



**THE CANADIAN
MOVER**

Fall 2004/Winter 2005

The Bi-Annual Magazine and Directory of the Canadian Association of Movers

**BAR Code
of
Practice**

INSIDE:

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Published by/publié par :
Naylor Publications Company
(Canada)
100 Sutherland Avenue
Winnipeg, MB R2W 3C7
Tel.: 1-800-665-2456
Fax: 1-800-709-5551
Website: www.naylor.com

Published for/publié pour :
Canadian Association of Movers/
L'Association canadienne des
déménageurs
2085 Hurontario Street, Suite 525
Mississauga, ON L5A 4G1
Tel.: (905) 848-6579
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E-mail: admin@mover.net
Website: www.mover.net

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Return undeliverable Canadian addresses to:
Naylor Publications, Distribution Dept.
100 Sutherland Ave.
Winnipeg, MB R2W 3C7



CANADIAN PUBLICATIONS MAIL
AGREEMENT #40064978

THE CANADIAN MOVER LE DÉMÉNAGEUR CANADIEN

The Bi-Annual Magazine and Directory of the Canadian Association of Movers/
Revue semestrielle et annuaire de l'Association canadienne des déménageurs

Fall 2004/Winter 2005
Automne 2004/Hiver 2005

PUBLISHED OCTOBER 2004/CMO-B0204/9134

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Go to the CAM website,
at www.mover.net, to find all the
latest association information,
up-to-date member listings, and
articles from past issues of
The Canadian Mover.



Chairman's Message/Message du président du conseil

This is my first message to you as chairman of the Canadian Association of Movers.

Graham Acreman, my predecessor, resigned as chairman six months ago when he was no longer associated with a moving company. We all wish Graham success in his new endeavours.

Graham passed a dynamic association to me, one that is embarking on a major initiative, our Certified Canadian Mover Program.

This program was designed to provide the consumer with assurance that the mover they choose is reputable and will provide professional service. And equally, that a mover who is not certified may not have the same commitment to service that CAM's members do.

The operation of the program has provided certified movers with many referrals, and given consumers advice about good movers and warnings about bad ones. This activity has significantly increased the value of CAM membership for Canadian movers.

Through this process, CAM is establishing working relationships with consumer affairs departments in provincial governments and Industry Canada. Government agencies are now referring consumers to CAM for sourcing a mover and registering a complaint.

As I write this, CAM is organizing its annual conference. CAM always works to provide members with useful information at its conferences: about new methods for doing business, operational efficiencies, the economic environment and competitive tools. This year's conference will continue this tradition, by providing information movers can use to improve their bottom-line results: information about revenue improvement and cost savings in the most important areas — customer service, labour costs, vehicle selection, acquisition and operation, and supplies. And, of course, supplier members will be showcasing their products.

I am looking forward to working with all members of the Canadian Association of Movers to improve the image of movers to consumers, and improve the competitive position of CAM members in the marketplace.

Sincerely,


Scott Hickling
Chairman



The operation of the program has provided certified movers with many referrals, and given consumers advice about good movers and warnings about bad ones.

Le programme a fourni de bonnes références aux déménageurs certifiés et a permis de mieux renseigner le public sur les bons et les mauvais déménageurs.

C'est la première fois que je m'adresse à vous en tant que président du conseil.

Mon prédécesseur, Graham Acreman, a renoncé à son poste, il y a six mois, après avoir quitté le domaine du déménagement. Nous lui souhaitons beaucoup de succès dans la poursuite de sa carrière.

Il m'a légué une association dynamique à l'aube d'une grande aventure : la création d'un programme de certification.

Ce programme vise à assurer le client que le déménageur qu'il a choisi doit rendre des comptes et fournir un service professionnel. Le client saura aussi qu'il ne retrouvera pas les mêmes garanties auprès d'un déménageur non certifié.


Le programme a fourni de bonnes références aux déménageurs certifiés et a permis de mieux renseigner le public sur les bons et les mauvais déménageurs. Ainsi, l'adhésion à l'ACD acquiert encore plus de valeur.

En parallèle, l'ACD établit des relations d'affaires avec les offices de protection des consommateurs et avec Industrie Canada. Des agences gouvernementales dirigent dorénavant des clients vers l'ACD pour trouver un déménageur ou déposer une plainte.

L'ACD prépare sa conférence annuelle, qui lui permet toujours de dispenser de l'information utile à ses membres, sur les nouvelles façons de faire, l'efficacité, l'état du marché ou les outils pour se démarquer. La tradition se poursuit cette année. Nous aborderons des thèmes relatifs à la rentabilité : augmentation des revenus et diminution des dépenses dans les domaines cruciaux, c'est-à-dire le service à la clientèle, la masse salariale, le parc de véhicules et les fournitures. Bien entendu, nos membres fournisseurs vont exposer leurs produits.

Je me réjouis de travailler avec tous les membres de l'ACD pour améliorer l'image des déménageurs auprès du public et pour les aider à se tailler une meilleure place sur le marché.

Merci,


Scott Hickling
Président du conseil

President's Message/Message du président

This is the 14th issue of *The Canadian Mover*. It was first published in 1997 as an annual directory and progressed to semi-annual status a few years later.

This issue has two articles that we sourced from other moving associations: one from the British Association of Removers on its new Code of Practice and the other from the American Moving and Storage Association on cross-border operations into and out of the United States. These two topics have significant applications to Canadian movers in their operations.

The past year has been a very busy one for the Canadian Association of Movers' administration. Implementation and support of CAM's Certified Canadian Mover Program have taken a significant amount of time, all of it resulting in a valuable referral and enquiry service for CAM members.

Members are finding that the program is a useful sales tool. They are using it as part of their sales-closing process to distinguish themselves from non-certified movers.

We have referred hundreds of moves to members, validated members' certifications to consumers and fielded a large number of complaints. Requests for referrals and complaint handling have come directly from consumers, from Better Business Bureaus across Canada and from provincial consumer-affairs departments.

Through the complaint-handling process, we have become familiar with who the bad guys in the industry are. As much as we are able, we now direct consumers away from those players.

Increasing membership remains a major priority for CAM. Efforts are being made to reach out to movers across Canada and internationally. The #1 benefit to movers of CAM membership remains what it has always been — to further the interests of owner-managed moving and storage companies. CAM has certainly been working toward that objective with its recent initiatives in communications with consumers and consumer agencies.

Sincerely,



John Levi
President



Implementation and support of CAM's Certified Canadian Mover Program have taken a significant amount of time, all of it resulting in a valuable referral and enquiry service for CAM members.

La mise en place et le suivi du programme d'accréditation ont pris beaucoup de temps, mais nous ont permis de mettre sur pied un service de référence et d'information des clients qui s'avère précieux pour nos membres.

Voici la 14e édition de *The Canadian Mover*, d'abord publié en 1997. De répertoire annuel qu'il était alors, il est devenu semestriel quelques années plus tard.

Cette édition présente deux articles tirés des publications d'autres associations : un de la British Association of Removers sur son nouveau code de conduite et un autre de la Storage Association sur les déménagements transfrontaliers avec les États-Unis. Ces deux sujets concernent aussi les déménageurs canadiens.

La dernière année a été très chargée pour l'administration de l'ACD. La mise en place et le suivi du programme d'accréditation ont pris beaucoup de temps, mais nous ont permis de mettre sur pied un service de référence et d'information des clients qui s'avère précieux pour nos membres.

Des membres utilisent d'ailleurs la certification comme argument de vente pour se distinguer de leurs concurrents.

Nous avons référé des centaines de commandes à des membres; confirmé des certifications à des clients et enregistré un grand nombre de plaintes. Les demandes de référence et les plaintes nous sont parvenues directement des clients, des bureaux d'éthique commerciale de partout au Canada et des offices de la protection des consommateurs.

Le traitement des plaintes nous a permis de mieux identifier les mauvais joueurs dans notre secteur et, dans la mesure du possible, d'en éloigner les consommateurs.

Le recrutement des membres demeure une priorité. Nous déployons des efforts pour joindre les déménageurs au Canada et à l'étranger. Le premier avantage d'être membre de l'ACD reste inchangé, puisque nous continuons à défendre les intérêts des entreprises de déménagement et d'entreposage gérées par leurs propriétaires. L'ACD a continué à travailler en ce sens, dans ses démarches de communication auprès des consommateurs et organismes de protection.

Merci,



John Levi
Président



MISSION STATEMENT

The purpose of the Canadian Association of Movers is to further the interests of owner-managed moving and storage companies by providing its members with leadership, motivation, research, education, programs of mutual benefit, consultation and technical advice. Programs and services of the Association are designed to enhance the profitability of members' businesses, ensure public safety, and help the buying public access credible, professional moving services.

NOTRE MISSION

La raison d'être de l'association Canadienne des Déménageurs est de servir les intérêts des compagnies indépendantes de déménagement et d'entreposage en offrant à ses membres direction, motivation, recherche, éducation, programmes de bénéfice mutuels, consultation et conseils techniques. Les programmes et services de l'Association sont conçus pour améliorer le profit des affaires de nos membres, assurer la sécurité publique, et aider la clientèle à avoir un accès crédible et professionnel aux services de déménagement.

GOALS

GOVERNMENT AND POLITICAL AFFAIRS

To monitor and influence government public policy at the federal and provincial levels that affects the unique interests of CAM members.

VAN LINES

To work in harmony and in confidence with van lines in Canada in order to gather statistical information that will allow the Association to effectively represent the household-goods moving industry to federal and provincial governments and the general public.

EDUCATION AND TRAINING

To enhance the professional expertise and operational competency of owner-managed movers through timely information, innovative seminars, training manuals, certification programs and other continuing education programs, including the Canadian Professional Mover course.

MEMBERSHIP DEVELOPMENT

To build and maintain a strong base of new and renewed members in all categories through systematic marketing and increased participation of volunteer leaders.

PUBLIC AFFAIRS AND PUBLICATIONS

To offer timely information on trends and issues in the industry through innovative public presentations, regular publications, topical manuals and special reports.

PROFESSIONAL ETHICS AND STANDARDS

To foster high standards of ethical conduct within the Association, among members and throughout the industry.

To develop a method of communicating our standards and methods to customers.

ORGANIZATIONAL RELATIONSHIPS

To enhance co-operative relationships and joint-venture programs and activities with other associations, particularly the American Moving & Storage Association.

VOLUNTEER PARTICIPATION AND RECOGNITION

To increase the number of owner-managed movers that have active involvement in leadership roles within the Association, and to give greater recognition to all volunteers for their service.

RESEARCH AND DEVELOPMENT

To promote, through the acquisition of grants, special research projects that advance the interests of members and strengthen their capacity to render high-quality services.

ORGANIZATIONAL COMPETENCY

To maintain an organizational structure that is well managed, by having a competent, professional staff and being fiscally sound and responsive to the expectations of all members.

NOS BUTS

GOVERNEMENT ET AFFAIRES POLITIQUES

Pour observer et participer à la politique générale des gouvernements au niveau fédéral et provincial ayant un effet sur les intérêts uniques des membres de l'ACD.

LIGNES DE TRANSPORT

Travailler en harmonie et en confiance avec les lignes de transport au Canada pour obtenir les statistiques qui permettront à l'Association de représenter effectivement l'industrie du déménagement des particuliers auprès des gouvernements fédéral et provinciaux et du public en général.

ÉDUCATION ET FORMATION

Développer les aptitudes et les compétences professionnelles des déménageurs indépendants par une information continue, des séminaires innovateurs, des manuels de formation, des programmes de certification et d'autres programmes d'éducation continue, incluant le cours des spécialistes du déménagement.

RECRUTEMENT DES ADHÉRENTS

Développer et maintenir une forte base de nouvelles adhésions, ainsi que le renouvellement des anciennes, dans toutes les catégories par une promotion systématique et une participation volontaire accrue.

AFFAIRES PUBLIQUES ET PUBLICATIONS

Offrir une information continue et à jour sur les tendances et les problèmes de l'industrie par le biais de présentations publiques originales, de publications régulières, des manuels et des rapports spécialisés.

NORMES DE CONDUITE ET PRATIQUES PROFESSIONNELLES

Favoriser un haut niveau des normes de conduite pour les membres de l'Association et dans toute l'industrie.

Développer les moyens de communiquer nos normes et nos méthodes à nos clients.

ORGANISATION DES RELATIONS

Développer les relations de coopération et les programmes et activités en commun avec d'autres associations, en particulier l'Association Américain du Déménagement et de l'Entreposage.

PARTICIPATION ET RECONNAISSANCE DES VOLONTAIRES

Accroître la participation active de plus de déménageurs indépendants dans des rôles de direction au sein de l'association, et faire preuve d'une plus grande reconnaissance à tous les volontaires pour leurs services.

RECHERCHE ET DÉVELOPPEMENT

Promouvoir, par l'obtention de subventions, des projets de recherche spécialisés qui feraient progresser les intérêts de nos membres et renforceraient leur capacité à offrir des services de haute qualité.

COMPÉTENCES D'ORGANISATION

Maintenir une structure organisée et bien dirigée par du personnel compétent, bien établi et attentif aux attentes de tous nos membres.

CAM's Code of Ethics

Le code de l'ACD

CAM adopted a new code of ethics at the Annual General Meeting in November 2002 and revised and simplified it in November 2003. The Code sets the standard of ethical behaviour for CAM members in their dealings with consumers, each other and the Association.

L'ACD a adopté un nouveau code de déontologie à l'assemblée de novembre 2002 et l'a révisé et simplifié en novembre 2003. Celui-ci établit les normes de comportement des membres dans leurs rapports avec les consommateurs, leurs collègues et l'association.

Code of Ethics

Members of the Canadian Association of Movers, working toward their common goal of fostering high standards of ethical conduct within the Association and throughout the industry, promise to follow this guide to professional conduct:

- They will act with fairness and honesty toward clients, being considerate of their needs.
- They will honour the terms of contracts.
- They will maintain professional integrity and personal honour.
- They will provide efficient, reliable, high-quality service.
- They will ensure that services are provided in a safety-conscious environment.
- They will foster the continuance of competitive practices.
- They will promote education in the industry, to improve service to the public.
- They will fulfill all obligations of membership.

Code d'éthique

Les membres de l'Association canadienne des déménageurs, dans leurs efforts pour promouvoir de hautes normes de conduite à l'intérieur de l'association et dans toute l'industrie, promettent de respecter les règles de professionnalisme suivantes :

- Ils agiront de façon juste et honnête envers les clients et tiendront compte de leurs besoins.
- Ils respecteront les dispositions de leurs contrats.
- Ils maintiendront leur intégrité professionnelle et leur honneur personnel.
- Ils fourniront des services efficaces, fiables et de haute qualité.
- Ils garantiront que les services soient fournis de façon sécuritaire.
- Ils veilleront au maintien de pratiques concurrentielles.
- Ils appuieront l'éducation dans l'industrie, afin d'améliorer les services.
- Ils rempliront toutes leurs obligations de membres.

Board of Directors/Le Conseil d'administration

CAM's Board of Directors strives to direct CAM's efforts in a manner consistent with the mission statement and objectives, as well as CAM's Code of Ethics.

Le Conseil d'administration de l'Association canadienne des déménageurs s'efforce de diriger les efforts de l'Association de façon compatible à l'énoncé de la mission et aux objectifs de l'Association et le nouveau code de l'éthique de l'ACD.

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BAR Code of Practice



Robert Syers

A huge amount of work, time and effort has gone on behind the scenes to progress the British Association of Removers (BAR) Code of Practice. BAR General Secretary Robert Syers provides an update on what has been achieved.

This article is reprinted from the August 2004 issue of Removals & Storage with permission of the British Association of Removers. It is intended to show Canadian movers the efforts another moving association is making to set standards for its industry. The article contains many good concepts that could be incorporated into CAM's Certified Canadian Mover Program. CAM will publish updates as they become available.

Over the last year, Past President Robert Bartup and I have been engaged in what sometimes seems to be an endless round of meetings, correspondence, emails and phone calls with the Office of Fair Trading (OFT) and others in the attempt to move the matter of the BAR Code of Practice forward.

The BAR Code has been promoted, explained and pored over in minute detail, while at the same time OFT has had its own internal problems in launching its much-vaunted Consumer Codes Approval Scheme.

The Scheme is the only one of its kind in the world and more rigorous than anything previously proposed. The OFT is, therefore, to some extent feeling its way towards developing a Codes regime that is widely taken up, but that, at the same time, is sufficiently stringent to ensure credibility.

One problem has been to close the gap between what the OFT would like BAR as a trade association to do and

what BAR can actually achieve.

To recap: BAR has applied to have its Code of Practice recognized and approved under the OFT Consumer Codes Approval Scheme.

Before I go on to say how far we have got with this process, I think it would be helpful to remind ourselves of the rationale and main features of the proposed Code.

The main aims of the OFT Consumer Codes Approval Scheme are to

promote and safeguard consumers' interests by helping them identify better businesses, and to encourage those businesses to raise their standards of customer service.

The core criteria cover the organization of the Code sponsor (that's us: BAR), the preparation and content of the code, complaints handling, monitoring, compliance and publicity.

The Consumer Codes Approval Scheme consists of two co-dependent stages — The Promise and The Proof — and the BAR makes a promise that its Code meets the OFT's core criteria.

The Code regime is based on specific principles:

- Code sponsors should have significant influence on the sector;
- Independent disciplinary procedures should be in place to deal with non-compliance;
- Consumers, enforcement bodies and advisory services must be consulted throughout the preparation, operation and monitoring of the Code;
- Codes must address real issues and cover such matters as advertising, pre-contractual information, delivery completion dates, guarantees and after-sales service;
- Code members must have effective complaints procedures in place;
- Conciliation services must be available;
- Performance indicators, such as mystery shopping or Code audits, must be established;

The (OFT Consumer Codes Approval) Scheme is the only one of its kind in the world and more rigorous than anything previously proposed.

continued on page 10

Code de conduite de la **BAR**

La British Association of Removers (BAR) s'est beaucoup démenée en coulisse pour promouvoir son code de conduite. Son secrétaire général Robert Syers nous relate les progrès.

Cet article est tiré de l'édition d'août 2004 de Removals & Storage, avec la permission de la British Association of Removers (BAR). Nous désirons présenter aux déménageurs canadiens les efforts que déploie une autre association pour établir des normes dans son secteur. On y trouve plusieurs idées qui pourraient être intégrées au Programme de certification de l'Association canadienne des déménageurs (ACD). Celle-ci fera état des progrès dans le dossier.

Depuis un an, l'ex-président Robert Bartup et moi multiplions les rencontres, lettres et appels pour faire reconnaître le code de conduite de la BAR auprès de l'Office of Fair Trading (OFT) et d'autres organismes.

Nous avons dû expliquer notre code à l'OFT alors que ce dernier était aux prises avec des problèmes internes, liés au lancement de son cadre de reconnaissance des codes de protection du consommateur.

Le cadre de reconnaissance de l'OFT est non seulement unique au monde : c'est aussi le plus sévère. L'OFT est donc en voie de formuler un cadre largement à la fois acceptable aux yeux du plus grand nombre et assez contraignant pour en assurer la crédibilité.

Parmi les problèmes : combler l'écart entre les attentes de l'OFT à l'endroit de la BAR en tant que corporation et les véritables pouvoirs de notre organisme.

Bref, la BAR a soumis son code à l'OFT afin qu'il soit reconnu et approuvé aux termes du nouveau cadre.

Avant d'aborder ce processus, rappelons la justification et les grandes lignes du code proposé :

Le cadre de l'OFT vise d'abord à défendre les consommateurs en les aidant à reconnaître les meilleurs déménageurs et à encourager ces derniers à resserrer leurs standards.

Les principaux critères concernent le pouvoir de contrainte du promoteur du code (en l'occurrence la BAR), la formulation du code, le traitement des plaintes, la supervision, la surveillance et la publicité.

Le cadre de l'OFT prévoit deux étapes : l'attestation et la démonstra-

tion. Dans la première étape, la BAR doit attester que son code répond aux principaux critères.

Le cadre repose sur les principes suivants :

- Le promoteur d'un code doit exercer une influence significative dans son secteur.
- On doit mettre en place un processus disciplinaire indépendant.
- Des consommateurs, des organismes de surveillance et des services-conseil doivent être consultés tout au long de la formulation, de la mise en application et de la surveillance du code.
- Le code doit répondre à de vrais besoins et couvrir notamment la publicité, l'information donnée aux clients, les délais, les garanties et le service après-vente.
- Les entreprises régies par le code doivent mettre en place des procédures efficaces pour traiter les plaintes.
- On doit établir des services de conciliation.
- On doit formuler des indicateurs de conformité (inspecteurs posant comme des clients, vérifications, etc.)
- On doit prévoir des mesures contraignantes.
- Il faut bien publiciser le code.

La BAR doit s'assurer que son code répond aux problèmes des consommateurs et prévient les pratiques douteuses. À cette étape, la BAR ne peut

suite à la page 11

**Ce cadre est non
seulement unique
au monde : il est
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sévère.**

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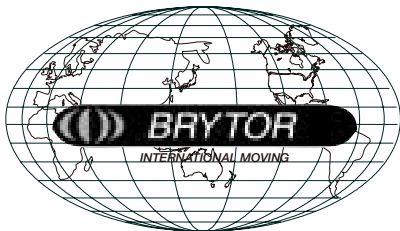
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**After much discussion and referral to the
OFT Legal Department, it became apparent
that if BAR were to achieve OFT recognition
for the Code, we must find a way to set up
a workable scheme to fully protect
customers' pre-payments.**

continued from page 8

- Enforcement arrangements must be created;
- The Code must be given adequate publicity.

BAR must make sure its Code contains measures designed to remove or ease consumer concerns and undesirable trading practices in its sector. At this stage, BAR is not allowed to claim OFT approval for its Code, because there has not yet been an evaluation of how well the Code is working in practice.

BAR must prove its Code lives up to the initial promise it made. The burden of proof lies with BAR as Code sponsor. BAR must also show that the Code is being effectively implemented by all who claim to adhere to it and that consumer disputes are properly resolved. When this burden of proof has been met, OFT approval of the Code and promotion will follow.

