

The **Communicator**

THE CALIFORNIA MOVING & STORAGE ASSOCIATION

Changes to Program Benefit California ProMover Members

AMSA and CMSA are proud of the successful launch of the California ProMover Program. Because of the considerable interest of CMSA

members wanting to join the program, it is with great pleasure that we announce beneficial membership fee changes.

The annual membership fee will now be based from September through August of each year. Any CA ProMover member that joined between January 2011 and September 2011 will now have the new membership start date as September 1, 2011. This new date will be used to calculate fees,

regardless of the member benefits received in prior months. Therefore, the renewal date for those members will not be until September 2012!

We have also changed the program rules regarding pro-rated fees. If you join after Sep-

tember, we will now allow you to pay the pro-rated fee for the annual membership. Please note, however, that we will not be offering a monthly billing service.

We hope that you are just as excited as we are about these positive changes to the CA ProMover program. If you have not done so already, please learn more about the program by visiting our website at www.thecmsa.org and click-

ing on the California ProMover logo; or call the CMSA office at (800) 672-1415 (within CA) or (562) 865-2900 for more information.



Update Your Information for the CMSA 2012 Membership Roster

This issue of *The Communicator* includes a form to update the CMSA website and 2012 Membership Roster. Please verify the current information we have in our database by following these simple steps:

- 1. Visit our website at www.thecmsa.org.
- 2. Click "Find a Mover" or "Find a Supplier" and search for your listing.
- 3. Verify your company information and return the completed update form with corrections to us via mail, fax or email by **November 30, 2011**.

If you do not have computer access, check your 2011 CMSA Membership Roster to verify information. Thank you for your cooperation!

Chairman's Corner

By: Dennis Doody

Now that the summer peak season is officially in the rear view mirror, it is time to look to the future. Threats of a world economic double-dip recession, Greece on the brink of bankruptcy with Italy and



Spain not far behind, it is logical to make sure our companies are positioned to succeed from here on out. One key component to survival and prosperity is diversity.

At Blue Chip, I always look for ways to diversify into new lines of business. This does not mean I look at things outside our expertise. I try to identify the areas that we can grow our core business by utilizing the assets and resources we already have in our company. Since we are in the moving business, we have trucks, drivers, helpers, dispatchers, staff, forklifts, warehouses, etc. While CMSA companies vary in size, we can all win by utilizing the resources we already possess.

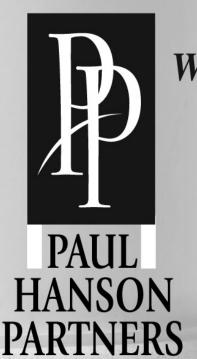
Diversification does not mean you have to spend a lot of money. In uncertain times, we

must find areas that will not cost too much money, such as lines of business that will be a low initial investment that can have a good return. Diversification can simply be increasing an existing service, but putting more focus on it.

Blue Chip has diversified in many areas in the last few years. Most of these areas were low investment and increased focus. The military business is one of the areas that fits the bill. The military business was initially very difficult to navigate with all the requirements and lingo that goes along with this line of business but we stuck with it.

I must confess, the military effort was not my idea. I got this idea while attending a CMSA convention. I was golfing with a few CMSA members who were very active with the military. They encouraged me to get into this line of business. After discussing this with other CMSA members, I made it a priority. We now have our own SCAC code, offer intrastate/interstate transportation, Non-Temp storage and SIT storage. Furthermore, we did not need to purchase any additional equipment or add staff to service the military because we already had the resources. If the military business continues to

(Chairman's Corner cont. on page 4)



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President's Comments

By: Steve Weitekamp

I recently traveled to Washington, D.C. for the American Moving and Storage Association's (AMSA) Board of Directors and committee meetings. The



meetings were especially of value to CMSA. Issues important to California movers played a prominent role in AMSA's discussions. The ability to meet with movers and association leaders from around the country is an important aspect of the annual fall meeting. CMSA's May 2nd letter to the SDDC was even quoted in the Government Traffic Committee Meeting when Mr. John Potts, coowner of All American Relocation, Inc. and a representative on AMSA's Agent Impact Committee opened his comments to the group by reading a paragraph from our letter describing the CMSA Military Affairs Committee's perception of the current state of DP3.

