compléter [le sondage](#).



[Pour en savoir plus](#)

## Activités de l'ACD à venir

### Tournoi de golf annuel Vendredi le 14 septembre 2018

Présenté par



**Joignez-vous à nous au Lionhead Golf Club de Brampton, ON.  
Les inscriptions sont maintenant ouvertes!**



**Le temps presse – La date limite des inscriptions anticipées est dans 2 semaines – le 31 juillet!**

**Nous avons très hâte à notre Tournoi de golf annuel qui se tiendra au Lionhead Golf Club le vendredi 14 septembre. Pourquoi ne pas vous inscrire dès maintenant et ainsi ajouter votre nom en vue du tirage du concours organisé pour les inscriptions anticipées?  
[Cliquez ici pour vous inscrire.](#)**

Cliquez ici pour plus de [détails sur cette activité](#). Si vous souhaitez nous aider à avoir du plaisir tout en obtenant une certaine reconnaissance à prix modique pour votre entreprise, pourquoi ne pas organiser une activité sur un trou de golf? Informez-vous auprès de nous pour plus d'organisation.

Veuillez joindre notre [Page Facebook d'événement](#) pour être au courant de tout ce qui va arriver sur les verts.

# Conférence annuelle et Salon commercial Du dimanche 18 au mardi 20 novembre 2018



Rebecca Mountain  
Impetus Social Inc.

## Maximisez votre RSI au niveau social

Connaissez-vous le retour sur investissement de vos stratégies sociales ou de marketing numérique? Dans la négative, vous n'êtes pas le seul ou la seule - mais vous devez corriger cette situation IMMÉDIATEMENT. Cette session permettra de voir de quelle façon générer des clients potentiels présentant un taux élevé de réussite et ce, à faible coût, tout en effectuant les suivis appropriés dans votre entonnoir de vente afin que ceux-ci deviennent le plus rapidement possible des clients profitables et à long terme. Vous quitterez cette session muni de tactiques et de stratégies directement applicables – et en constaterez les résultats en moins de 24 heures.

Nous sommes enchantés que Rebecca se joigne de nouveau à nous. Sa première participation devant un auditoire formé des membres de l'ACD était en 2012.

**Pour en savoir plus au sujet de la conférence ou pour vous inscrire, veuillez consulter la [page Web de notre conférence](#).  
Profitez de notre prix réservez-tôt et inscrivez-vous avant le 14 septembre. Vous épargnerez 100 \$!**

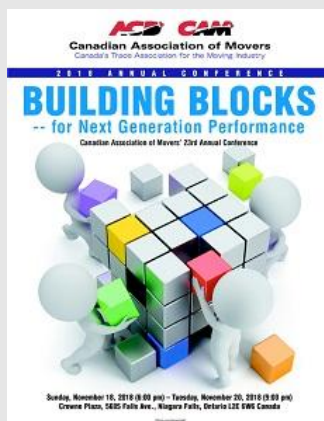
Pourquoi ne pas vous inscrire pour la conférence afin de bénéficier du **tarif de pré-inscription** (650 \$ pour l'inscription complète)? Si vous le faites dès maintenant, avant le début de la folle saison, vous ne raterez pas cette excellente opportunité! Vous n'avez pas à payer dès maintenant, nous pouvons vous facturer. Ce sera toute une conférence! Voici le lien pour accéder au [formulaire d'inscription](#).

Et un gros merci, encore une fois, à tous nos commanditaires. Nous le pensons sincèrement lorsque nous disons que nous ne pourrions réaliser cette activité sans votre support. Vous souhaitez vous joindre à l'action? Consultez nos [forfaits de commandite](#). Ne ratez pas cette opportunité de bénéficier d'une publicité tout au long de l'été qui vient!

## Exposants – Votre kiosque est-il déjà réservé ?

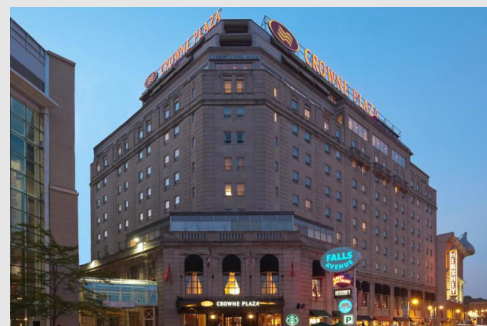
Nous aimerions vraiment vous avoir comme participant à notre salon commercial de cette année. Nous bénéficierons d'une grande et superbe salle d'exposition bien ensoleillée au Crowne Fallsview.