An important principle in developing the Code is that consumers, enforcement bodies and advisory services must be consulted throughout the preparation, operation and monitoring of the Code. And it is this aspect that has occupied much of our time.

There were three categories of consultation:

- Membership consultation;
- OFT consultation;
- External consultation.

First, it was vital to obtain the support of the membership. The Code is all about self-regulation, and BAR needed to make sure it was accepted by the

membership at large.

A draft of the Code was tabled and discussed at National Council and Board level, and circulated, together with a response questionnaire, to all members, area secretaries and even affiliates. Comment and criticism was invited, and received, I am pleased to report, not only from the usual respondents, but also from many more-unexpected quarters. Every single comment was carefully considered and, where appropriate, incorporated into the working draft.

At the same time, OFT conducted its own internal consultation and referred the Code to its Competition Enforcement Division and its Markets & Policies Initiatives Division. This was, in particular, to ensure that the code did not contravene any legal requirements relating to the Competition Act. I am happy to say this did not present any significant problems.

External Consultation

Next, the Code went through a process of external consultation, in which OFT invited various consumer bodies and enforcement agencies to comment.

The Code was scrutinized by:

- The Consumers' Association;
- Local Authorities Coordinators of Regulatory Services (LACORS);
- The Trading Standards Institute.

Each of these bodies offered comment and criticism. More meetings and correspondence, including an

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pas encore demander l'approbation de l'OFT, puisqu'il n'a pas encore été démontré que le code fonctionne en pratique.

La BAR doit prouver que son code remplit les objectifs initialement attestés. Le fardeau de la preuve repose sur les épaules de la BAR, qui doit démontrer que son code est bel et bien respecté par ceux qui prétendent y adhérer et que les plaintes des consommateurs sont traitées correctement. Alors seulement la reconnaissance par l'OFT peut suivre.

Nous avons consacré beaucoup de temps à la consultation des consommateurs, des organismes de surveillance et des services-conseil pendant la formulation, la mise en application et la surveillance du code.

Nous avons mené trois types de consultations :

- auprès des membres,
- auprès de l'OFT,
- à l'externe.

Nous devons d'abord obtenir un large appui des membres, puisque ce code est une forme d'autoréglementation.

Nous avons déposé une ébauche, qui a servi de base de discussion, au conseil national et au conseil d'administration. Nous l'avons ensuite distribué, accompagné d'un questionnaire, à tous les membres, aux secrétaires régionaux et même aux affiliés. Nous avons reçu des remarques et des critiques de toutes parts, et pas seulement des intervenants habituels. Chaque commentaire pertinent a été incorporé.

Simultanément, l'OFT a mené une consultation interne et a référé notre code à ses divisions de surveillance et

Après bien des discussions et des consultations du Contentieux de l'OFT, il est devenu évident que nous devons trouver un cadre fonctionnel pour assurer totalement les acomptes.

des politiques, afin de s'assurer qu'il ne contrevenait pas à la loi sur la concurrence. Heureusement, il n'y avait rien de sérieux à signaler.

Consultation externe

Le code a ensuite fait l'objet d'une consultation externe : l'OFT a invité

plusieurs groupes de consommateurs et organismes de surveillance à émettre leurs commentaires.

Le code a été examiné de près par trois organismes :

- Consumers' Association;
- Local Authorities Coordinators of Regulatory Services;
- Trading Standards Institute.

Chacun de ces organismes a émis des commentaires et des critiques. Des rencontres et des correspondances supplémentaires (dont une intéressante rencontre avec la Consumers' Association) nous ont permis d'expliquer les aspects plus ésotériques du domaine du déménagement. C'était là une étape indispensable. En effet, si nous voulons que notre code rassure les consommateurs, ces derniers doivent forcément le comprendre.

Nous avons de nouveau amendé le code à la lumière des consultations. Nous avons aussi rencontré l'unité des pratiques déloyales de l'OFT pour discuter des révisions aux modalités de contrats en préparation depuis quelque temps. Quelques inquiétudes ont été soulevées quant aux conditions des contrats, mais en constatant les complications amenées par le projet de règlement sur la signature des documents financiers, il a été convenu que nous n'en ferions pas un obstacle majeur.

Nous reparlerons de la consultation au moment d'aborder la phase de démonstration, le mois prochain.

Nous avons bon espoir que l'OFT reconnaîtrait que nous avons rempli toutes les conditions de la première

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interesting face-to-face meeting with The Consumers' Association, took place to clarify and explain some of the more esoteric aspects of the removal industry to these outsiders. Of course, that is precisely what we as an industry need to do. This Code is, after all, about consumer confidence and must be understood by the end user — there must be transparency and clarity all the way through.

Again, the Code was modified to take into account many of the suggestions and comments received.

It should be mentioned here that we also had meetings with UCTU, The Unfair Contract Terms Unit of the OFT, to discuss revisions to the contract terms that had been in the pipeline for some time. There had been some concern about the contract conditions, but in the light of complications arising from the impending FSA regulations, it was eventually agreed that this would not be a major sticking point.

So much for consultation, at least in the preparation stage of the Code. I

shall return to this area when we look at what is involved in Stage Two — The Proof phase in the next issue.

So, where have we got to? We had harboured strong expectations that OFT would have accepted our completion of Stage One by now — and it would have done so had it not been for one particular issue.

We more or less reached agreement on all headings, except for that concerning the issue of pre-payment protection. We had always suspected that the pre-payment issue might be the hurdle to trip us up, and much time and effort has been expended on this problem.

At first, we were looking for ways to circumvent the issue and seek exemption from the requirement, but it eventually became apparent that the OFT were looking for BAR to produce a cast-iron, copper-bottomed, gold-plated guarantee that would protect customer pre-payments in any and all circumstances, including in the case of failure of the business.

The core criteria are:

- Protection mechanisms must be in place to ensure that consumers will have their advanced payments fully and speedily refunded in the event that businesses are unable to deliver goods/services;
- Consumers must not be subjected to excessive form-filling and/or other procedures before payments are refunded. The provisions of these mechanisms are to be brought to the attention of consumers.

After much debate and referral to its Legal Department, the OFT confirmed that this protection must extend to businesses unable to deliver services as a consequence of going into liquidation.

They suggested a number of options:

1. Insurance-backed guarantee scheme;
2. Bonds: similar to the Air Travel Organiser's Licence (ATOL);
3. Trusts: monies paid by customers are paid into a trust account held by a third party, such as a bank, solicitor or accountant. This might need to be backed by insurance to cover any shortfall;
4. Central Fund: Code sponsor generates a central fund using part of the membership fees;
5. Client Account: similar to a trust, but not administered by a third party.

There were practical reasons why BAR felt most of these options were not viable, and we put forward various arguments to support our view. Among these were:

1. Not all members charge in advance, and of those that do, many will have been paid by credit card; the customer is thereby protected in the event of services not being delivered;
2. The period of time between payment and work being carried out is usually less than two weeks — again the risk of exposure to loss is small;
3. In the event that a member does go out of business while holding customers' money, it is likely that the administrator would ensure work in progress is carried out, if not by the company's own staff and vehicles, then by a local industry partner (we pointed out that removers generally have strong mutually beneficial relationships with local competitors and

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phase, mais un problème est survenu. . .

La protection des acomptes demeurait le seul objet de désaccord. Comme cette question était notre talon d'Achille, nous y avons consacré beaucoup de temps.

Nous voulions d'abord contourner le problème et nous exempter de cette obligation, mais il est vite devenu évident que l'OFT s'attendait à ce que la BAR fournisse des garanties blindées, même en cas de faillite.

Les principaux critères :

- Des mécanismes de protection doivent assurer un remboursement complet et rapide des acomptes dans le cas où une entreprise serait incapable de rendre les services promis.
- Les consommateurs ne sont pas censés se perdre dans un dédale administratif. Ils doivent connaître les recours.

Après en avoir débattu et référé à son Contentieux, l'OFT a réitéré que cette protection devait être étendue aux entreprises incapables de rendre des services à la suite d'une faillite.

L'OFT a suggéré :

1. Une garantie assurée.
2. Des cautions similaires à celles des agents de voyage.
3. Des comptes en fiducie : les acomptes seraient versés dans ces comptes et garantis par une assurance.
4. Une caisse centrale créée à partir des cotisations des membres.
5. Un « compte client » similaire à un compte en fiducie sans être administré par un tiers.

Puisqu'elle jugeait ces options peu viables, la BAR a levé plusieurs objections d'ordre pratique :

1. Ce ne sont pas tous nos membres qui exigent un acompte. Ceux qui en demandent se font payer par carte de crédit, ce qui protège déjà les consommateurs.
2. Il s'écoule généralement moins de deux semaines entre le paiement et le déménagement, ce qui réduit le risque.
3. En cas de faillite du membre, le syndic s'assurerait de l'exécution des travaux, soit grâce au personnel et au matériel de l'entreprise, soit

par un sous-traitant. Nous avons fait valoir que les déménageurs avaient déjà l'habitude de s'entraider.

Autre problème : le code est écrit pour s'appliquer seulement aux déménagements intrabritanniques, puisqu'il est difficile d'assurer autrement que les exigences relatives aux acomptes seront respectées. La Consumer's Association estimait que le code devait s'appliquer à tous les membres de la BAR et qu'on créerait, sinon, de la confusion chez les consommateurs.

Nous avons dû expliquer à l'OFT que les membres de la BAR n'adhérait pas tous à l'Overseas Group, dont les adhérents sont protégés par l'International Movers Mutual Insurance (IMMI). Ce qui ne les empêche pas d'accepter des déménagements à l'étranger. Ils peuvent exécuter le travail eux-mêmes ou le confier à un sous-traitant qui n'est pas nécessairement membre de l'Overseas Group ni même de la BAR.

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often assist each other with labour when needed).

Another problem arises from the fact that the Code is written to apply only to UK domestic moves because of difficulties otherwise in meeting the pre-payment requirement. The Consumers' Association was of the opinion that the Code must cover all members of BAR, and that it would lead to significant consumer confusion if parts of the membership were excluded from the Code.

We had to explain to OFT that not all BAR members belong to the Overseas Group, whose customers are protected by the International Movers Mutual Insurance (IMMI) scheme, and yet they may still accept work destined for overseas. They may handle the work themselves or subcontract it to another company (which may or may not be an Overseas Group member, or even a member of BAR at all).

After much discussion and referral to the OFT Legal Department, it

became apparent that if BAR were to achieve OFT recognition for the Code, we must find a way to set up a workable scheme to fully protect customers' pre-payments.

I would remark here that some members have suggested that BAR simply make it a condition of membership that no members charge in advance. Perhaps it is not just the OFT that overestimates the ability of the Association to "deliver" its members!

Given that the IMMI scheme for overseas moves was already in place, it made sense to explore the possibility of extending a similar protection to UK moves, provided this could be achieved easily and with a minimum of administration.

IMMI has considerable experience insuring a similar and associated risk — more than other insurers — and we are currently exploring possibilities with it.

IMMI has already indicated that it is willing and able (subject to shareholders' approval) to take on this risk. To

this end, we need to obtain information about the risk and sums involved.

In the two weeks following the conference, a questionnaire will be circulated to all larger members and a representative sample of the general membership. It will ask for details of their accounts, a turnover declaration, and about proportion paid in advance, in which categories of work, and over what period of time.

Confidentiality of information is guaranteed by Willis Management (Guernsey); BAR will receive only aggregates and averages. Individual company information will not be passed on. ■

The paper is taken from a presentation made at the BAR Conference by BAR General Secretary Robert Syers. The second part of the presentation will appear in the next issue of The Canadian Mover and explains what is required under Stage Two, once Stage One is completed satisfactorily.

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Après bien des discussions et des consultations du Contentieux de l'OFT, il est devenu évident que nous devons trouver un cadre fonctionnel pour assurer totalement les acomptes.

Notons au passage que certains membres ont suggéré que la BAR rende l'adhésion conditionnelle à ce que les membres n'exigent aucun acompte. On voit que l'OFT n'est pas seul à surestimer le pouvoir de contrainte de notre association.

Comme le cadre de protection de l'IMMI est déjà en place pour les déménagements à l'étranger, il était logique d'envisager une extension de cette protection aux déménagements intérieurs, ce qui demande moins d'administration.

L'IMMI possède une expérience supérieure dans l'assurance des risques de ce genre : nous explorons donc cette avenue.

L'IMMI, sous réserve de l'approbation de ses actionnaires, s'est déjà montrée ouverte à l'idée de couvrir ces éventualités. Nous devons cependant

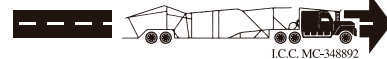
mieux connaître les risques et les montants en cause.

Dans les deux semaines suivant la conférence, nous distribuerons un questionnaire aux grandes sociétés membres et à un échantillon de membres ordinaires, afin de connaître les détails de leurs comptes et de leur chiffre d'affaires, ainsi que la proportion de leurs services payés à l'avance, pour quelles sortes de services et sur quelle période.

La confidentialité des informations est garantie par Willis Management (Guernsey). La BAR ne recevra que des agrégats et des moyennes, sans information nominative. ■

Cet article est tiré d'un discours de Robert Syers, secrétaire général de la BAR, lors de la conférence de cette association. La deuxième partie de ce discours, expliquant la seconde phase, sera publiée dans la prochaine édition de The Canadian Mover.

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Getting Past the Gauntlet

By Sean Kilcarr

After 9/11, Tighter Rules Make the Job of Moving Goods In and Out of the U.S Tougher — But Not Impossible

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For Pete Helgeson, the international moving business has become more complicated since the attacks of September 11 three years ago, but fortunately it hasn't become impossible.

As vice president-general manager of Atlas Van Lines International, Helgeson believes greater emphasis on customer education — along with getting all of the company's agents and personnel to use new forms and procedures — can make international moves go almost as smoothly as before 9/11.

"We've had to refine the process and it now takes more time and cost to do it, but it's not impossible," he said. "As long as the customers understand the new rules and what's involved on their part, and our personnel adhere to the new rules, we can eliminate major delays in their shipments."

Bob Mathews, vice president-international for Interstate Van Lines, agrees. He explained, "The key is to give our customers good guidelines as to what's acceptable and what's not."

That's especially true when it comes to the concepts of what have become termed "known" and "unknown" shippers.

"Any shipment of personal effects is most likely going to be categorized as being sent by an 'unknown' shipper, since people move only once or twice in a year. They don't send shipments at

least three or four times a month to qualify as a 'known' shipper," he said. "Even if that person is the director of the Central Intelligence Agency, their personal-effects shipment is going to get that 'unknown shipper' label, so they need to recognize that."

Another example of pre- and post-9/11 changes, said Atlas' Helgeson, revolves around "PBOs." Individuals preparing for international moves used to be allowed to pack their own boxes and simply list on their shipment manifest, "Packed By Owner," or PBO.

"That's definitely a no-no now," Helgeson said. "Under today's security rules, that's simply not acceptable. Today, customers can still pack their own boxes, but the mover must physically inspect and list the contents of those boxes before they are sealed and shipped."

That takes time and creates more cost, but as long as everyone understands that it has to be done — that there are no options — then it's a process than can go smoothly without delays, he said.

Judy Wohlt, spokesperson for global relocation firm SIRVA, added that customer awareness is critical, as not only has the number of inspections increased; so, too, has their severity.

"The customer has to be more aware and more involved in what's going on with their international shipment, because there is more paperwork to fill out and more work to do on our end, and that impacts both us and the customer," she said.

"It's a business shift for us — it requires more work and more time — but we can get the customer through the process as long as all of their ducks, i.e., forms, paperwork, etc., are lined up in a row."

It's also critical that customers are made aware of the potential for delays, especially if they don't follow the proper procedures, stressed Helgeson.

"There are more forms to fill out now, but most customers are in a hurry. They are anxious to move," he pointed out. "Yet if they miss a form, their shipment is going to be delayed, as U.S. Customs will inspect it. And remember that Customs won't repack their packages the same way. That's not their job and customers need to know that."

New Rules, New Enforcement

After the creation of the U.S. Department of Homeland Security (DHS) in late 2002, borders became one of its top focal points — and a new, beefed-up version of U.S. Customs came into being.

DHS, with 22 agencies and 170,000 federal employees, is the largest federal government reorganization since the Department of Defense was created in 1947. The Transportation Security Agency, the U.S. Coast Guard, and the border-security arm of the U.S. Customs Service were transferred to the DHS from their respective homes in the Transportation and the Treasury Departments.

This put security for the nation's 301

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Des obstacles qui ne sont pas insurmontables

Par Sean Kilcarr

Depuis le 11 septembre, le resserrement des règles touchant le transport de marchandises en provenance ou à destination des États-Unis pose un défi supplémentaire qu'il est toutefois tout à fait possible de relever.

Cet article est reproduit avec la permission de la American Moving and Storage Association.

Selon M. Pete Helgeson, les choses sont plus compliquées qu'avant le 11 septembre pour les entreprises de déménagement qui exercent des activités à l'échelle internationale mais, heureusement, les obstacles ne sont pas insurmontables.

M. Helgeson est vice-président et directeur général de Atlas Van Lines International. Il croit que les entreprises de déménagement peuvent effectuer des déménagements presque aussi facilement qu'avant le 11 septembre si elles informent bien leurs clients et s'assurent que tous leurs agents et tous leurs employés utilisent les nouveaux formulaires et suivent les nouvelles procédures.

« Nous avons dû revoir les processus qui exigent maintenant plus de temps et nécessitent des coûts supplémentaires mais la tâche n'est pas impossible à faire, dit-il. Si les clients sont bien informés des nouvelles règles et de ce qu'ils doivent faire pour simplifier les choses et si le personnel respecte les nouvelles exigences, nous pouvons éviter des retards importants dans les expéditions. »

M. Bob Mathews, vice-président à l'échelle internationale de Interstate Van Lines, abonde dans le même sens : « Le secret c'est de donner à nos clients les bonnes directives sur ce qui est

acceptable et ce qui ne l'est pas. »

C'est particulièrement vrai lorsqu'il est question des concepts expéditeur « connu » et expéditeur « inconnu ».

« Comme les gens ne déménagent en général pas plus qu'une ou deux fois

par année, l'envoi de leurs effets personnels sera fort probablement classé comme provenant d'un expéditeur "inconnu", poursuit-il. Ce sont généralement les personnes qui envoient des marchandises au moins trois ou quatre fois par mois qui sont considérées comme des expéditeurs "connus". Même si la personne qui déménage est le directeur de l'Agence centrale de renseignement (CIA), on apposera l'étiquette "expéditeur inconnu" sur ses boîtes d'effets personnels. Les clients doivent accepter cette règle. »

M. Helgeson cite l'exemple d'un autre changement survenu après le 11 septembre : le code « PBO » (« Packed by Owner ») ou « EPP » (Emballé par le propriétaire). Auparavant, les personnes qui préparaient leur déménagement à l'étranger étaient autorisées à remplir leurs boîtes elles-mêmes et à inscrire « Emballé par le propriétaire » ou « EPP » sur le manifeste d'expédition.

« C'est tout à fait contre-indiqué de procéder ainsi maintenant, dit M. Helgeson. En vertu des nouvelles règles de sécurité, c'est tout simplement inacceptable. Aujourd'hui, les clients peuvent encore remplir eux-mêmes leurs boîtes mais ils doivent en faire inspecter le contenu par le personnel de l'entreprise de déménagement qui dresse la liste de ce que chaque boîte contient avant de la sceller et de l'expédier. »

« Notre première mission est d'empêcher que des terroristes et des armes pouvant servir à perpétrer des attentats entrent aux États-Unis tout en facilitant le commerce et les voyages légitimes. »

— M. ROBERT BONNER,
COMMISSAIRE DU CBP

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Watching the Blank Spots

Think that dirt road in southern Texas leading to Mexico isn't watched? Think again.

U.S. Customs and Border Protection (CBP) and its border-patrol agents are tightening security between major ports of entry into the country — land and sea — via a more comprehensive border-enforcement strategy that uses a variety of technology and communication systems to make border “blank spots” more visible.

These initiatives include:

- Integrated Surveillance Intelligence System (ISIS), a system that uses remotely monitored night/day camera and sensing systems to better detect, monitor and respond to illegal crossings.
- Unmanned Aerial Vehicles (UAVs), equipped with sophisticated onboard sensors. UAVs provide long-range surveillance and are useful for monitoring remote land-border areas, where patrols cannot easily travel and infrastructure is difficult or impossible to build.
- Remote Video Surveillance Systems (RVSS), which provide coverage 24 hours a day, seven days a week to detect illegal crossings on both the northern and southern U.S. borders.
- Geographic Information System (GIS), a CBP Border Patrol southwest border initiative to track illegal migration patterns.

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ports, including port access for trucks, and border crossing squarely in DHS's lap.

U.S. Customs and Border Protection (CBP) is now the unified border agency within the DHS, and it combines the inspectional workforces and broad border authorities of U.S. Customs, U.S. Immigration, Animal and Plant Health Inspection Service, and the entire U.S. Border Patrol.

CBP now includes more than 41,000 employees, who are charged with the responsibility of managing, controlling and protecting the nation's borders, at and between the official ports of entry.

“We understand that as America's frontline, the security of a nation rests on our shoulders,” said CBP Commissioner Robert Bonner. “We have learned the lessons of 9/11 and are working day and night to make America safer and more secure. For the first time in our nation's history, one agency has the lone responsibility of protecting our borders.”

He stressed that, “Our priority mission, from here on out, is preventing terrorists and terrorist weapons from entering the U.S., while facilitating legitimate trade and travel.”

To do that, CBP is relying on a variety of technologies to “weed out” suspicious cargo and/or travelers from the mix — technologies that can either help speed along relocation shipments or stop them dead in their tracks.

On the cargo side, CBP uses advance information from its Automated Targeting System (ATS), Automated Export System (AES), and the Trade Act of 2002 Advance Electronic Information Regulations to identify cargo that may pose a threat. Then CBP's Office of Intelligence and the National Targeting Center (NTC) pull all of that information together to provide tactical “targeting” of suspicious shipments.

