



THE CANADIAN  
**MOVER**

Spring/Summer 2004

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

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the **Bar**

for Movers  
and Consumers

***INSIDE:***

**A Tale of  
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**2004  
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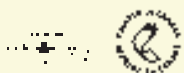
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# THE CANADIAN MOVER LE DÉMÉNAGEUR CANADIEN

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

Spring/Summer 2004  
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## TABLE OF CONTENTS/TABLE DES MATIÈRES

- 4** Chairman's Message/Message du président du conseil  
*By/par Graham Acreman*
- 5** President's Message/Message du président  
*By/par John Levi*
- 8** Mission Statement/Déclaration de mission
- 9** CAM's Code of Ethics/Le code de l'ACD
- 9** Board of Directors/Le Conseil d'administration
- 42** Buyers' Guide & Trade List/  
Guide des acheteurs et liste du secteur d'activité

## FEATURES

- 10** Raising the Bar for Movers and Consumers/  
Élever la barre pour les déménageurs et les  
consommateurs
- 16** A Tale of Two Cities — A Moving Story/  
Les leçons de Charles Dickens — La situation typique  
*By/par Ric Williams, President,  
Williams & Goffin Consulting Inc.*

## DIRECTORY/ANNUAIRE

- 19** Canadian Movers/  
Entreprises canadiennes de déménagement
- 37** International Movers/  
Entreprises internationales de déménagement
- 40** Suppliers/  
Fournisseurs
- 41** Van Lines & Associations/  
Lignes de transport et Associations

Go to the CAM website,  
at [www.mover.net](http://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

In my message last fall in *The Canadian Mover*, I wrote about the tangible value of membership in the Canadian Association of Movers. Over the last six months, CAM, through its Board of Directors and staff, has been focused on establishing the Certified Canadian Mover Program as a standard of performance for CAM members. I believe this program is a tool professional movers will use to distinguish themselves from less-than-professional competition, and consumers will use to identify professional movers in order to get a high-quality move.

The Office of Consumer Affairs at Industry Canada began this initiative in September 2002, with the formation of a committee of industry stakeholders. The goal of the committee was to generate guidelines for movers in their relationships with consumers, and a checklist for consumers to help them select a professional mover.

That goal was achieved in early March 2004, after much negotiation among the parties involved and input from CAM's members. Industry Canada has just published *Good-Practice Guidelines for Movers* and *Consumer Checklist for Choosing a Moving Company*. You'll find copies of these documents in this issue. Through its participation on this committee, CAM has formed a working partnership with the Canadian Council of Better Business Bureaus to assist in arbitrating disputes.

At the same time that these programs were being developed, CAM developed its *Certified Canadian Mover Program* based on CAM's *Code of Ethics* and the principles in the *Guidelines* and *Checklist*. These principles guide movers in:

- Communications with the consumer
- Provision and use of estimates
- Service delivery to the customer
- Settlement of claims
- Management of facilities

*continued on page 6*



**I believe this program is a tool professional movers will use to distinguish themselves from less-than-professional competition . . .**

**Je pense que le programme est un outil de choix pour les déménageurs professionnels qui veulent se distinguer des concurrents moins consciencieux . . .**

Dans le dernier numéro de *Le déménageur canadien*, je disais que les avantages concrets constituent une valeur pour les membres de l'Association canadienne des déménageurs. Au cours des six derniers mois, le conseil d'administration et le personnel de l'ACD ont concentré leurs efforts sur la mise sur pied du Programme de certification des déménageurs canadiens qui établit des normes de qualité pour les membres de l'ACD. Je pense que le programme est un outil de choix pour les déménageurs professionnels qui veulent se distinguer des concurrents moins consciencieux et pour les consommateurs qui cherchent le déménageur professionnel le plus susceptible de leur assurer un déménagement satisfaisant.

L'initiative de ce projet revient au Bureau de la consommation d'Industrie Canada qui, en septembre 2002, a formé un comité composé de représentants de l'industrie. L'objectif du comité consistait à dégager des lignes directrices sur les relations des déménageurs avec les consommateurs et à établir une liste de vérification pour aider les consommateurs à choisir un déménageur professionnel.

Après de nombreuses séances de négociation entre les représentants de l'industrie et après consultation auprès des membres de l'ACD, l'objectif a été atteint au début de mars 2004. Industrie Canada vient de publier les *Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens* et la *Liste de vérification des consommateurs pour choisir une entreprise de déménagement*, dont vous trouverez une copie dans ce numéro. Dans le cadre de sa participation à ce comité, l'ACD a formé un partenariat de travail avec le Conseil canadien des bureaux d'éthique commerciale et apporte son soutien dans le règlement des différends.

Pendant la même période, l'ACD a mis au point son Programme de certification des déménageurs canadiens en se basant sur son code d'éthique et sur les principes

*suite à la page 6*

## President's Message/Message du président

**T**he Canadian Association of Movers' national-office staff has devoted much of its time over the last year to the development of the Certified Canadian Mover Program (CCMP) and to providing input to the Industry Canada committee responsible for the development of *Good-Practice Guidelines for Movers* and the *Consumer Checklist for Choosing a Moving Company*. Together with CAM's Code of Ethics, these two documents are cornerstones of our program.

We received input from CAM members across the country in the development of the CCMP. We have used information gathered through that process, along with input from consumers and moving-industry stakeholders, in building the program.

The Canadian Association of Movers — board of directors, members and staff — developed this program to benefit movers and consumers alike. It is intended to be simple in its concept and to work within CAM's resources. It relies on the ongoing good performance of a mover to maintain program membership.

This changes CAM's role in several significant areas. CAM must:

- monitor information that members provide, in order to ensure that it is complete, accurate and up to date;
- provide current information to members and consumers as to who is (and who is not) a Certified Canadian Mover; and
- record all complaints received, and ensure that any against members are resolved.

*continued on page 7*



**There will be a significant role for CAM in keeping program information up to date, through input from the mandated advisory committee and from members as they use the program.**

**L'ACD jouera un rôle clé dans la mise à jour de l'information reliée au programme et consultera à cette fin le comité consultatif et les membres qui adhèrent au programme.**

**A**u cours de l'année dernière, le personnel du bureau national de l'Association canadienne des déménageurs a consacré la majeure partie de son temps à mettre sur pied le Programme de certification des déménageurs canadiens (PCDC) et à conseiller les membres du comité d'Industrie Canada qui ont préparé les documents intitulés *Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens* et *Liste de vérification des consommateurs pour choisir une entreprise de déménagement*. Le PCDC est fondé sur ces deux documents ainsi que sur le code d'éthique de l'ACD.

Pour mettre sur pied le PCDC, nous avons consulté les membres de l'ACD partout au pays et nous avons tenu compte des commentaires des consommateurs et d'intervenants de l'industrie du déménagement.

L'Association canadienne des déménageurs, c'est-à-dire son conseil d'administration, ses membres et son personnel, a créé ce programme pour qu'il profite autant aux déménageurs qu'aux consommateurs. Nous voulions qu'il soit simple et qu'il fonctionne dans le cadre des ressources de l'ACD. Le maintien de la certification d'un déménageur dépend de son respect des normes.

La mise en place de ce programme modifie les fonctions de l'ACD à plusieurs égards. L'ACD doit maintenant :

- examiner l'information que les membres lui fournissent et s'assurer qu'elle est complète, exacte et à jour;
- fournir aux membres et aux consommateurs des renseignements à jour sur les déménageurs canadiens qui sont certifiés et sur ceux qui ne le sont pas; et

*suite à la page 7*

# Chairman's Message/Message du président du conseil

The Certified Canadian Mover Program was developed with input from all CAM members — movers, van lines and suppliers. The program, together with the *Guidelines* and *Checklist*, provides both the consumer and the mover with assistance in defining their working relationship.

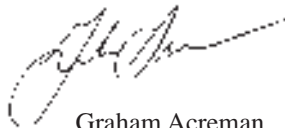
We look forward to the rollout of the program, with its benefits to consumers and movers alike.

énoncés dans les *Lignes directrices* et dans la *Liste de vérification*. Ces principes guident les déménageurs sur les sujets suivants :

- Communications avec les consommateurs
- Remise d'estimations
- Prestation des services aux clients
- Règlement des plaintes
- Gestion des installations

Le Programme de certification des déménageurs canadiens a été élaboré après consultation auprès de tous les membres de l'ACD — déménageurs, transporteurs et fournisseurs. Grâce à ce programme ainsi qu'aux *Lignes directrices* et à la *Liste de vérification*, les consommateurs et les déménageurs peuvent mieux définir leurs relations d'affaires.

Nous avons hâte de lancer ce programme qui profite autant aux déménageurs qu'aux consommateurs.




Graham Acreman  
Chairman/Président du conseil




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# President's Message/Message du président

There will be a significant role for CAM in keeping program information up to date, through input from the mandated advisory committee and from members as they use the program.

The program is intended to be a work in progress, getting better continuously with input from its participants, consumers and industry stakeholders.

- enregistrer toutes les plaintes reçues et s'assurer qu'elles se règlent.

L'ACD jouera un rôle clé dans la mise à jour de l'information reliée au programme et consultera à cette fin le comité consultatif et les membres qui adhèrent au programme.

Pour s'assurer qu'il répond aux besoins de l'industrie, le programme sera continuellement amélioré à la lumière des commentaires des participants, des consommateurs et des représentants de l'industrie.



John Levi  
*President/Président*

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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.

## 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.

## 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.

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 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 was approved at the Annual General Meeting on November 25, 2003. We welcome new members to the Board and thank outgoing directors for their generous service.