Les prix demeurent identiques à ceux de 2017.  
Veuillez [cliquer ici](#) pour le formulaire d'inscription.



## Outils de performance de nouvelle génération

Voilà le thème de notre conférence de cette année. Nous sommes à planifier



## Crowne Plaza, Niagara Falls, ON

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Appelez au 1.800.519.9911 ou [réservez en ligne](#). N'oubliez pas de demander le tarif alloué aux congrès pour les

des sessions qui aideront les entreprises à bien saisir les défis soulevés par les tendances actuelles et les opportunités qui se présentent pour vous permettre de développer votre entreprise.

La période d'[Inscription à la conférence](#) est maintenant ouverte.

Veillez joindre notre [Page Facebook d'événement](#) pour voir toutes les mises à jour de la conférence.

membres de l'Association  
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*Leadership for Workforce Mobility*

### ***Canadian workers more willing to move: Vancouver tops list of destinations***

*Toronto, Ontario, June 27, 2018* – A new study conducted by Ipsos on behalf of the Canadian Employee Relocation Council (CERC) reveals that a majority of working Canadians are willing to relocate, with the right conditions and incentives, to another province or city within their province. In fact, overall appetite for relocation to another province or city within their current province has increased compared to the previous iteration of the inter-provincial mobility survey in 2014.

According to CERC’s President and CEO, Stephen Cryne, “Labour mobility is vitally important to balancing Canada’s labour markets by getting the skills to where the jobs are, and we are quite encouraged by the results of this year’s survey.”

One in five working Canadians would relocate, for or a full-time job in another province (18%, +5 pts compared to 2014), for a minimum period of two years, (with relocation costs covered), and a 10% increase in pay. The proportion of working Canadians that would relocate increases significantly if more incentives and the right conditions are on offer.

Looking at those groups that are most likely to relocate for the long or short-term, those working Canadians who are male, between the ages of 18 and 34, have earned a university degree, and are not married are the most willing to relocate. Millennials (those under the age of 35) show the greatest willingness to relocate for work.

“Clearly there is a developing positive trend, particularly among young, educated professionals to be mobile,” continues Cryne, “but housing costs are a growing consideration in key centres across the country.”

The top three incentives motivating Canadians to relocate for full-time work include: a 20% increase in pay, a guarantee of returning to their current role within two years, and having their employer provide temporary housing until permanent housing is available. Relocation incentives pertaining to housing accommodations have increased in salience the most, over the past four years (30%, +13 pts since 2014).

In fact, housing supports when relocating are deemed as the most important incentives among those willing to relocate: half (51%) of working Canadians say that it is important for an employer to provide a tax-free housing allowance for up to 6 months, while four in ten (39%) say it is important for an employer to provide a non-taxable interest free loan of up to \$100,000 for the purchase of a new home in the new location.

Finally, in terms of the preferred destinations for relocation within Canada, four in ten (38%) working Canadians rank British Columbia first, followed by Ontario (17%) and Alberta (16%). Similarly, the highest proportion of working Canadians (25%) rank Vancouver as their preferred city of relocation, followed by Toronto (10%), Ottawa (10%), and Calgary (10%).

About the Study: Ipsos conducted a quantitative online survey of n=1,185 working Canadians who are self-employed or employed in either a full-time or part-time capacity. The fieldwork was conducted between April 27th and May 1st, 2018. The precision of Ipsos online surveys are calculated via a

credibility interval. In this case, the sample of working Canadians is considered accurate to within +/- 3.2 percentage points, 19 times out of 20, had all working Canadians been surveyed.

The survey was made possible with the generous support of the Canadian Association of Movers.

To arrange an interview with Stephen Cryne, please contact Susanna Shankman at 416 593 9812, or via email [sshankman@cerc.ca](mailto:sshankman@cerc.ca)

~30~





Canadian Employee Relocation Council (CERC)

# Interprovincial Mobility Survey

Executive Summary

June 2018

Ipsos Public Affairs

GAME CHANGERS



# Introduction

The 2018 Canadian Employee Relocation Council's (CERC) Interprovincial Mobility Survey marks the third edition of the ground-breaking survey first conducted in 2011 and repeated in 2014. The 2018 survey, conducted in partnership with Ipsos Global Public Affairs, reports on the attitudes 1,185 working Canadians who are self-employed or employed in either a full-time or part-time capacity, about their willingness to move for employment purposes. The fieldwork was conducted between April 27th and May 1st, 2018.