“Using risk-management techniques, they evaluate people and goods to identify a suspicious individual or container before it can reach our shores,” said Bonner. Blank forms or several “PBO” items on a shipping manifest are just two items that can get a shipment highlighted by these targeting systems.

The Automated Commercial Envi-

ronment (ACE) has made electronic risk management far more effective, Bonner added, with its “Secure Data Portal” providing a single, centralized on-line access point to connect CBP and the trade community. “CBP's modernization efforts enhance border security while optimizing the ever-increasing flow of legitimate trade,” he said.

Pushing Smart Borders Further

The CBP has focused on not only creating “smarter borders” through greater use of technology, but also extending the nation's “zone of security,” as Bonner puts it, well beyond the physical borders of the U.S.

Governing ocean cargo is the CBP's Container Security Initiative (CSI), which pushes the U.S. border “outward” by working jointly with CBP's counterparts in other nations to identify and pre-screen containers that might pose a risk at the foreign port of departure before they are loaded onboard vessels bound for the U.S.

CSI is now implemented in 20 ports that are the largest in terms of container shipments to the U.S., Bonner said.

CBP has also implemented joint initiatives with Canada and Mexico on a variety of levels to more closely watch transborder cargo via “land” gateways, such as Laredo, Texas. The U.S. and Canada have signed what's called the Smart Border Declaration and agreed to 30 specific action points to improve cargo security, while Mexico and the U.S. have signed the Smart Border Accord.

Several different systems and procedures are now in place on both borders to screen both people and cargo. The Secure Electronic Network for Travelers' Rapid Inspection (SENTRI) allows pre-screened, low-risk travelers from Mexico to be processed in an expeditious manner through dedicated lanes, said Bonner.

“Similarly, on our northern border with Canada, we are engaging in NEXUS to identify and facilitate low-risk travelers,” he added. “Along both borders, CBP has implemented the Free and Secure Trade (FAST) program,

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M. Helgeson reconnaît que cette procédure prend du temps et entraîne des coûts supplémentaires mais il ajoute que, si tout le monde comprend qu'elle est incontournable et qu'il n'y a pas d'autre choix, elle peut se faire sans problèmes et sans retard.

Mme Judy Wohlt, porte-parole de l'entreprise de déménagement mondiale SIRVA, ajoute qu'il est essentiel de bien informer le client non seulement du fait que le nombre d'inspections a augmenté mais également que les mesures sont plus sévères.

« Les clients doivent être mieux informés de la marche à suivre pour envoyer des marchandises à l'étranger et faire preuve de collaboration. L'augmentation du nombre de documents à remplir et le travail supplémentaire qui en découle ont des répercussions tant sur nous et que sur les clients, » poursuit-elle.

« C'est un changement important dans nos activités, un processus qui demande plus de travail et plus de temps, mais les clients peuvent y prendre part en commençant pas fournir des documents et des formulaires en règle. »

Selon M. Helgeson, il est également très important que les clients soient mis au courant de la possibilité qu'il y ait des retards surtout s'ils ne suivent pas correctement la procédure.

« Il y a maintenant plus de formulaires à remplir et la plupart des clients sont pressés et ont hâte de déménager, ajoute-t-il. Il est important de leur rappeler que, s'il manque un formulaire, l'expédition sera retardée parce que le service des douanes américaines devra inspecter le contenu de leurs boîtes. Nous rappelons que le remballage des boîtes comme elles étaient ne fait pas partie des tâches des douaniers. »

Des nouvelles règles, des nouveaux moyens d'application

Après sa création à la fin de 2002, le *U.S. Department of Homeland Security* (DHS) (ministère de la sécurité intérieure des États-Unis) a concentré ses énergies sur une de ses principales priorités, la sécurité des frontières. Une nouvelle version plus musclée du service des douanes américaines a alors vu le jour.

**À force d'appliquer
les nouvelles
procédures, le
personnel d'Atlas
en vient
graduellement à
considérer le
resserrement des
mesures de sécurité
comme une tâche
de « routine ».**

Le DHS compte 22 agences et 170 000 employés fédéraux. C'est le plus important remaniement auquel un gouvernement fédéral a procédé depuis la création du ministère de la Défense en 1947. La *Transportation Security Agency* (agence de sécurité dans les transports), la *U.S. Coast Guard* (garde côtière américaine) et la branche du *U.S. Customs Service* (service des douanes américaines) affectée à la sécurité des frontières qui relevaient respectivement du ministère des Transports et du Département du Trésor ont été transférés au DHS.

Depuis cette réorganisation, la sécurité des 301 ports du pays, y compris l'accès des camions aux ports, et le passage des personnes et des marchandises aux frontières sont sous l'entière responsabilité du DHS.

Le *U.S. Customs and Border Protection* (CBP) (le service des douanes et de la protection des frontières américaines) est maintenant l'agence unifiée responsable de la sécurité des frontières au sein

du DHS et regroupe tout le personnel affecté à l'inspection et aux douanes des *U.S. Customs* (douanes américaines), du *U.S. Immigration* (service d'immigration américains), du *Animal and Plant Health Inspection Service* (service d'inspection de la santé des plantes et des animaux) ainsi que tout le personnel de la *U.S. Border Patrol* (police des frontières américaines).

Le CBP compte plus de 41 000 employés qui sont responsables de la gestion, du contrôle et de la protection des frontières autant dans les ports d'entrée qu'entre les postes frontaliers.

« Comme nous sommes sur la ligne de front de l'Amérique, la sécurité de la nation repose sur nos épaules, dit le commissaire du CBP, M. Robert Bonner. Nous avons tiré des leçons du 11 septembre et nous travaillons jour et nuit à sécuriser l'Amérique. C'est la première fois dans l'histoire de notre pays que la protection des frontières relève d'une seule agence. »

Il ajoute : « Notre première mission est d'empêcher que des terroristes et des armes pouvant servir à perpétrer des attentats entrent aux États-Unis tout en facilitant le commerce et les voyages légitimes. »

Pour remplir sa mission, le CBP fait appel à une gamme d'outils technologiques dans le but de « retirer de la circulation » les marchandises ou les voyageurs suspects. Ces outils servent tout autant à accélérer le transport des effets personnels des gens qui déménagent d'un pays à l'autre qu'à intercepter rapidement les colis suspects.

Pour ce qui est du fret, CBP utilise l'information préalable fournie par ses systèmes *Automated Targeting System* (ATS) (système de ciblage automatisé) et *Automated Export System* (AES) (système d'exportation automatisé) ainsi que les dispositions des *Advance Electronic Information Regulations* de la loi dite *Trade Act of 2002* pour repérer le fret qui peut constituer une menace. Le *Office of Intelligence and the National Targeting Center* (NTC) du CBP (centre de ciblage national et le bureau de l'intelligence) réunit ensuite toute l'information recueillie pour procéder au « ciblage » tactique des envois suspects.

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OVERSEAS

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[which] uses transponder technology and pre-arrival shipment information to process participating trucks as they arrive at the border, expediting trade while better securing our borders.”

In addition, an agreement with Canada allows CBP to target, screen and examine rail shipments headed to the U.S., Bonner noted, and the agency has established so-called “attachés” in Mexico and Canada to coordinate border-security issues.

Also, CBP Border Patrol agents, the Royal Canadian Mounted Police, and the Drug Enforcement Administration, as well as state and local law-enforcement agencies from Canada and the U.S. have joined together to form 14 Integrated Border Enforcement Teams (IBET) to beef up security over the wide open “blanks spaces” along the border.

“Covering our entire mutual border with Canada, these teams are used to target cross-border smuggling between Canada and the U.S.,” said Bonner. “The teams focus on criminal activity, such as smuggling of drugs, humans and contraband, and cross-border terrorist movements.”

Movers React to Change

While most of the CBP’s efforts focus on the flow of people and commercial freight through U.S. ports of entry, relocations don’t go unnoticed. That’s why movers with significant international business have stepped up their own efforts to provide security.

“We’ve been able to adapt to the new security environment,” said Jim Gaw, director of Bekins Van Lines’ International Division. “It requires mainly more paperwork from us, and more scrutiny on the part of [CBP] personnel, but as long as we have all the “i”s dotted and the “t”s crossed, it has not necessarily made it a longer shipping process.”

Helgeson said one of the first things Atlas did was to make sure all of its forwarders and agents handling international shipments were “on the same page” in regard to following the same procedures, making sure the customer filled out all the right forms, and in general sharpening their focus on security.

If a mover has the right security procedures and policies and properly educates the customer, delays — and costs — can be minimized.

In addition to the training efforts for its staff and related personnel, Atlas also instituted a “security seal” program last year for its high-value items: once packages are inspected and tallied by Atlas, they are sealed with special locks, so any shipment tampering can be quickly identified.

“Not only does it give the customer greater peace of mind, it shows Customs we’re serious about shipment security,” Helgeson said. “That gives Customs the incentive to trust us and our security procedures. So once they see our agents and forwarders on a regular basis and that our security policies are being followed, we become a ‘known’ shipper to them.”

He added, “There are still pockets of frustration, but by and large, these efforts have made international movements much easier for us.”

Bekins’ Gaw added that the new requirements have also necessitated a range of planning changes to compensate for the tighter timeframes required for the arrival of paperwork/bill of lading.

“In many cases, paperwork needs to arrive a week ahead of a shipment, whereas before 9/11 it could get there the same day the shipment arrived,” he said. “However, that just requires us to change how we plan out a shipment, not necessarily making it longer. It’s just an additional step we — and the customer — need to take.”

Using the same procedures over and over also helps make heightened security practices a “routine” occurrence in the minds of Atlas’ personnel, Helgeson observed, and that makes the movement of goods under these conditions gradually faster and smoother.

“Once you go through the process two or three times, everyone understands what to do — it becomes ‘cookie cutter’ in nature,” he said.

“It also helps that, in a lot of ways, moving goods into and out of the U.S. is now slightly easier than right after 9/11, because the security personnel on the government side have had time to see who is taking security seriously and focus on those shipments and areas where the risk is highest.”

Tomorrow’s Technology Today

The CBP has long recognized the need to involve the private sector in its security efforts, which is why several current and future initiatives are aimed at making that participation easier and smoother.

The Customs-Trade Partnership Against Terrorism (C-TPAT) is but one example: a joint government/business initiative designed to strengthen overall supply chain and border security, while facilitating legitimate, compliant trade, said CBP’s Bonner.

“Processing the sheer volume of trade entering the U.S. each year requires help from the private sector, he said. “To date, over 6,500 companies are partnering with CBP via C-TPAT, and it is the largest, most successful government/private-sector partnership to arise out of 9/11.”

In addition, CBP is now testing a new system called the Advanced Trade Data Initiative (ATDI), which will work the trade community to obtain information on U.S.-bound goods at the earliest-possible point in the supply chain.

“Partnering with carriers, importers, shippers and terminal operators, we will gather supply chain data and feed it into our systems to validate container shipments during the supply process,” said Bonner. “This information increases CBP’s existing ability to zero in on

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« Les personnes et les marchandises sont évaluées à l'aide de techniques de gestion du risque et celles d'entre elles qui sont suspectes sont repérées avant même d'atteindre les côtes de l'Amérique, » dit M. Bonner. Par exemple, si des formulaires requis ne sont pas remplis au complet ou si plusieurs articles portent la mention "EPP" sur un manifeste d'expédition, les systèmes de ciblage les détecteront.

« Grâce au *Automated Commercial Environment* (ACE) (l'environnement commercial automatisé), la gestion électronique du risque est beaucoup plus efficace, ajoute M. Bonner. Le *Secure Data Portal* (portail de données sécuritaires) de l'ACE offre un seul point d'accès en ligne centralisé pour se brancher au CBP et à la communauté d'affaires. Les efforts de modernisation du CBP améliorent la sécurité aux frontières tout en facilitant le plus possible les échanges commerciaux légitimes dont le volume augmente sans cesse, » précise-t-il.

Repousser les frontières intelligentes plus loin

En plus de travailler à la création de « frontières intelligentes » grâce à une utilisation accrue de la technologie, le CBP veut élargir la « zone de sécurité » du pays, comme l'appelle M. Bonner, bien au-delà des frontières physiques des États-Unis.

Pour le transport maritime, le CBP utilise le *Container Security Initiative* (CSI) (système de sécurité des conteneurs) qui lui permet de « repousser » les frontières américaines vers l'extérieur. Le CBP travaille en collaboration avec des organismes équivalents dans d'autres pays pour repérer et examiner à l'avance les conteneurs qui pourraient représenter un risque. Le repérage et l'examen des conteneurs suspects se font dans le port étranger avant le chargement des conteneurs à bord des navires en partance pour les États-Unis.

M. Bonner précise que le CSI est maintenant en place dans les 20 plus importants ports du monde au titre du nombre d'expéditions par conteneurs envoyées aux États-Unis.

Le CBP a également pris des initia-

tives conjointes avec le Canada et le Mexique à divers paliers pour surveiller plus étroitement le passage des marchandises aux points d'entrée « terrestres » comme celui de Laredo (Texas). Les États-Unis et le Canada ont signé une Déclaration sur la frontière intelligente et se sont entendus sur un plan d'action en 30 points spécifiques pour améliorer la sécurité aux frontières. Le Mexique et les États-Unis ont signé l'Accord sur la frontière intelligente.

Selon M. Bonner, plusieurs systèmes et procédures sont maintenant en place des deux côtés de la frontière pour contrôler les personnes et les marchandises. Le *Secure Electronic Network for Travelers' Rapid Inspection* (SENTRI) (réseau électronique sécurisé pour l'inspection rapide des voyageurs) permet de présélectionner les voyageurs en provenance du Mexique qui représentent un faible risque et de les faire passer la frontière plus rapidement en leur faisant emprunter des voies réservées.

« De même, à la frontière nord que nous partageons avec le Canada, nous avons mis en place le programme NEXUS pour identifier les voyageurs à faible risque et faciliter leur passage à la frontière, ajoute-t-il. Le long de la frontière avec le Canada et de celle avec le Mexique, le CBP utilise le Programme d'expéditions rapides et sécuritaires (EXPRES) Free and Secure Trade (FAST). Faisant appel à la technologie des transpondeurs et à l'information préalable, ce programme permet la prise en charge des camions participants dès leur arrivée à la frontière et d'accélérer le commerce tout en assurant la sécurité des frontières. »

De plus, en vertu d'une convention intervenue avec le Canada, le CBP peut cibler, contrôler et examiner les marchandises expédiées par train à destination des États-Unis, fait remarquer M. Bonner, et l'agence a affecté des « attachés » au Mexique et au Canada pour coordonner les questions relatives à la sécurité nationale.

Des agents du *CBP Border Patrol* (police de la frontière), de la Gendarmerie royale du Canada et de la *Drug Enforcement Administration* de

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La surveillance des points d'entrée entre les postes frontaliers

Vous pensez que cette petite route du sud du Texas menant au Mexique n'est pas surveillée ? Détrompez-vous.

Le *U.S. Customs and Border Protection* (CBP) et ses agents de surveillance des frontières resserrent les contrôles entre les grands points d'entrée par route et par mer vers le territoire américain. Le CBP a mis au point une stratégie de surveillance des frontières plus rigoureuse qui fait appel à une variété de technologies et de systèmes de communication pour avoir l'œil sur les zones peu fréquentées qui séparent les postes frontaliers.

Ces initiatives comprennent :

- *Integrated Surveillance Intelligence System* (ISIS) (système de surveillance intelligente intégrée), un système de caméras et d'appareils de détection surveillé jour et nuit pour mieux détecter et surveiller les passages illégaux à la frontière.
- *Unmanned Aerial Vehicles* (UAV) (aéronefs sans pilote), des aéronaves munis de capteurs ultra perfectionnés. Les UAV parcourent de longues distances pour surveiller les régions frontalières éloignées difficiles d'accès par la police des frontières ou les zones où il est impossible de construire des infrastructures.
- *Remote Video Surveillance Systems* (RVSS) (systèmes de surveillance par vidéo à distance), des systèmes qui surveillent jour et nuit les frontières pour détecter les passages illégaux à la frontière nord et à la frontière sud.
- *Geographic Information System* (GIS) (système d'information géographique), une initiative que la police du CBP qui surveille la frontière sud-ouest a prise pour repérer les immigrants illégaux.

suspect movements and perform any necessary security inspections at the earliest-possible point in the supply chain.”

He added that the use of detection technology is “essential” to this program, and points to the deployment of Non-Intrusive Inspection (NII) technology as an example. “It’s increasing and viewed as a ‘force multiplier’ that enables CBP officers to screen or examine a larger portion of the stream of commercial traffic,” Bonner noted.

“CBP does not rely on any single technology or inspection process. Instead, officers and agents use various technologies in different combinations to substantially increase the likelihood that terrorist weapons, including a nuclear or radiological weapon, will be detected and interdicted.”

Other technologies deployed at land and sea ports of entry, as well as airports, include large-scale X-ray and Gamma-imaging systems.

“CBP has also deployed radiation-detection technology, including Personal Radiation Detectors (PRDs), radiation isotope identifiers, and radiation portal monitors — even trained explosive- and chemical-detector dogs,” Bonner said. “Then there’s CBP’s Laboratories and Scientific Services Fast Response Team, which operates 24/7 year round and is charged with reacting to calls on suspicious containers.”

All of those technological and procedural security efforts make international relocations into and out of the U.S. more challenging today for certain, but Helgeson said if the mover has the right security procedures and policies in place and properly educates the customer as to what’s expected of them, delays — and costs — can be minimized.

“Sure, it takes more time and adds more cost to the move, but if done right, delays won’t be significant,” he said. “That’s the key today.” ■

Sean Kilcarr is senior editor of Fleet Owner magazine. He can be reached at www.fleetowner.com.

même que ceux des services responsables de l’application des lois au Canada et aux États-Unis ont uni leurs efforts et ont formé 14 Équipes intégrées de la police des frontières (EIPF) du Canada et des États-Unis pour renforcer la sécurité dans les zones peu fréquentées qui séparent les postes frontaliers le long de la frontière.

« Ces équipes patrouillent toute la frontière commune entre le Canada et les États-Unis pour empêcher la contrebande entre les deux pays, ajoute M. Bonner. Leur mission est axée sur les activités criminelles, comme la contrebande de drogues ainsi que le passage d’immigrants illégaux et de terroristes à la frontière. »

Les entreprises de déménagement réagissent au changement

Le gros du travail du CBP est concentré sur la circulation des personnes et du fret commercial qui entrent et sortent des ports d’entrée américains, mais les déménagements sont aussi dans la mire du CBP. C’est pourquoi les entreprises de déménagement qui exercent d’importantes activités à l’échelle internationale ont redoublé d’efforts pour assurer la sécurité aux frontières.

« Nous nous sommes adaptés aux nouvelles réalités qui entourent la sécurité des frontières, affirme M. Jim Gaw, directeur de la division internationale de Bekins Van Line. Nous avons plus de documents à remplir et nous savons que le personnel du CBP est beaucoup plus vigilant qu’avant mais si nous respectons toutes les formalités, le processus d’expédition n’est pas nécessairement plus long. »

M. Helgeson ajoute qu’une des premières mesures que Atlas a prises a été de voir à ce que tous les transitaires et les commissaires qu’elle affecte aux expéditions internationales soient « sur la même longueur d’onde » lorsqu’il s’agit de respecter les procédures, de s’assurer que le client a rempli tous les formulaires nécessaires et de miser sur la sécurité.

En plus de former adéquatement son personnel et le personnel connexe, Atlas a mis sur pied un programme de « scellé

de sécurité » l’année dernière pour l’emballage des articles de grande valeur : une fois que les boîtes ont été inspectées et pointées par Atlas, elles sont scellées avec une étiquette inviolable de sorte qu’elles ne puissent être ouvertes sans être repérées rapidement.

« Les mesures mises en place assurent au client une tranquillité d’esprit et prouvent aux autorités douanières que nous prenons très au sérieux la sécurité des expéditions, » dit M. Helgeson. Les autorités douanières développent une confiance en notre entreprise et en nos procédures de sécurité. Quand nos commissaires et nos transitaires rencontrent régulièrement les autorités douanières et que ces dernières constatent que nos politiques de sécurité sont suivies, nous devenons un expéditeur “connu” des autorités douanières. »

M. Helgeson précise que : « Il subsiste des foyers de frustration mais, en général, ces mesures ont grandement facilité les déménagements internationaux. »

M. Gaw ajoute que les nouvelles exigences ont également nécessité la mise en place d’un éventail de changements en matière de planification pour être en mesure de respecter les délais plus serrés exigés dans la production des formulaires et des connaissements.

« Dans de nombreux cas, les documents doivent arriver une semaine avant que le chargement se présente à la frontière, tandis qu’avant le 11 septembre ils pouvaient arriver le même jour, dit-il. Nous n’avons eu besoin que de changer notre façon de planifier l’expédition sans nécessairement rallonger le processus. Cela ne représente qu’une étape de plus à franchir pour nous et pour le client. »

À force d’appliquer les nouvelles procédures, le personnel d’Atlas en vient graduellement à considérer le resserrement des mesures de sécurité comme une tâche de « routine », observe M. Helgeson. Par conséquent, la circulation des marchandises se fait peu à peu plus rapidement et plus efficacement.

« Une fois qu’il a exécuté le processus deux ou trois fois, tout le monde comprend bien ce qu’il doit faire et le travail se fait automatiquement, » poursuit-il.

« Sous beaucoup d’aspects, la mise en

place des nouvelles procédures fait en sorte que les marchandises en provenance ou à destination des États-Unis passent la frontière un peu plus facilement qu'aux lendemains du 11 septembre parce que les autorités responsables de la sécurité ont appris à connaître les entreprises qui prennent la sécurité au sérieux et peuvent se concentrer sur les expéditions et les secteurs à risque plus élevé. »

La technologie de demain aujourd'hui

Le CBP est bien conscient qu'il doit travailler en partenariat avec le secteur privé pour assurer la sécurité du pays. C'est pourquoi plusieurs mesures actuelles et futures visent à faciliter ce partenariat.

