

CAM News & Updates - May 1, 2017



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Visit Our Website!

President's Message

As we prepare for the traditional summer demand for moving services, we are confronted with issues of how consumers find a reputable mover. Service history and word of mouth have always been a major source of new and recurring business. But the moving industry's consumer base has changed. Today's consumer has more sources of information at their disposal to influence their decision. Our digital media marketing project of last year demonstrated...



[Read More](#)

CAM Annual Conference

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

Change - Today's New Constant

Mark your calendar for CAM's biggest event of the year. CAM's 22nd Annual Conference will be held from Sunday, November 19 to Tuesday, November 21 at the 4.5-star Hotel William Gray in Old Montréal, Québec. Montréal a world-class, historic city that's celebrating its 375th birthday this year. Bring your spouse - bring your family - make this an experience you'll remember.

[Register](#)

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Trucking Safety Council of BC

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New Scholarship Program for Truck Driver Training

CAM's Board of Directors is pleased to announce the launch of CAM's new Scholarship Program that will award applicants interested in pursuing or advancing a career in trucking for the household goods moving and storage industry. Starting this year, scholarships of \$1000 will be awarded to three successful applicants who achieve certification from an accredited truck-driving training school. The program is designed to foster interest in a career in the trucking industry and also to provide financial aid to employees of CAM member companies or their family members for this purpose. Details will follow.

CAM golf tournament

Join us on the links!

We'll be returning to 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 for a fun event.



[Register](#)

CAM Awards

It's time to nominate that deserving colleague or company for a special CAM award. Nomination forms can be found on CAM's [website](#). **The deadline for nominations for CAM's annual awards is July 28, 2017.**

Customs clearance into the UK update

The **British Association of Removers (BAR)** say their members have continued to encounter delays as a consequence of the changes implemented to the ToR process.

[Read more](#)

Government of Canada contracts update

The **Competition Bureau, the Royal Canadian Mounted Police and Public Services and Procurement Canada** are partnering to introduce an anonymous and toll-free [Federal Contracting Fraud Tip Line](#) to improve their ability to detect and prevent fraud, collusion and corruption in contracts and real property agreements awarded by the Government of Canada.

[Read more](#)

Move for Hunger's Big Truckin' Raffle - Reminder

Move for Hunger's raffle for a chance to win a 2018 Freightliner Truck with a 26' Morgan body is still open. Remember, this opportunity is open to Canadian companies too. Their raffle closes June 1st at noon EST.

[Raffle](#)

Job & Buy/sell Opportunities

We have some new [job opportunities](#) posted on our website. We also have a new opportunity to buy a couple of [moving companies](#) posted there too. Check back regularly for new postings.

CAM member directory

The spring issue of CAM's magazine and member directory, *The Canadian Mover*, is being mailed and will be in your hands shortly. We've included some interesting articles and a conference registration form. We hope you enjoy it. Let us know if you'd like additional copies.

Did You Know?

One of the most valuable benefits that's included with your CAM membership is the unlimited access to CAM's members-only online education program - the Canadian Professional Mover's course that was revamped in 2016 and our video training for new helpers and on packing/unpacking. In 2016, CAM members made terrific use of these training tools!

- **15 members' employees became Certified Moving Professionals by having successfully completed our mover's certification course;**
- **57 new employees successfully completed our new helpers video training quiz;**
- **81 employees successfully completed our packing/unpacking video training quiz.**

And there were many more staff who simply viewed the training videos without challenging their learning by completing the quizzes. Just contact CAM for more information about how to access these valuable tools to sharpen your employees' skills.

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](#)

Canadian Association of Movers

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President's Message

As we prepare for the traditional summer demand for moving services, we are confronted with issues of how consumers find a reputable mover. Service history and word of mouth have always been a major source of new and recurring business. But the moving industry's consumer base has changed. Today's consumer has more sources of information at their disposal to influence their decision. Our digital media marketing project of last year demonstrated the growth of computers, tablets and smart phones as a means of gathering information and influencing selection. Regrettably, it would seem that the primary selection criterion for a mover is low cost. Combining digital visibility and the demand for low cost has provided rogue movers the avenue to capture market share. In our surveys, we have found that, in a typical regional Internet search, rogue movers have dominated the first listings displayed.

To counter this, we have increased our visibility with Postmedia to have CAM's banner ad show up on more searches. Concurrently, we have begun stage two of our digital campaign, consolidating our links with social media sites to ensure timely response to queries. Also we have taken steps to optimize our site to increase the odds of our site being viewed within the top 20 to 30 sites viewed.

