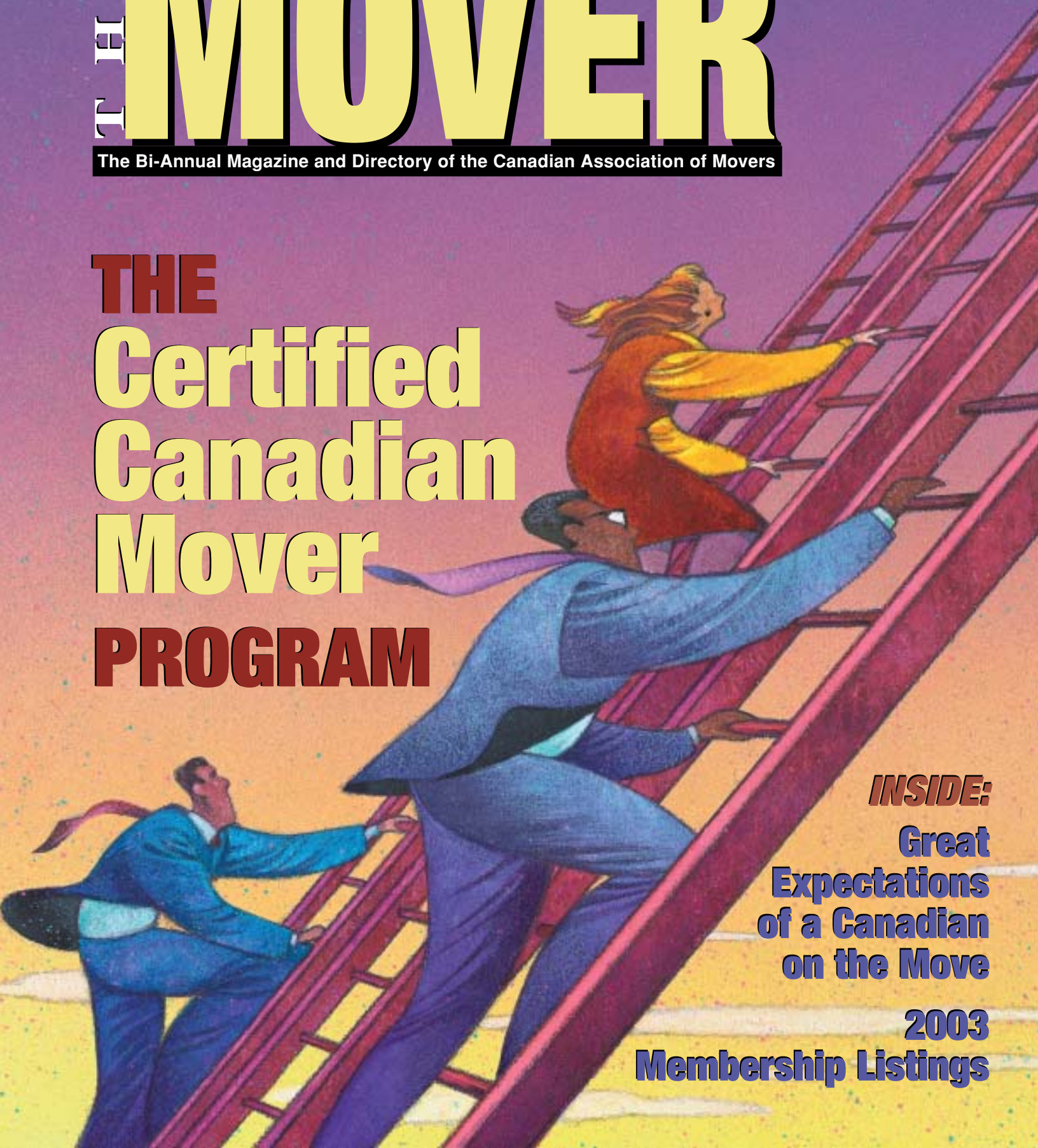


CANADIAN  
**THE MOVER**

Fall 2003/Winter 2004

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

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**Canadian**  
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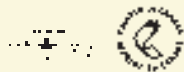
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# THE CANADIAN MOVER LE DÉMÉNAGEUR CANADIEN

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up-to-date member listings, and  
articles from past issues of  
*The Canadian Mover*.



# Chairman's Message/Message du président du conseil

Ottawa, September 2003

**T**he mandate for my term as Chairman of the Canadian Association of Movers is value — value in the form of tangible benefits for members. In meeting that mandate, CAM is beginning to see a clear new role as an industry association. In the past, CAM has largely been an association in which movers could exchange ideas and network with each other across Canada.

CAM's emerging role covers a broad range of moving-industry-related areas:

- Consumer relations and education
- Government relations
- Value-added programs and services

CAM has established a working relationship with the Better Business Bureau, which is now referring complaints and inquiries to CAM. This puts the burden of complaints management on CAM but, more importantly, it provides CAM with an opportunity to gather data on the operating practices of movers across Canada and to refer consumers to reputable movers. The referral process gives CAM an opportunity to educate consumers on how to choose a mover, how to prepare for a move, and what to expect from a mover.