De l'avis de M. Bonner, le Programme de partenariat contre le terrorisme (C-TPAT) n'est qu'un exemple des mesures mises en place : une initiative des gouvernements et des entreprises conçue pour renforcer la sécurité de la chaîne d'approvisionnement et des frontières tout en facilitant le passage du commerce légitime.

« Pour traiter l'important volume de marchandises qui entrent aux États-Unis chaque année, nous avons besoin de l'aide du secteur privé, dit-il. Jusqu'à maintenant, plus de 6 500 sociétés sont partenaires de CBP dans le programme C-TPAT. C'est le plus important et plus efficace partenariat public-privé mis en place depuis le 11 septembre. »

De plus, le CBP met actuellement à l'essai un nouveau système appelé *Advanced Trade Data Initiative* (ATDI) (programme de données commerciales préalables) qui, avec la collaboration des gens d'affaires, permettra d'obtenir de l'information sur les marchandises expédiées aux États-Unis le plus tôt possible dans la chaîne d'approvisionnement.

« En nous associant avec des transporteurs, des importateurs, des chargeurs et des exploitants de terminaux, nous réunirons les données sur la chaîne d'approvisionnement et les entrerons dans nos systèmes pour valider les envois par conteneurs pendant le processus d'approvisionnement, affirme M. Bonner. Grâce à cette information, le CBP augmentera sa capacité de mettre rapidement le doigt sur

Si l'entreprise de déménagement met en place des méthodes et des politiques appropriées en matière de sécurité et si elle informe adéquatement ses clients sur ce qu'ils doivent faire, les délais et les coûts peuvent être réduits au minimum.

les expéditions suspectes et de procéder aux inspections jugées nécessaires le plus tôt possible dans la chaîne d'approvisionnement. »

Il ajoute que l'utilisation de la technologie de détection est « essentielle » dans le cadre de ce programme et donne comme exemple la technologie dite *Non-Intrusive Inspection* (NII) (Inspection non intrusive). « Cette technique est considérée comme un "multiplicateur de forces" qui permet aux agents du CBP d'examiner une plus grande portion du flux des marchandises commer-

ciales, » note M. Bonner.

« Le CBP ne compte pas sur une seule technologie ni sur un seul processus d'inspection pour remplir sa mission. Ses agents utilisent différentes combinaisons de technologies pour augmenter considérablement les chances de détecter et d'intercepter des armes nucléaires ou radioactives. »

Parmi les autres technologies utilisées dans les points d'entrée terrestres ou maritimes de même que dans les aéroports, notons les puissants systèmes d'inspection aux rayons X et d'imagerie à rayons Gamma.

« Le CBP utilise également la technologie de détection des radiations, notamment les *Personal Radiation Detectors* (PRD) (détecteurs de radiations personnels), des indicateurs d'isotopes de radiation et des moniteurs de radiation de même que des chiens dressés pour détecter des explosifs et des produits chimiques, note M. Bonner. Le CBP fait également appel à son *Laboratories and Scientific Services Fast Response Team* (équipe des services scientifiques et des laboratoires à réponse rapide) qui fonctionne jour et nuit et qui répond aux appels concernant les conteneurs suspects. »

Toutes les mesures technologiques et les procédures administratives visant à assurer la sécurité des frontières ont, dans certains cas, alourdi la tâche lorsqu'il s'agit de déménager aux États-Unis ou de quitter ce pays pour aller vivre à l'étranger, mais, selon M. Helgeson, si l'entreprise de déménagement met en place des méthodes et des politiques appropriées en matière de sécurité et si elle informe adéquatement ses clients sur ce qu'ils doivent faire, les délais et les coûts peuvent être réduits au minimum.

« Bien sûr, les procédures sont plus longues et entraînent des coûts supplémentaires mais si elles sont suivies convenablement, il n'y aura pas de délais importants, conclut-il. C'est la clé du succès de nos jours. » ■

Sean Kilcarr est le rédacteur en chef du magazine Fleet Owner. Vous pouvez le joindre à l'adresse www.fleetowner.com.

NEWFOUNDLAND & LABRADOR

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Alliance Moving

P.O. Box 278
Wabush, NL A0R 1B0
Tel: 709-282-2022 / Fax: 709-282-2022
Website: www.alliancemoving.com
Email: info@demenagementdrummond.ca
Franco Collard, President and CEO
Services: Local, long distance and overseas
HHG moving, packing & crating, commercial
& office moving

Geographic Locations Served: Maritimes

Domestic Moving & Storage Ltd.

134 Clyde Avenue
Mount Pearl, NL A1N 4S3
Tel: 709-747-5188 / Fax: 709-747-2234
Toll-free: 1-800-563-5288
Email: mledrew@domesticmoving.nf.net
Martin LeDrew, President & General Manager
Services: Local, long-distance & overseas
HHG moving & storage, originating
agent/destination agent service

Geographic Locations Served: Newfoundland
& Labrador

Warehouse: Concrete block, palletized,
sprinklered, alarmed

Household Movers & Shippers Limited

Country Road Industrial Park
5 Lundrigan Drive
P.O. Box 747
Corner Brook, NL A2H 6G7
Tel: 709-634-2434 / Fax: 709-634-9643
Toll-free: 1-800-563-1434
Website: www.householdmovers.ca
Email: hhmmovers@nfld.net
Paul Head, Manager

Services: HVP, logistics, office & household
goods relocation, packing, crating, &
transportation worldwide

Geographic Locations Served: Newfoundland

Warehouse: Steel frame, palletized, bonded
& government-approved

Household Movers & Shippers Limited

14 McCurdy Drive
Gander, NL A1V 1A2
Tel: 709-651-2050 / Fax: 709-256-2538
Toll-free: 1-800-563-2784
Website: www.householdmovers.ca
Email: moving@householdmovers.nf.net
Chris Broderick, Manager
Services: HVP, logistics, office & household
goods relocation, packing, crating, &
transportation worldwide
Geographic Locations Served: Newfoundland
Warehouse: Steel frame, palletized, bonded &
government-approved

Household Movers & Shippers Limited

19 Clyde Avenue
Donovans Industrial Park
Mount Pearl, NL A1B 4R8
Tel: 709-747-4222 / Fax: 709-368-2619
Toll-free: 1-800-563-8080
Website: www.householdmovers.ca
Email: dyoung@nfld.net
David Young, President
Services: HVP, logistics, office & household
goods relocation, record storage, packing,
crating & transportation worldwide
Geographic Locations Served: St. John's,
Gander & Corner Brook NF, Labrador City &
Goose Bay, Labrador, & Saint John NB
Warehouse: Steel frame, climate-controlled,
palletized, bonded & government-approved

Hoyt's Moving & Storage

9 Carr Crescent
Gander, NL A1V 2E2
Tel: 709-256-8832 / Fax: 709-651-3270
Toll-free: 1-800-565-4698
Website: www.hoytsunited.com
Email: sales@hoytsunited.com
Mary Chaffey, Manager
Services: Local, long-distance & overseas HHG
moving & storage
Geographic Locations Served: Newfoundland,
Gander (100-mile radius)
Warehouse: Metal, palletized

Hoyt's Moving & Storage Ltd.

P.O. Box 8204
129 Clyde Ave.
St. John's, NL A1B 3N4
Tel: 709-747-4291 / Fax: 709-747-2687
Toll-free: 1-800-563-2233
Website: www.hoytsunited.com
Email: sales@hoytsunited.com
Anita O'Donnell, Manager
Services: Local, long-distance & overseas HHG
moving & storage
Geographic Locations Served: Newfoundland,
St. John's (100-mile radius)
Warehouse: Fully palletized, heated

LeDrew's Express Limited

P.O. Box 8204
129 Clyde Avenue
St. John's, NL A1B 3N4
Tel: 709-368-2145 / Fax: 709-747-2687
Website: www.hoytsunited.com
Email: sales@hoytsunited.com
Anita O'Donnell, Manager
Services: Local, long-distance & overseas
HHG moving & storage
Geographic Locations Served:
Newfoundland, St. John's (100-mile radius)
Warehouse: Fully palletized, heated

NOVA SCOTIA

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AMJ Campbell Van Lines

31 John Savage Avenue
Dartmouth (Halifax), NS B3B 1Z9
Tel: 902-468-4313 / Fax: 902-468-2954
Website: www.amjcampbell.com
Email: damirault@amjmoves.ns.ca
Darryl Amirault
Services: Local and long-distance household
goods relocation originating within a 50-mile
radius of Halifax, able to service all of
Canada & U.S., also has separate
international & commercial divisions
Geographic Locations Served: Worldwide
Warehouse: 20,000 square feet of heated
space, military-approved & bonded, security
cameras & alarmed, able to stack three high,
steel & aluminum construction
Other Association Memberships: BBB –
Maritimes

Guardian Transfer & Storage

210 Joseph Zatzman Drive
Dartmouth, NS B3B 1P4
Tel: 902-435-2824 / Fax: 902-435-2704
Toll-free: 1-800-668-1353
Website: www.guardiantransfer.com
Email: sales@guardiantransfer.com
David Taylor, President
Services: Local, long-distance & overseas HHG
moving & storage
Geographic Locations Served: Halifax &
Dartmouth (100-mile radius), Nova Scotia
Warehouse: Sprinklered, heated, palletized

Hoyt's Moving & Storage

6264 South Foord Street
Stellarton, NS B0K 1S0
Tel: 902-752-7145 / Fax: 902-752-1656
Toll-free: 1-800-565-7145
Website: www.hoytsunited.com
Email: stellarton@hoytsunited.com
Rick Lewis, Sales & Operations Consultant
Services: Local, long-distance & overseas
HHG moving & storage, packing & crating,
office moving
Geographic Locations Served: Nova Scotia,
Stellarton (100-mile radius)
Warehouse: Bonded, palletized, sprinklered,
heated, dock-level loading, DND-certified,
sufferance

Canadian Movers/Entreprises canadiennes de déménagement

Hoyt's Moving & Storage Ltd.

1 Mills Drive
P.O. Box 9105, Station A
Halifax, NS B3K 5M7
Tel: 902-876-8202 / Fax: 902-876-2211
Toll-free: 1-800-565-4698
Website: www.hoytsunited.com
Email: rhoyt@hoytsunited.com
Randy Hoyt, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating
Geographic Locations Served: Halifax & Dartmouth (100-mile radius), Nova Scotia
Warehouse: Palletized

Hoyt's Moving & Storage Ltd.

Marshall St. Extension
Middleton, NS B0S 1P0
Tel: 902-825-6434 / Fax: 902-825-6025
Toll-free: 1-800-565-4698
Website: www.hoytsunited.com
Email: middleton@hoytsunited.com
Bill Palmer, Vice-President

Services: Local, long-distance & overseas HHG moving & storage
Geographic Locations Served: Nova Scotia, Middleton (50-mile radius)
Warehouse: Steel & concrete, palletized, sprinklered

Maritime Moving & Storage

28 Topple Drive
Halifax, NS B3B 1L6
Tel: 902-468-6868 / Fax: 902-468-6869
Toll-free: 1-877-406-6868
Email: mthompson@maritimemoving.com
Mark Thompson, President and CEO
Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, special products

Geographic Locations Served: Nova Scotia, Halifax, Dartmouth, Canada, USA

Warehouse: One building, all sprinklered, alarm security

Munden's Moving Ltd.

114 Chain Lake Drive
Halifax, NS B3S 1B1
Tel: 902-450-1323 / Fax: 902-450-1335
Toll-free: 1-877-289-9120
Website: www.mundensmoving.com
Email: mundensmoving@hfx.eastlink.ca
Rob Munden, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, office moving, sale of packing material

Geographic Locations Served: Ontario, New Brunswick, Nova Scotia, PEI, Newfoundland
Warehouse: Brick & steel, fire & burglar alarms, sprinklered, heated & air-conditioned, palletized, dock-level loading

Wallace L. Stewart Moving & Storage Co. Ltd.

173 Truro Heights Road
RR #1
Truro, NS B2N 5A9
Tel: 902-897-7433 / Fax: 902-897-0623
Toll-free: 1-888-464-MOVE (6683)
Email: wlstewart@ns.sympatico.ca
Wallace Stewart, Owner/Manager
Services: Local & long-distance moving, HHG & vehicles, packing, crating, storage, public warehousing, record/file storage

Geographic Locations Served: All of Canada
Warehouse: Steel-framed, climate-controlled, dock-level loading

PRINCE EDWARD ISLAND

CHARLOTTETOWN

Discount Mover Ltd.
Foley's Transfer Inc.

Discount Mover Ltd.

303 Patterson Drive
Charlottetown, PE C1A 8K4
Tel: 902-892-1821 / Fax: 902-566-9900
Toll-free: 1-800-319-9998
Email: discountmover@pei.aibn.com
Steve Muise, Operations Manager
Services: All moving services
Geographic Locations Served: Canada-wide, USA

Warehouse: Heated, fire-protected, double-locked entry
Other Association Memberships: AMSA

Foley's Transfer Inc.

9 Walker Drive
Charlottetown, PE C1A 8S5
Tel: 902-894-9914/902-894-3416
Fax: 902-566-4851
Email: foleys@pei.aibn.com
Brian Foley, Owner/Manager
Services: Local & long-distance HHG moving & storage, packing & crating
Geographic Locations Served: Prince Edward Island, Charlottetown
Warehouse: Wooden structure, metal siding, government-inspected, heated, fire-inspected, 24-hour security

NEW BRUNSWICK

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East Coast Moving & Warehousing
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Hoyt's Moving & Storage Ltd.

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Hoyt's Moving & Storage Ltd.

SAINT JOHN

East Coast Moving & Warehousing
Hoyt's Moving & Storage Ltd.

East Coast Moving & Warehousing

125 Whitting Road
Fredericton, NB E3B 5Y5
Tel: 506-459-8277 / Fax: 506-458-1153
Website: www.eastcoastmoving.com
Email: eastcoastmoving@nb.aibn.com
Blair Lounsbury, Vice President

Services: Local, long-distance & overseas moving, packing, crating, storage, public warehousing, record storage
Geographic Locations Served: Western New Brunswick

Warehouse: Steel frame with siding, heated, sprinklered, alarmed

East Coast Moving & Warehousing

245 Beaverbrook Street
P.O. Box 868
Moncton, NB E1C 8N8
Tel: 506-858-1000 / Fax: 506-858-5628
Email: wallace2@nbnet.nb.ca
Wayne Marshall, President

Services: Local, long-distance & overseas relocation specialist. Business-record storage. Office & commercial storage & relocations. Packing-material sales available. Containerized storage. Bilingual service: English & French.

Geographic Locations Served: North- & south-eastern New Brunswick, northern Nova Scotia & Prince Edward Island

Warehouse: Vinyl siding, fire & burglar alarm, video surveillance, sprinklered, DND-certified, propane-heated, containerized storage, dock-level & grade-level, loading door, racking storage, fenced compound; less than five minutes from TCH & hotels

East Coast Moving & Warehousing

406 Grandview Avenue
P.O. Box 2234
Saint John, NB E2L 3V1
Tel: 506-633-9180 / Fax: 506-633-1883
Toll-free: 888-350-8888
Website: www.eastcoastmoving.com
Email: wmarshall@eastcoastmoving.com
Wayne Marshall, President

Services: Local, long-distance & overseas moving, packing, crating, storage, public warehousing, record storage

Geographic Locations Served: Southern New Brunswick

Warehouse: Steel framed with siding, heated, palletized or rack storage, fire alarm with sprinklers, security alarm

Geldart's Warehouse & Cartage Ltd.

145 Edinburgh Drive
Moncton Industrial Park
Moncton, NB E1E 2K9
Tel: 506-857-3114 / Fax: 506-857-3087
Toll-free: 1-800-267-0464
Website: www.atyp.com/geldarts
Email: geldarts@nb.aibn.com
Wade Wry, President

Services: Local, long-distance, U.S. & overseas HHG & commercial moving & storage, packing & crating

Geographic Locations Served: New Brunswick, Moncton, northern Nova Scotia

Warehouse: Modern steel building, DND-approved, palletized, sprinkler, heated, fire & burglar alarms

Household Movers & Shippers Ltd.

77 Pepin Road
Vanier Industrial Park
Fredericton, NB E3B 8J9
Tel: 506-451-9520 / Fax: 506-451-9540
Toll-free: 1-800-561-1144
Email: mover@nbnet.nb.ca
Gregg Doucette

Services: Local, long-distance & international moving

Geographic Locations Served: Fredericton, CFB Gagetown and surrounding areas

Warehouse: 11,000 square feet, government-approved, palletized, 3-high dock level

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Hoyt's Moving & Storage Ltd.

55 MacKenzie Road
Fredericton, NB E3B 6B6
Tel: 506-453-0123 / Fax: 506-452-9110
Toll-free: 1-800-565-4698
Website: www.hoytsunited.com
Email: fredericton@hoytsunited.com
Barry Hoyt, President
Services: Local, long-distance & overseas
HHG moving & storage

Geographic Locations Served: Western & northwestern New Brunswick, Fredericton
Warehouse: Palletized, sprinklered

Hoyt's Moving & Storage Ltd.

270 Dalton Avenue
Miramichi, NB E1V 3N9
Tel: 506-622-4268 / Fax: 506-622-8329
Toll-free: 1-800-565-4698
Website: www.hoytsunited.com
Email: newcastle@hoytsunited.com
Todd Stewart, Assistant Manager
Services: Local, long-distance & overseas
HHG moving & storage

Geographic Locations Served: Eastern & northeastern New Brunswick, Miramichi
Warehouse: Palletized, sprinklered, metal

Hoyt's Moving & Storage Ltd.

227 Henry Dunant
Moncton, NB E1E 1E4
Tel: 506-859-2442 / Fax: 506-859-1918
Toll-free Fax: 1-800-565-4698
Website: www.hoytsunited.com
Email: moncton@hoytsunited.com
Ron MacDonald, Manager
Services: Local, long-distance & overseas HHG
moving & storage, high-value products

Geographic Locations Served: New Brunswick, Moncton (60-mile radius), northern Nova Scotia

Warehouse: Brick, palletized, sprinklered, heated

Hoyt's Moving & Storage Ltd.

55 Old Black River Road
Saint John, NB E2R 1A3
Tel: 506-633-1943 / Fax: 506-633-1947
Toll-free: 1-800-565-4698
Website: www.hoytsunited.com
Email: jcalhoun@hoytsunited.com
Jerry Calhoun, Manager
Services: Local, long-distance & overseas HHG
moving & storage

Geographic Locations Served: Southwestern New Brunswick, Saint John

Warehouse: Palletized, sprinklered, heated

L.H. Chapple Ltd.

RR #2
P.O. Box 1505
Fredericton, NB E3B 5G2
Tel: 506-458-9845 / Fax: 506-459-1490
Toll-free: 1-866-458-9845
Website: www.frederictonmoving.com
Email: lhchapple@rogers.com
Cheryl Chapple
Services: All moving-related services
Geographic Locations Served: Fredericton, northwestern NB
Warehouse: Steel & wood framework, DND-approved, palletized

QUEBEC

BROSSARD

Agence de Déménagement Pierre Panneton et Associés Limitée

DORVAL

Tippet-Richardson Limited
Westmount Moving & Warehousing

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Déménagement Drummond Inc.

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Déménagement Prince/Prince Movers

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Déménagement de la Côte Nord Itée

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SHERBROOKE

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Agence de Déménagement Pierre Panneton et Associés Limitée

3755, rue Isabelle, Bureau #101
Brossard, QC J4Y 2R2
Tel: 450-444-8300 / Fax: 450-444-8296
Toll-free: 1-800-667-7398
Website: www.panneton.com
Email: rodolphejoron@panneton.com
Rodolphe Joron, Sales Manager, HHG
Services: Local, long-distance & overseas HHG
moving & storage, packing & crating
Geographic Locations Served: Montreal, Quebec, Canada, USA
Warehouse: Government-approved, Customs-bonded, fully palletized, alarmed & heated

Le Clan Panneton (1993) Inc.

2660, rue Mullins
Montréal, QC H3K 1P4
Tel: 514-937-0707 / Fax: 514-937-1473
Toll-free: 1-800-361-8739
Website: www.leclanpanneton.ca
Email: info@leclanpanneton.ca
Pierre J. Cyr, Président
Services: Local, longue distance et outre-mer
déménagement et entreposage, emballage et déballage
Geographic Locations Served: Montréal, Québec, Canada, USA
Warehouse: Brique, système d'alarme, gicleur, camera circuit fermé, gardien de nuit, chauffé, quai chargement, cautionne douanes Canada

Déménagement Brisson Inc.

1980, rue Monterey
Laval, QC H7L 3S3
Tel: 450-681-5115 / Fax: 450-681-2911
Website: www.brissonmoving.com
Email: gbrisson@brissonmoving.com
Gilles Brisson, Président
Services: Local, long-distance & overseas HHG
moving & storage, packing & crating
Geographic Locations Served: Montreal, Province of Québec
Warehouse: Government-approved, Customs-bonded, fully palletized, alarmed, heated

Déménagement de la Côte Nord Itée

119 Portage des Mousses
C.P. 114
Port Cartier, QC G5B 2G7
Tel: 418-766-4200 / Fax: 418-766-6261
Website: www.demenagementcotenord.com
Email: info@demenagementdrummond.com
Franco Collard, Président
Services: Local, long distance, storage, packing & crating, office moving
Geographic Locations Served: Québec, St-Lawrence North Shore
Warehouse: 2500 sq. ft., DND certified, heated, palletized, steel frame, alarm

Déménagement des Îles Inc.

C. P. 189
24 Tonawanda
Sept-Îles, QC G4R 4K5
Tel: 418-961-2332 / Fax: 819-478-5537
Franco Collard, Président
Services: Local, long distances, storage, packing, office moving
Geographic Locations Served: Québec, St-Lawrence North Shore
Warehouse: 2500 sq. ft., DND certified, heated, palletized, steel frame, alarm

Déménagement Drummond Inc.