Consumers following the links on our website will be provided with suggestions on how to select a reputable mover. CAM's initiatives in this area are not stand-alone. Members, individually and as van lines, are also developing programs targeted to provide consumers with step-by-step guidance on finding and selecting a reputable mover.

These initiatives by CAM and the member family to meet this rapidly-changing information era has inspired CAM to select the theme of our conference – ***Change – Today's New Constant***. To quote Clint Eastwood and the US Marines, "**Improvise, Adapt, Overcome**".

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

May 2017

Marian McGuire - M

From: Membership Services <membershipservices@bar.co.uk>
Sent: Tuesday, April 18, 2017 3:49 AM
Subject: ToR Update



Dear Overseas Group Member

Further to numerous emails sent to HMRC voicing our significant concerns about the delays being experienced by our Members as a consequence of the changes implemented to the ToR process, we finally received their reply late on Thursday afternoon of last week to advise that *'there is no legal time frame to process applications but obviously we try to process them asap. I can tell you that processing times are about 14 days on average at the moment'*. We have again responded to that mail to advise them that the experience of our Members is that the processing of applications is currently taking 3 weeks or more. As has been stated in numerous previous mails to HMRC, we had raised exactly this issue in our face to face meetings with them in January and made them very aware of the expected upturn in the volume of activity. In response to the concerns that we had raised at that time, the HMRC representatives confirmed the following;

'To address the performance issues, I have agreed a light touch clearance process for TOR applications with NCH. Apart from consignments containing:

- *Excise goods, e.g. tobacco and alcohol*
- *Goods subject to prohibitions and restrictions, e.g. a gun collection*
- *High value goods, e.g. works of art*

applications can be given a quick face vet and then the authorisation number will be issued. This should speed up the process and we can review once the new procedure has bedded in. In the meantime, NCH is recruiting new staff to double the size of the TOR team. I believe that the combination of good guidance, additional resource, experience of the process and a risk based approach should alleviate the problems being experienced by HMRC and BAR members'.

From recent examples reported by our Members, it would appear that this is not the case and that as a consequence, the delays being experienced are overlong and causing distress to shippers, moving companies and their clients. HMRC had also stated that, as a back-up, they have the ability to outsource the work to regional offices which they clearly are not currently doing. We have again brought this matter to their attention and asked for their urgent confirmation that the resourcing (or lack of) issues are being addressed in full and without further delay. We will update you all again as soon as we receive that response.

Kind regards

Ian Palmer
BAR Overseas Group Chairman



**INVESTORS
IN PEOPLE**

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Please consider the environment, do you need to print this email?

Subject:

FW: Ligne antifraude pour les contrats fédéraux / Federal Contracting Fraud Tip Line

(English text follows the French)

***Ce message est envoyé pour le compte de Barbara Glover,
sous-ministre adjointe, Direction générale de la surveillance***

Veillez distribuer ce communiqué aux parties intéressées dans votre organisation

Le Bureau de la concurrence, la Gendarmerie royale du Canada et Services publics et Approvisionnement Canada s'associent pour lancer une [Ligne antifraude pour les contrats fédéraux](#), gratuite et anonyme, afin d'améliorer leurs capacités à détecter et à prévenir la fraude, la collusion et la corruption dans les ententes immobilières et les contrats conclus par le gouvernement du Canada. Les activités frauduleuses nuisent à la concurrence équitable, menacent l'intégrité des marchés, empêchent la croissance économique, augmentent les coûts et les risques liés à l'exercice d'activités commerciales et ébranlent la confiance du public à l'égard des institutions gouvernementales.

En lançant cette Ligne antifraude, les organisations partenaires souhaitent recevoir des renseignements, principalement des fournisseurs, de leurs concurrents et de leurs employés, sur des soupçons de pratiques commerciales contraires à l'éthique, y compris notamment la collusion, le trucage des offres, les pots-de-vin, la corruption et la fausse facturation.

Les personnes souhaitant offrir de l'information sur des actes répréhensibles soupçonnés dans un contrat ou un accord immobilier du Gouvernement du Canada sont encouragées à le faire dans l'anonymat en téléphonant à la ligne sans frais au 1-844-365-1616 ou en complétant le [formulaire en ligne](#). Les appels à la ligne sans frais seront répondus de 8 h 30 à 17 h 00 (heure normale de l'Est). Un service de répondeur est offert en dehors des heures ouvrables.

Les renseignements recueillis seront utilisés pour mener des enquêtes et mettre en place des mesures de diligence raisonnable, lorsque nécessaire, pour protéger l'intégrité des contrats et des ententes immobilières du gouvernement du Canada. La collaboration de ces organismes permet d'accroître la visibilité et la crédibilité de l'initiative et de potentiellement améliorer leurs capacités à identifier les tendances propres à un fournisseur précis, une industrie et/ou des activités au sein d'un emplacement géographique au fil du temps.