Similarly, several provincial departments of corporate and consumer affairs are consulting with CAM on their complaints and inquiries.

CAM worked with the Office of Consumer Affairs in Industry Canada and a committee of moving-industry stakeholders to develop Good-Practice Guidelines for movers. From these guidelines, CAM developed its Certified Canadian Mover Program. This program will be introduced to the moving industry and CAM members at our annual conference in November. It will provide consumers with a method of identifying reputable movers and will in



Ottawa, Septembre 2003

**L**e mot-clé de mon mandat comme président du conseil de l'ACD est celui de la valeur – valeur sous la forme d'avantages concrets pour les membres. En accomplissant ce mandat, l'ACD commence à entrevoir un nouveau rôle chair comme association sectorielle. Par le passé, l'ACD a surtout été un lieu d'échange et de contacts entre les déménageurs.

Le nouveau rôle de l'ACD couvre une vaste gamme de sujets :

- Relations avec les consommateurs et formation
- Relations gouvernementales
- Programmes et services à valeur ajoutée

L'ACD a établi des relations de travail avec le Bureau d'éthique commerciale, qui lui réfère désormais les plaintes et les demandes d'information. Cela fait porter à l'ACD le fardeau du traitement des plaintes, mais lui procure surtout l'occasion de recueillir des données sur les pratiques des déménageurs et de diriger les consommateurs vers les plus recommandables. L'ACD peut ainsi éduquer les consommateurs sur la façon de choisir un déménageur, comment préparer un déménagement et à quoi s'attendre de la part d'un déménageur.

Dans la même veine, plusieurs ministères provinciaux de la consommation consultent avec l'ACD à propos de leurs plaintes et demandes d'information.

L'ACD a collaboré avec le Bureau de la consommation d'Industrie Canada et avec un comité sectoriel pour énumérer les pratiques recommandées. C'est à partir de ces lignes directrices que l'association a créé son programme de certification. Celui-ci sera présenté lors de notre conférence annuelle de

**“The benefits of membership are real; it's now time for all reputable movers in Canada to join CAM.”**

**« Les avantages de l'adhésion sont bien réels. Le temps est venu pour tous les bons déménageurs canadiens de se joindre à l'ACD »**

*continued on page 8*

*suite à la page 8*



# President's Message/Message du président

Mississauga, September 2003

**F**rom time to time, an association needs to examine its communications strategy to determine what members need and want from their association and, in turn, what the association can deliver to its members and the industry as a whole. CAM is working hard to send its message out to members, but we need your input to make CAM stronger and better.

To achieve this self-examination, an association must assess both the information it is sending out and the information it is receiving. It should advise members about the services it can provide, and members should advise the association what services and information they require. It should look at how it communicates with other stakeholders beyond the membership and it must assess what resources it has available in order to use them effectively.

Members see CAM through its website, newsletters, program announcements and events, its outbound communications. You can assess the value of these communications. Do all the messages have value? And if not all, which ones do? On an ongoing basis, CAM needs your input to help ensure that its message has value and that it is relevant to members' needs. Members are in contact with consumers and the community beyond the association, and are the source of our inbound information.

Consumers see the association as a resource for determining how to use members' services and which service provider they should choose.

*continued on page 9*



Mississauga, Septembre 2003

**D**e temps à autre, une association doit réviser sa stratégie de communication pour déterminer les attentes de ses membres et ce qu'elle peut livrer. L'ACD travaille avec ardeur pour transmettre son message aux membres, mais nous avons besoin de vos idées pour améliorer et renforcer l'association.

Pour réussir cet auto-examen, une association doit évaluer autant l'information qu'elle diffuse que celle qu'elle reçoit. Elle doit informer ses membres des services qu'elle peut fournir, et les membres doivent informer l'association des services et des informations dont ils ont besoin. L'association doit regarder comment elle communique avec les intervenants autres que les membres, et elle doit évaluer les ressources disponibles pour bien les utiliser.

Les membres voient l'ACD par son site Web, son bulletin d'information, les annonces de programmes et les communications vers l'extérieur. Vous pouvez les évaluer. Les messages sont-ils tous utiles? S'ils ne le sont pas tous, lesquels le sont? L'ACD a besoin de vos idées pour assurer que son message a de la valeur et qu'il répond aux besoins des membres. Les membres sont en contact avec les consommateurs et leur milieu. Ils apportent l'information de l'extérieur.

Les consommateurs voient l'association comme une ressource pour choisir le membre avec lequel ils traiteront et comment ils utiliseront ses services.