1130, boul. Lemire
Drummondville, QC J2C 7W7
Tel: 819-478-0323 / Fax: 819-478-5537
Toll-free: 1-800-667-4153
Website: www.demenagementdrummond.com
Email: info@demenagementdrummond.com
Franco Collard, Président and CEO
Services: Déménagement local, longue distance, résidentiel et commercial, emballage et crating pour déménagement outre-mer, spécialisé pour Labrador et la région nord-est du Québec, entreposage et déballage
Geographic Locations Served: Tout le Canada
Warehouse: Blocs de ciment - protection contre le feu, air climatisé, chauffé, approuvé par le gouvernement, système d'alarme

Canadian Movers/Entreprises canadiennes de déménagement

Déménagement Prince/Prince Movers

300 Berge du Canal, Suite 312
Lachine, QC H8R 1H3
Tel: 514-367-0000 / Fax: 514-367-0999
Website: www.princemoving.com
Email: prince@princemoving.com
Claude Gizelo, President

Services: Storage, local, long-distance, packing, export packing, crating, commercial, special-product brokerage, bonded carrier, post-audit carrier

Geographic Locations Served: Canada, USA

Warehouse: Concrete block, steel frame, burglar alarm, fire alarm, 24-hour security, heated, palletized, dock-level loading, drive-in, sprinklered, bonded

Déménagement Roy et Martineau Inc.

316, 12^{ème} Avenue Sud
Sherbrooke, QC J1G 2V6
Tel: 819-563-4322 / Fax: 819-569-7352
Toll-free: 1-800-567-3585
Website: www.roymartineau.com
Email: lilford@bellnet.ca
Francine Lilford, Directrice générale

Services: Local, long-distance & overseas moving & storage, office/commercial installation, packing & crating, industrial

Geographic Locations Served: Sherbrooke (100-mile radius)

Warehouse: Alarm, DND-certified, into container. Warehouse #1: brick, 10,000 square feet, palletized. Warehouse #2: 13,000 square feet, not palletized. Warehouse #3: 3,600 square feet

Other Association Memberships: Unigroup

Les Déménagements Côté Itée

2890, avenue Kepler
Québec, QC G1X 3V4
Tel: 418-652-8222 / Fax: 418-652-7177
Toll-free: 1-800-263-9754
Email: ggiroux@demenagementcote.qc.ca
Guy Giroux, President

Services: Local, long-distance, overseas HHG moving & storage, packing & crating, commercial moving & storage

Warehouse: Temperature-controlled, alarm protection (Protectron), DND-certified (bonded), dock-level loading

Dolbec Transport Inc.

975, av. Ducharme, Bureau 100
Québec, QC G1M 3Y9
Tel: 418-687-3830 / Fax: 418-687-4419
Toll-free: 1-800-663-3830
Website: www.dolbectransport.com
Email: info@dolbectransport.com

Peter Wieber, Director, Special Products Division
Services: Local, long-distance & overseas moving of HHG and articles requiring specialized handling, packing & crating services, commercial & office moving, transportation & handling of heavy machinery, medical equipment, etc.

Geographic Locations Served: Quebec City, Province of Quebec, Canada & USA

Warehouse: Warehouse and operations location: 1041, Pierre-Bertrand, Quebec, QC. Government-approved, Customs-bonded, palletized, cement-block & steel-frame construction, alarm & climate control, dock-level loading with two inside docks

Other Association Memberships: Association du camionnage du Québec, CAA approved; Certified ISO 9001-2000

Kenwood Moving & Storage Inc.

15 de l'Aviation
Montreal, QC H9R 4Z2
Tel: 514-695-9271 / Fax: 514-695-2153
Toll-free: 1-888-738-9110
Website: www.kenwoodmoving.com
Email: john@kenwoodmoving.com

John Delanty, President
Services: Local, long-distance & overseas HHG moving & storage, Allied International Partner

Geographic Locations Served: Montreal, Province of Quebec, eastern Ontario

Warehouse: ADT fire & burglar alarms, sprinklered, Canada Customs-bonded

Martel Express (Montreal) Inc.

10105 Henri-Bourassa Boulevard West
St-Laurent, QC H4S 1A1
Tel: 514-331-3311 / Fax: 514-331-0303
Toll-free: 1-800-642-2862
Website: www.martelexpressmontreal.com
Email: info@martelexpressmontreal.com
Ronald Valade, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving

Geographic Locations Served: Canada & U.S.

Warehouse: Government-approved, bonded, fireproof concrete, sprinklered, palletized three decks, heated, alarm, electronic tailgate service, auto loading & unloading

Meldrum the Mover Inc.

6645 Sherbrooke Street West
Montreal, QC H4B 1N4
Tel: 514-481-1122 / Fax: 514-488-5305
Toll-free: 1-800-561-1123
Website: www.meldrumthemover.com
Email: tom@meldrumthemover.com
Tom Filgiano, President

Services: Local, long-distance (Canada & USA) & overseas HHG moving; export packing/crating; import/export international forwarding to all points; commercial moving, office systems & furniture installation, repair & service; Montreal container depot for United Van Lines

Geographic Locations Served: Greater Montreal Area, western Quebec, Eastern Townships of Quebec, eastern Ontario

Warehouse: Inner city facilities: five-storey brick & concrete with high-security vaults and 450 steel, fireproof storage rooms; 48,000 sq. ft., fireproof, heated, sprinklered; electronic burglar system, plus nightwatchman; DND-approved, Canadian bonded warehouse
West Island suburban facilities: 20,000 sq. ft., palletized, three high; fireproof, heated, sprinklered, dock-level loading

Tippet-Richardson Limited

1945 Hymus Boulevard
Dorval (Montréal), QC H9P 1J8
Tel: 514-685-9333 / Fax: 514-685-9336
Toll-free: 1-888-710-4133
Website: www.tippet-richardson.com
Email: gords@tippet-richardson.com
Gord Smith, General Manager

Services: Long-distance & overseas HHG moving & storage; local moving & storage; packing & crating; commercial

Geographic Locations Served: All of Canada

Warehouse: One building, sprinklered, alarm security, bonded warehouse, heated, palletized, DND-certified

Transport Cotnoir Inc.

2705, avenue Francis Hughes
Laval, QC H7L 3S8
Tel: 514-381-1821 / Fax: 450-668-3307
Website: www.alliance9000.com/ANG/C2/mtl/mtl00142.html

Gilbert Cotnoir, Gestionnaire

Services: Déménagement local, longue distance, outre-mer, transport, emballage, déballage et entreposage

Geographic Locations Served: Montréal urbain

Warehouse: Blocks & briques, approuvé par le DND, alarme et 41 quais de chargement

Transport Lyon Inc.

8410 Champ d'Eau, Suite 200
Montreal, QC H1P 1Y3
Tel: 514-322-4422 / Fax: 514-322-4002
Toll-free: 1-800-417-4227
Website: www.transportlyon.com

Serge Lyonnais, President
Services: Local & long-distance, moving & storage, packing, dedicated services, high-value transport

Geographic Locations Served: Montreal Urban Community and province of Quebec

Warehouse: Alarm protection, cement block, dock-level loading

Westmount Moving & Warehousing

592 rue Hull
Lasalle, QC H8R 1V9
Tel: 514-366-6683/Fax: 514-366-6685
Toll-free: 1-800-465-6588
Website: www.westmountmoving.com

Joseph Gagnon, Managing Partner
Services: Local, long-distance, international, commercial; packing, crating, third-party services, storage

Geographic Locations Served: Montreal, West Island

Warehouse: 18,500 square feet, DND-certified, government-approved, bonded, heated, palletized, dock-level loading

ONTARIO

AJAX

Rockbrune Brothers Limited

ALLISTON

Mountain Moving & Storage Ltd.

ARTHUR

Hummel's Moving Ltd.

BELLEVILLE

LaPalm Moving Systems

BRAMPTON

Amfreight International

BURLINGTON

Taylor Moving & Storage Ltd.

CHATHAM

Mike's Moving & Storage (Chatham) Ltd.

Canadian Movers/Entreprises canadiennes de déménagement

CORNWALL

St. John's Transfer (1978) Ltd.

ETOBICOKE

Atlantic & Pacific Shipping Canada Ltd.

GODERICH

Gardiner's Moving

HAMILTON

Mountaineer Movers Limited -
Great Canadian Van Lines

KINGSTON

AMJ Campbell Van Lines
Frank the Mover
Frost the Mover
Walker's/Capital Group of Moving
& Storage Companies

KITCHENER

AMJ Campbell Van Lines
Total-Relocation Moving & Storage

LONDON

McFalls Moving & Storage Ltd.
Robson Cartage 2000 Inc.
Tippet-Richardson Limited

MARKHAM

AMJ Campbell Van Lines
Global International Inc.
Intercontinental Van Lines, Inc.
Middup Moving & Storage Ltd.
Wescon Movers Group

MISSISSAUGA

AMJ Campbell Corporate
AMJ Campbell International
Avenue Moving & Storage
Bluebird Relocation Systems
Brytor International
Leader Moving & Storage Inc.
Rawlinson Moving & Storage Ltd.
Taylor Moving & Storage Ltd.
TheMIGroup

NIAGARA FALLS

Niagara Moving & Storage Inc.

ORLEANS

Ability Moving & Transfer Ltd.

OSHAWA

Coburn's Transportation Systems
Mackie Moving Systems

OTTAWA

All Continent Transport Ltd.
AMJ Campbell Van Lines
Boyd Moving & Storage Ltd.
D'Arcy Moving & Storage
Fred Guy Moving & Storage Ltd.
Guardian Overseas Shipping Ltd.
Parkway Van Lines
Thrifty Moving & Storage Ltd.
Tippet-Richardson Limited

PETERBOROUGH

McWilliams Moving & Storage

ST. CATHARINES

Harvey Moving Systems Inc.

SCARBOROUGH

Ace Moving & Installation Inc.
Greg & Sons Moving and Storage

SIMCOE

Wayne's Moving, Storage & Delivery

SMITHS FALLS

Wills Transfer Limited

SUDBURY

Harris Movers
Mister Mover

SUTTON WEST

Movetrans International

TORONTO

Abbeywood Moving & Storage Inc.
Hudson Movers Ltd.
Phillips Moving & Storage
Tender Touch Moving
Tippet-Richardson Limited
TR Overseas Moving Inc.

WASAGA BEACH

Brown's Moving & Storage

WINDSOR

Windsor Truck & Storage

WOODSTOCK

Bigham the Mover Limited

Abbeywood Moving & Storage Inc.

480 Finchdene Square
Toronto, ON M1X 1C2
Tel: 416-292-1107 / Fax: 416-292-7764
Toll-free: 1-800-565-4888
Website: www.abbeywoodmoving.com
Email: randy@abbeywoodmoving.com
Randy Wilson, President

Services: Local, long-distance & overseas
relocations, packing, crating, storage,
fine-art services division

Geographic Locations Served: Worldwide,
Canada, Toronto, Scarborough

Warehouse: Concrete block & brick, fully
palletized, alarmed, heated

Ability Moving & Transfer Ltd.

785 Taylor Creek Boulevard
Orleans, ON K1C 1T1
Tel: 613-830-7090 / Fax: 613-830-2004
Toll-free: 1-800-267-1699
Website: www.abilitymoving.on.ca
Email: avi@abilitymoving.on.ca
Richard Lortie, President

Services: Professional moving & packing
services for domestic and international HHG;
commercial moving & installation division;
freight division. Offers a bonded facility for
storage and inbound international shipments.
Professional preparation and competitive
rates worldwide. Member of the Better
Business Bureau.

Geographic Locations Served: Canada,
USA & international

Warehouse: Dock- & grade-level loading,
racking, palletized, class A audio security
system, bonded warehouse, DND-certified

Other Association Memberships: AMSA,
HHGFAA, IATA, QMI, RIM (Registered
International Mover), ISO Certified

Ace Moving & Installation Inc.

140 Finchdene Square, Unit 17
Scarborough, ON M1X 1B1
Tel: 416-335-7307 / Fax: 416-335-0762
Toll-free: 1-877-335-7307
Website: www.acemove.com
Email: info@acemove.com
François Parent, President

Services: Local & long-distance commercial,
industrial & office relocation services,
installations, storage, bin rentals & free
estimates; project management.
Member of: BBB

Geographic Locations Served: Toronto,
Ontario, Quebec, all of Canada, USA

Warehouse: Concrete block, steel frame, fire &
burglar alarms, sprinklered, heated,
dock-level loading

All Continent Transport Ltd.

2370 Walkley Road
Ottawa, ON K1G 4H9
Tel: 613-526-3065 / Fax: 613-526-1138
Website: www.allcontinent.com
Email: sales@allcontinent.com
Alain Leroux, General Manager

Services: Local & long-distance moving, air &
sea shipment worldwide, warehousing &
special crating/art works; ISO 9002 certified
for freight forwarding, warehousing, storage &
transfer of goods; bonded warehouse &
carrier

Geographic Locations Served: Ottawa-
Hull area

Warehouse: Concrete block & steel, sprinkler,
alarm, 32-foot ceiling, fenced yard, patrolled

Other Association Memberships: FIDI, COMA

Amfreight International

188 Wilkinson Road, Unit 16
Brampton, ON L6T 4W9
Tel: 905-451-3755 / Fax: 905-451-5399
Toll-free: 1-800-667-1597
Toll-free Fax: 1-800-361-4758
Website: www.amfreight.ca
Email: tony@amfreight.ca
Tony Cleary, Owner/President

Services: Household goods forwarding
worldwide, tariff available

Geographic Locations Served: Worldwide,
except North America

Other Association Memberships: HHGFAA

Canadian Movers/Entreprises canadiennes de déménagement

AMJ Campbell Corporate

1445 Courtneypark Drive East
Mississauga, ON L5T 2E3
Tel: 905-795-3792 / Fax: 905-670-3787
Website: www.amjcampbell.com
Email: dfrappier@amjcampbell.com
Denis M. Frappier, Executive Vice President

Services: Local, long-distance & overseas HHG & commercial moving & storage, packing & custom crating "QSI"

Geographic Locations Served: Canada, USA & international

Warehouse: Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

AMJ Campbell International

1445 Courtneypark Drive East
Mississauga, ON L5T 2E3
Tel: 905-670-6683 / Fax: 905-670-6684
Toll-free: 1-800-363-6683
Website: www.amj-international.com
Email: headoffice@amjint.com
Ole Jensen, Managing Director

Services: Worldwide moving

Geographic Locations Served: Worldwide relocations

AMJ Campbell Van Lines

1234 Gardiners Road
Kingston, ON K7P 2T5
Tel: 613-634-1040 / Fax: 613-634-2374
Toll-free: 1-888-265-6683 (1-888-amj-move)
Website: www.amjcampbell.com
Email: amj@kingston.net

Mike Frappier, General Manager
Services: Long-distance, local, storage, packing & crating, overseas

Geographic Locations Served: Greater Kingston area (Belleville, Napanee, Brockville)

Warehouse: Government-approved, DND-certified, Customs-bonded, fully palletized, alarm protection, climate-controlled, dock-level loading

AMJ Campbell Van Lines

43 McBrine Place
Kitchener, ON N2R 1H5
Tel: 519-895-1100 / Fax: 519-895-1105
Toll-free: 519-767-1636 from Guelph
Website: www.amjcampbell.com
Email: amjcampbell@bellnet.ca
Michael Warnick, President and Franchise Owner

Services: Local, long-distance, overseas household goods & commercial moving & storage

Geographic Locations Served: Canada, USA & international

Warehouse: Cement block, heated, air-conditioned, sprinklered, infrared motion alarm, palletized

AMJ Campbell Van Lines

176 Hillmount Road
Markham, ON L6C 1Z9
Tel: 905-887-5557 / Fax: 905-887-3235
Toll-free: 1-800-267-7222
Website: www.amjcampbell.com
Email: gfrappier@amjcampbell.com
Gilles Frappier, Senior Vice President

Services: Local, long-distance & overseas HHG & commercial moving & storage, packing & custom crating "QSI"

Geographic Locations Served: Canada, USA & international

Warehouse: Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

AMJ Campbell Van Lines

2710 Stevenage Drive
Ottawa (Gloucester), ON K1G 5N2
Tel: 613-737-0000 / Fax: 613-737-7270
Toll-free: 1-888-766-0000
Website: www.amjcampbell.com
Email: reception@amjcampbell.net
Marc Frappier, Vice President, HHG and International

Services: Local, long-distance & overseas HHG & commercial moving & storage, packing & custom crating "QSI"

Geographic Locations Served: Canada, USA & international

Warehouse: Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

Atlantic & Pacific Shipping Canada Ltd.

480 Carlingview Drive
Etobicoke, ON M9W 6M8
Tel: 416-748-1233 / Fax: 416-748-9025
Toll-free: 1-888-748-2728
Email: santino@atlanticandpacific.com
Santino Curro, President

Services: Packing, crating, consolidations, warehousing, storage, inland transportation & ocean & air freight; insurance provided

Geographic Locations Served: Worldwide

Warehouse: New building, complete with sprinklers & alarms

Avenue Moving & Storage

992 Rangeview Road
Mississauga, ON L5E 1H3
Tel: 905-891-2041 / Fax: 905-891-2044
Website: www.avenuemoving.com
Email: info@avenuemoving.com
Jeff Stone

Services: Local, long-distance & overseas HHG & commercial moving & storage, packing & crating

Geographic Locations Served: Greater Toronto Area & worldwide

Warehouse: Block, sprinklered, burglar alarm, heated, dock-level loading, Customs-bonded, palletized

Bigham the Mover Limited

400 Springbank Avenue South
Woodstock, ON N4S 7W3
Tel: 519-537-5568 / Fax: 519-537-2798
Toll-free: 1-800-265-4048
Website: www.bigham.ca
Email: howard.bigham@bigham.ca
Howard Bigham, President

Services: Local & long-distance HHG moving & storage, packing & crating, originating agent & destination agent services, cross-border, special products

Geographic Locations Served: To, from or within southwestern Ontario including cross-border

Warehouse: Steel, heated, palletized, direct fire alarm

Bluebird Relocation Systems

4080B Sladeview Crescent, Unit 1
Mississauga, ON L5L 5Y5
Tel: 905-607-7990 x 228 / Fax: 905-607-7919
Toll-free: 1-888-668-3668
Website: www.bluebirdmoving.com
Email: kdevereux@bluebirdmoving.com
Kevin Devereux, Managing Director

Services: Worldwide relocations, logistics & complete packing & storage

Geographic Locations Served: Worldwide

Warehouse: Heated, temperature-controlled, fully alarmed, government-approved, bonded

Boyd Moving & Storage Ltd.

767 Belfast Road
Ottawa, ON K1G 0Z4
Tel: 613-244-4444 / Fax: 613-244-6774
Toll-free: 1-800-268-1469
Website: www.boyd.ca
Email: donm@boyd.ca
Don McCormick, Vice President

Services: Full-service local, long-distance & international relocations, storage, commercial moving, installation of modular furniture

Geographic Locations Served: Canada, USA, overseas

Warehouse: Concrete block & steel, sprinklered, alarmed, heated, Customs-bonded, government-approved, dock-level loading, pallets, racking & car ramp

Brown's Moving & Storage

81 Berkley Street
Wasaga Beach, ON L0L 2P0
Tel: 705-429-3740 / Fax: 705-429-1947
Toll-free: 1-877-687-1480
Website: www.brownsmoving.com
Email: brownsmoving@georgian.net
Dan Brown, Owner

Services: Moving, packing

Geographic Locations Served: Ontario only

Warehouse: Self-storage

Brytor International

275 Export Boulevard
Mississauga, ON L5S 1Y4
Tel: 905-564-8855 / Fax: 905-564-8841
Website: www.brytor.ca
Email: sales@brytor.ca
Michael Rathbone, President

Services: International HHG moving & storage, packing & crating

Geographic Locations Served: All of Canada

Warehouse: Brick, alarm & fire alarm, sprinklered, heated, dock-level loading, Canada Customs-bonded

Other Association Memberships: COMA, BAR, FIDI, OMNI, HHGFAA, SAIMA

Canadian Movers/Entreprises canadiennes de déménagement

Coburn's Transportation Systems

341 Marwood Drive
Oshawa, ON L1H 7P8
Tel: 905-427-2909 / Fax: 905-571-4769
Toll-free: 1-800-665-0578
Email: myrancoburns@coburnstransport.com
Myran Coburn, President

Services: Local, long-distance & overseas moving & storage, high-value products & electronics storage & distribution, over-dimensional moving, office relocations

Geographic Locations Served: To, from & within Greater Toronto & southern Ontario, service to & from any point in the world

Warehouse: Block & steel deck, monitored burglar & fire alarms, DND-approved, Customs-bonded, climate-controlled, palletized furniture storage, office-records retention, secure outdoor storage

D'Arcy Moving & Storage

2495 Lancaster Road
Ottawa, ON K1B 4L5
Tel: 613-733-0040 / Fax: 613-733-7120
Toll-free: 1-888-506-9465

Website: www.darcymoving.com

Email: info@darcymoving.com

Paul Van Remortel, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, installation of modular furniture

Geographic Locations Served: Canada, USA & international

Warehouse: Concrete block, steel frame, fire alarm, sprinklered, burglar alarm, DND-certified, heated, palletized, dock-level loading

Frank the Mover

2212 Princess Street
Kingston, ON
Tel: 613-389-9331 / Fax: 613-530-2473

Website: www.frankthemoverworldwide.com

Email: frank@frankthemoverworldwide.com

Frank Spindler, President

Services: Packing/unpacking, move anywhere in Canada, storage, labour supply, system furniture specialists, tailgates, heavy goods, safes

Geographic Locations Served: Kingston area with service to Toronto, Montreal, Ottawa areas (as agents for Great Canadian Van Lines)

Warehouse: Security guard, fire plug, steel, brick, 10 yrs old, alarm, DND-certified, climate-controlled, dock-level loading

Fred Guy Moving & Storage Ltd.