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

### OFFICERS/ ADMINISTRATEURS PRINCIPAUX

**Chairman/Président du conseil**  
Graham Acreman  
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**Secretary/Secrétaire**  
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### DIRECTORS/ ADMINISTRATEURS

*Sandra Campbell*  
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905-795-3600

Les membres du Conseil d'administration de l'Association canadienne des déménageurs ont été élus lors de la Réunion générale annuelle du 25 novembre 2003. Nous souhaitons la bienvenue aux nouveaux membres du Conseil et nous tenons à remercier les directeurs sortants pour leurs services généreux.

Le Conseil d'administration 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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**Communications Manager/  
Directrice de Communication**  
Kim Biggar

**Administrative  
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Marian McGuire

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# Raising the Bar for Movers and Consumers

**T**he level of consumer complaints about movers has concerned all stakeholders in the Canadian moving and storage industry: reputable movers, consumer associations, trade associations and government. To address these concerns and to act as a complement to legal protections already in place, the Office of Consumer Affairs, Industry Canada formed a working group of moving-industry professionals, consumer group representatives and government officials to develop good-practice guidelines for reputable movers, and an associated consumer checklist. It is hoped that the existence of the *Good-Practice Guidelines for Canadian Movers* and the *Consumer Checklist* will assist movers in identifying and adhering to high standards and will aid consumers in selecting reputable, ethical and professional movers. CAM's Code of Ethics, the *Good-Practice Guidelines for Canadian Movers* and the *Consumer Checklist* are the core elements on which CAM's Certified Canadian Mover Program is based. (Complete information for the Program can be found on CAM's website at [www.mover.net](http://www.mover.net).)

## **Good-Practice Guidelines for Canadian Movers**

Canadian movers wishing to ensure continued good relations with their customers agree to:

- Provide customers with a pamphlet that outlines customer and mover rights and responsibilities, mover liability for loss or damage, optional programs available, limitations on

liability and additional costs associated with each level of liability. The pamphlet should be written in plain language and be easy to understand. Where local-move customers request an estimate by telephone, movers shall agree to offer to provide the pamphlet by mail, fax, or email.



- Provide written estimates of costs that describe the shipment and the cost of all services requested by the customer. The estimate shall be on company letterhead, stating the name, telephone number and address of the company, a full estimate of the number of boxes to be moved, the size and value of items, including the cost per hour or flat rate, terms of payment, and timing of services to be provided. The estimate should be signed by both the company representative and the customer.
- Abide by the terms of the estimate as provided to the customer, in compliance with all applicable law.
- For long-distance moves, tag all goods and prepare, prior to the shipment leaving the residence, a descriptive inventory of the goods to be moved that shall be presented for signature to the customer or his authorized representative who is present at origin for loading and again at destination as the goods are unloaded. A copy of this descriptive inventory shall be provided to the customer prior to shipment. Any existing damage to goods shall be noted in the inventory.
- Provide customers with a bill of

lading at the time of pickup that clearly delineates critical customer service details, such as the terms and amount of payment and the date of delivery.

- When charges are based on weight, determine the weight of each shipment by the use of a certified scale at origin and if requested, furnish evidence of that weight to the customer. When the actual weight exceeds the estimated weight by more than 10 per cent, the mover will, upon request, perform a "re-weigh" of the shipment and furnish evidence of the re-weigh to the customer.
- Make reasonable efforts to fulfil the arrangements made for servicing a shipment, including the performance of pickup and delivery as agreed upon. Keep customers advised of any service delays and provide them with information as to when service may be expected to be performed. This should include providing the customer with the company contact name and telephone number.
- Ensure the customer receives a copy of the bill of lading or invoice on delivery, with a clear description of charges and services provided.
- Acknowledge, in writing within 30 days, the receipt of a written loss or damage claim or delay claim, and agree to thereafter pay, decline, make a firm compromise offer or advise the claimant of the status of the claim and any reason for a delay in making a final disposition within 120 days of receipt of any documented claim for loss or damage, or for any documented claim for delay in delivery beyond the dates shown on the bill of lading, when the claim is filed by the customer within 60 days (long-distance moves) or 30 days (local moves) after delivery.
- Promptly and fairly attempt to resolve disputes concerning loss or damage claims to household goods, through in-house complaints-handling and external dispute-resolution processes as appropriate and available. In terms of guidance on what constitutes a fair dispute

*continued on page 12*

# Élever la barre pour les déménageurs et les consommateurs

Le nombre de plaintes formulées par les consommateurs relativement aux déménageurs a été un sujet de préoccupation pour tous les intervenants de l'industrie canadienne du déménagement et de l'entreposage : déménageurs honnêtes, groupes de consommateurs, associations professionnelles et gouvernements. Pour répondre à ces préoccupations, le Bureau de la consommation d'Industrie Canada a formé un groupe de travail multilatéral composé de spécialistes de l'industrie du déménagement, de représentants de groupes de consommateurs et de fonctionnaires des gouvernements et lui a confié la mission d'élaborer des *Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens* ainsi qu'une *Liste de vérification des consommateurs pour choisir une entreprise de déménagement*, ces documents devant s'ajouter aux protections légales déjà en place. Il est à souhaiter que les *Lignes directrices* et la *Liste de vérification* aideront les déménageurs à définir et à respecter des normes élevées et aideront les consommateurs à choisir des déménageurs honnêtes, fiables et professionnels. Les *Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens* peuvent également être utilisées comme élément des programmes d'accréditation de l'industrie du déménagement.

## **Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens**

Les déménageurs canadiens qui souhaitent entretenir de bonnes relations avec leurs clients conviennent :

- De remettre aux clients une brochure énonçant les droits et les responsabilités du consommateur et du déménageur ainsi que de la documentation sur la responsabilité du déménageur pour les pertes ou les dommages, les divers programmes offerts, les limites de responsabilité et les coûts additionnels liés à chaque niveau de responsabilité. Le texte de la brochure doit être écrit dans un langage simple et facile à lire. Si le client téléphone pour demander un devis pour un déménagement local, le

déménageur conviendra d'offrir au client de lui faire parvenir la brochure par la poste, par télécopieur ou par message électronique.

- De remettre des devis écrits des coûts; les devis décriront les coûts du transport et de tous les services demandés par le client. Le devis doit être présenté sur papier à en-tête de l'entreprise et mentionner son nom, son numéro de téléphone et son adresse, comporter une estimation complète du nombre de boîtes à déménager, de la taille et de la valeur des articles, le tarif horaire ou le montant forfaitaire pour le déménagement ainsi que les modalités de paiement et les dates des services à fournir. Le devis doit être signé par le représentant de l'entreprise de déménagement et par le client.
- De respecter les modalités inscrites au devis remis au client, conformément aux lois applicables.
- Pour un déménagement long courrier, d'étiqueter tous les articles et de dresser, avant de quitter la résidence, un inventaire descriptif des biens à déménager; l'inventaire doit être soumis pour signature au client ou à son représentant autorisé présent au lieu d'origine pour le chargement et également au lieu de destination une fois les biens déchargés. Une copie de l'inventaire descriptif doit être remis au client avant l'expédition. L'inventaire doit mentionner tous les dommages existants.
- De remettre au client, au moment du chargement, un connaissance qui énonce en détail les services à rendre au client ainsi que le montant et les modalités des paiements et la date de livraison.
- Si les frais sont calculés en fonction du poids, déterminer, au lieu d'origine, le poids des biens transportés à l'aide d'une balance homologuée et sur demande, remettre au client une preuve du poids. Si le poids réel dépasse de plus de 10 p.cent le poids estimé, le déménageur procède, sur demande, à une nouvelle pesée des biens transportés et en fournit la preuve au client.

- De faire des efforts raisonnables pour respecter les dispositions prises pour l'expédition, notamment d'effectuer le ramassage et la livraison de la manière convenue. D'aviser le client des retards de service et de le tenir informé du moment où il est prévu que le travail pourra être exécuté. Cet avis doit donner au client le nom et le numéro de téléphone de la personne-ressource de l'entreprise de déménagement.
- D'accuser réception d'une réclamation pour perte, pour dommages ou pour retard dans les trente (30) jours, et par la suite de payer, de refuser de payer, de faire une offre juste ou d'informer le réclamant de l'état de sa réclamation et de tous les motifs du délai pour en disposer dans les cent vingt (120) jours de la réception d'une réclamation documentée pour perte ou dommages, ou d'une réclamation documentée pour un retard de livraison après les dates indiquées sur le connaissance, si la plainte est soumise par le client dans les soixante (60) jours de la livraison pour un déménagement long courrier ou dans les trente (30) jours de la livraison pour un déménagement local.
- De s'assurer que le client reçoit une copie du connaissance ou de la facture au moment de la livraison; ce document doit donner une description claire des services fournis et des frais.
- De tenter de régler rapidement et équitablement les différends relatifs aux réclamations pour pertes ou dommages aux articles de ménage, soit par l'intermédiaire d'un service interne de traitement des plaintes ou par un processus externe de règlement des différends, selon ce qui est approprié ou possible dans chaque cas. Il est recommandé aux entreprises de déménagement de s'inspirer du document rédigé au nom des ministres fédéral, provinciaux et territoriaux intitulé « Gestion des plaintes des consommateurs : guide à l'intention des entreprises canadiennes » pour savoir ce qui constitue un processus équitable de résolution des différends; le document peut être téléchargé à [http://strategis.ic.gc.ca/epic/internet/inoca-bc.nsf/vwapj/GestiondesPlaintes.pdf/\\$FILE/GestiondesPlaintes.pdf](http://strategis.ic.gc.ca/epic/internet/inoca-bc.nsf/vwapj/GestiondesPlaintes.pdf/$FILE/GestiondesPlaintes.pdf) ou consulté en ligne à l'adresse <http://strategis.ic.gc.ca/epic/internet/inoca-bc.nsf/vwGeneratedInterF/ca01763f.html>.
- De communiquer avec le public par des annonces, des devis et de la documentation promotionnelle justes et véridiques sur les services qu'ils peuvent rendre.

suite à la page 13

resolution process, movers should draw on the federal-provincial-territorial "Consumer Complaints Management: A Guide for Canadian Business," available at: [www.strategis.ic.gc.ca/pics/ca/consumercomplaints.pdf](http://www.strategis.ic.gc.ca/pics/ca/consumercomplaints.pdf)

- Communicate with the public through fair and accurate advertisements, estimates and sales literature regarding the services that may be performed.
- If working in conjunction with other agents, ensure that these agents also comply with the above commitments.
- Maintain and clean facilities and equipment regularly in accordance with good industry practices.