Where possible the report has identified certain trends observed since the findings of the 2014 study. The 2018 survey included new questions that asked participants to identify:

- I. the top three provinces they would prefer to move to and;
- II. the top three cities they would prefer to move to.

The report provides insights based on major industry grouping, location and demographic profiles.

The study was made possible [in part ] by the generous support of:



# About the Canadian Employee Relocation Council

The Canadian Employee Relocation Council (CERC) is a not-for-profit organization dedicated to improving the mobility and deployment of human capital, which are vitally important to Canada's future prosperity. Established in 1982, CERC represents the interests of its members on workforce mobility matters. Many of CERC's members are listed in Canada's Financial Post Top 500.

To further its objectives CERC offers professional development and education programs to its members and individuals employed in the mobility industry. In addition, CERC conducts extensive research on trends that have an impact on workforce mobility.

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# About Ipsos

Ipsos is an independent market research company controlled and managed by research professionals. Founded in France in 1975, Ipsos has grown into a worldwide research group with a strong presence in all key markets. Ipsos ranks fourth in the global research industry.

With offices in 88 countries, Ipsos delivers insightful expertise across five research specializations: brand, advertising and media; customer loyalty; marketing; public affairs research; and survey management.

Ipsos researchers assess market potential and interpret market trends. They develop and build brands. They help clients build long-term relationships with their customers. They test advertising and study audience responses to various media and they measure public opinion around the globe.

Ipsos has been listed on the Paris Stock Exchange since 1999 and generated global revenues of €1,782.7 million in 2016.

# Objectives and Methodology

- This study will inform:
  - Employers with a deeper understanding of the needs of employees in providing relocation supports.
  - Government policy makers with more insights into the 'real barriers' employees face when considering whether to relocate for work
  - Industry sectors and professional groups with an understanding of the challenges to employee mobility between regions and occupations within Canada
- For this survey, a sample of 1,185 employed adults (full-time, part-time, or self employed) from Ipsos' Canadian online panel was interviewed online. The 'credibility interval' for a sample of n=1,185 is +/- 3.2%, 95% of the time.
- Weighting was then employed to balance demographics to ensure that the sample's composition reflects that of the adult population according to Census data and to provide results intended to approximate the sample universe.
- Throughout this report, the 2018 results are tracked against data from the 2014 survey. Statistically significant increases compared to 2014 are identified graphically by green arrows ▲ while statistically significant declines are identified graphically by red arrows ▼. Both the 2014 and 2018 data reflects a base of employed (full-time, part-time, or self-employed) Canadians.
- Significant differences between demographic groups have been identified with shaded boxes – green boxes are used to identify when one demographic group is statistically higher than the other and red boxes when it is statistically lower.
- The sectors have been abbreviated in the sector banner, below is a detailed definition of each of the sectors:
  - M+C+M+T = Mining + Construction + Manufacturing + Transportation;
  - IT + Utilities = Information Technology + Utilities;
  - F+R+P+M+A = Finance + Real Estate + Professional Services + Management + Administration;
  - Wholesale + Retail = Wholesale + Retail
  - Education = Education
  - Health = Health
  - Gov't = Government
  - Arts = Arts
  - Accom = Accommodations
  - Other = Other

# Reasons for this Survey

Demographic shifts of unprecedented proportions are underway in many of the world's developed nations, including Canada. There is growing concern among global CEOs about access to skilled talent.

Canadian employers from coast to coast are finding it increasingly challenging to hire the talent they need to meet their business objectives. A survey by IBM<sup>1</sup> found that *"55% of Canadian industry executives surveyed cite finding appropriately skilled workers in local labor markets as a top skills-related challenge."* In a report about Canadian talent shortages published by Manpower Canada<sup>2</sup>, one in three (34%) employers are having difficulty filling vacancies.

Projections by the Conference Board of Canada<sup>3</sup>, and many other national and provincial research bodies, predict the problem is going to get much worse over the coming decade. One avenue for employers in addressing the skills shortages has been the use of international talent under Canada's immigration programs, but there are limitations on these programs.