1199 Newmarket Street
Ottawa, ON K1B 3V1
Tel: 613-744-8632 / Fax: 613-744-8988
Toll-free: 1-800-337-6228

Website: www.fredguymoving.com

Email: sales@fredguymoving.com

Wayne Lyttle, President

Services: Local & long-distance HHG moving & storage, government moving, office moving, commercial distribution & home delivery

Geographic Locations Served: Local, national & international moving, Ontario & Quebec freight

Warehouse: Racked & palletized, bonded, rated Government A-1

Frost the Mover

143 Russell Street
Kingston, ON K7K 2G1
Tel: 613-549-9901 / Fax: 613-549-0976

Toll-free: 1-800-250-5054

Website: www.frost-mover.com

Email: rtsc2@kos.net

Liseanne MacDonald, Branch Manager

Services: Full-service HHG moving & storage for local, long-distance, overseas & cross-border relocations

Geographic Locations Served: All of central & eastern Ontario: Northumberland, Quinte, Frontenac & Thousand Islands regions

Warehouse: Concrete block, fire & burglar alarmed, DND-certified, heated, palletized, ground-level and dock loading, fenced yard

Gardiner's Moving

393 Cambridge Street
Goderich, ON N7A 2Y9
Tel: 519-524-2421 / Fax: 519-524-7822

Toll-free: 1-866-265-5783

Email: gardtire@hurontel.on.ca

Maurice Gardiner, Owner

Services: Local household goods and commercial (office) moving, packing & crating. Free local estimates with out-of-town approximate estimates. 17', 24' & 29' trucks and 45' tractor trailer.

Geographic Locations Served: Ontario, Canada

Other Association Memberships: ISO 9002, OREA, CREA

Global International Inc.

450 Esna Park Drive, Unit 3
Markham, ON L3R 1H5
Tel: 905-475-1990 / Fax: 905-475-9542

Website: www.globalintlcanada.com

Email: sales@globalintlcanada.com

Jim Petrakos, Vice President, Marketing

Services: Export packing/crating, inbound/outbound international forwarding (all points), brokerage, insurance, warehousing & distribution

Geographic Locations Served: To/from all points

Warehouse: Class A brick, alarmed, sprinklered, palletized (three high), Customs-bonded, dock & floor-level loading, temperature-controlled

Greg & Sons Moving and Storage

1990 Ellesmere Road, #4
Scarborough, ON M1H 2W2
Tel: 416-289-3047 / Fax: 416-289-3051
Toll-free: 1-800-880-1514

Website: www.gregandsonsmoving.com

Email: perry@gregandsonsmoving.com

Greg Thorne, Operations Manager

Services: Local, all Ontario, packing, moving & storage, crating, residential, commercial, office

Geographic Locations Served: Greater Toronto, all Ontario

Warehouse: Brick, heated, VSN security, dock-level

Guardian Overseas Shipping Ltd.

2222 Gladwin Crescent
Ottawa, ON K1B 4S6
Tel: 613-523-5855 / Fax: 613-523-3177

Toll-free: 1-800-561-9555

Email: guardian@comnet.ca

Tamara Read, Traffic Manager

Services: Local, long-distance & overseas HHG & commercial moving, packing & storage; specialized crating: electronics, residential & commercial; office systems & furniture installation, repair & service

Geographic Locations Served: Ottawa, Hull, eastern Ontario, western Quebec, worldwide affiliations

Warehouse: Concrete block, sprinklered, alarm security, heated, pallet & racking storage, loading docks, Customs-bonded

Harris Movers

878-B Falconbridge Highway
Sudbury, ON P3A 4S4
Tel: 705-560-2000 / Fax: 705-560-1673

Toll-free: 1-800-461-7146

Website: www.harrisalliedmovers.com

Email: harrismv@ican.net

Garry Gravelle, President

Services: established in 1945, recipient of 2002 Agent of the Year Award, Allied Van Lines; experts in local, long-distance & overseas moving, complete with packing, crating & storage capabilities

Geographic Locations Served: Northern Ontario

Warehouse: 2 separate DND-approved warehouses (ground & dock levels), heated, palletized, complete alarm service; also 250 mini-storage units, complimented with a U-Haul truck dealership

Harvey Moving Systems Inc.

Harvey's Landing
214 Martindale Road
St. Catharines, ON L2R 6P9
Tel: 905-631-5751 / Fax: 905-688-9966

Website: www.harveymoving.com

Harvey Friesen, President

Services: Packing, relocation & storage services, overseas, crating & special handling services

Geographic Locations Served: All Niagara Peninsula including Stoney Creek, Hamilton, Dundas, Burlington, & Ancaster, all Canada & U.S.

Warehouse: Palletized, monitored security system, smoke- & fire-detection system

Hudson Movers Ltd.

357 Kennedy Road
Toronto, ON M1K 2A2
Tel: 416-261-1499 / Fax: 416-261-1695
Toll-free: 1-800-971-6683

Website: www.hudsonmovers.com

Email: hudson@hudsonmovers.com

Sheila Clifford, Vice President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating

Geographic Locations Served: Greater Toronto Area

Warehouse: Concrete block, steel frame, fire & burglar alarms, sprinklered, DND-certified, heated, palletized, dock-level loading, bonded

Canadian Movers/Entreprises canadiennes de déménagement

Hummel's Moving Ltd.

7281 Highway 6
Arthur, ON N0G 1A0
Tel: 519-848-2739 / Fax: 519-848-2271
Peter Hummel, President/Owner

Services: Local & long-distance HHG moving, packing & storage to Canadian destinations

Geographic Locations Served: Wellington, Dufferin, Caledon Guelph, Orangeville, Ontario, Canada

Warehouse: Concrete block, palletized, burglar alarm, heated

Intercontinental Van Lines, Inc.

130 Riviera Drive, Unit 3
Markham, ON L3R 5M1
Tel: 905-946-8592 / Fax: 905-946-1798
Toll-free: 1-800-533-5247

Website: www.intercontinentalgroup.com
Email: ivl@intercontinentalgroup.com

Tim Garside, President

Services: International, cross-border, across Canada, LTL/FTL air ride truck transport (Canada, U.S., Mexico)

Geographic Locations Served: National & worldwide

Warehouse: Concrete/cinder block, full security & fire, Customs-bonded

Other Association Memberships: HHGFAA, PAIMA, AMSA, CIIFFA

LaPalm Moving Systems

87 Wallbridge Crescent
Belleville, ON K8P 1Z5
Tel: 613-962-9557 / Fax: 613-962-5629
Toll-free: 1-800-267-8014

Website: www.lapalm-moving.com

Email: rtsc1@kos.net

Jim Best, President

Services: Full-service HHG moving & storage for local, long-distance, overseas and cross-border relocations. Public commercial warehousing & distribution services

Geographic Locations Served: All of central and eastern Ontario: Northumberland, Quinte, Frontenac and Thousand Islands regions

Warehouse: Concrete block, fire & burglar alarm, DND-certified, heated, palletized, ground-level loading, fenced yard

Leader Moving & Storage Inc.

5225 Fallingbrook Drive
Mississauga, ON L5V 1N7
Tel: 905-814-4522 / Fax: 905-542-0184
Email: leadpack@rogers.com

Ajay Bhalla, President

Services: Household moving worldwide, long-distance & cross-border, packing, moving of exhibits & high-value products, relocation services

Geographic Locations Served: Worldwide, Canada, USA

Other Association Memberships: HHGFAA

Mackie Moving Systems

933 Bloor Street West
Oshawa, ON L1J 5Y7
Tel: 905-728-2400 / Fax: 905-579-3180
Toll-free: 1-800-565-4646

Website: www.mackiegroup.com

Email: mackied@mackiegroup.com

Dean Mackie, Vice-President

Services: Household goods, high-value products, office & commercial moving, car-hauling, scale

Geographic Locations Served: Canada & the U.S.

Warehouse: Precast concrete, palletized, sprinkler system, pest control, 24-hour security, bonded

Other Association Memberships: Ontario Trucking Association, Canadian Employee Relocation Council, Employee Relocation Council

McFalls Moving & Storage Ltd.

465 Third Street
London, ON N5V 2C1
Tel: 519-453-3950 / Fax: 519-451-2215
Toll-free: 1-800-265-9258

Website: www.mcfallsmoving.com

Email: worryfreemoves@mcfallsmoving.com

Melissa Clifford, General Manager

Services: Local, long-distance & overseas moving, crating, freight, mini-storage

Geographic Locations Served: Southwestern Ontario

Warehouse: Concrete block & steel, heated, security system, DND-certified, palletized, bonded

McWilliams Moving & Storage

712 The Kingsway
P.O. Box 353
Peterborough, ON K9J 6Z3
Tel: 705-743-4597 / Fax: 705-743-6871
Toll-free: 1-800-461-6464

Website: www.mcwilliamsmoving.com

Email: mms@mcwilliamsmoving.com

Dan McWilliams, President

Services: Local, long-distance & overseas moving & storage, office & commercial moving, file & record retention

Geographic Locations Served: All points in Canada & the USA

Warehouse: Palletized, sprinkler, fire-detection system

Middup Moving & Storage Ltd.

60 Esna Park Drive, Unit 10
Markham, ON L3R 1E1
Tel: 905-475-8330 / Fax: 905-475-6432

Website: www.middupmoving.com

Email: mail@middupmoving.com

Rick Wood, President

Services: Full moving & storage, crating & packing, office moving, commercial installations, overseas moving

Geographic Locations Served: Greater Toronto Area within 100-mile radius

Warehouse: Cinder block, full security & fire protection; 50% household palletized, 50% racked for commercial

Mike's Moving & Storage (Chatham) Ltd.

420 Colborne Street, RR #4
Chatham, ON N7M 5J4
Tel: 519-354-8430 / Fax: 519-351-0975
Email: mmoving@sympatico.ca

Mike Gambeta, Owner

Services: Local & long-distance HHG moving & storage, packing, tailgate service, piano moving, commercial & office moving, office-system moving & reconfiguration, moving-containers rental

Geographic Locations Served: All Ontario

Warehouse: Brick-block, fire protection, burglar alarm, heated, dock-level loading, palletized, racking, two locations

Mister Mover

P.O. Box 2443, Station A
1787 Lasalle Blvd.
Sudbury, ON P3A 4S8
Tel: 705-566-2072 / Fax: 705-566-2082
Jan Keen, Director

Mountain Moving & Storage Ltd.

8011 Highway 89 West, Upper Unit
Alliston, ON L9R 1V1
Tel: 705-435-9706 / Fax: 705-435-0541
Toll-free: 1-800-737-9912

Website: www.mountainmoving.ca

Email: mark@mountainmoving.ca

Mark Callegari, President/Owner

Services: Local & long-distance HHG moving & storage, office & commercial moving; packing materials, packing/unpacking service, cleaning service; containerized shipping, overseas shipping, auto transportation

Geographic Locations Served: Central & southern Ontario, coast to coast

Warehouse: Concrete block, 2-hour fire-rated walls, self-storage units, office on site; Stayner location (7593 County Road 91, Stayner, Ont.) serves Georgian triangle

Mountaineer Movers Limited - Great Canadian Van Lines

487 Grays Road
Hamilton, ON L8E 2Z5
Tel: 905-561-8880 / Fax: 905-561-0606
Toll-free: 1-800-263-4561

Website: www.mountaineer.on.ca

Email: harrym@mountaineer.on.ca

Harry Mans, President

Services: Local & long-distance moving & storage, packing

Geographic Locations Served: Canada & USA

Warehouse: Concrete block, steel frame, burglar alarm, heated, palletized, dock-level loading

Movetrans International

208 Hedge Road, RR#2
Sutton West, ON L0E 1R0
Tel: 905-722-7555 / Fax: 905-722-7556
Toll-free: 1-888-668-3488

Website: www.movetrans.com

Email: movetrans@mail.com

Bart Ollen, Director of Operations

Services: Overseas HHG moving & storage, packing, crating, forwarding (overseas)

Geographic Locations Served: Canada & worldwide

Warehouse: Fully bonded, temperature-controlled, burglar alarm, dock-level loading, sprinklered, steel frame, palletized

Canadian Movers/Entreprises canadiennes de déménagement

Niagara Moving & Storage Inc.

7825 Dorchester Road South
Niagara Falls, ON
Tel: 905-354-3183 / Fax: 905-354-6544
Toll-free: 1-866-461-0786
Email: wayne@niagamoving.com
Robert (Bob) Stacey, President

Services: Ontario-licensed, packing, crating, transportation, storage, local & long-distance moving, commercial & office moving

Geographic Locations Served: Complete Niagara region, Ontario, Canada & U.S.A.

Warehouse: Finished concrete block, separated storage units, temperature-controlled

Other Association Memberships: Chamber of Commerce – Niagara Falls

Parkway Van Lines

1199 Newmarket Street
Ottawa, ON K1B 3V1
Tel: 613-744-4781 / Fax: 613-744-8988
Toll-free: 1-800-337-6228
Website: www.parkwayvanlines.com
Email: bshields@parkwayvanlines.com
Betty Shields, Vice President

Services: Local & long-distance HHG moving & storage, government moving, office moving, commercial distribution & home delivery

Geographic Locations Served: Ontario & Quebec, & throughout Canada & the U.S.

Warehouse: Racked & palletized, bonded, rated Government A-1

Phillips Moving & Storage

2525 Steeles Avenue West
Toronto, ON M3J 2P1
Tel: 416-661-2797 / Fax: 416-661-0013
Toll-free: 1-877-543-6683
Website: www.phillipsmovers.com
Email: donstaddon@phillipsmoving.com
Don Staddon, Principal

Services: Local, long-distance, cross-border, overseas, HHG moving & storage, packing, crating, office & commercial moving

Geographic Locations Served: International, overseas, Canadian, cross-border, Ontario & Toronto

Warehouse: Brick construction, heated, palletized, sprinklered, full security monitoring, two dock levels, one drive-in level

Rawlinson Moving & Storage Ltd.

5635 McAdam Road
Mississauga, ON L4Z 1N9
Tel: 905-568-9131 / Fax: 905-568-9140
Toll-free: 1-800-684-6660
Website: www.rawlinsonmoving.com
Email: email@rawlinsonmoving.com
Bob Tuckett, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating

Geographic Locations Served: Ontario, Toronto, Mississauga, Canada & USA

Warehouse: Concrete block (A-1 fire rating), steel frame, fire & burglar alarms, sprinklered, DND-certified, temperature-controlled, palletized, dock-level loading (two locations Mississauga & Oakville)

Robson Cartage 2000 Inc.

580 Quebec Street
London, ON N5W 3Z2
Tel: 519-433-6683 / Fax: 519-433-8611
Email: robsoncartage@robsoncartage.com
Tom Robson, President

Services: HHG moving & storage, packing & crating, office & commercial moving, commercial warehousing & distribution, home delivery

Geographic Locations Served: All of Ontario
Warehouse: Concrete block & steel, monitored fire & burglar alarm, heated, racked & palletized, dock-level loading

Rockbrune Brothers Limited

725 Finley Avenue
Ajax, ON L1S 3T1
Tel: 905-683-4321 / Fax: 905-683-3972
Toll-free: 1-800-561-4139
Website: www.rockbrune.on.ca
Email: move@rockbrune.on.ca
William Rockbrune, President

St. John's Transfer (1978) Ltd.

950 Boundary Road
Cornwall, ON K6H 5R5
Tel: 613-933-1492 / Fax: 613-936-6865
Email: stjohns@datacom.ca
Donald Deebank, President

Services: Local & long-distance HHG moving & storage, packing & crating, commercial & office moving

Geographic Locations Served: 50-mile radius
Warehouse: Concrete block, burglar alarm, DND-certified, heated, palletized, dock-level loading, mini storage

Taylor Moving & Storage Ltd.

1200 Plains Road East
Burlington, ON L7S 1W6
Tel: 905-632-8010 / Fax: 905-632-8130
Toll-free: 1-800-263-9143
Website: www.ataylormoving.com
Email: csvburl@ataylormoving.com
Rick Taylor, Vice President

Services: Local, national, international, worldwide moving, packing & storage

Geographic Locations Served: Worldwide
Warehouse: Cement block & brick, metal siding, 26-foot clear, heated, air-conditioned, DND-approved, palletized, vault storage, bonded, sprinklered, fire & burglar alarm

Taylor Moving & Storage Ltd.

5330 Bradco Boulevard
Mississauga, ON L4W 1G7
Tel: 905-624-3220 / Fax: 905-624-8331
Toll-free: 1-888-624-3220
Website: www.ataylormoving.com
Email: rick@ataylormoving.com
Rick Taylor, Vice President

Services: Local, national, international, worldwide moving, packing & storage

Geographic Locations Served: Worldwide
Warehouse: Steel & brick, metal siding, 26-foot clear, heated, air-conditioned, DND-approved, palletized, vault storage, bonded, sprinklered, fire & burglar alarm

Tender Touch Moving

1480 Jane Street, Unit B
Toronto, ON M9N 2R1
Tel: 416-654-4994 / Fax: 416-654-4993
Toll-free: 1-877-836-3378
Website: www.tendertouchmoving.com
Email: tender@tendertouchmoving.com

Jason Morin, Manager
Services: Local, long-distance & overseas moving, packing & crating, household & office moving

Geographic Locations Served: Local within Greater Toronto Area, long-haul to most destinations in Canada, to and from the U.S., and to most countries overseas

Warehouse: Block & steel, 24-hour burglar alarms, palletized, dock-level loading
Other Association Memberships: BBB

TheMIGroup

6745 Financial Drive
Mississauga, ON L5N 7J7
Tel: 905-813-9600 / Fax: 905-814-6702
Website: www.themigroup.com
Email: bob.johnson@themigroup.com
Bob Johnson, Vice President and General Manager

Geographic Locations Served: Canada, Ontario, Toronto

Thrifty Moving & Storage Ltd.

1764 Woodward Drive
Ottawa, ON K2C 0P8
Tel: 613-723-6040 / Fax: 613-723-6027
Toll-free: 1-877-218-1162
Website: www.thrifty-moving.com
Email: info@thrifty-moving.com
George Jungmeisteris, President

Services: Local and long-distance HHG moving, storage and packing; residential and commercial relocations; workers are bonded and have security clearance

Geographic Locations Served: Ottawa Capital Region, Ontario and Quebec; service all other areas through Great Canadian Van Lines

Warehouse: Cement-block construction, temperature-controlled, mostly individual containers with locks, limited open space available; warehouse has sprinklers, alarm and 24-hour video surveillance, dock-level and ground-level loading

Tippet-Richardson Limited

1050 Brydges Street
London, ON N5W 2B4
Tel: 519-455-0132 / Fax: 519-453-8160
Toll-free: 1-800-392-5385
Website: www.tippet-richardson.com
Email: daver@tippet-richardson.com
Dave Rowe, Branch Manager

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: All of Canada
Warehouse: One building, all sprinklered, alarm security

Canadian Movers/Entreprises canadiennes de déménagement

Tippet-Richardson Limited

1209 Algoma Road
Ottawa, ON K1B 5B9
Tel: 613-741-3015 / Fax: 613-741-9720
Toll-free: 877-854-7245
Website: www.tippet-richardson.com
Email: gords@tippet-richardson.com
Gord Smith, General Manager

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: Ottawa-Carleton region, Hull, Ontario, all of Canada

Warehouse: One building, all sprinklered, alarm security

Tippet-Richardson Limited

25 Metropolitan Road
Toronto, ON M1R 2T5
Tel: 416-291-1200 / Fax: 416-291-2601
Toll-free: 1-800-268-6753
Website: www.tippet-richardson.com
Email: johnnovak@tippet-richardson.com
John Novak, Chief Executive Officer

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: All of Canada

Warehouse: Four buildings, all sprinklered, alarm security protection

Total-Relocation Moving & Storage

25 Groff Place
Kitchener, ON N2E 2L6
Tel: 519-748-5403 / Fax: 519-748-5611
Website: www.total-relocation.com
Email: info@total-relocation.com
Ron Smith, President

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: All of Canada

Warehouse: One building, all sprinklered, alarm security

TR Overseas Moving Inc.

106 Ridgetop Road
Toronto, ON M1P 2J9
Tel: 416-292-4555 / Fax: 416-292-4593
Toll-free: 1-800-718-7664
Website: www.tippet-richardson.com
Email: patd@tippet-richardson.com
Pat Daley, General Manager

Services: International HHG moving & storage, packing and crating.

Geographic Locations Served: All of Canada

Warehouse: Canada Customs Bonded, brick, sprinklered, alarmed

Other Association Memberships: FIDI, OMNI, HHGFFA, BAR

Walker's/Capital Group of Moving & Storage Companies

56 Railway Street
Kingston, ON K7L 5J8
Tel: 613-546-3621 / Fax: 613-546-0976
Toll-free: 1-800-267-3170
Website: www.pleasemoveme.com
Email: walkers@pleasemoveme.com
Glenn E. Warner, General Manager

Services: Local, long-distance & overseas HHG moving & storage, cartage, packing & crating, records storage, commercial warehousing & distribution, bonded warehouse

Geographic Locations Served: Worldwide from six locations in Ontario, Canada

Warehouse: Steel frame, metal siding, fire alarm, sprinklered, burglar alarm, DND-certified, heated, palletized, dock-level loading, fenced compound

Wayne's Moving, Storage & Delivery

84 Norfolk Street North
P.O. Box 984
Simcoe, ON N3Y 5B3
Tel: 519-426-6000 / Fax: 519-426-4667
Website: www.waynesmoving.ca
Email: waynesmoving@kwic.com
Mary J. Donnell, General Manager

Services: Packing & unpacking, as well as selling of packing supplies. Local & long-distance moving in Canada

Geographic Locations Served: Most-dedicated to local area, but also does moves throughout Canada

Warehouse: 375 Second Avenue, Simcoe: mini-storage facility and heated storage for household goods; monthly rental

Wescon Movers Group

130 Riviera Drive, #3
Markham, ON L3R 5M1
Tel: 905-944-0707 / Fax: 905-415-1784
Email: ken@wesconmovers.com
Ken Conley, President

Services: Long-distance moving, storage, OA & DA services, overseas wrap & delivery

Geographic Locations Served: Greater Toronto Area, Ontario, Canada & USA

Warehouse: Brick, heated, sprinkler, fire & burglar alarm, ground & dock-level loading, palletized, U.S.-Military approved

Wills Transfer Limited

146 Highway 15
P.O. Box 340
Smiths Falls, ON K7A 4T2
Tel: 613-283-0225 / Fax: 613-283-9805
Toll-free: 1-800-267-7937
Website: www.willstransfer.com
Email: info@willstransfer.com
Terry Wills, President

Services: Local, long-distance & overseas moving, residential & commercial warehousing, transporting of general freight throughout Canada & USA; Canada Customs-bonded carrier; 53-foot air ride equipment

Geographic Locations Served: Eastern Ontario

Warehouse: Concrete block, fire & burglar alarms

Windsor Truck & Storage

201, 211 Shepherd Street East
Windsor, ON N8X 1K6
Tel: 519-254-5111 / Fax: 519-254-8011
Toll-free: 1-800-265-4865
Website: www.tippet-richardson.com
Email: fredbaldwin@tippet-richardson.com
Fred Baldwin, General Manager

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: All of Canada

Warehouse: One building, all sprinklered, alarm security

WINNIPEG

Canada Moving & Storage
Portage Cartage & Storage Ltd.
Quick Transfer Ltd.