### **Consumer Checklist for Choosing a Moving Company**

Much of the stress that comes with moving can be relieved by hiring the right people to do the job. When choosing a moving company, it is wise to do some research about moving companies before making a selection, and to ask your family and friends for the names of companies they recommend. It is also useful to call organizations such as the Better Business Bureau for a list of suggested movers. You may want to find out if the mover is a member of an association of movers or a certified reputable mover program. It is a good idea to ask at least three movers for estimates and check references, so that you will have a better idea of your options.

#### **Start with these questions**

- Does the company know about and agree to abide by the terms of the *Good-Practice Guidelines for Canadian Movers*? Does the company provide you with a pamphlet that outlines customer and mover rights and responsibilities, written material regarding mover liability for loss or damage, optional programs available, limitations on liability and additional costs associated with each level of liability?
- Is the company insured? Ask them to provide you with the insurance company's name and policy number.

- Does the company have their own equipment, or will a subcontractor or another company be providing the service? Which company? What is their record like? Get references.
- Who will be providing services at the end of the move, such as unpacking, claims settlement, and storage? Is it the same as the original company, an affiliated van line, or someone else?
- If your belongings will be left overnight in a moving van, will the van be kept in a secure facility? Be sure to use a company that uses vehicles designed for household goods moving and storage.
- Whose storage facilities will be used — the company's or a third party's? It's a good idea to visit and check the company's offices, storage facilities and vehicles before your move.
- Does the mover have a workers' compensation board certificate? If not, you may end up paying for any employee injuries incurred during the move.

#### **Ask for an estimate**

- For a long-distance move, a reputable mover will want to inspect your belongings to help prepare a competent quote. If a company says the inspection isn't necessary or wants to provide a quote over the telephone, you're probably better off dealing with someone else. Make sure that everything that needs to be moved is shown to the movers during the estimate, and find out how much it will cost if you need to add any items on the day of the move.
- When asking for an estimate, be sure to give the mover precise information about the locations of your old and new residences. Notify the movers of obstacles, such as stairs or elevators, that will require special navigation. To avoid being charged more later on, give the movers as much information as possible.
- It is helpful to make an inventory of everything you want moved, from the basement to the attic, and ensure that special arrangements are made

for specific goods (e.g., electronics, appliances, pianos).

- Be sure to get estimates and all other assurances in writing, including the delivery date, as well as the full name of the person you spoke with.
- The estimate should be on company letterhead, stating the name, telephone number and address of the company, a full estimate of the number of boxes to be moved, the size and value of items, including the cost per hour or flat rate, terms of payment, and timing of services to be provided. If items are being moved out of the country, be sure to obtain the name and address of the moving agents who will be handling your move at the destination.
- For a local move, the estimate should provide the number of hours the move will take to complete. Make sure the estimate is dated and includes the date of the move. Don't sign a contract unless these details are spelled out in writing.
- Don't be afraid to negotiate. Beware of a price that is much lower than others. This could be an indicator of substandard service or higher charges to come later.
- Beware also of movers who offer to forgo the Goods and Services Tax (GST) or who accept only cash payments. These may be indicators of an unscrupulous mover and one who is unlikely to pay claims, let alone deliver your goods.

#### **Get the details**

- Who is responsible for packing? Ask about liability if you pack the items yourself.
- Can boxes from other places like a grocery store be used?
- Should all owner-packed boxes be sealed and labelled?
- Are any licences or customs documents required, e.g., at border crossings? And who will prepare them?
- Are there special seasonal rates or any other factors that may affect the cost of the move? It can be less expensive to move between October and June, or at mid-month.
- If a deposit is required, will the money be put in trust, as is required

continued on page 14

suite de la page 11

- Si l'entreprise travaille en collaboration avec d'autres agents, de s'assurer que ces derniers respectent aussi les engagements ci-dessus.
- De procéder régulièrement à l'entretien et au nettoyage des installations et de l'équipement, conformément aux bonnes pratiques de l'industrie.

### Liste de vérification des consommateurs pour choisir une entreprise de déménagement

Il est possible de s'épargner une grande partie du stress provoqué par un déménagement en retenant les services de la bonne entreprise pour faire ce travail. Avant de choisir une entreprise de déménagement, il est sage de faire des recherches sur les diverses entreprises avant d'arrêter son choix et de demander aux membres de votre famille et à vos amis les noms d'entreprises qu'ils recommandent. Il est aussi utile de communiquer avec des organisations comme le Bureau d'éthique commerciale pour obtenir une liste des déménageurs suggérés. Vous pouvez demander si l'entreprise est membre d'une association de déménageurs ou si elle souscrit à un programme fiable d'accréditation de déménageurs.

C'est une bonne idée de demander un devis à au moins trois déménageurs et de vérifier les références pour avoir un meilleur aperçu des choix qui s'offrent à vous.

### Commencez par ces questions

- Est-ce que l'entreprise connaît et respecte les *Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens*? Vous remet-elle une brochure énonçant les droits et les responsabilités du consommateur et du déménageur? De la documentation sur la responsabilité du déménageur pour les pertes ou les dommages, les divers programmes offerts, les limites de responsabilité et les coûts additionnels liés à chaque niveau de responsabilité?
- L'entreprise est-elle assurée? Demandez que l'on vous donne le nom de la compagnie d'assurance et le numéro de police.
- Est-ce que l'entreprise possède son propre équipement, ou est-ce que les services seront fournis par un sous-traitant ou une autre entreprise? Dans ce cas, de quelle entreprise s'agit-il? Quels sont les antécédents de cette entreprise? Obtenez des références.
- Qui fournira les services à destination, par exemple le déballage, le règlement des réclamations, l'entreposage? Est-ce l'entreprise avec laquelle le contrat est conclu, une entreprise affiliée ou une autre entreprise?

- Si votre mobilier doit passer la nuit dans un camion de déménagement, le camion sera-t-il stationné dans un endroit sécuritaire? Assurez-vous de faire appel à une entreprise qui utilise des véhicules conçus pour le déménagement et l'entreposage d'articles de ménage.
- L'entrepôt utilisé appartient-il à l'entreprise ou à un tiers? C'est une bonne idée de visiter et d'inspecter les bureaux, l'entrepôt et les véhicules de l'entreprise avant le déménagement.
- L'entreprise de déménagement est-elle titulaire d'un certificat de la Commission des accidents du travail? Sinon, vous pourriez devoir indemniser les employés blessés pendant le déménagement.

### Demandez un devis

- S'il s'agit d'un déménagement long-courrier, un déménageur sérieux voudra inspecter vos biens pour être en mesure de préparer un devis fiable. Si un déménageur affirme que l'inspection est inutile ou veut faire un devis au téléphone, il est probablement préférable de vous adresser à une autre entreprise. Lors de la préparation du devis, assurez-vous de montrer au déménageur tout ce qui doit être déménagé et demandez combien il vous en coûtera si vous devez ajouter des articles le jour du déménagement.
- Quand vous demandez un devis, assurez-vous de donner au déménageur les renseignements précis sur l'emplacement de votre ancienne résidence et de la nouvelle. Informez-le des obstacles comme les escaliers ou les escaliers mécaniques qui exigent des dispositions spéciales. Pour éviter que les frais augmentent, donnez au déménageur le plus de renseignements possible.
- Il est utile de dresser un inventaire de tout ce qui doit être déménagé, du sous-sol au grenier, et de vous assurer que des dispositions spéciales sont prises pour les articles qui exigent une attention spéciale, par exemple l'équipement électronique, les électroménagers, un piano.
- Assurez-vous que le devis et tous les autres renseignements vous sont donnés par écrit, notamment la date de livraison et le nom complet de la personne avec qui vous avez discuté.
- Le devis doit être présenté sur papier à en-tête de l'entreprise et mentionner son nom, son numéro de téléphone et son adresse, comporter une estimation complète du nombre de boîtes à déménager, de la taille et de la valeur

des articles, le tarif horaire ou le montant forfaitaire pour le déménagement ainsi que les modalités de paiement et les dates des services à fournir. Si les articles doivent être déménagés à l'extérieur du pays, assurez-vous d'obtenir le nom et l'adresse des agents qui s'occuperont du déménagement à destination.

- Pour un déménagement local, le devis doit mentionner le nombre d'heures que le déménagement exigera. Assurez-vous que le devis est daté et que la date du déménagement est inscrite. Ne signez pas de contrat à moins que ces renseignements ne soient bel et bien inscrits.
- N'hésitez pas à négocier. Méfiez-vous si un prix est beaucoup plus bas que les autres. Cela pourrait signifier que les services seront inférieurs à la norme ou que des charges plus élevées s'ajouteront par la suite.
- Méfiez-vous aussi des déménageurs qui offrent de ne pas exiger le paiement de la taxe sur les produits et services (TPS) et de ceux qui acceptent uniquement les paiements en espèces. Il s'agit souvent de déménageurs peu scrupuleux ou de déménageurs qui refusent de payer les réclamations ou même de livrer vos objets.

