

OUR COMMITMENT

A Certified Canadian Mover is committed to abiding by our *Code of Ethics* and Industry Canada's *Good-Practice Guidelines*.

CANADIAN ASSOCIATION OF MOVERS' CODE OF ETHICS

We, the members of the Canadian Association of Movers, working toward our common goal of fostering high standards of ethical conduct within the Association and throughout the industry, pledge to follow this guide to professional conduct:

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

CANADIAN ASSOCIATION OF MOVERS

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CHOOSING A MOVER

HOW WILL YOU DECIDE?

This pamphlet is given to you by a mover who is committed to providing you with a professional move and who is recognized by the Canadian Association of Movers as having met all program standards.

The Certified Canadian Mover Program

was developed by:
Canadian Association of Movers

with the assistance of:

**Office of Consumer Affairs,
Industry Canada**

**Canadian Council of
Better Business Bureaus**

CONSUMER'S RESPONSIBILITY

Much of the stress that comes with moving can be relieved by hiring the right people. You should research prospective moving companies before making your final selection. It's your responsibility to make an informed choice. It's our responsibility to help you with your choice. We encourage you to review the *Consumer Checklist*.

CERTIFIED CANADIAN MOVER PROGRAM

This program was developed by the Canadian Association of Movers based on its own *Code of Ethics*, and the *Good-Practice Guidelines* and *Consumer Checklist* developed by Industry Canada's Office of Consumer Affairs and a committee of stakeholders from the moving industry, consumer-rights organizations, business interests, provincial governments and educational institutions.

This program will provide you with confidence

- in your choice of mover;
- in the information provided to you; and
- in your mover's professionalism.

Contact the Canadian Association of Movers for a list of recommended movers and your local Better Business Bureau to obtain a reliability report. The Association will recommend a Certified Canadian Mover who will deliver a moving service that is fair in practice and cost, professional, safe and timely.

Ask for estimates from at least three movers in your area and check their references, so that you can evaluate your options and costs.

CONTACT INFORMATION

Canadian Association of Movers' Consumer Services

Contact the Canadian Association of Movers on the Internet at www.mover.net or by telephone 905-848-6579 or 1-866-860-0065 (toll free)

- to obtain a list of certified professional movers in your area;
- to validate a mover's certification (even the one offering you this pamphlet); or
- to request assistance for your move.

Complete documentation on the Certified Canadian Mover Program, the *Good-Practice Guidelines* and the *Consumer Checklist* can be found on our website at:

www.mover.net

Contact information for the Office of Consumer Affairs at Industry Canada and Better Business Bureaus across Canada can also be found on our website.

CONSUMER RESOURCES

Industry Canada

Industry Canada's *Consumer Checklist for Choosing a Moving Company* can be found on their website:

www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca02029.html

Or go to CAM's website www.mover.net and click on the Consumer link.

Better Business Bureau

Contact information for all Better Business Bureaus in Canada can be obtained at:

www.mover.net/bbb.htm