The Organization for Economic Cooperation and Development (OECD), has long advocated that more interprovincial labour mobility within Canada would help to address skills shortages. And, as reported by TD Economics<sup>4</sup>, *"interprovincial migration adds grease to an economy's wheels."*

<sup>1</sup>Canada's comeback *Turning the skills crisis into a competitive advantage* IBM Institute for Business Value

<sup>2</sup>Canada Talent Shortage Survey 2016/2017 Manpower Group

<sup>3</sup>Canadian Employers Need Longer Term Workforce Planning to Stay Competitive: Conference Board of Canada

<sup>4</sup> Interprovincial Migration Shifts in Canada: TD Economics

## Reasons for this Survey (continued)

Indeed, we know that mobility of the workforce contributes to economic growth, promotes innovation, creates jobs, and increases competitiveness. Reality is that less than one per cent of Canada's population move between provinces in a typical year.

Research conducted by the Canadian Employee Relocation Council in partnership with Ipsos Public Affairs in 2014 found that fewer than 2 in 10 Canadians would be willing to relocate to another city in Canada for employment purposes

To increase levels of domestic mobility on a national scale, a deeper understanding of the factors that motivate mobility among working people is needed.

While much is known about the supports and benefits provided by employers those benefits may not always be consistent with the needs and expectations of the modern workforce.

# Executive Summary

Survey participants were asked a series of questions about their willingness to relocate for employment purposes under the following scenarios:

- A **full time job** in a city in **another province** where you would have to relocate from where you live now for a minimum of 2 years with a 10% raise and paid moving expenses by your employer
- A **full time job** in a city in **your province** where you would have to relocate for a minimum of 2 years, far enough away that you would have to move, with a 10% raise and paid moving expenses
- A **short-term job for 6 months or less** with your **current employer to another city** in Canada with accommodations supplied
- A **full time contract job for 6 months or less** where you would relocate to **another city in your province** (transportation out and back would be supplied by your employer)
- A **full time contract job for 6 months or less** where you would relocate to **a city in another province** (transportation out and back would be supplied by your employer)



# Executive Summary (Continued)

- The overall appetite for employment relocation within Canada, regardless of the incentives or terms being offered, has increased compared to the previous iteration of the inter-provincial mobility survey in 2014.
- One in five working Canadians would relocate, for a full-time job in another city in their province (22%, +6 pts compared to 2014) or a full-time job in another province (18%, +5 pts compared to 2014), regardless of incentives, for a minimum period of two years, far enough away that people would have to move (with relocation costs covered), and a 10% increase in pay. The proportion of working Canadians that would relocate increases significantly if more incentives and the right conditions are on offer. More specifically, around four in ten could be persuaded to relocate, either in-province (45%, -1 pt) or out-of-province (41%, unchanged since 2014), with additional incentives and the right conditions. Therefore, a majority of working Canadians are willing to relocate for a full-time job, either to another city within their province (67%, +5 pts compared to 2014) or to another province (59%, +5 pts compared to 2014) with the right incentive package.
- The willingness to relocate for a short-term contract (of 6 months or less) has also increased since 2014. Half (52%, +6 pts compared to 2014) of working Canadians would be willing to relocate for a full-time contract job for 6 months or less to another city within their province with the right incentive package, while a similar proportion would be willing to relocate for a full-time contract for 6 months or less to another province (48%, +9 pts compared to 2014).
- Those groups most receptive to relocation tend to be workers with less established roots in their communities – men, young adults (under 35), the highly educated, and the unmarried.
- The top three incentives that are motivating Canadians to relocate for full-time work include: a 20% increase in pay (45% in-province, 44% to another province), a guarantee of returning to their current role within 2 years (43% in-province, 38% to another province), and having their employer provide temporary housing until permanent housing is available (30% in-province, 25% to another province). Relocation incentives pertaining to housing accommodations have increased in salience the most, over the past four years. In 2014, only 17% of working Canadians chose temporary housing as an important incentive for them to relocate (compared to 30% in 2018).