Moving Day on Capitol Hill was a highlight of this annual meeting and I had the pleasure of spending a day of Congressional visits and wearing out more than a little shoe leather traversing the streets of the Capitol with several CMSA members who also made the journey to Washington, D.C. Our California lobbying team included: Dan Lammers (Ace Relocation Systems, Inc.), John Chipman Jr. (Chipman Relocations), Tina Azzarella (Dependable Auto Shippers), Bev Klein (Nor-Cal Moving Services) and me.

Interstate issues discussed with California representatives that impact the moving and storage industry included:

Environmental Protection Agency (EPA) — We discussed the negative impact of EPA policy on California business and the overreaching of CARB, with specific concerns about the impact of the On Road Diesel Engine regulation on vocational trucking.

Retain Federal Tax Deduction for Moving Expenses — We shared my theme from last month's column – Mobility is critical to the American Way of Life; hiring is fragile enough without making it less attractive.

(President's Comments cont. on page 5)



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(Chairman's Corner cont. from page 2)

grow, I will have to add staff and equipment, but by then, I will be able to justify the expense.

What areas has your company diversified? What other opportunities can you capitalize on by using the assets you already possess? Are there lines of business you could grow by increasing your focus? Are you keeping your eyes open to opportunity?

I encourage all of you to attend the monthly meetings, fundraisers and upcoming CMSA Convention to find out what other CMSA members are doing to diversify their business. There is no other organization like the CMSA where ideas flow so freely among its members. Who knows... you could leave one of these meetings with the next BIG idea that could propel your company to the next level.



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(President's Comments cont. from page 3)

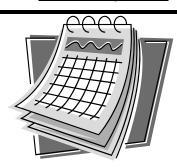
Strengthen Household Goods Consumer Protection — The federal government needs to apply a standard of entry requirement; we suggested the CPUC standard as a benchmark.

Military May Outsource Personal Property
Moving Program — Prior to making this
dramatic change to a program that has
already seen a lot of change, we urge
them to conduct a study that will assess
the impact on California businesses which
are already negatively impacted by the
current economic conditions.

NLRB Circumventing Congress on "Card Check" Objectives

Improve Highways and Bridge Infrastructure — As of the date of this publication, the federal government extended funding for federal highway spending into March 2012.

Dan Lammers and I have teamed up together before and have come to really enjoy this opportunity to meet with legislators and their staff, mostly staff, and were pleased to be joined this year by colleagues that shared our enthusiasm for the visits. Our group worked well together and was able to present CMSA and AMSA positions in a manner that was engaging, informative and persuasive.



Forgot What Date Your Next Chapter Meeting Is?

Check on Page 14 in the Calendar of Events!





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Following 3,600-Acre Fire, CARB Orders Suspension of Two DPFs

By Charlie Morasch, Land Line staff writer

A spark from a moving diesel truck has been blamed for starting a large fire in Washington

state – prompting the California Air Resources Board to order the suspension of sales and installation of two specific metallic diesel particulate filters.

The fire in south
Washington covered
3,600 acres, and was
sparked just two days before Cleaire Advanced
Emission Controls noti-

fied CARB about a failure occurring with its filters.

The case highlights the difficulty of the unknown effects of new technology as truck makers, engine builders and aftermarket parts suppliers continually invent new ways to meet increasingly strict emission regulations.

As a result of the fire and a subsequent investigation into a diesel filter regeneration system, the California Air Resources Board last week ordered Cleaire Advanced Emission Con-

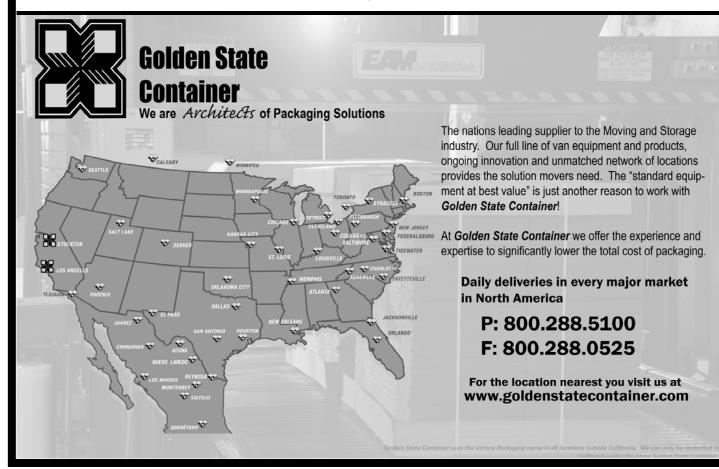
trols to immediately suspend sales and installations of its LongMile and Allmetal diesel particulate filters.