### Obtenez des renseignements détaillés

- Qui a la responsabilité de l'emballage? Informez-vous de la responsabilité si vous faites l'emballage vous-même.
- Est-il possible d'utiliser des boîtes d'autres fournisseurs que le déménageur, par exemple des boîtes obtenues à l'épicerie?
- Toutes les boîtes préparées par le propriétaire doivent-elles être scellées et étiquetées?
- Des permis ou des documents de douane sont-ils nécessaires, par exemple pour traverser la frontière? Qui doit les préparer?
- Le coût du déménagement est-il affecté par des tarifs saisonniers spéciaux ou par d'autres facteurs? Il peut coûter moins cher de déménager entre octobre et juin, ou au milieu d'un mois.
- Si un dépôt est demandé, l'argent sera-t-il déposé dans un compte en fidéicommissé comme l'exigent certaines provinces et certains territoires? Le dépôt est-il remboursable? Clarifiez les modes de paiement dès le début.
- Quelles sont les modalités en place pour protéger vos biens en vertu de la politique de l'entreprise de

suite à la page 15

continued from page 12

in some provinces and territories? Is it refundable? Clarify methods of payment at the outset.

- What are the terms and conditions of protecting your goods under the mover's replacement-value protection policy, including coverage for those goods you packed yourself? Is there a deductible, and if so, how much is it?

### What is replacement-value protection?

Even with the best mover, you need to know how you can protect yourself:

- First check with your insurance agent/broker to find out if your existing household policy provides coverage during the move, and if so, what the deductible is. Make sure that your policy provides you with "all risks" coverage, because any less coverage leaves you exposed.
- Then check with the moving company for the cost of replacement-value protection. This means that the moving company agrees to be legally liable up to an amount that represents your estimate of the value of your property being moved. Often that amount is arrived at by multiplying each pound of weight of your shipment by \$10 — but that is just a rule of thumb. Make sure that the total amount of

declared valuation is enough to replace all of your furniture and personal effects. Make sure that you get replacement-value protection and **NOT** depreciated value only.

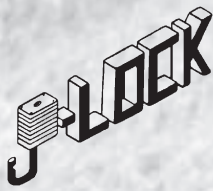
- Ask the moving company for written material that explains how replacement-value protection works.
- Ask the moving company for information on how to make a claim and what the time limit is for making a claim.
- Identify the difference of liability between owner-packed and mover-packed cartons and special-care items (e.g., glass, marble, and other "at owner's risk" items that are not packed professionally).
- If you don't buy replacement-value protection, the moving company is usually liable only up to 60 cents per pound for any article that is destroyed or lost. (For a typical television set, that's about \$30.)
- **Be sure you have adequate protection either through your own insurance policy or through the moving company's replacement-value protection policy.**

### Making the best of your moving day

- Be ready when the movers arrive. Have everything ready to go, as you will be charged an hourly rate for

the time the movers wait.


- Make sure both your origin and destination locations are ready. If you are moving to an apartment, book the elevator in the apartment building and notify your landlord or building manager of the arrival time of your movers. Arrange for street parking if needed.
- For long-distance moves, the *Good-Practice Guidelines for Canadian Movers* stipulate that all items must be tagged and listed by the mover, with a copy of the inventory supplied to you for your records. Be sure to keep a copy of this inventory. When you arrive at your new destination, check off each piece, and note any changes to the inventory prior to signing it. Otherwise, your mover may decline your claim for lost or damaged items.
- For a local move, you should make an inventory of goods to be moved, and supervise the loading and unloading or arrange for someone else to supervise. If goods are damaged or lost, make sure it's noted on the inventory, and notify the mover quickly. Normally, claims must be made within 30 days for local moves and within 60 days for long-distance moves.
- When the loading has been completed, do a walk-through of your premises to ensure that everything has been loaded and nothing is left in closets, behind doors, in attics or garages.
- Take any personal, important documents with you. Back up your computer data, and take the data and the computer with you.
- Take all of your valuables (e.g., jewellery, prescriptions, artwork) with you, and make special arrangements for perishables (e.g., food, plants) that may be affected by heat or cold. Make appropriate arrangements for your pets.
- When the unloading has been completed, do a walk-through of your premises and all hallways and pathways into your premises, as well as the moving vehicle, to ensure that everything has been unloaded.
- Enjoy your new home! ■



## SECURES LOAD BRACES - ELIMINATES THEFT AND BODY DAMAGE

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- All J-Locks are manufactured from Heavy Duty Aluminum for extra strength and Powder Coated for Long Life



Patent #5,060,810

déménagement quant au coût de remplacement, y compris le coût de remplacement pour les biens que vous aurez emballés vous-même? Y a-t-il une franchise? Si oui, quel est le montant de la franchise?

### Qu'est-ce que la clause de valeur de remplacement?

Même si vous retenez la meilleure entreprise de déménagement, vous devez savoir comment vous protéger :

- Vérifiez d'abord auprès de votre agent ou de votre courtier d'assurance si votre police d'assurance habitation vous couvre pendant le déménagement et si oui, informez-vous du montant de la franchise. Assurez-vous que votre police est une police dite « tous risques » parce qu'une couverture moindre vous expose à des risques.
- Vérifiez ensuite auprès de l'entreprise de déménagement ce qui en est de la couverture de la valeur de remplacement. Cela signifie que l'entreprise de déménagement accepte d'être légalement responsable à hauteur d'un montant qui représente votre estimation de la valeur des biens déménagés. Ce montant est souvent déterminé en multipliant le poids (en livres) de vos biens par 10,00 \$, mais ce n'est qu'une méthode empirique. Assurez-vous que la valeur déclarée est suffisamment élevée pour remplacer tout votre mobilier et tous vos effets personnels. Assurez-vous également d'obtenir la couverture de valeur à neuf et **NON** uniquement la couverture de valeur dépréciée.
- Demandez à l'entreprise de déménagement de vous remettre de la documentation expliquant comment fonctionne la couverture de la valeur de remplacement.
- Demandez également des renseignements sur la façon de présenter une réclamation et le délai dans lequel la plainte doit être soumise.
- Renseignez-vous sur les différences entre les boîtes préparées par le propriétaire et celles qui sont préparées par l'entreprise de déménagement, et quant aux articles qui exigent des précautions spéciales (p. ex., marbre, verre et autres articles « aux risques du propriétaire » qui ne sont pas emballés par des professionnels).
- Si vous ne souscrivez pas à la couverture de valeur de remplacement, l'entreprise de déménagement n'est habituellement responsable que jusqu'à concurrence de 60 cents par livre pour les articles détruits ou perdus. (Pour un téléviseur typique, cette couverture

s'élève à environ 30 \$.)

- **Assurez-vous de bénéficier d'une protection adéquate, soit par votre propre police d'assurance ou par la couverture de valeur de remplacement de l'entreprise de déménagement.**

### Pour réussir votre déménagement

- Soyez prêt lorsque les déménageurs arrivent. Assurez-vous que tout est prêt : le temps pendant lequel les déménageurs attendent vous sera facturé à l'heure.
- Assurez-vous que votre lieu de départ et votre lieu de destination sont prêts. Si vous emménagez dans un appartement, réservez l'ascenseur de l'édifice et informez le concierge ou le gérant de l'heure d'arrivée des déménageurs. Au besoin, prenez les dispositions nécessaires pour le stationnement dans la rue.
- Les *Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens* stipulent que pour les déménagements long courrier, tous les articles doivent être étiquetés et inscrits sur une liste par l'entreprise de déménagement, et qu'une copie de l'inventaire doit vous être remis pour vos dossiers. Assurez-vous de conserver une copie de cet inventaire. Une fois arrivé à destination, cochez chaque article et inscrivez les modifications nécessaires sur l'inventaire avant de le signer. Sinon, le déménageur pourra refuser votre réclamation pour articles perdus ou endommagés.
- S'il s'agit d'un déménagement local, dressez un inventaire des articles à

- déménager et supervisez-en le chargement et le déchargement, ou demandez à quelqu'un de faire la supervision. Si des articles sont perdus ou endommagés, assurez-vous d'en prendre note sur l'inventaire et informez-en rapidement l'entreprise de déménagement. Habituellement, les réclamations doivent être faites dans les trente (30) jours pour un déménagement local et dans les soixante (60) jours pour un déménagement long courrier.
- Une fois le chargement terminé, faites le tour de toutes les pièces pour vous assurer que tout a été chargé et qu'il ne reste rien dans les penderies, derrière les portes, au grenier ou dans le garage.
- Apportez vous-même tous les documents personnels et tous les documents importants. Faites une copie de sauvegarde des données de votre ordinateur et apportez vous-même l'ordinateur.
- Apportez avec vous tous vos objets de valeur (bijoux, médicaments d'ordonnance, œuvres d'art) et prenez les dispositions spéciales nécessaires pour les articles périssables (aliments, plantes) qui peuvent être affectés par la chaleur ou par le froid. Prenez les dispositions appropriées pour vos animaux domestiques.
- Une fois le déchargement terminé, examinez le logement, les couloirs et les chemins d'accès ainsi que le véhicule qui a servi au déménagement pour vous assurer que tout a été déchargé.
- Bienvenue dans votre nouvelle résidence! ■



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# A Tale of Two Cities — A moving story



Ric Williams

## The case history

You know the story:

- It's the day of the move.
- The movers arrive late.
- The crew is too small.
- So is the truck.
- The driver is intimidating and in a hurry.
- Calls to the mover's office are being taken by voice mail.
- Damage is done to the furnishings and the home as the crew rushes to complete the job.
- Customer-service failure follows customer-service failure.