## Executive Summary (Continued)

- The top three incentives that are motivating Canadians to relocate for full-time work include: a 20% increase in pay (45% in-province, 44% to another province), a guarantee of returning to their current role within 2 years (43% in-province, 38% to another province), and having their employer provide temporary housing until permanent housing is available (30% in-province, 25% to another province). Relocation incentives pertaining to housing accommodations have increased in salience the most, over the past four years. In 2014, only 17% of working Canadians chose temporary housing as an important incentive for them to relocate (compared to 30% in 2018). In fact, housing supports when relocating are deemed as the most important incentives among those willing to relocate: half (51%) of working Canadians say that it is important for an employer to provide a tax-free housing allowance for up to 6 months, while four in ten (39%) say it is important for an employer to provide a non-taxable interest free loan of up to \$100,000 for the purchase of a new home in the new location.
- In terms of the preferred destinations for relocation within Canada, four in ten (38%) working Canadians rank British Columbia first, followed by Ontario (17%) and Alberta (16%). Similarly, the highest proportion of working Canadians (25%) rank Vancouver as their preferred city of relocation, followed by Toronto (10%), Ottawa (10%), and Calgary (10%).
- The results of the inter-provincial mobility survey differ to what was observed in the 2017 Global Mobility Survey conducted by Ipsos on behalf of CERC, which found that Canadians, and global citizens more generally, are less willing to relocate for employment in another country, compared to the previous iteration of that survey in 2012 (<https://www.ipsos.com/en-ca/news-polls/canada-second-spot-employees-would-move-to>). Put another way, at a time when Canadians are less willing to relocate for employment abroad, there is more willingness to do so in Canada, either to another city in their province or to another province.

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## **FIDI Global Alliance and the International Association of Movers Announce Collaboration on Professional Cooperation Guidelines**

*Guidelines to become a norm for further cooperation in the moving and relocation industry*

**Alexandria, VA — 25 June 2018** — Today, FIDI Global Alliance and the International Association of Movers (IAM) announced the signing of a Memorandum of Understanding (MoU) on the use of the FIDI Professional Cooperation Guidelines (PCGs). The Guidelines serve as an operational manual on how companies in the moving industry should work together to service international shipments, whether as booker, origin, or destination agent.

The PCGs were originally developed by FIDI Global Alliance for the benefit of FIDI Affiliates. Following the MoU, the PCGs are now recognised as an industry norm by both FIDI Affiliates and IAM Members.

“This is an important step in further collaboration in the moving and relocation industry, ultimately raising the standards for everyone,” said Mr. Jesse van Sas, Secretary General at FIDI Global Alliance.

“I am confident the collaboration on PCGs will prove to be a win-win-win for IAM, FIDI, and the customer base we all strive to serve,” said Mr. Terry Head, President of IAM.

### **Positive Impact on the Industry**

The PCG document offers advice on how to work together most effectively and how to act in a conflict situation. By having both FIDI Affiliates and IAM members endorse the PCGs, the ultimate aim is that the PCGs become the reference document for successful cooperation in international relocation.

“This is a great development indeed,” said van Sas. “By having both FIDI as well as IAM endorsing these cooperation guidelines, the document gains even more momentum and recognition.”

### **Improved Collaboration Key**

Many FIDI-affiliated moving companies have already benefited from using the PCGs, originally developed in 2016. Both FIDI and IAM are convinced that the PCGs will become the *de-facto* service level agreement between all quality movers in the future. Commenting on the standardized rules set forth in the PCGs, IAM Vice President Brian Limperopulos stated, “The global moving and relocation industry has long needed rules like the PCGs in order to resolve disputes before they affect the end-customer. The widespread adoption of these rules will result in happier customers and increased satisfaction with our members’ service worldwide.”

“We would like to thank IAM for accepting FIDI’s PCGs as an industry document,” van Sas continued. “It shows the new spirit in which industry organizations work together in an open and transparent manner, rather than competing with each other. FIDI and IAM show the lead here, encouraging us all to cooperate better.”

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The PCGs are trademarked in Belgium by FIDI Global Alliance.

**About FIDI Global Alliance**

FIDI is the largest global alliance of quality-certified international moving and relocation companies. FIDI currently has over 600 Affiliates in more than 100 countries, delivering comprehensive global mobility services to families, individuals and companies. Every FIDI Affiliate complies with the rigorous FIDI-FAIM quality standard, which is regarded as the leading professional industry standard worldwide. This assures final customers that only the highest-quality moving companies are part of the network. For more information, please visit [www.fidi.org](http://www.fidi.org)

**About IAM**

The International Association of Movers (IAM) is the moving and forwarding industry's largest global trade association. With more than 2,000 members, it comprises companies that provide moving, forwarding, shipping, logistics, and related services in more than 170 countries. Since 1962, IAM has been promoting the growth and success of its members by offering programs, resources, membership protections, and unparalleled networking opportunities to enhance their businesses and their brands. For more information, please visit [www.iamovers.org](http://www.iamovers.org)

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