Canada Moving & Storage

47 Gomez Street
Winnipeg, MB R3B 0G4
Tel: 204-632-8787 / Fax: 204-943-4721
Toll-free: 1-800-268-2881
Website: www.canadamoving.com
Email: jtkarchuk@canadamoving.com
John Tokarchuk, Director of Sales

Services: Local, long-distance & overseas HHG moving & storage, packing, custom crating, office moving, commercial cartage, wholesale distribution, electronics & high-value-products handling, 24-hour truck repairs & truck wash at 100 Higgins Avenue, Winnipeg (204-947-0889)

Geographic Locations Served: All of Canada, USA

Warehouse: Concrete, palletized, temperature-controlled, security-monitored, fenced compound, sprinklered, dock-level loading, DND-certified, special equipment for handling electronics

Miller the Mover Ltd.

84 Berens Road
Thompson, MB R8N 1X2
Tel: 204-778-6988 / Fax: 204-778-8075
Email: millerthemover@mts.net
Lyle Miller, President

Services: Local & long-distance moving, HHG storage, record storage, truck rentals

Geographic Locations Served: Northern

Manitoba including Thompson, Flin Flon, The Pas, Lynn Lake, Leaf Rapids, Gillam, Churchill, Grand Rapids, Norway House, Cross Lake, Split Lake

Warehouse: Metal clad, steel structure

Portage Cartage & Storage Ltd.

170 Eagle Drive
Winnipeg, MB R2R 1V5
Tel: 204-633-8059 / Fax: 204-694-3261
Toll-free: 1-800-665-9233
Website: www.portagecartage.ca
Email: jim_trann@portagecartage.ca
Jim Trann, General Manager

Services: Local, provincial, interprovincial & international moving services, including storage, packing, crating, etc.; specializing in worldwide moving, storage, assembly & testing, & servicing of electronics & high-value products; worldwide hauling of special products & non-hazardous freight commodities; one of Winnipeg's largest off-site record-storage companies, providing all related services: retention, retrievals, confidential destruction

Geographic Locations Served: Winnipeg, Manitoba, Canada, northwestern Ontario

Warehouse: (1) Metal Butler Building (170 Eagle Drive – 30,500 sq. ft), 24-foot clearance, monitored alarm, sprinklered, secure compound, camera surveillance, heated (2) Concrete pre-cast (959A Keewatin – 49,300 sq. ft), 24-foot clearance, monitored alarm, sprinklered, secure compound, camera surveillance, heated

MANITOBA

THOMPSON

Miller the Mover Ltd.

Canadian Movers/Entreprises canadiennes de déménagement

Quick Transfer Ltd.

1680 Sargent Avenue
Winnipeg, MB R3H 0C2
Tel: 204-786-6011 / Fax: 204-783-9882
Toll-free: 1-800-230-6701

Website: www.quicktransfer.com
Email: info@quicktransfer.mb.ca

Doris Kannwischer, Executive Assistant

Services: Local, long-distance, overseas, HHG moving & storage, packing, custom crating, specialized freight

Geographic Locations Served: All Manitoba, NW Ontario

Warehouse: Concrete & brick, 12,000 square feet, palletized, heated, fenced & alarm-controlled; government-approved

SASKATCHEWAN

REGINA

Milne's Moving & Storage Ltd.

SASKATOON

Country Wide Moving
Ray's Moving & Storage Co. Ltd.

Country Wide Moving

802 - 47th Street East
Saskatoon, SK S7K 0X4
Tel: 306-934-3335 / Fax: 306-931-4008
Toll-free: 1-800-289-9734

Email: countrywide@sasktel.net
Cam Carswell, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, special products, office moves, origin & destination services

Geographic Locations Served: Saskatoon & surrounding urban areas

Warehouse: Steel frame, government-approved, heated, palletized, dock-level loading, fork lift

Milne's Moving & Storage Ltd.

1301 Osler Street
Regina, SK S4R 1W6
Tel: 306-525-3508 / Fax: 306-565-3299
Website: www.milnesmoving.ca

Email: milnes@milnesmoving.ca
Rob Milne, President

Services: Local, long-distance, international, HHG & HVP moving & storage, packing & crating, computer equipment, four hydraulic tailgate trucks for HVP pickups & deliveries, office moving, truck rentals, blue-bin rentals

Geographic Locations Served: Regina, southern Saskatchewan, Canada

Warehouse: Concrete-block construction, monitored alarm system & cameras, heated palletized & self-storage units, dock-level & drop-frame loading, two electric forklifts

Ray's Moving & Storage Co. Ltd.

611 - 47th Street East
Saskatoon, SK S7K 5G5
Tel: 306-933-1122 / Fax: 306-933-3208
Toll-free: 1-800-667-3928

Email: raysinternational@sasktel.net
Richard Diehl, Operations Manager

Services: Local & long-distance moving, boxes & packing supplies, packing service, crating service, overseas HHG moving

Geographic Locations Served: Saskatoon, Regina, Prince Albert, Moose Jaw, Saskatchewan, Canada, USA

Warehouse: Metal, palletized, heated, government-approved

ALBERTA

CALGARY

A-Abcan Moving & Storage Ltd.
Aurora Moving & Storage Inc.
St. George Moving & Storage
Smooth Moves Relocation Services Ltd.
TR Westcan Inc., Tippett-Richardson Limited

EDMONTON

Highland Moving & Storage Ltd.
Majestic Moving Services
MATCO Transportation Systems Ltd.
Western Moving & Storage

FORT MCMURRAY

Northern Plains Moving & Transport Ltd.

WESTLOCK

Westlock Movers

A-Abcan Moving & Storage Ltd.

920 - 26 Street N.E.
Calgary, AB T2A 2M4
Tel: 403-250-5053 / Fax: 403-291-2573
Toll-free: 1-800-829-7292

Website: www.abcan-overseas.com
Email: info@abcan-overseas.com

Edmond Bouchard, President and Owner

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, destination-agent services, full relocation services: vehicles, light & heavy industrial/commercial & related effects

Geographic Locations Served: Canada, USA, overseas

Warehouse: D/A warehouses, 2000 sq. feet heated - dock loading, 2500 sq. feet unheated - ground loading

Aurora Moving & Storage Inc.

6423 Burbank Road S.E.
Calgary, AB T2H 2E1
Tel: 403-255-8599 / Fax: 403-255-8929
Toll-free: 1-888-919-6683

Website: www.auroramoving.com
Email: scott@auroramoving.com

Scott Hickling, President

Services: Local, long-distance, international, HHG & HVP moves, office & related moving, storage & mini storage, cross-dock freight

Geographic Locations Served: Alberta, BC, Saskatchewan, Manitoba, Ontario, Quebec

Warehouse: Building 1: concrete block, two-level mini storage lockers, heated, four truck-level & one ground-level docks, palletized style, alarmed & fire-protected
Building 2: concrete block, palletized, forklift, three docks & office, alarmed, sprinklered & Customs-approved

Highland Moving & Storage Ltd.

15305 - 128 Avenue NW
Edmonton, AB T5V 1A5
Tel: 780-453-6777 / Fax: 780-454-8484
Toll-free: 1-800-267-9958

Website: www.highland-moving.com
Email: don-kachur@highland-moving.com
Don Kachur, President

Majestic Moving Services

11530 - 163 Street
Edmonton, AB T5M 3T3
Tel: 780-483-5289 / Fax: 780-481-9854
Website: www.majesticmoving.ca
Email: info@majesticmoving.ca

Paul Sullivan

Services: Local/long-distance moving, short- and long-term storage, packing and crating, import/export relocations

Geographic Locations Served: Edmonton and Northern Alberta

Warehouse: 14,000 square feet, heated, sprinklered, federal government-approved, palletized, dock-level loading, concrete block, 24-hour security system

MATCO Transportation Systems Ltd.

18151 - 107th Avenue
Edmonton, AB T5S 1K4
Tel: 780-484-8800 / Fax: 780-489-8017
Toll-free: 1-800-661-3618

Website: www.matco.ca
Email: Ray.Anderson@matco.ca

Ray Anderson, President

Services: Commercial, electronic (high-value products), LTL freight to Yukon & NWT, local, long-distance & overseas HHG moving & storage

Geographic Locations Served: Alberta, Yukon & Northwest Territories

Warehouse: Concrete block, palletized, heated, DND-certified, weigh scale on premises

Northern Plains Moving & Transport Ltd.

Bay 115, 190 MacAlpine Crescent
Fort McMurray, AB T9H 4A6
Tel: 780-790-1336 / Fax: 780-790-1211
Toll-free: 1-877-790-1336

Email: npm@altech.ab.ca
Gloria Varney, President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial moving, one-day service within Alberta

Geographic Locations Served: Fort McMurray, Alberta, Canada

Warehouse: Brick, alarm protection, DND, heated, palletized

Canadian Movers/Entreprises canadiennes de déménagement

St. George Moving & Storage

6030 - 3rd Street S.E.
Calgary, AB T2H 1K2
Tel: 403-252-9200 / Fax: 403-252-0948
Toll-free: 1-866-252-1080
Website: www.stgeorgemoving.com
Email: calgary@stgeorgemoving.com
Mary O'Sullivan, Manager

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving. Transportation & distribution of high value goods.

Geographic Locations Served: Alberta, British Columbia, Canada, USA, Overseas

Warehouse: Concrete block, fire & burglar alarms, DND certified, heated, palletized, dock-level loading

Other Association Memberships: BBB, CERC, HHGFAA

Smooth Moves Relocation Services Ltd.

1201 - 42 Avenue S.E.
Calgary, AB T2G 1Z5
Tel: 403-230-2390 / Fax: 403-230-7261
Toll-free: 1-866-966-6837
Website: www.smoothmovers.com
Email: smoothmoves@telus.net
Eric Mas, President

Services: Local, long-distance & overseas HHG moving & storage, office & industrial moves, packing & crating

Geographic Locations Served: Worldwide

Warehouse: Concrete block, palletized, burglar & fire alarms, sprinklered, cameras

TR Westcan Inc., Tippet-Richardson Limited

2905 - 37th Avenue N.E.
Calgary, AB T1Y 5Z9
Tel: 403-299-9700 / Fax: 403-299-9750
Toll-free: 1-800-842-4788
Website: www.tippet-richardson.com
Email: trcalgary@tippet-richardson.com
Brenda Naylor, Vice-President

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: All of Canada

Warehouse: One building, all sprinklered, alarm security, bonded

Western Moving & Storage

11516 - 163 Street
Edmonton, AB T5M 3T3
Tel: 780-454-6683 x 202 / Fax: 780-487-8548
Toll-free: 1-800-468-6520
Website: www.westernmoving.com
Email: tedl@westernmoving.com
Ted LeLacheur, President and CEO

Services: Moving & storage

Geographic Locations Served: Edmonton & Northern Alberta

Warehouse: Concrete block, sprinklered, heated, 24-hour security monitored

Westlock Movers

9735 - 99th Street
Westlock, AB T7P 1Y5
Tel: 780-349-4573
Dion Lefebvre, President and General Manager

Services: Full packing, moving, cleaning facilities, local & long-distance moving in Canada

Warehouse: Concrete construction, mini-storage capacity, fire hydrant in front of building

Other Association Memberships: BBB

BRITISH COLUMBIA

CAMPBELL RIVER

Bekins Moving and Storage (Canada) Ltd.

COMOX

Comox Moving & Storage

COQUITLAM

St. George Moving & Storage

DELTA

Great Canadian Van Lines Ltd.
Highland Van & Storage Ltd.

KELOWNA

Diamond Moving Services
Kelowna Movers Ltd.
St. George Moving & Storage

NORTH VANCOUVER

Ferguson Moving & Storage Ltd.

PRINCE GEORGE

Bekins Moving and Storage (Canada) Ltd.

RICHMOND

Bekins Moving and Storage (Canada) Ltd.

SAANICHTON

Bekins Moving and Storage (Canada) Ltd.

SECHELT

MiniMove Inc.

VANCOUVER

TR Westcan Inc.
Williams Transportation & Logistics Group of Companies

VERNON

Specialty Movers Ltd.

VICTORIA

A To B Moving Ltd.
Dowell's Moving & Storage Limited
Greaves Moving & Storage Ltd.

A To B Moving Ltd.

878 Viewfield Road
Victoria, BC V9A 4V1
Tel: 250-414-6683 / Fax: 250-414-0178
Website: www.atobmoving.com
Email: atobmove@islandnet.com
Gerry Ganczar, President

Services: Local & long-distance HHG and office moving; packing, unpacking, packing materials; auto relocation

Geographic Locations Served: Vancouver Island, BC, Canada, USA, overseas

Warehouse: Concrete/cinder block, gated, camera surveillance, monitored security system, sprinkler system

Bekins Moving and Storage (Canada) Ltd.

1600 - 14th Avenue
Campbell River, BC V9W 5B6
Tel: 250-286-6218 / Fax: 250-286-3878
Website: www.bekins-moving.com
Jim Gibson, General Manager

Services: Local, domestic & international full-service moving & storage, United Van Lines container depot

Geographic Locations Served: Northern Vancouver Island & Powell River

Warehouse: Palletized three high, concrete building, heated, burglar alarm monitored 24 hours, government-approved, dock & grade-level loading

Bekins Moving and Storage (Canada) Ltd.

551 - 1st Avenue
Prince George, BC V2L 2Y2
Tel: 250-563-0371 / Fax: 250-563-6514
Website: www.bekins-moving.com
Joan Coates, Manager

Services: Local, domestic & international full-service moving & storage

Geographic Locations Served: Northern British Columbia

Warehouse: Palletized, concrete building, heated, government-approved

Bekins Moving and Storage (Canada) Ltd.

14251 Burrows Road
Richmond, BC V6V 1K9
Tel: 604-270-1120 / Fax: 604-276-9819
Toll-free: 1-800-4BEKINS
Website: www.bekins.ca
Email: larryr@bekins.ca
Larry Rosenberg, President

Services: Local, domestic & international full-service moving & storage, custom crating shop, retail delivery division, warehousing & distribution, United Van Lines container depot

Geographic Locations Served: All of British Columbia, Vancouver

Warehouse: Palletized three high, concrete building, sprinklered, heated, burglar & fire alarms monitored 24 hours, Customs-bonded, government-approved, fenced, dock & grade-level loading

Warehouse: Palletized three high, concrete building, sprinklered, heated, burglar & fire alarms monitored 24 hours, Customs-bonded, government-approved, fenced, dock & grade-level loading

Bekins Moving and Storage (Canada) Ltd.

6598 Bryn Road
Saanichton, BC V8M 1X6
Tel: 250-544-2245 / Fax: 250-544-2037
Website: www.bekins-moving.com
Doug Grant, Manager

Services: Local, domestic & international full-service moving & storage, custom crating shop, retail delivery division, United Van Lines container depot

Geographic Locations Served: Southern Vancouver Island & Gulf Islands

Warehouse: Palletized three high, concrete building, heated, burglar alarm monitored 24 hours, government-approved, fenced compound

Canadian Movers/Entreprises canadiennes de déménagement

Comox Moving & Storage

1724 Ryan Road East
Comox, BC V0R 2K0
Tel: 250-339-2281 / Fax: 250-339-2212
Website: www.comoxmoving.com
Email: mail@comoxmoving.com
Bill Di Castri, President

Services: Customs-bonded HHG & sufferance, registered international mover, freezer & cooler storage, power tailgate, etc.

Geographic Locations Served: Comox, Vancouver Island, British Columbia

Warehouse: Heated, cement block, fully containerized three high, DND-certified

Diamond Moving Services

651 Renshaw Road
Kelowna, BC V1X 6B6
Tel: 250-317-0204 / Fax: Phone for fax
Website: www.diamondmoving.com
Email: diamondmoving@telus.net
Mark Nicholls, Owner/Operator

Services: Local & out-of-town HHG moving, boxes & packing supplies, cleaning service, packing service, from small deliveries to full moves

Geographic Locations Served: British Columbia, Okanagan Valley, Kelowna

Dowell's Moving & Storage Limited

630 Esquimalt Road
Victoria, BC V9A 3L4
Tel: 250-361-9866 / Fax: 250-361-9766
Email: dowellmoving@bigfoot.com
Gary McIntosh, General Manager

Services: Local, long-distance & overseas HHG moving & storage, packing & crating

Geographic Locations Served: Victoria & surrounding area up to 120 km

Warehouse: U.S.-government-bonded warehouse facility

Ferguson Moving & Storage Ltd.

1584 Columbia Street
North Vancouver, BC V7J 1A4
Tel: 604-922-2212 / Fax: 604-987-0269
Toll-free: 1-866-488-2212
Website: www.fergusonmoving.com
Email: lorne@fergusonmoving.com
Lorne MacInnes, Vice President

Services: Local, long-distance & overseas HHG moving & mini-storage, portable container storage, packing & crating

Geographic Locations Served: British Columbia & Alberta

Warehouse: Mini storage facility: concrete block/steel, inside wood walls, fully alarmed, sprinklered, heated, 145 lockers on two floors. Container warehouse: concrete block, fully alarmed, sprinklered, heated, grade-level loading

Great Canadian Van Lines Ltd.

Head Office - Canada
#203, 669 Ridley Place
Delta, BC V3M 6Y9
Tel: 604-540-6683 / Fax: 604-540-6640
Toll-free: 1-800-665-0055
Website: www.greatcanadianvanlines.com
Email: gcvl@telus.net
Rick Valliant, Vice President

Services: Local, long-distance & overseas moving & storage, packing services & supplies

Geographic Locations Served: All of Canada, eastern & western seaboard of the USA, Europe, Asia, Australia & New Zealand

Warehouse: Concrete block, fire & burglar alarm, sprinklered, heated, palletized, dock-level loading

Greaves Moving & Storage Ltd.

785 Lampson Street
Victoria, BC V9A 6A9
Tel: 250-388-7808 / Fax: 250-381-2124
Website: www.greavesmoving.com
Email: greaves@shaw.ca
Richard Greaves, President

Services: All moving services

Geographic Locations Served: Vancouver Island

Warehouse: Steel & block

Highland Van & Storage Ltd.

8238 Swenson Way
Delta, BC V4G 1J6
Tel: 604-929-2384 / Fax: 604-929-2498
Toll-free: 1-800-491-1666
Website: www.highland-worldwide.com
Email: info@highland-worldwide.com
Alan Wiancko, Vice President

Services: Local, long-distance & overseas HHG moving & storage, packing & crating

Geographic Locations Served: Vancouver & Fraser Valley

Warehouse: Cement tilt-up construction, sprinklered, DND-certified, heated, palletized

Kelowna Movers Ltd.

395 Adams Road
Kelowna, BC V1X 7R5
Tel: 250-765-1125 / Fax: 250-765-1772
Email: kelownamvrs@silkl.net
Ken Taylor, Secretary Treasurer/Manager
Services: Complete O/A & D/A, storage (heated or non-heated self-storage units), including boats & RVs

Geographic Locations Served: Okanagan Valley including Penticton, Kelowna, Vernon & surrounding area

Warehouse: Block, sprinklers, 24-hour on-site security, electronic surveillance

St. George Moving & Storage

26 Fawcett Road
Coquitlam (Vancouver), BC V3K 6X9
Tel: 604-520-1900 / Fax: 604-520-7689
Toll-free: 1-877-520-1903
Website: www.stgeorgemoving.com
Email: vancouver@stgeorgemoving.com
Nels Guloiien, Manager

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving. Transportation & distribution of high value goods.

Geographic Locations Served: British Columbia, Alberta, Canada, USA, Overseas

Warehouse: Concrete block, fire & burglar alarms, DND certified, heated, palletized, dock-level loading

St. George Moving & Storage

1505 Hardy Street
Kelowna, BC V1Y 7W9
Tel: 250-860-2392 / Fax: 250-860-2021
Toll-free: 1-800-561-8580
Email: kelowna@stgeorgemoving.com
Terry Kimble, Manager

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving. Transportation & distribution of high value goods.

Geographic Locations Served: British Columbia, Alberta, Canada, USA, Overseas

Warehouse: Concrete block, fire & burglar alarms, DND certified, heated, palletized, dock-level loading

Specialty Movers Ltd.

#8, 2440B - 14th Avenue
Vernon, BC V1T 8C1
Tel: 250-542-3351 / Fax: 250-542-9627
Toll-free: 1-877-642-3351
Email: specmvr@telus.net

Services: Local, long-distance, overseas HHG moving & storage, packing, crating, special products, forklift

Geographic Locations Served: Okanagan Valley & northern BC, east and west Kootenays

Warehouse: Cement block, alarm protection, heated, palletized

TR Westcan Inc.