## The deck is stacked

As the reader knows, some moves, particularly inter-city moves required by a job change, come as bad news to families. One partner might have to find a new employer, the real estate market is tight, kids have to leave great friends (in their minds at the time, possibly the only friends they will ever have)...the list goes on. With a pessimistic outlook on the need for the move, such clients might approach the move itself with resentment or anger. The moving company could be a target for some of that negative feeling. A bad moving experience adds to the frustration caused by an uprooting.

## Great expectations lead to great disappointment

Many moving-company customer-service reps promise a perfect move. They assure clients with such declarations as: "The fine print in the contract is just a detail; don't worry about a thing. We'll take care of everything. And if anything goes wrong, just call this number and leave a message on the answering machine."

## Tales of woe find a willing audience

Such promises build great expectations which can be shattered by events beyond the control of the moving company: bad weather, mechanical failure, human error. Stuff happens.

Then the customer begins to panic. That answering machine can't solve their problems, or even give them comfort that someone is really going to check it. The panic becomes anger; the anger becomes rage. The only way to deal with it is to tell someone. Anyone. Everyone.

Service-quality-tracking data show that an angry customer will tell 12 to 18 people about their problem in the first 24 hours after a problem if it is not resolved. On the flip side, happy customers will share the good word with only two to four acquaintances.

So, what are you going to do to protect your customers, your reputation and your people from the downside of a problem event?

## Underpromise and overdeliver

Make sure that the people in your company who have customer-contact responsibilities are realistic and make only commitments they can keep. Build in a margin for error. (WestJet has the best on-time record in the Canadian airline industry, because it plans and communicates arrival times with a margin for error built in. Ground crews are trained to make sure the plane takes off on time, too!)

## RATER<sup>1</sup>

Know what customers want. An intensive study conducted on service quality in a broad range of businesses identified five key customer expecta-

tions (in short form, "RATER") that provide a measurable basis for real satisfaction:

**Reliability** — the confidence and commitment to do what you said you would do, on time, on budget;

**Assurance** — the sense that comes from communicating with your people that they have the will and the skill to conduct business professionally and respectfully;

**Tangibles** — the positive reaction that comes from physical appearance of the people, equipment and literature that defines your business;

**Empathy** — the sense that your people care about customers; and

**Responsiveness** — resolution of issues and meeting of commitments without delay.

## Have a receptionist, not a 'deceptionist'

I think there is a special place in hell for the inventor of voice mail. Yes, it has saved us the money we used to spend on people who exclusively answered our phones, and it sometimes calms our customers, spouses and colleagues. However, when the costs of potential lost business, hurt feelings, broken promises and the sense of outrage that comes from talking to a machine during a perceived crisis are taken into consideration, voice mail will surely be one of the most-expensive money-saving devices ever invented. High tech needs high touch.

Make sure your customers can contact a person — on a hot line if need be. And not just anyone. It must be a person who knows how to deal with anger and frustration on the other end of the line, and who can calm and

*continued on page 18*



# Les leçons de Charles Dickens

## La situation typique

### Le dossier d'antécédents

On connaît tous l'histoire :

- C'est le jour du déménagement.
- Les déménageurs arrivent en retard.
- L'équipe de déménageurs n'est pas assez nombreuse.
- Le camion n'est pas assez grand.
- Le chauffeur est impatient et pressé.
- Au bureau de la compagnie de déménagement, c'est un système de messagerie vocale qui prend les appels.
- Les meubles et la maison ont subi des dommages à cause de la précipitation des déménageurs à finir le travail au plus vite.
- Les failles dans le service à la clientèle s'enchaînent.

### Les dés sont pipés

L'annonce d'un déménagement, surtout quand il s'agit de déplacer une famille dans une autre ville à cause d'un changement d'emploi, n'est pas toujours accueillie comme une bonne nouvelle. Le déménagement peut obliger l'autre conjoint à chercher un nouvel emploi, peut avoir lieu alors que le marché de l'immobilier n'est pas favorable, peut contraindre les enfants à quitter leurs amis (les enfants ont souvent l'impression qu'ils n'en auront plus jamais)... et quoi encore. Quand le client déménage à contrecœur, il peut éprouver du ressentiment et de la colère. Dans de tels cas, l'entreprise de déménagement peut devenir une cible de choix pour exprimer ses sentiments négatifs. Une mauvaise expérience de déménagement ajoute à la frustration causée par le déracinement.

### Les grandes attentes mènent à de grandes désillusions.

De nombreux représentants du service à la clientèle des entreprises de déménagement promettent un déménagement parfait. Ils rassurent les clients en leur disant par exemple : « Le texte en petits caractères dans le contrat n'est que formalité. Ne vous inquiétez pas, nous

nous occupons de tout. Si tout ne se déroule pas à votre goût, vous n'avez qu'à téléphoner à ce numéro et à laisser un message sur le répondeur. »

### Les mauvaises nouvelles courent vite

Puis l'inévitable survient. Des événements indépendants de la volonté des entreprises de déménagement, comme le mauvais temps, des bris mécaniques ou l'erreur humaine viennent décevoir les grandes attentes. Des choses qui arrivent.

C'est là que le client commence à paniquer. Le système de messagerie vocale n'est d'aucun secours pour régler ses problèmes ni même lui garantir que quelqu'un va vraiment faire quelque chose. La panique se transforme en colère, puis en rage. La seule façon d'exprimer sa frustration c'est d'en parler à quelqu'un, à n'importe qui et à tout le monde.

Selon les résultats d'enquêtes menées sur la qualité du service, le client dont le problème n'est pas réglé rapidement racontera son histoire à entre 12 et 18 personnes dans les 24 premières heures suivant l'événement. Par contre, les clients satisfaits n'en parleront qu'à deux ou trois personnes de leur entourage.

Que faire pour protéger vos clients, votre réputation et votre personnel des conséquences découlant d'un problème survenu au cours du déménagement?

### Promettez-en moins et donnez-en plus

Voyez à ce que les employés qui ont des contacts directs avec les clients soient réalistes et à ce qu'ils ne prennent que des engagements qu'ils peuvent tenir. Établissez une marge d'erreurs. (WestJet a le meilleur dossier de ponctualité de l'industrie aérienne au pays parce qu'elle planifie les heures d'arrivée en prévoyant automatiquement une marge d'erreur. De plus, les équipages au sol sont formés pour s'assurer que les avions décollent à temps.)

### RATER'

Savez-vous ce que les clients veulent? Une vaste étude menée sur la qualité du service dans un éventail d'entreprises a permis d'identifier les cinq principales attentes des clients (« RATER ») et de créer un outil de mesure de la satisfaction réelle des clients.

**Fiabilité (Reliability)** — l'engagement que vous ferez ce que vous avez promis de faire, à temps et dans les budgets prévus;

**Assurance (Assurance)** — l'assurance que les employés ont la volonté et la compétence nécessaires pour faire le travail avec professionnalisme et respect;

**Présence d'éléments tangibles (Tangibles)** — la réaction positive que suscite l'apparence physique des employés, de l'équipement et des documents qui décrivent votre entreprise;

**Empathie (Empathy)** — le sentiment que vos employés ont à cœur les intérêts des clients; et

**Servabilité (Responsiveness)** — la certitude que vous réglerez les problèmes et remplirez les engagements sans retard.

### Un système téléphonique efficace et non pas une source de frustration

Je pense que l'inventeur de la messagerie vocale n'a pas toujours la cote. Bien sûr, les systèmes de messagerie vocale permettent aux entreprises d'économiser le salaire d'une personne dont la seule fonction était de répondre au téléphone et, bien sûr, ils réussissent parfois à satisfaire les clients, les conjoints et les collègues. Cependant, lorsqu'on tient compte du prix à payer pour la perte éventuelle de clients, pour les déceptions, pour les promesses non tenues et pour la frustration que certaines personnes ressentent à parler à une machine alors qu'ils sont dans un fâcheuse situation, les systèmes de messagerie vocale sont certainement les appareils conçus pour faire réaliser des économies les moins rentables jamais inventés. Les hautes

*suite à la page 18*

assure callers that their issues will be dealt with effectively. See RATER, above, for details.

### Make it a system

Be sure that not only your customer-service people have the skills to deal with customers. Anyone with customer contact can and will destroy good will if they are not willing and able to communicate effectively with customers. Important skills for anyone with customer contact include:

- Establishing rapport
- Calming and focusing an upset customer
- Listening and asking questions to resolve problems
- Making recommendations and confirming mutual action plans
- Overcoming obstacles
- Confirming understanding and agreement
- Following up

There are many ways to build these skills, and investment made here will go much further in building your reputation and profitability than buying advertising and making commitments you can't deliver on.

### Be clear/walk the talk

Make sure that everyone in your organization knows that satisfied customers are the best advertisers you could ever have. And don't send mixed messages. If customer satisfaction is important, don't reward the biggest sale and ignore the best move. Focus your *organization* on customer satisfaction, and make it real by focusing your actions on employee satisfaction. After all, it takes dedicated employees to create dedicated customers.

### Make it so

Just like the commander of the Starship Enterprise, be sure that, when you do encounter a problem, you take personal responsibility to not just fix the problem, but make it right in the eyes of the customer and your employees. A small investment in making it right for the customer can become a major step to ensuring goodwill over time. And don't be too busy to call the customer to make sure

things are okay. Do it before they call someone else.