Mais ce n'est pas tout. Nous avons besoin de votre aide!

Vous avez tous un rôle important à jouer afin d'informer vos intervenants respectifs et de vous assurer de leur participation à cette initiative. Faire connaître la Ligne antifraude et encourager les intervenants à signaler des actes répréhensibles soupçonnés directement liés aux ententes immobilières et aux contrats gouvernements, c'est avantageux pour tous.

Outils de communication

Un ensemble d'outils de communication faciles à utiliser (des bannières et des boutons de site Internet, des affiches, des foires aux questions, un site Internet) ont été créés pour encourager et favoriser votre appui. Vous les trouverez sur la page suivante : [Trousses d'outils promotionnels](#).

Nous vous remercions à l'avance de votre aide pour faire connaître cette importante initiative. Nous vous encourageons à communiquer avec vos employés, vos partenaires, vos pairs et d'autres intervenants, maintenant et régulièrement, afin de les informer de l'existence de la Ligne antifraude pour les contrats fédéraux et de poursuivre la sensibilisation.

Questions ou des commentaires

Si vous avez des questions ou des commentaires, ou si vous avez besoin de soutien additionnel afin de faire connaître cette importante initiative, n'hésitez pas à communiquer avec Melissa Fuerth, analyste principale des politiques, à l'adresse suivante : melissa.fuerth@tpsgc-pwgsc.gc.ca.

Sincères salutations,

Barbara Glover

Sous-ministre adjointe / Assistant Deputy Minister
Direction générale de la Surveillance/ Departmental Oversight Branch
SPAC - PSPC

Bureau des petites et moyennes entreprises

Services publics et approvisionnement Canada / Gouvernement du Canada

bpmeclient.osmeclient@tpsgc-pwgsc.gc.ca / Sans frais: 1-800-811-1148

Trouvez les appels d'offres du gouvernement fédéral sur Achatsetventes.gc.ca/appels-d-offres

***This message is distributed on behalf of Barbara Glover,
Assistant Deputy Minister, Departmental Oversight Branch***

Please distribute this communication to interested parties within your organization

The Competition Bureau, the Royal Canadian Mounted Police and Public Services and Procurement Canada are partnering to introduce an anonymous and toll-free [Federal Contracting Fraud Tip Line](#) to improve our ability to detect and prevent fraud, collusion and corruption in contracts and real property agreements awarded by the Government of Canada. Fraudulent activities undermine fair competition, threaten the integrity of the markets, are a barrier to economic growth, increase the cost and risk of doing business, and undermine public confidence in government institutions.

By introducing this Tip Line, the partnering organizations seek to receive information, mostly from suppliers, their competitors, and their employees, on suspected unethical business practices including, but not limited to, collusion, bid-rigging, kickbacks, bribes, and false invoicing.

Individuals with information on suspected wrongdoing in a Government of Canada contract or real property agreement are encouraged to come forward anonymously by calling the toll-free line at 1-844-365-1616 or by completing a [form](#) online. Calls to the toll-free line will be answered between 8:30 am and 5:00 pm Eastern Standard Time. An answering service is available afterhours.

This information will be used to conduct investigations and introduce due diligence measures where warranted to protect the integrity of its contracts and real property agreements. In collaborating together it will increase the visibility and credibility of the initiative and potentially improve the ability to

identify trends specific to a particular supplier, industry and/or activities within a geographic location over time.

It doesn't end there though. We need your help.

Each of you has an important role to play in helping inform and engage your respective stakeholders. Building Tip Line awareness and encouraging participation in reporting suspected wrongdoing, as it directly relates to government contracts and real property agreements, benefits everyone.

Communication Tools

A website banner and poster were created to help facilitate, encourage and enable your support and can be found on the [promotional tools webpage](#).

We very much appreciate your efforts in helping us maximize awareness of this important initiative. We encourage you to engage your employees, partners, peers and other stakeholders now and on an ongoing basis - building and maintaining awareness around the Federal Contracting Fraud Tip Line.

Questions or comments

Should you have any questions or comments, or require additional support in an effort to increase awareness around this important initiative, please do not hesitate to contact Melissa Fuerth, Senior Policy Analyst at melissa.fuerth@tpsgc-pwgsc.gc.ca

Sincerely,

Barbara Glover

Sous-ministre adjointe / Assistant Deputy Minister
Direction générale de la Surveillance/ Departmental Oversight Branch
SPAC - PSPC

Office of Small and Medium Enterprises

Public Services and Procurement Canada / Government of Canada
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