Gale Plummer of Cleaire Advanced Emission Controls of San Leandro, CA, said the company is in the early stages of its investigation.

"We don't know the

root cause of the event in Washington," Plumber told *Land Line Magazine*. "Our system was on a vehicle that had a failure we'd never seen before, and we don't know what caused it.

(CARB Suspends DPFs cont. on page 7)



(CARB Suspends DPFs cont. from page 6)

Until we figure out what caused it, we're not selling any more."

In the letter, CARB also ordered Cleaire to recall and remove all "LongMile filters installed on exhaust gas recirculation-equipped (EGR) Cummins ISX engines."

Plummer said Cleaire dealers have contacted truck owners with the metallic filters, and are installing a "muffler modular" in the filter's place until all concerns with the filters are fully investigated.

In written correspondence with Land Line Magazine, CARB said Cleaire alerted CARB on Sept. 9 that a LongMile DPF unit operating in Washington "had an uncontrolled regeneration and melted through the outer casing of the filter."

On Sept. 13, CARB says, Cleaire gave CARB staff a presentation on the failed Long-Mile DPF unit. "At this time, Cleaire indicated

that this unit was suspected of causing a large fire in Washington state."

According to the Yakima Herald-Republic, fire investigators at the Washington Incident Command Team said a major fire 12 miles northeast of Goldendale, WA, was started Sept. 7. Investigators believe the fire "may have been started by a truck" on Highway 97, the Herald-

Republic reported, when the truck sent sparks into dry grass.

That fire reportedly destroyed more than 100 structures, including at least 29 residences.

CARB ordered Cleaaire to provide certified mail to own-

ers and operators of vehicles equipped with LongMile or AllMetal DPF systems with instructions for appropriate action to take if a system warning light is illuminated, and to report to CARB any emissions system failures within two days of being informed of an incident.

The company also was ordered to inspect all

(CARB Suspends DPFs cont. on page 8)



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(CARB Suspends DPFs cont. from page 7)

other EGR-equipped engines that use LongMile DPF filters, and submit plans to fix filters that show emissions failures by Sept. 30.

- Immediately recall and remove from service all LongMile DPF filters installed on buses, and all AllMetal filters installed on off-road equipment;
- Immediately begin an inspection of all other EGR-equipped engines using LongMile DPF filters, and submit a plan to remedy and prevent release of material in all failure modes on vehicles with these engines and systems no later than Sept. 30;
- Submit a plan to remedy and prevent release of material in all failure modes on all other vehicles.

In a statement sent to Land Line Magazine, CARB didn't identify the location or date of the fire, but said on Sept. 9 "Cleaire alerted ARB that a LongMile unit operating in the state of Washington had an uncontrolled regeneration and melted through the outer casing of the filter," a timeline said.

About 200 trucking fleets have been affected by the recall, CARB said.

"ARB staff is continuing to work closely with Cleaire on necessary remedial actions," the air quality agency said, in a written statement issued to Land Line Magazine.

Cleaire is looking first at trucks with EGR systems, Plummer said.

"EGR are the most difficult to manage in a fleet, frankly," he said. "We're focusing on those engines first. But we're not sure what path this is taking."

Plummer said a tow truck driver responding to the truck that started the fire gave a statement that contradicted statements from the truck driver, and said some initial statements had already been redacted.

The DPF's failure in Washington was a first for the filter, Plummer said. Cleaire, a 10-year-old company, has 14,000 filter systems on the road today, he said.