If you and your organization are able to focus on customer satisfaction as a principle for business success, then you can say, as Dickens' protagonist did in *A Tale of Two Cities*, "***It is a far, far better thing that I do, than I have ever done!***"<sup>2</sup> ■

*Ric Williams is President and a founding partner of Williams & Goffin Consulting Inc. He provides consulting in the areas of leadership, strategic direction, strategy implementation, general management, service quality management, and sales and marketing management.*

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suite de la page 17

technologies nécessitent une réponse humaine compensatoire.

Assurez-vous que vos clients peuvent parler à quelqu'un en instaurant par exemple un service d'assistance téléphonique. Ne confiez pas le poste de préposé au service d'assistance téléphonique à n'importe qui. Il faut que cette personne sache comment réagir face à la colère et à la frustration du client au bout du fil. Elle doit également être formée pour assurer aux clients que leur problème sera réglé efficacement. Pour plus de détails, voir la rubrique RATER ci-dessus.

### Faites-en une politique générale

Voyez à ce que le personnel du service à la clientèle ne soit pas le seul à avoir les qualités nécessaires pour traiter avec les clients. N'importe quel employé qui a des contacts avec les clients peut détruire votre réputation s'il n'arrive pas à communiquer efficacement avec les clients. Tous les employés en contact avec les clients devraient être formés pour :

- Établir des rapports
- Rassurer un client en colère
- Écouter et poser les bonnes questions pour résoudre les problèmes
- Faire des recommandations et confirmer les plans d'action de chacune des parties
- Surmonter les obstacles
- S'assurer que tout le monde se comprend et est d'accord
- Faire le suivi

Il existe de nombreuses façons de former les employés. Les sommes

consacrées à la formation contribueront beaucoup plus efficacement à bâtir votre réputation et à assurer votre rentabilité que celles dépensées en publicité et en promesses que vous ne pouvez pas tenir.

### Soyez clair/respectez vos promesses

Rappelez à vos employés que les clients satisfaits font la meilleure publicité du monde à votre entreprise. Soyez conséquent dans vos actes. Si la satisfaction de la clientèle est importante, ne récompensez pas le meilleur vendeur sans faire de même avec ceux et celles qui ont réussi le meilleur déménagement. Axez l'ensemble de votre *entreprise* sur la satisfaction de la clientèle et posez des gestes concrets pour satisfaire vos employés. Après tout, les clients qui ont fait affaire avec des employés consciencieux reviennent.

### Prenez la situation en main

Faites comme si vous étiez le capitaine d'un navire et, en cas de problème, prenez personnellement la responsabilité non seulement de le régler mais de le régler correctement aux yeux du client et de vos employés. Un petit investissement pour résoudre correctement le problème d'un client peut être un atout important pour gagner une clientèle à long terme. Et prenez le temps d'appeler le client pour vous assurer qu'il est satisfait. Faites-le avant qu'il appelle quelqu'un d'autre.

Si votre entreprise et vous faites de la satisfaction de la clientèle un principe fondamental pour réussir en affaires, vous pourrez dire à l'instar d'un personnage de Dickens dans *Le conte des deux villes* : «***C'est de loin la meilleure chose que j'aie faite...*** »!<sup>2</sup> ■

*Ric Williams est président et associé fondateur de Williams & Goffin Consulting Inc. Il fournit des conseils dans le domaine du leadership, de la direction stratégique, de l'implantation stratégique, de la gestion générale, de la gestion de la qualité du service ainsi que de la gestion des ventes et du marketing.*

<sup>1</sup> Valarie A. Zeithaml, A. Parasuraman, and Leonard L. Berry, *Delivering Quality Service: Balancing Customer Perceptions and Expectations*. (New York: The Free Press, 1990)

<sup>2</sup> Charles Dickens, *A Tale of Two Cities*, (various, 1859)

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BC Mainland



# OVERSEAS

# Canadian Movers/Entreprises canadiennes de déménagement

## 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 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.

P.O. Box 836  
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

## 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

## 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: foley@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

### FREDERICTON

East Coast Moving & Warehousing  
Household Movers & Shippers Ltd.  
Hoyt's Moving & Storage Ltd.  
L.H. Chapple Ltd.

### MIRAMICHI

Hoyt's Moving & Storage Ltd.

### MONCTON

East Coast Wallace Moving & Warehousing  
Geldart's Warehouse & Cartage Ltd.  
Hoyt's Moving & Storage Ltd.

### SAINT JOHN

Hoyt's Moving & Storage Ltd.  
Maritime Moving and Storage

# Canadian Movers/Entreprises canadiennes de déménagement

## East Coast Moving & Warehousing

125 Whitting Road, Comp 38  
Fredericton, NB E3B 5Y5  
Tel: 506-459-8277  
Fax: 506-458-1153  
Website: [www.eastcoastmoving.com](http://www.eastcoastmoving.com)  
Email: [eastcoastmoving@nb.aibn.com](mailto: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

## East Coast Wallace 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](mailto: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

## 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](http://www.atyp.com/geldarts)  
Email: [geldarts@nb.aibn.com](mailto: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](mailto:mover@nbnet.nb.ca)  
Gregg J. Doucette

**Services:** Local, long-distance, office & overseas moving, packing & crating

### Geographic Locations Served:

Fredericton-Oromocto, CFB Gagetown, west to Quebec/New Brunswick border

**Warehouse:** Steel frame, fully palletized, government-approved

## 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](http://www.hoytsunited.com)  
Email: [fredericton@hoytsunited.com](mailto: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](http://www.hoytsunited.com)  
Email: [newcastle@hoytsunited.com](mailto: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](http://www.hoytsunited.com)  
Email: [moncton@hoytsunited.com](mailto: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](http://www.hoytsunited.com)  
Email: [jcalhoun@hoytsunited.com](mailto: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](http://www.frederictonmoving.com)  
Email: [lhchapple@rogers.com](mailto:lhchapple@rogers.com)  
Cheryl Chapple

**Services:** All moving-related services

### Geographic Locations Served:

Fredericton, northwestern NB

**Warehouse:** Steel & wood framework, DND-approved, palletized

## Maritime Moving and Storage

406 Grandview Avenue  
P.O. Box 2234  
Saint John, NB E2L 3V1  
Tel: 506-633-9180  
Fax: 506-633-1883  
Website: [www.eastcoastmoving.com](http://www.eastcoastmoving.com)  
Email: [wmarshall@eastcoastmoving.com](mailto: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

## QUEBEC

### BROSSARD

Agence de Déménagement Pierre Panneton et Associés Limitée

### DRUMMONDVILLE

Déménagement Drummond Inc.

### LACHINE

Déménagement Prince/Prince Movers

# Canadian Movers/Entreprises canadiennes de déménagement

## LAVAL

Déménagement Brisson Inc.  
Transport Cotnoir Inc.

## MONTREAL

Kenwood Moving & Storage Inc.  
Le Clan Panneton (1993) Inc.  
Meldrum the Mover Inc.  
Tippet-Richardson Limited

## QUÉBEC

Dolbec Transport Inc.  
Les Déménagements Côté Itée  
TMV Transport Inc.

## SHERBROOKE

Déménagement Roy et Martineau Inc.

## ST-BRUNO (MONTRÉAL)

Déménagement Mont-Bruno/Lakeshore Inc.

## ST-LAURENT

Martel Express (Montreal) Inc.

### 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

### 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 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, President 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

### Déménagement Mont-Bruno/ Lakeshore Inc.

1900, boul. Marie Victorin  
St-Bruno (Montréal), QC J3V 6B9  
Tel: 450-653-7891  
Fax: 450-653-3641  
Toll-free Fax: 1-877-336-1212  
Website: www.brunolake.com  
Email: mforget@brunolake.com  
Martin Forget, President  
**Services:** Local, long-distance & overseas HHG  
moving & storage, office/commercial  
installation, packing & crating  
**Geographic Locations Served:** Montreal  
**Warehouse:** Steel frame, alarm, DND-certified,  
Customs-bonded, palletized

### 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, 12ième 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

### 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



# Canadian Movers/Entreprises canadiennes de déménagement

## 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  
deballage

**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

## 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, Président

**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

## 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, Président

**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, Président

**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  
Pointe Claire (Montréal), QC H9P 4T2  
Tel: 514-426-1538  
Fax: 514-426-8553  
Toll-free: 1-888-710-4133  
Website: www.tippet-richardson.com  
Email: brucem@tippet-richardson.com  
Bruce Montgomery, General Manager

**Services:** Long-distance & overseas HHG  
moving & storage

**Geographic Locations Served:** All of Canada

**Warehouse:** One building, sprinklered,  
alarm security

## TMV Transport Inc.

2525, rue Watt, off. 10  
Québec, QC G1P 3T2  
Tel: 418-657-2220  
Fax: 418-657-8807  
Toll-free: 1-866-204-1733  
Website: www.tmvlogistique.com  
Email: pwieber@dolbectransport.com  
Peter Wieber, Director, Special Products  
Division

**Geographic Locations Served:** Toronto,  
Montreal, Quebec, New Brunswick

## 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

## ONTARIO

### 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.

### CORNWALL

St. John's Transfer (1978) Ltd.

### GODERICH

Gardiner's Moving

### HAMILTON

Cesar Van & Storage Limited  
Mountaineer Movers Limited

### 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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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  
Brytor International  
KMS Van Lines Inc.  
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  
Tippet-Richardson Limited

## PETERBOROUGH

McWilliams Moving & Storage

## SCARBOROUGH

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

## SIMCOE

Wayne's Moving, Storage & Delivery

## SMITHS FALLS

Wills Transfer Limited

## ST. CATHARINES

Harvey Moving Systems Inc.

