

IF YOU READ ONLY ONE CAM BULLETIN THIS YEAR, MAKE SURE IT'S THIS ONE.

CERTIFIED CANADIAN MOVER PROGRAM

Preparation of the Certified Canadian Mover Program has been completed, and a draft copy of the program description has been posted to our website, at www.mover.net, for your comments. The program is designed to provide both Canadian consumers with a reliable way to find professional, credible movers, and professional, credible movers – CAM members – with a method for communicating with their marketplace.

Please review the program and let us know what you think of it. A few of its highlights are:

- It's a simple system that identifies certified movers to consumers
- It ensures that certified moving companies have the necessary qualifications and experience to perform high-quality moves
- It provides for a mandatory dispute-resolution mechanism

WORKPLACE SAFETY & INSURANCE BOARD'S SAFETY GROUPS PROGRAM

CAM is working with the Workplace Safety & Insurance Board to develop a Safety Groups Program for Ontario's moving industry. The program is designed to improve safety programs within an industry and provide a rebate of between 2% and 12% of an employer's workers' compensation premiums. As a basic minimum, employers from other industries that have participated in this program have experienced a significant improvement in their safety programs, and many have enjoyed a sizeable rebate.

Program requirements include:

- Commitment to the program by early fall 2003
- Attendance at three meetings in calendar year 2004
- Implementation of three to five safety initiatives in the workplace

Complete information on the program can be seen on our website, www.mover.net.

MEMBERSHIP CRITERIA

Currently, only new members have provided required documentation for CAM membership. Existing members have been grandfathered into membership, but as the Certified Canadian Mover Program comes on stream, all movers wanting to participate in the program will be required to submit complete membership documentation as follows:

- Business licence
- Proof of GST registration and number
- Workers' compensation certificate
- Incorporation certificate
- Insurance certificate showing a minimum of \$1 million liability and a cargo limit minimum of \$250,000
- Yellow Pages ad or promotional items (optional)
- Signed copy of CAM's Code of Ethics form (pdf)

BETTER BUSINESS BUREAU RANKINGS

We thought you might like to see the following two listings from the Better Business Bureau. There are too many fly-by-night businesses out there pretending to be movers.

Top 10 Consumer Inquiries – April 2003

1. Moving and storage companies
2. Auto dealers, new and used
3. Roofing and guttering contractors
4. Work-at-home opportunities
5. General contractors
6. Auto repairs and services
7. Remodeling and renovations contractors
8. Landscaping contractors
9. Computer sales and service
10. Heating and air-conditioning contractors

Top 10 List of Complaints – April 2003

1. Auto dealers, new and used
2. Auto repair and services
3. Moving and storage companies
4. Computer sales and services
5. Telephone/cellular-phone companies
6. Mail and catalogue orders
7. Work-at-home opportunities
8. General contractors
9. Remodeling and renovation contractors
10. Internet services

Canadian Association of Movers

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The BBB and many provincial governments' consumer and corporate affairs departments refer consumers' inquiries and complaints about movers to CAM. Complaints related to CAM members – and they are few – are forwarded to the applicable movers for resolution. Where the consumer is looking for a professional, credible mover, CAM refers the consumer to local CAM members.

VALUE-ADDED PROGRAM

We have just received approval of a CAM value-added program with Budget Car and Truck Rental. If you need additional vehicles during your busy season, this program will provide you with discounted rates on car and small-truck rentals. It complements our existing truck-rental program. Contact CAM for the program-identification number. This may be used for business or personally by you and your employees.

SUPPLIER COMMITTEE

CAM has formed a Supplier Committee to assist our supplier members in getting maximum value out of their CAM memberships. Supplier members will be contacted shortly with information related to the first meeting of this group.

GOLF!

CAM's 7th Annual Golf Tournament will be held on Tuesday, September 16, at Cardinal Golf Club, north of Toronto. It's always a great event attended by members from all sectors of the moving community. Put a foursome, threesome or twosome together and join us for a great day – or come alone and we'll partner you with some of your fellow moving professionals.

Watch for your flyer by fax or email. Register online, at www.mover.net/cam/golf.

NEWS ARTICLES ON THE WEBSITE

Another article has been added to our website collection, at www.mover.net/cam/CanadianMover/index.html. If you deal with the diplomatic community, this article will interest you. "**Diplomatic immunity has its limits,**" published in *The Ottawa Citizen*, was submitted by Steve Sharpe of All Continents in Ottawa. It clears up the misconception that foreign embassies are immune from the jurisdiction of Canadian courts in relation to commercial dealings.

CAM'S 2003 ANNUAL CONFERENCE

CAM's 2003 Annual Conference will be held at the Toronto Airport Marriott Hotel on Monday and Tuesday, November 24 and 25. Mark it in your calendar.

BOYD OTTAWA ISO REGISTRATION

Graham Acreman advises that Boyd Moving & Storage Ltd. has just completed successful re-registration under ISO 9001:2000. Boyd was first ISO registered in 2000.

NEWS ITEMS

Let us know about interesting moving news in your company and in your area. We'll include them in *Movers' Edge*.

HAPPY CANADA DAY!



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