Source: Land Line Magazine,
The Official Publication of the
Owner-Operator Independent Drivers
Association

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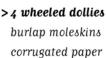
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Freight Transport Company Pays \$59,050 for Air Quality Violations

Company Used Non-Compliant Trucks to Ship Goods

SACRAMENTO - The California Air Resources Board (CARB) today announced it has fined IVVE Transportation \$59,050 for using high-polluting vehicles that do not comply with state standards.

[Editor's Note: According to Sean Edgar of CleanFleets.net, motor carriers, not just owner operators, that dispatched vehicles not in CARB's registration system may pay a large fine.]

"It's especially important for companies involved in moving freight to use the cleanest engines they can afford since they spend so much time on our roads and highways," said Jim Ryden, CARB's chief of enforcement. "We commend businesses that acknowledge their mistakes and then move in the right direction,

such as IVVE Transportation. We have to make clean air a priority and that can only happen when businesses do whatever it takes to follow clean air regulations."

The Ontario, California-based motor carrier was cited for dispatching vehicles that were not compliant with the emission standards set forth in CARB's Drayage (Port) Truck Regulation. Under the settlement, \$44,287.50 will go to the California Air Pollution Control fund to support air quality research, and \$14,762.50 to the Peralta Community College district to help fund diesel education classes around the state.

The company has also agreed to cease operating non-compliant vehicles.

California's Drayage Truck Regulation was adopted in December 2007 to reduce harmful

diesel emissions from trucks that serve the state's ports and intermodal rail yards. For decades, drayage trucks have been among the oldest and dirtiest vehicles.

on the road, with little or no emission controls.

Under the regulation, pre-1994 vehicles are prohibited from serving ports and rail facilities, while later models must be updated with diesel exhaust filters according to a staggered implementation schedule. All vehicles covered under the regulation must have 2007 engines or newer by 2014.

Diesel exhaust contains a variety of harmful gases and more than 40 other known cancer-causing compounds. Research has identified diesel particulate matter as a toxic air contaminant based on its potential to cause cancer, premature death and other health problems.

CARB's mission is

to promote and protect public health, welfare, and ecological resources through effective reduction of air pollutants while recognizing and considering effects on the economy. The CARB oversees all air pollution control efforts in California to attain and maintain health-based air quality standards.

[Editor's Note: Dr. James Enstrom has questioned claims made by CARB regarding diesel particulate matter and public health. His research on diesel emissions showed no causal link between diesel soot and early death for Californians. You can read more about Dr. Enstrom in the article on page 8.]

Source: California Air Resources Board (CARB)

Judge Halts Road Widening To Test Effects on Redwoods

U.S. District Judge William Alsup stopped the progression of a highway project in Richardson Grove State Park to determine the environmental impact to a grove of ancient redwoods in widening Highway 101. Issuing his ruling on July 6, Judge Alsup made Dec. 1 the trial date for the case.

To complete the project of widening the roadway, the California Department of Transportation, also known as Caltrans, would have to unearth dozens of trees and realign the roadway to connect with other major networks of roads on which large trucks, such as Surface Transportation Assistance Act (STAA) trucks, are able to travel. Currently, STAA trucks are prohibited from traveling on the Highway 101 segment between San Francisco and the Oregon border known as the gateway to Humboldt County, unless they are part of a special exemption.

[Editor's Note: On behalf of its members, CMSA worked with the California Highway Patrol to create a special exemption known as the Interim Access Agreement back in March 2009. By complying with the terms of this Agreement (details listed on the CMSA website), CMSA Member trucks are allowed access to this restricted stretch of Highway 101.]

Residents near this Highway 101 segment, particularly Humboldt County natives, contend that the construction would have a negative environmental effect on the redwoods and would destroy the small-town ambience of the area. UC Berkeley Professor of forestry Joe McBride agrees with local residents and adds that Cal-

trans' plans of cutting two-inch or smaller-sized roots of the trees would still be harmful to redwoods' root systems. Caltrans' plan, being sensitive to environmentalists' concerns, is to remove 54 trees during the construction project, but only six would be redwoods.

Humboldt County economic development coordinator Jacqueline Debets said truck transport is the only cost-efficient way to move large quantities of goods in such a remote area. Debets also reasons that her neighbors' fears of becoming inundated with zealous developers and truck pollution after the construction is

complete are exaggerated. Once the project is finished, Debets believes that Humboldt County residents won't notice a difference.