## 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

## WATERLOO

A-Plus Office Relocations

## WINDSOR

Glen's Moving & Storage Ltd.  
Windsor Truck & Storage

## WOODSTOCK

Bigham the Mover Limited

### A-Plus Office Relocations

30 B Amos Avenue  
Waterloo, ON N2L 5G3  
Tel: 519-886-1570  
Fax: 519-886-0016  
Toll-free: 1-888-272-6621  
Email: [aplusofficerelocations@rogers.com](mailto:aplusofficerelocations@rogers.com)  
Bob Thomson, President

**Services:** Local & long-distance office & commercial moving, office furniture delivery & systems furniture installations, repairs & service

**Geographic Locations Served:** To, from & within Greater Toronto Area, Golden Horseshoe, London, Windsor & central Ontario

### 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](http://www.abbeywoodmoving.com)  
Email: [randy@abbeywoodmoving.com](mailto: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](http://www.abilitymoving.on.ca)  
Email: [avl@abilitymoving.on.ca](mailto:avl@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](http://www.acemove.com)  
Email: [info@acemove.com](mailto: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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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

## 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  
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: torontoeast@amjcmovers.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

## 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

## Boyd Moving & Storage Ltd.

767 Belfast Road  
Ottawa, ON K1G 0Z4  
Tel: 613-244-4444  
Fax: 613-744-8382  
Toll-free: 1-800-268-1469  
Website: www.boyd.ca  
Email: graham@boyd.ca

Graham Acreman, 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: 705-322-5984  
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

# Canadian Movers/Entreprises canadiennes de déménagement

## **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*

## **Cesar Van & Storage Limited**

449 Woodward Avenue  
Hamilton, ON L8H 6N6  
Tel: 905-545-2383  
Fax: 905-545-3323

Website: www.cesarvan.com  
Email: sales@cesarvan.com

Mark Hudson, Manager

**Services:** *Local, long distance, commercial & international relocation, professional packing, short- & long-term storage (Toronto line: 416-360-1055, Oakville line: 905-827-7473)*

**Geographic Locations Served:** *Golden Horseshoe Area, Metro Toronto, Brant & Elgin counties*

**Warehouse:** *Brick, palletized, heated, security system, fenced compound*

## **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 Remotel, 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.frankthemover.com  
Email: frank@frankthemover.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

**Geographic Locations Served:** *Ontario*

## **Glen's Moving & Storage Ltd.**

4080 North Service Road East, Unit 23  
Windsor, ON N8W 5X2  
Tel: 519-945-3622  
Fax: 519-945-3097

Email: glenmove@jet2.net  
Glen Cook, President

**Services:** *Local, long-distance & overseas moving, pianos, safes, vault moving, packing, warehouse & distribution*

**Geographic Locations Served:** *Windsor, London, Toronto*

**Warehouse:** *Block, heated, alarm & fire alarm, palletized*

## **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*

# Canadian Movers/Entreprises canadiennes de déménagement

## 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

## HARCO Moving and Installation

705 Progress Avenue, Unit 8  
Scarborough, ON M1H 2X1  
Tel: 416-438-7271  
Fax: 416-438-8647  
Toll-free: 1-877-55HARCO  
Website: www.harcogroup.com  
Email: scott@harcogroup.com  
Scott Harris, President  
**Services:** Office-furniture delivery & installation, repairs & service, system-furniture installation & reconfigurations, Internet-based asset-management control  
**Geographic Locations Served:** Greater Toronto Area, southern Ontario  
**Warehouse:** Concrete block, burglar alarms, sprinklered, dock-level loading

## 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

## 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, CIFFA

## KMS Van Lines Inc.

2301 Royal Windsor Drive, Unit 5  
Mississauga, ON L5J 1K5  
Tel: 905-822-4888  
Fax: 905-712-1780  
Toll-free: 1-800-263-0325  
Website: www.kms-royalmoving.com  
Email: ncoffen@kms-royalmoving.com  
Nigel Coffen, Managing Partner  
**Services:** Local, long-distance (U.S. & Canada), overseas, storage, office, new products, packing, record storage  
**Geographic Locations Served:** Greater Toronto Area, including Oakville & Burlington  
**Warehouse:** Brick construction, climate-controlled, 24-hour alarm & sprinkler system, DND-approved, fully palletized, dock & ground level, Canada Customs-bonded

## 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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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@middup.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

1787 Lasalle Blvd  
P.O. Box 2443, Station A  
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

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: haryym@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

## 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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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

## 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: csrvburl@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

## 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, 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

## Tippet-Richardson Limited

1209 Algoma Road  
Ottawa, ON K1B 5B9  
Tel: 613-741-3015  
Fax: 613-741-9720  
Website: www.tippet-richardson.com  
Email: gordr@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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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: fredb@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*

## MANITOBA

### THOMPSON

Miller the Mover Ltd.

### 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: jtokarchuk@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: victor\_switzer@portagecartage.ca  
Victor Switzer, President

**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*



# 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.quicktransferltd.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

### BATTLEFORD

Winder's Moving & Storage

### 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

## Winder's Moving & Storage

142 - 4th Avenue West  
P.O. Box 1138  
Battleford, SK S0M 0E0  
Tel: 306-445-6211  
Fax: 306-445-2001  
Carolyn Andres, Manager

**Services:** Local, long-distance HHG moving & storage, packing, origin & destination services  
**Geographic Locations Served:** North Battleford & surrounding urban centres

**Warehouse:** Steel frame, government-approved, heated, palletized, ground-level dock, forklift

## ALBERTA

### CALGARY

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

12526 - 126th Avenue  
Edmonton, AB T5L 3C7  
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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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.



## 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

## 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

## St. George Moving & Storage

6030 - 3rd Street S.E.  
Calgary, AB T2H 1K2  
Tel: 403-252-9200  
Fax: 403-252-0948  
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

## 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 24  
Fax: 780-487-8548  
Toll-free: 1-800-468-6520 x 24  
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

### COMOX

Comox Moving & Storage

### DELTA

Great Canadian Van Lines Ltd.  
Quality Move Management, Inc.

### KELOWNA

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

### NORTH VANCOUVER

Ferguson Moving & Storage Ltd.  
Highland Van & Storage Ltd.

### RICHMOND

Bekins Moving and Storage (Canada) Ltd.

### SECHELT

MiniMove Inc.

### VANCOUVER

St. George Moving & Storage  
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.

# Canadian Movers/Entreprises canadiennes de déménagement

## 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.

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

## 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

**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.

1440 Dominion Street  
North Vancouver, BC V7J 1B4  
Tel: 604-922-2212  
Fax: 604-987-0269  
Toll-free: 1-866-488-2212  
Website: www.fergusonmoving.com  
Email: lorne@fergusonmoving.com  
Lorne MacInnes, Operations Manager

**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.

90 Riverside Drive  
North Vancouver, BC V7H 1T4  
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@silk.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

## MiniMove Inc.

Administration office: P.O. Box 2689  
Sechelt, BC V0N 3A0  
Tel: 1-877-910-6683  
Fax: 877-929-6683  
Website: www.minimove.ca  
Email: minimove@dccnet.com  
John Anthony, President

**Services:** Small-move specialists

**Geographic Locations Served:** Western Canada

**Warehouse:** Mini-storage only

## Quality Move Management, Inc.

819 Cliveden Place, #100  
Delta, BC V3M 6C7  
Tel: 604-523-3700  
Fax: 604-523-3701  
Toll-free: 1-800-228-7966  
Website: www.qmm.com  
Email: kstgeorge@qmm.com  
Kevin St. George, President

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

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

# Canadian Movers/Entreprises canadiennes de déménagement

## 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: specmvs@telus.net

Tom Harris, General Manager

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

**Geographic Locations Served:** Okanagan

Valley & northern B.C., east & west Kootenays

**Warehouse:** Cement block, alarm protection, heated, palletized

## 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 Guloien, 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

## 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



1870 BONHILL ROAD  
MISSISSAUGA, ON L5T 1C4

Tel.: (905) 670-4488

Fax: (905) 670-2748

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1 (800) MOVERS 3  
(668-3773)

E-mail: info@movers3.com

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- Logistic straps & decking beams
- Lift-Rite pallet trucks
- Casters
- Screen carts (commercial moving)
- Ramps & walkboards (fibreglass & aluminum)
- Plastic containers (commercial moving)
- Appliance trucks & handtrucks
- Step-Rite non-skid floor runners
- Tag-Rite commercial moving labels
- Aluminum dock plates & dock boards
- Moving cartons
- Complete line of packing materials
- Manufacturer of dollies & piano skids

**Dedicated Supplier to the Moving & Transportation Industry**

# International Movers/Entreprises internationales de déménagement

## CANADA

### 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*

### Williams Moving International

2401 United Boulevard  
Coquitlam, BC V3K 5Y3  
Tel: 604-941-9411  
Fax: 604-941-2064  
Toll-free: 1-888-417-9411

Website: www.williamsinternational.com  
Email: intlhomeoffice@thewmgroup.com  
Laurie Devlin, Manager

**Services:** *Origin and destination services, crating, forwarding worldwide. Three locations Canada-wide - Vancouver, Calgary, Toronto*

#### Geographic Locations Served:

*International moving worldwide*

**Warehouse:** *Heated, alarmed, government approved, bonded warehousing in Vancouver, Calgary, Toronto*

#### Other Association Memberships:

*FIDI, OMNI, COMA, HHGFAA*

#### Branches:

*Deerfoot Business Park  
7757 - 8th Street N.E.  
Calgary AB T2E 8A2  
Tel.: 403-212-1940  
Fax: 403-212-1945*

*190A Superior Blvd.  
Mississauga ON L5T 2L2  
Tel: 905-564-1977  
Fax: 905-564-3177*