8240 Manitoba Street
Vancouver, BC V5X 3A2
Tel: 604-324-5015 / Fax: 604-324-2047
Toll-free: 1-800-771-5015
Website: www.tippet-richardson.com
Email: brendan@tippet-richardson.com
Brenda Naylor, Vice-President

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

Geographic Locations Served: All of Canada

Warehouse: Bonded, sprinklered, burglar alarm, heated

Williams Transportation & Logistics Group of Companies

2401 United Boulevard
Vancouver, BC V3K 5Y3
Tel: 604-941-9411 / Fax: 604-942-3508
Toll-free: 1-877-410-9411
Website: www.williamsmoving.com
Email: gthomsen@thewmsgroup.com
Glenn Thomsen, COO/General Manager

Services: Local and long-distance moving, storage, packing & crating of household goods. High value goods transportation. Air-ride and heated service available.

Geographic Locations Served: British Columbia, Alberta, Canada, USA

Warehouse: 300,000 sq ft at 13 BC & Alberta locations. Heated, alarmed and government approved

International Movers/Entreprises internationales de déménagement

CANADA

Crown Relocations

1375 Artisans Court
Burlington, ON L7L 5Y2
Tel: 905-332-4332 / Fax: 905-827-7846
Toll-free: 1-800-663-4960
Website: www.crownrelo.com
Email: toronto@crowrelo.com
Tony Valentine, Country Manager

Services: *International, long-distance and local moving; specialized crating for fragile items; short- and long-term storage; in-transit and in-store protection; full range of relocation services*

Geographic Locations Served: *Offices in Burlington, ON, Calgary, AB and Montreal, QC service all of Canada*

Warehouse: *Brick-block construction, security patrolled and alarm monitored; Canada Customs bonded; ISO9001:2000*

Hoyt's International

210 Joseph Zatzman Drive
Dartmouth, NS B3B 1P4
Tel: 902-468-5855 / Fax: 902-435-2704
Toll-free: 1-800-565-4698
Website: www.hoytsinternational.com
Email: lhoyt@hoytsinternational.com
Leonard Hoyt, President

Services: *International packing and household removals company providing packing, shipping, clearing, forwarding, warehousing and insurance services*

Geographic Locations Served: *Branch offices throughout Nova Scotia, New Brunswick and Newfoundland; worldwide coverage*

Warehouse: *Sprinklered, heated, palletized*

Other Association Memberships: *FIDI, COMA*

FRANCE

NEER Service France

2, rue Désiré-Lemoine
Aubervilliers 93300
Tel: 33-1-48-354700 / Fax: 33-1-48-354701
Toll-free: 33-0800-00-NEER (in France only)
Website: www.neerservice.fr
Email: cedricz@neerservice.fr
Paulin Zibi, General Manager

Services: *All services related to the international & national moving & storage industry*

Geographic Locations Served: *France, Europe*

Warehouse: *Concrete block, fire & burglar alarm, security cameras*

Other Association Memberships: *HHGFAA, LACMA, BAR, AMSA, PAIMA, CPPC, ERC, FIDI*

INDIA

Clintus Network Limited

B-316, Ansal Chamber-1 3, Bhikaji Cama Place
New Delhi 110 066
Tel: 91-11-26170172, 26170173, 26170137,
26198650, 26184473, 26170724 / Fax: 91-11-
26170169

Website: www.clintusindia.com
Email: clintus@del2.vsnl.net.in
Arvind Joshi, Chairman and CEO

Services: *Local, long-distance (domestic) & overseas (international) moves (specializing in household goods), complete packing, crating, liftvan containerization, storage & logistics*

Geographic Locations Served: *All over India; also has a worldwide associate network*

Warehouse: *Brick & mortar, air conditioning & description generator, 24-hour security, fire-fighting equipment (heating is not required), palletization, different loading levels*

Other Association Memberships: *FIDI/FAIM-ISO, PAIMA, BAR, HHGFAA, AMSA, LACMA, ERC, QCB-ISO9001:2000*

P.M. Packers & Movers (Pvt.) Ltd.

E-130, Lajpat Nagar-I
New Delhi 110024
Tel: 91-11-2981 0255/2981 6138/2981 6194
Fax: 91-11-2981 0138/2613 5849
Website: www.packersindia.com
Email: rajeev@packersindia.com
Rajeev Bhargava, Managing Director

Services: *Packing & moving of personal & household goods to & from India on door-to-door delivery basis, warehousing & customs clearance; the largest network of our own offices in India*

Geographic Locations Served: *Throughout India: Bhutan, Nepal, New Delhi, Kolkata, Chennai, Bangalore, Mumbai, Hyderabad, Nasik*

Warehouse: *On the outskirts of Delhi, 6 km from airport & 10 km from ICD; structure is completely concrete, with fire-fighting arrangement & 24-hour security, car ramp. (Additional tel: 91-11-26316138/26310255, fax: 91-11-26135849)*

Other Association Memberships: *AMSA, HHGFAA, PAIMA, ERC, INDIA VAN*

Packways India

4-C, Laxmi Industrial Estate
New Link Road
Andheri (West), Mumbai 400 053
Tel: 91-22-26361368 / Fax: 91-22-26313174
Website: www.packways-india.com
Email: packways@vsnl.net
Rajesh Ohri, Partner

Services: *Packing, crating, storage, shipping, clearing & forwarding of HHG on door-to-door basis for local, long-distance & overseas*

Geographic Locations Served: *All of India*

Warehouse: *Concrete structure, fire-fighting equipment, fully insured, pest-controlled, 24-hour security*

Other Association Memberships: *AMSA, HHGFAA*

IRAN

Simorgh Pack Transportation Co., Ltd.

International Packers & Movers
98 Mousavi Street, Ferdowsi Square
P.O. Box 15815-1186
Tehran, Tehran 15816
Tel: 0098-21-8846758 / Fax: 0098-21-8848844
Email: simorgh@jamejam.net
Rouben Gharakhani, Chairman

Services: *Complete origin & destination service, packing & crating, international insurance & freight forwarding, local & long-distance HHG moving, commercial & office moving, long & short-term storage*

Warehouse: *Air conditioning, alarm protection, dock-level loading*

JAMAICA

JLB International Limited

191 Hagley Park Road
Kingston 11
Tel: 876-937-1623 / Fax: 876-937-2026
Website: www.jlbshipping.com

Email: beverlyj@jlbshipping.com
Beverly Johnson-Green, Managing Director

Services: *International freight forwarding, NVOCC offering consolidation & deconsolidation service, packing & crating, warehousing; removal specialist, local & long distance; marine insurance agent, in-house customs brokerage*

Geographic Locations Served: *Kingston & Montego Bay, Jamaica*

Warehouse: *14,000 square feet, slab roof, concrete structure; 24-hour security and response alarm system*

Other Association Memberships: *FIATA, AMSA, HHGFAA*

NORTHERN IRELAND

McGimpsey Brothers (Removals) Limited

International Relocation Centre
Greenway Enterprise Park
Bangor, County Down BT23 7SU
Tel: 44-28-9145 6222 / Fax: 44-28-9145 6999

Website: www.mcgimpseys.com
Email: removals@mcgimpseys.com
Campbell McGimpsey, Director

Services: *Worldwide removals, storage, shipping*

Geographic Locations Served: *Ireland*

Warehouse: *State-of-the-art, fully containerized warehouse with CCTV, fire & security alarms*

Other Association Memberships: *FIDI, BAR, BAOR, HHGFAA, AMSA*

International Movers/Entreprises internationales de déménagement

PAKISTAN

Transpack Packing & Freight Forwarding Co.

32 West Half, Blue Area, Sohrab Plaza
Jinnah Avenue
Islamabad 44000
Tel: 92-51-2875105 / Fax: 92-51-2277127
Website: www.transpack.com.pk
Email: transpk@isb.comsats.net.pk
Shahida Nasir, President and CEO

Services: Domestic & international packing & moving, storage, commercial & office moving, drilling-rig movement, transportation, Customs clearance, project handling, exhibition-goods handling

Warehouse: Concrete block, fire alarms, equipped with fire extinguishers & hoses, guarded & fenced, equipped with climate-control devices

Other Association Memberships: OMNI, FIDI, HHGFAA, IATA, BAR, AMSA, LACMA, FIATA, PFFIC, ICC&I

UNITED ARAB EMIRATES

CSS Homeward Bound

P.O. Box 27802
Dubai, United Arab Emirates
Tel: 971 4 3245111 / Fax: 971 4 3244988
Website: www.cssdubai.com
Email: suku@cssdubai.com
Suku Sudhakaran, Manager — Transport

Services: Personal-effects management — local & international packing & removals; ocean freight management — NVOCC operations; airfreight management; land transport management — local & international; project management; supply chain management — warehousing, logistics & distribution

Geographic Locations Served: Dubai, United Arab Emirates

Warehouse: Total area of 200,000 square feet; 80,000 square feet covered with racking to store up to 7,000-CBM cargo; 12 dock-level loading areas with state-of-the-art sprinkler system & alarm to protect from fire

UNITED KINGDOM

Devereux Developments Ltd.

Daimler Drive
Cowpen Lane Industrial Estates
Billingham, Cleveland TS23 4JD
Tel: 44-1642-565182 / Fax: 44-1642-566664
Website: www.kwdevereux.co.uk
Email: mike.devereux@kdevereux.co.uk
Mike Devereux, Partner

Services: International moving & storage services

Geographic Locations Served: United Kingdom

Warehouse: 20,000-square-foot storage in fire-safe steel 250-cubic-foot storage containers

Other Association Memberships: BAR, FIDI, PMA, AMSA

Simpsons International Removals

Blue Hawk House, A1/A2
Manor Way Business Park
Manor Way, Swanscombe
Dartford, Kent DA10 0PP
Tel: 44-01322 386969 / Fax: 44-01322 383467
Website: www.simpsons-uk.com
Email: worldwide@simpsons-uk.com
Peter Turner, International Manager

Services: Full origin & destination services to & from any point in the U.K. & mainland Europe, own Customs-bonded warehouse offering fully supervised devanning services, with baggage & removal deliveries throughout mainland Europe; also offering transshipment services worldwide; own groupage consolidations, full-container & airfreight services from U.K.; onsite case makers, car & mobile shippers; long- & short-term storage

Geographic Locations Served: Serving whole of U.K., weekly road services to/from all major European centres

Warehouse: Fully alarmed & secured furniture/household goods warehouse, built within last five years, steel & brick construction, integrated loading bays, 45,000 sq feet, over 1,500 storage cases, plus 100 40-foot iso steel containers, Customs-bonded

Other Association Memberships: HHGFAA, National Guild of Removers and Storers, Road Haulage Association, Register of Approved Removers and Storers

Sterling International Movers Ltd.

Hallmark House, Rowdell Road
Northolt, Middlesex UB5 6AG
Tel: 44-020-8841-7000 / Fax: 44-020-8841-3500
Website: www.sterlingmovers.com
Email: mail@sterlingmovers.com
Mike Sarll, General Manager

Services: International moving & storage, home search, furniture rental, school search, educational consultancy, cultural training, immigration consultancy

Geographic Locations Served: United Kingdom & Europe, worldwide moving capabilities

Warehouse: 100,000-square-foot facility, sophisticated security-pass system, colour CCTV security surveillance, infrared alarm system, 24-hour monitoring; capacity to hold 700 fire-resistant 20-foot steel containers & over 2,000 storage containers, drive-in stacking system for 400 liftvans, mezzanine racking for specialized storage of such items as sofas, carpets & ladders

Other Association Memberships: FIDI, BAR, HHGFAA, LACMA, OMNI, AMSA

Branches:

Sterling International Movers SA
116 Avenue Aristide Briand
93153 Le Blanc-Mesnil Cedex
France
Tel: 33 01 49 39 4700
Fax: 33 01 49 39 4717
E-mail: moving@sterling-intl.fr

USA

Arpin Moving Systems

99 James P. Murphy Highway
West Warwick Industrial Park
West Warwick, RI 02893
Tel: 800-561-3320 x 360 / Fax: 401-828-3730
Toll-free: 1-800-561-3320
Website: www.arpin.com
Email: tstephens@arpin.com
Tom Stephens, Vice President

Services: Cross-border moves (to/from USA & Canada), long-distance moves (within Canada & USA), overseas, logistics, brokerage & third-party services

Geographic Locations Served: Canada & USA

Warehouse: Steel & concrete, palletized, sprinklered, burglar alarm, heated, dock-level & drive-in loading

Suppliers/Fournisseurs

AE Worldwide Service

190 Franklin Turnpike
Suite 1
Mahwah, NJ 7430
Tel: 201-529-1515 / Fax: 201-529-8143
Toll-free: 1-800-631-7174
Toll-free Fax: 1-800-848-7805
Website: www.aeworldwide.us
Email: aeinfo@aeworldwide.us
Todd Graham, President

Services: Third-party services; appliances, crating, clocks, pool tables, grandfather clocks, swing sets, etc. serviced at origin and destination

Geographic Locations Served: U.S. and Canada

Other Association Memberships: AMSA, ERC, HHGFFA, numerous state associations throughout the U.S.

Butler & Baird Lumber Ltd.

5 Scanlon Court
Aurora, ON L4G 7B2
Tel: 905-727-3074 / Fax: 905-841-6895
Website: www.butlerandbaird.com
Email: peter@butlerandbaird.com
Pete Brooks, Sales

Services: Provider of plywood storage boxes & export crates

Geographic Locations Served: Greater Toronto Area

Chris Steer Insurance Brokers Ltd.

8 King Street East, Suite 1000
Toronto, ON M5C 1B5
Tel: 416-366-1141 / Fax: 416-366-4656
Website: www.chrissteer.com
Email: susan@chrissteer.com
Chris Steer

Dale & Morrow Insurance Limited

6 George Street S.
Brampton, ON L6Y 1P3
Tel: 905-451-1933 / Fax: 905-451-4411
Toll-free: 1-877-229-7272
Website: www.daleandmorrow.com
Email: insurance@daleandmorrow.com
Tom Bunker, Producer

Services: All forms of general insurance; specialists in providing insurance required by movers and related industry

Geographic Locations Served: Ontario

Dixie Road Weigh Scale

5758 Dixie Road
Mississauga, ON L4W 1E7
Tel: 905-670-9690 / Fax: 905-670-9694
Dave McKnight

Dollies & Boxes Unlimited

40 Continental Place
Scarborough, ON M1R 2T4
Tel: 416-293-6293 / Fax: 416-293-7545
Toll-free: 1-888-398-9888
Website: www.dollies-boxes.com
Email: louise@dollies-boxes.com
Louise Cameron, President

Services: Rental & sales of moving equipment (dollies, computer carts, utility boxes, panel carts, walkboards, plastic boxes, & many more items), sale of cardboard boxes

Geographic Locations Served: All of Canada

Farrell Enterprises Limited

66 Bartor Road
Weston, ON M9M 2G5
Tel: 416-745-2711 / Fax: 416-740-2261
Toll-free: 1-800-268-0908
Website: www.farrellmovingsupplies.com
Email: farrellent@aol.com
Elliott Eisen, President

Services: Full range of all moving supplies & equipment: boxes, pads, dollies, straps, tape, overseas wrap, etc.; equipment rentals (Art Saunders, General Manager)

Geographic Locations Served: All of Canada

L. Hansen's Forwarding

30 Dynamic Drive
Scarborough, ON M1V 2W2
Tel: 416-293-9135 / Fax: 416-293-1604
Toll-free: 1-888-420-8888
Website: www.lhf.com
Email: mhansen@lhf.com
Mark Gallagher, National Sales Manager

Services: The vehicle relocation specialist, utilizing CP Rail and our own trucking fleet for local, provincial, cross-Canada and cross-border assistance. Up-to-date tracking, door-to-door service, full line of communication.

Geographic Locations Served: Cross-Canada and across the U.S. border to and from Canada

Household Movers Services

P.O. Box 19
Ridgewood, NJ 07451
Tel: 201-444-1735 / Fax: 201-444-2244
Toll-free: 1-800-526-0887
Toll-free Fax: 1-800-555-4675
Website: www.hmsusa.com
Email: marke@hmsusa.com
Mark Eschbacher, President

Services: Complete third-party specialized services, including appliances, custom crating, fitness equipment, clocks, schranks, etc.

Geographic Locations Served: Canada & U.S.

Other Association Memberships: AMSA, HHGFFA, ERC, NCMA, all U.S. state associations

K.I.D. Trailer & Equipment

1090 South Service Road East, Unit A
Oakville, ON L6J 2X8
Tel: 905-842-2942 / Fax: 905-338-5600
Toll-free: 1-800-265-6291
Website: www.kidtrailer.com
Email: kidtrailer@on.aibn.com
Mike Dwhyte, General Manager

Services: Trailer sales, featuring Kentucky custom-built moving vans, Fontaine platforms & dry vans; truck sales; heavy-duty parts & service all for trailers & trucks

Geographic Locations Served: Ontario & all of Canada

Other Association Memberships: OTA

Mover's Equipment & Supplies Ltd.

1870 Bonhill Road
Mississauga, ON L5T 1C4
Tel: 905-670-4488 / Fax: 905-670-2748
Toll-free: 1-800-668-3773
Website: www.movers3.com
Email: john@movers3.com
John Ward, President

Services: Movers equipment: boxes, pads, straps, ramps, handtrucks, tape, stretch film, dollies, screen carts, decking beams, complete van & warehouse equipment

Ogilvy & Ogilvy/Graham Neale

Insurance Brokers
55 York Street, Suite 200
Toronto, ON M5J 1R7
Tel: 416-777-2722 / Fax: 416-777-2716
Toll-free: 1-877-364-4589
Website: www.ogilvy.ca
Email: dogilvy@ogilvy.ca
David Ogilvy, Vice President

Services: Insurance brokers specializing in the moving industry for over 20 years

Geographic Locations Served: Canada coast to coast

Promiles Canada Inc.

28 Church Street North
Ajax, ON L1T 2W5
Tel: 905-427-4251 / Fax: 905-619-1785
Website: www.promilescanada.com
Email: markb@promilescanada.com
Mark Bowie

Services: Supplier of software for transportation: mileage guide, fuel-tax reporting, fuel-purchase optimization, street mapping (Canada & USA). Desktop, network and online versions

Geographic Locations Served: North America

Searail

#101, 820 Dock Road
Delta, BC V3M 6A3
Tel: 604-521-1016 / Fax: 604-522-1523
Toll-free: 1-800-282-9892
Website: www.searail.ca
Email: derekp@searail.ca
Derek Patterson, President

Services: Rail & truck transportation in Canada, USA & Europe; uses CNR railcars that are totally enclosed; door-to-door service in most locations

Geographic Locations Served: Canada, USA & Europe

Branches:

551 Creditstone Road, P.O. Box 79002
Concord, ON L4K 1Y7
Tel: 905-660-0412 / Fax: 905-660-6651

Southern Auto Transport Services, Inc.

1335 - 10th Street, Suite E
Palmetto, FL 34221
Tel: 941-722-3326 / Fax: 941-729-5087
Website: www.southernautotransport.com
Email: allenm@southernautotransport.com
Allen J. Morrell, Vice President

Services: Auto transportation to & from Canada & USA, door-to-door service

Geographic Locations Served: All points in Canada & USA

Branch: Newmarket, ON Tel: 905-953-0399

Victory Packaging

6938 Kinne Street
East Syracuse, NY 13057
Tel: 315-463-1888 / Fax: 315-463-1747
Toll-free: 1-800-422-1214
Website: www.victorypackaging.com
Email: momalley@victorypackaging.com
Mike O'Malley, General Manager

Services: All types of packaging material & van equipment for the moving & storage industry: boxes, tape, newsprint, bubblewrap, paper pads, stretch film, van pads, cargo straps, dollies, ramps

Geographic Locations Served: Eastern Ontario, Quebec & Maritimes

Branches:

1870 Bonhill Road, Toronto, ON
Tel: 905-670-9520 / Fax: 905-670-9519

2152 TransCanada Highway, Dorval, QC
Tel: 514-683-0711 / Fax: 514-683-1470

#105, 6303 - 30th Street S.E., Calgary, AB
Tel: 403-279-6296 / Fax: 403-279-8547

73 Paquin Road, Winnipeg, MB
Tel: 204-661-8000 / Fax: 204-661-6550

Associations

American Moving and Storage Association (AMSA)

1611 Duke Street
 Alexandria, VA 22314-3482
 Tel: 703-683-7410 / Fax: 703-683-7527
 Website: www.moving.org
 Email: jharrison@moving.org
 Joe Harrison, President

British Association of Movers (BAR)

3 Churchill Court
 58 Station Road
 North Harrow, UK HA2 7SA
 Tel: 44 020 8861 3331 / Fax: 44 020 8861 3332
 Website: www.bar.co.uk
 Email: robert.syers@bar.co.uk
 Robert Syers, General Secretary

Canadian Association of Movers

2085 Hurontario Street, Suite 525
 Mississauga, ON L5A 4G1
 Tel: 905-848-6579 / Fax: 905-848-8499
 Website: www.mover.net
 Email: admin@mover.net
 John Levi, President

Van Lines/ Lignes de Transport

United Van Lines (Canada) Ltd.

7229 Pacific Circle
 Mississauga, ON L5T 1S9
 Tel: 905-564-6400 / Fax: 905-564-7944
 Toll-free: 1-800-668-5544
 Website: www.uvl.com
 Email: anne@uvl.ca
 Anne Martin, President

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MISSION STATEMENT

The purpose of the Canadian Association of Movers is to further the interests of owner-managed moving and storage companies by providing its members with leadership, motivation, research, education, programs of mutual benefit, consultation and technical advice. Programs and services of the Association are designed to enhance the profitability of members' businesses, ensure public safety, and help the buying public access credible, professional moving services.



NOTRE MISSION

La raison d'être de l'association Canadienne des Déménageurs est de servir les intérêts des compagnies indépendantes de déménagement et d'entreposage en offrant à ses membres direction, motivation, recherche, éducation, programmes de bénéfice mutuels, consultation et conseils techniques. Les programmes et services de l'Association sont conçus pour améliorer le profit des affaires de nos membres, assurer la sécurité publique, et aider la clientèle à avoir un accès crédible et professionnel aux services de déménagement.