Caltrans spokeswoman Julie East stated that the department is disappointed with Judge Alsup's decision. The agency continues to stand by the Richardson Grove Improvement Project as it will remove a long-standing transportation obstacle for the North Coast.

Is The Customer Always Right?

By: Nancy Friedman, the Telephone Doctor

Ask most folks and I'm betting the answer

you hear will be, "Yes." Ask us at Telephone Doctor and we'll tell you, "The customer always thinks they're right." It's the perception of that you need to work with and, as we know, perception is reality.

If you go with our theory that the customer always thinks they are right, handling them and solving their problem will become a bit easier.

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When the customer thinks they're right, they're right. IN THEIR MIND! And that's what is key. Instead of arguing with them and telling them they're wrong, get the mentality that they believe they are right. Think as they do. As we know, many times the customer can be wrong.

True story time and this illustrates the picture

pretty well.

We have trees in our backyard. I've always wanted to put some lights on a few of them so

that they'd show up nicely in the dark. I called the lighting company and was satisfied with their estimate. We made a date for installation and the lighting company came to install the lights while I was at work. When I got home, I was excited to see how the lights would look. By the time I got home, it was dark out. I couldn't wait to go out to the backyard and see how pretty the lights were. BUT WAIT;

something is wrong. I looked out toward the yard and there were no lights! "Shoot," I said. "They didn't show up today."

I called the lighting company early the next day and asked why they hadn't come to install the lights in the backyard as they promised.

(Is the Customer Right cont. on page 13)



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(Is the Customer Right cont. from page 12)

(Yes, I was very nice.) "Oh, they were installed Mrs. Friedman," the lady said. I came back with: "Yeah, well they're not lit now. Seems as though, they don't work at night. Please come

CUSTOMER

SERVICE

fix them." "Sure will," I was informed. "First thing tomorrow."

The next night, I came home and peeked outside at the yard. Again, no lights on the trees.

So my next call the following day wasn't as nice as the first call. "I'm sorry I paid you guys already," I said. "The lights still don't work! What's going on?" I told her I wasn't a happy camper.

"Well, the lights worked when the guys were there yesterday, Mrs. Friedman," the frustrated woman said to me. "Well they're not working now! Please come fix them or I'll cancel the check." (Yea, I got testy.) I was assured they'd come a third time to check that the lights

worked.

Sure enough, when I got home that third night, no lights. So I immediately called my daughter who lives down the street. I asked her to come over so she could be proof the lights were not on and I wasn't going crazy.

Linda came over and I said, "Look, do you see any lights? They have been here three times and keep telling me they work. But they must only work in the day time." Linda looked out and she agreed no lights appeared to be on. She then opened the screen door to go out to the forest area and take a look at the trees up close.

It was dark out, but I

could see her out there and she bent down to do something. All of a sudden, one light came on to one tree. I watched her and she did the same thing with the second tree and then with the third tree. Now all three trees were brightly lit by gosh!

(Is the Customer Right cont. on page 14)



	Calendar	of Events		
Tues., October 18	North Bay Chapter Meeting	Wed., December 7	Ventura/S. Barbara Chapter Meeting	
Wed., October 19	Northern Region Chapter Meeting	Fri., December 9	Northern Region Holiday Crab Feed	
Tues., October 25	O.C./Beach Cities Golf Tournament	Tues., December 13	North Bay Chapter Meeting	
Thu., October 27	Sacramento Chapter Meeting	Thu., December 15	Sacramento Chapter Meeting	
Tues., November 8	Twin Counties Chapter Meeting	Wed., January 11	San Diego Chapter Meeting	
Wed., November 9	San Diego Chapter Meeting	Wed., February 8	San Diego Chapter Meeting	
Sun., November 13	Ventura/S. Barbara Reagan Presidential Library Tour	Wed., February 22	Northern Region Chapter Meeting	
Tues., November 15	Monterey Bay Chapter Meeting	Thurs., March 15	Sacramento Chapter Golf Tournament	
Wed., November 16	Mid Valley Chapter Meeting	Thurs., March 22	Northern Region Chapter Golf Tournament	
Thu., November 17	Central Coast Chapter Meeting	April 10-15, 2012	CMSA Convention in Sparks, NV	
Tues., December 6	Joint LA and OC/BC Chapter Meeting			
(Is the Customer Right cont. from page 13)		as well. But then I thought the person who took my call probably wasn't the person who came		

She came back inside and I asked her if she had a magic wand. She smiled and said, "Look, it's October and the leaves are falling. The leaves fell and covered the tree lights each day. I just wiped off the leaves."