## CHINA

### United Professional Movers Ltd.

Huidong Office Building, Suite 515-517  
A11 Dongfang East Road  
North Dong San Huan Road  
Chaoyang District, Beijing 100016  
Tel: 86-10-6566-3405  
Fax: 86-10-6566 3406

Website: www.upm-china.com  
Email: upm@upm-china.com  
Ben Hassen, Manager

**Services:** *Fully licenced moving & relocation service company specializing in international, domestic & local household goods & office moving, city orientations, home search, per import/export, & document management & storage. Offices throughout China. Extensive services to/from Hong Kong, Mongolia & North Korea*

**Geographic Locations Served:** *Mainland China, Hong Kong, Macau, Mongolia, North Korea & worldwide*

**Warehouse:** *Bonded & private, concrete block, steel frame, heated in winter & air-conditioned in summer, partially palletized, fire & security alarm, 24-hour security*

#### Other Association Memberships:

*HHGFAA, IRS, PAIMA, AMSA*

## 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:

*F.I.D.I./FAIM-ISO, P.A.I.M.A., B.A.R., H.H.G.F.A.A., A.M.S.A., L.A.C.M.A., E.R.C., Q.C.B.-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*

# International Movers/Entreprises internationales de déménagement

## 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*

## Sanharison Inc.

6594 Sector C-6, Vasant Kunj  
New Delhi 110070  
Tel: 00 91 11 6137650  
Fax: 00 91 11 6137651  
Website: www.sanpackersindia.com  
Email: sanharison@rediffmail.com  
Kavita Sharma, Partner

**Services:** *Household goods packing & moving, local & long-distance, storage & crating*

**Geographic Locations Served:** *From any part of India to anywhere in the world*

**Warehouse:** *Concrete block with fire & burglar alarms*

**Other Association Memberships:** *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*

## MALAYSIA

### K.C. Dat Sdn. Berhad

No. 11-13, Jalan Gudang 16/9  
Seksyen 16, 40200 Shah Alam  
Selangor Darul Ehsan 40200  
Tel: 603-5511 2611  
Fax: 603-5511 2622/88

Website: www.kcdata.com.my  
Email: kcdata@po.jaring.my

Kamareeah Ahmad, General Manager

**Services:** *Local, long-distance & overseas HHG moving & storage, packing & crating, office/commercial moves, freight forwarding & warehousing*

**Geographic Locations Served:** *All over the world*

**Warehouse:** *Concrete block, steel frame, fire-sprinklered, air-conditioned, 24-hour security, fire & burglar alarms, palletized, dock-level loading*

**Other Association Memberships:** *FIDI, OMNI, BAR, AMSA, FEMA, HHGFAA, FIATA*

## 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*

## PAKISTAN

### Transpack Packing & Freight Forwarding Co.

32 West Half, Blue Area, Sohrah 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 KINGDOM

### K.W. Devereux & Sons

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@kwdevereux.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*

# International Movers/Entreprises internationales de déménagement

## 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](http://www.simpsons-uk.com)  
Email: [worldwide@simpsons-uk.com](mailto: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](http://www.sterlingmovers.com)  
Email: [mail@sterlingmovers.com](mailto: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

### Branch:

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](mailto:moving@sterling-intl.fr)

## UNITED STATES OF AMERICA

### Arpin Moving Systems

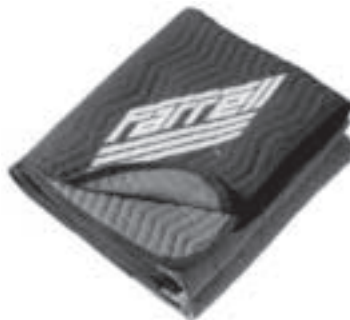
99 James P. Murphy Highway  
West Warwick Industrial Park  
West Warwick, RI 02893  
Tel: 800-561-3320 x 360  
Fax: 401-828-3730

Toll-free: 1-800-561-3320  
Website: [www.arpin.com](http://www.arpin.com)  
Email: [tstephens@arpin.com](mailto: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



## FARRELL ENTERPRISES LIMITED

66 BARTOR ROAD  
WESTON, ON M9M 2G5

TEL.: 416-745-2711  
FAX: 416-740-2261  
TOLL FREE: 800-268-0908  
E-MAIL: [FARRELL@AOL.COM](mailto:FARRELL@AOL.COM)  
WEBSITE: [FARRELLMOVINGSUPPLIES.COM](http://FARRELLMOVINGSUPPLIES.COM)

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Mahwah, NJ 7430  
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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.*

## **Arrow Truck Sales Canada**

1285 Shawson Drive  
Mississauga, ON L4W 1C4  
Tel: 905-564-3411  
Fax: 905-564-3419  
Toll-free: 1-800-794-8627  
Website: www.arrowtruck.com  
Email: okrenn@arrowtruck.com  
Othmar (OT) Krenn,  
National Account Manager

**Services:** *Specializes in moving-industry late-model tractors & straight trucks with moving bodies; national account trade terms for movers & van lines across Canada*

## **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**

201 County Court Boulevard, Suite 306  
Brampton, ON L6W 4L2  
Tel: 905-451-1933  
Fax: 905-451-4411  
Toll-free: 1-877-229-7272  
Website: www.daleandmorrow.com  
Email: tombunker@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*

## **Household Movers Services**

P.O. Box 19  
Ridgewood, NJ 7451  
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*

## **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*

## **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**  
121 Richmond Street West, Suite 400  
Toronto, ON M5H 2K1  
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*



# Suppliers/Fournisseurs

## **N.K. Pedersen & Associates**

P.O. Box 278  
10343 Grand Oaks Drive  
Grand Bend, ON N0M 1T0  
Tel: 519-238-8288  
Fax: 519-238-6861  
Toll-free: 1-800-478-0529  
Email: ppedersen@hay.net  
Pete Pedersen, Principal  
**Services:** Management consultancy  
**Geographic Locations Served:** Canada

## **ProMiles Canada Inc.**

28 Church Street North  
Ajax, ON L1T 2W5  
Tel: 905-427-4251  
Fax: 905-619-1785  
Toll-free: 1-888-736-4537  
Website: www.promilescanada.com  
Email: markb@promilescanada.com  
Mark Bowie, President  
**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  
**Branch:**  
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, Business Development  
**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:**  
2152 TransCanada Highway  
Dorval, QC  
Tel: 514-683-0711  
Fax: 514-683-1470  
870 Bonhill Road  
Toronto, ON  
Tel: 905-670-9520  
Fax: 905-670-9519  
73 Paquin Road  
Winnipeg, MB  
Tel: 204-661-8000  
Fax: 204-661-6550  
#105, 6303 - 30th Street S.E.  
Calgary, AB  
Tel: 403-279-6296  
Fax: 403-279-8547

## 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

### **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

### **Allied Van Lines Canada**

P.O. Box 639, Station Main  
Edmonton, AB T5J 2L3  
Tel: 780-451-5858  
Fax: 780-451-2403  
Website: http://www.alliedvan.com  
Email: davef@alliedcanada.com  
David Fennell, President

### **United Van Lines (Canada) Ltd.**

7229 Pacific Circle  
Mississauga, ON L5T 1S9  
Tel: 905-564-6400  
Fax: 905-564-7944  
Website: http://www.uvl.com  
Email: anne@uvl.ca  
Anne Martin, President

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Southern Auto Transport  
Services Inc. ....7  
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Household Movers & Shippers Ltd. ....6  
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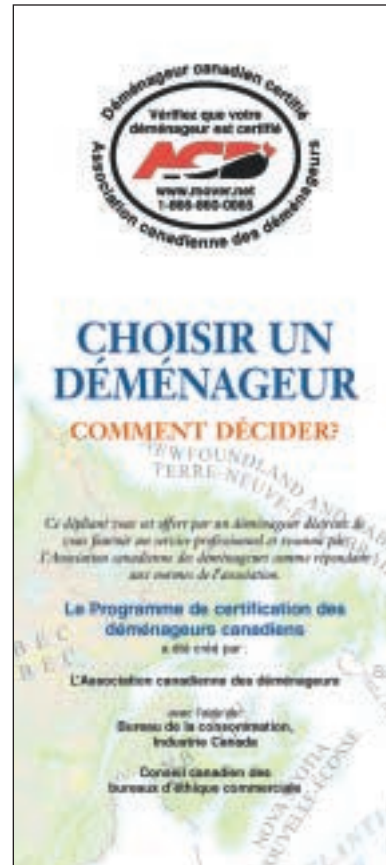
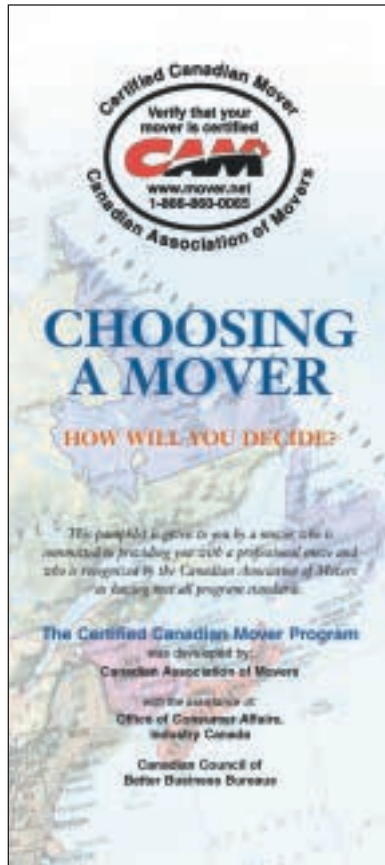
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