Wow! Powerful example of the customer is always right. I called the lighting service the next day on bended knee asking to be forgiven. I explained what had happened and they were very nice about it. I thought I was right, but I had been wrong.

Now some of you may be asking why the lighting place didn't tell me about the leaves the first time they came out. That's what I thought

as well. But then I thought the person who took my call probably wasn't the person who came out to fix it. That's when I thought that their own internal communications weren't very good.

The installer who came out should have told the person who took my call to call me and explain exactly what happened. He knew the leaves covered the lights.

But that's a whole 'nother article, isn't it? Bottom line: The customer always thinks they are right. It's our job to help them see the difference without making them feel badly.

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Employers Must Ensure Medical Personnel, First Aid Materials Available

By: Mel Davis, Cal/OSHA Adviser

As an employer, what am I required to provide in the way of medical services and first aid?

Section 3400 of the General Industry Safety Orders requires that the employer "ensure" the ready availability of medical personnel for advice and consultation "on matters of industrial health or injury."

For most places of employment, the presence of an infirmary, clinic, hospital or emergency service providers, such as the fire department and available emergency medical technicians, in near proximity to the work-

place is sufficient to meet this requirement. When these facilities or persons are not in the near proximity, then a person or persons shall be "adequately" trained to render first aid.

If an ambulance service normally isn't available within 30 minutes. Cal/OSHA may require

stretchers and blankets, or other adequate warm covering. When the work site is at an isolated location, the regulation also requires provisions be made in advance for prompt medical attention to serious injuries.

If the workplace is one where employees may be exposed to injurious corrosive materials, the regulation requires there be suitable facilities for quickly drenching/ flushing the eyes or body in an emergency.



(First Aid Materials cont. on page 16)



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(First Aid Materials cont. from page 15)

First Aid Kit

Adequate first aid materials must be "readily" available for all employees at the work site, according to the regulation. The first aid materials at the work site are to be approved by a consulting physician. Over-the-counter medications, whether aspirin or allergy pills, cannot be included in a workplace first aid kit unless they are recommended by the company physician.

The first aid material will be:

Kept in a sanitary and usable condition; and

Replenished as necessary.

More specific first aid requirements appear in the Construction Safety Orders, Section 1512. These regulations require minimum first aid supplies to be determined by "an employerauthorized, licensed physician" or according to a table based on the number of employees.

For workplaces of 1-15 employees, the table lists: adhesive dressings, one-inch wide adhesive tape rolls, eye dressing packet, two-inch

gauze bandage roll or compress, two-inch and four-inch sterile gauze pads, triangular bandages, safety pins, tweezers and scissors, "appropriate record forms" and an up-to-date first aid book.

Larger Employers

The regulation lists additional supplies for workplaces with more employees.

The regulation requires that there be first aid -trained personnel at the work site. It also prohibits the employer from putting the following materials in the first aid kit unless an employer-authorized, licensed physician specifically approves them in writing: drugs, antiseptics, eye irrigation solutions, inhalants, medicines or proprietary preparations.

Besides construction, other employers in high-hazard industries, such as the electrical industry (high-voltage transmission and supply), mining and tunneling, logging, to name a few, are to have first aid-trained personnel on all work sites in addition to the employees being trained in CPR.

Source: California Chamber of Commerce, Alert

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STB Defers Decision on Proposed Changes in Valuation of Moved Household Goods

The Surface Transportation Board (STB) halted making a decision last week on two sug-

gested changes they believe will make relocation protocol less confusing to customers of household goods carriers.

On August 30, STB said more time was needed to assess the proposal for customers to have more time in deciding what valuation options to choose from before the day of the move and to increase the minimum value per pound of the property transported by carriers.

One of the proposals was to have the valuation options printed in the carrier's written estimate rather than the bill of lading, which is issued the day of the move.

The second proposal was to increase the ba-

sic valuation rate from 60 cents per pound to \$6 per pound for the shipment's weight as the 60-

cent rate doesn't reflect the current market value of the goods.

AMSA spokesman John Bisney said the national trade organization is agreeable to those changes on the basis of protecting consumers and giving additional coverage on their goods, but more clarification is needed on this provision. The group also indicated that it would create confusion as the Federal Motor Carrier Safety Administration (FMCSA) already prints pamphlets for consumers on their rights and valuation options

based on existing rules.

STB plans to make its final decision at the end of 2011.



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Proliferation of Text Messages and Phone Apps Raise HR Issues

The viral proliferation of smartphone applications has been truly impressive. Apple's iPhone platform has hundreds of thousands of applications and is expected to exceed 1,000,000 apps before year-end. Google's Android phone applications recently crossed the 100,000 threshold. The content of these smartphone applications, as well as the devices in which they are used, have important HR implications, several of which will be explored in this article.

Data Security

Many employers have still not adopted policies regarding secure information on networks accessed through hand-held devices. Specifically, security experts recommend that an organization's network should only allow access through a secure means such as Virtual Private Network (VPN). Further, it is recommended that VPN access should require a password each and every time. In the case of a smartphone or iPad, this simple precaution would prohibit the thief from being able to instantly access network

information.

Permitted Communications

Of similar importance, particularly in the event of an employment issue, is the location (hard drive or network) where data is stored. At SharedHR, for example, some of our consultants have requested our technology team to provide POP access on their laptops and smartphones. This enables the user to combine Gmail and SharedHR-related email in one place on the consultant's Outlook. While convenient for the consultant, upon careful review, we recognized this would pose a significant security issue for our firm. This configuration means that firm email is stored on the individual consultant's hard drive or home network and there may be issues with accessing and backing up such data which should be under the control of SharedHR. Accordingly, our technology group recommends that clients do not allow this type of access. It does create an extra login

(Devices Raise HR Issues cont. on page 19)



(**Devices Raise HR Issues** cont. from page 18)

requirement for the user, but this inconvenience is required to protect the security and integrity of firm data.

Smartphones Used By Employees

Many employees have personal smartphones and use them for business-related information. If the employee purchases and owns a smartphone, and is using this device on their own plan, it may pose important security and privacy risks if they utilize this device for company business. For example, if an employee

sends a text to payroll or a manager about working overtime, how is this text going to be stored and kept for the company's recordkeeping purposes and for wage and hour compliance? Texting and smartphones also make it more complicated for the company to enforce its electronic communications policy. The proliferation of smart devices require that electronic communications policies be modified to incorporate changes in both the devices used by employees and the type of information communicated on these systems.

Source: SharedHR

CLASSIFIED ADVERTISING

CHARGES: 1-5 lines \$15; \$2 each additional line. CMSA box number \$5; Non-member charge: \$30 additional. Special heading/set up extra. Replies to ads noting box numbers to be sent to: CMSA Communicator, 10900 E. 183rd St., #300, Cerritos, CA 90703. Call Brianna Wahlstrom at (562) 865-2900 to place your advertisement.

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CMSA THROUGH THE YEARS

HISTORICAL PHOTO

As the CMSA closes in on its 100th year, join us in looking back down memory lane at these wonderful historical pictures. If you have any pictures you would like to share, please email them in .jpeg format to: bwahlstrom@thecmsa.org.

Below is a photo of the 2011 AMSA Fall Board Meeting attendees in the Washington, D.C.-area. CMSA President Steve Weitekamp and other CMSA members attended the Board Meeting and visited congressional legislators to pursue our industry's interests.

To the right, some CMSA members pose outside the Capitol building. From left to right, we have Tina Azzarella of Dependable Auto Shippers, John Chipman Jr. of Chipman Relocations, Bev Klein from Nor-Cal Moving Services, CMSA President Steve Weitekamp and Daniel Lammers of Ace Relocation Systems.







Please sign below and return. Corrections needed: Yes No

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(ASSOCIATE MEMBERS PLEASE SEE PAGE 2)							

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