**“CAM is working hard to send its message out to members, but we need your input to make CAM stronger and better.”**

**« L'ACD travaille avec ardeur pour transmettre son message aux membres, mais nous avons besoin de vos idées pour améliorer et renforcer l'association. »**

# Chairman's Message/Message du président du conseil

turn provide certified movers with a method of validating themselves to consumers.

At the time of writing, CAM is initiating a Safety Groups Program with the Workplace Safety & Insurance Board of Ontario. This program has the potential not only to reduce members' workers' compensation costs, but also to improve worker safety.

The benefits of membership are real; it's now time for all reputable movers in Canada to join CAM.

Sincerely,

Graham Acreman  
Chairman/Président du conseil

novembre. Il donnera aux consommateurs un moyen d'identifier les déménageurs recommandables et permettra aux déménageurs certifiés de s'identifier.

L'ACD lance également un programme de groupes sécurité avec la Commission de la sécurité professionnelle de l'Ontario. Ce programme pourrait non seulement réduire les coûts de main-d'œuvre mais aussi améliorer la sécurité des travailleurs.

Les avantages de l'adhésion sont bien réels. Le temps est venu pour tous les bons déménageurs canadiens de se joindre à l'ACD.

Cordialement,

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# President's Message/Message du président

The consumer often seeks help from various government agencies, consumer-help agencies and/or the association.

Governments and other agencies often see the association as a resource for communicating with the moving industry and as a source of industry information. Members have an opportunity to see government initiatives in their formative stages and have input into the outcomes.

As CAM works with the stakeholders in the moving industry, we need your input to improve our communications. Let us know what communications you find valuable, what you do not, and what we should be providing.

Sincerely,

Ils sollicitent l'assistance de divers organes gouvernementaux, des organismes de consommateurs et de l'association.

Les gouvernements et autres organismes voient l'association comme une ressource pour communiquer avec les déménageurs et comme une source d'information sectorielle. Les membres ont l'occasion de voir les projets gouvernementaux à leurs étapes initiales et ils font des suggestions sur les résultats.

Nous devons améliorer nos communications avec les intervenants du secteur du déménagement. Dites-nous quelles communications vous paraissent utiles, lesquelles ne le paraissent pas et ce que nous devrions fournir.

Cordialement,



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.

## 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.



## 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.

## 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 its Annual General Meeting on November 26, 2002. The Code sets the standard of ethical behaviour for CAM members in their dealings with the 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 to clients, being considerate of their needs.
- They will honour the terms of contracts, whether written or oral.
- 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 refuse to participate in collusive activities or discussions, and will ensure 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, including the timely payment of all charges for membership affiliation and services.

L'ACD a adopté un nouveau code de déontologie à l'assemblée du 26 novembre 2002. 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 leurs contrats, qu'ils soient écrits ou verbaux.
- 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 refuseront toute collusion, active ou verbale, et veilleront au maintien de pratiques concurrentielles.
- Ils appuieront l'éducation dans l'industrie, afin d'améliorer les services.
- Ils rempliront toutes leurs obligations de membre, dont le paiement en temps opportun de tous les frais de cotisation et de services.

## Board of Directors/Le Conseil d'administration

**C**AM's new Board of Directors was duly elected at its Annual General Meeting on November 26, 2002.

The Board of Directors represents movers from across Canada. It strives to direct the Association's efforts in a manner consistent with the mission statement and objectives, as well as CAM's new Code of Ethics.

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**L**es membres du Conseil d'administration de l'Association canadienne des déménageurs ont été élus lors de la Réunion générale annuelle du 26 novembre 2002.

Le Conseil d'administration représente les déménageurs canadiens. Il 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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# The Certified Canadian Mover Program

By John Levi, President, Canadian Association of Movers

In the past year, Canadian consumers have become very aware of problems in the moving and storage industry caused by the activities of rogue movers. The media — television, radio and newspapers — have used these high-profile bad actors as fodder for their investigative programs. As well, many consumers have had bad moving experiences of their own.

Agencies such as the Better Business Bureau (BBB) and provincial consumer affairs departments within governments have been deluged with requests for referrals to reputable movers and complaints about sub-standard service because of this increase in consumer awareness. The BBB and many government departments now send requests for both referrals and complaints about movers to the Canadian Association of Movers (CAM).

CAM consequently sees a Canada-wide cross-section of consumers' moving experiences. Complaints seem to be consistent in nature in every region of the country (see Figure 1 — Consumer Complaints). They generally relate to:

- activities of rogue movers
- damaged goods
- overcharging
- bad estimates
- poor operations
- failure to disclose all the facts of the move to the consumer
- failure of the consumer to understand the nature of the move

Based on industry activity and consumer complaints, the Office of Consumer Affairs of Industry Canada decided to encourage industry to develop

a solution. In September 2002, Industry Canada brought together a committee of individuals from the provincial and federal governments, the moving industry, consumer organizations (including the BBB) and educators. Through a consultative process with these stakeholders, Industry Canada developed Good-Practice Guidelines for Movers (see "Canadian Mover Good-Practice Guidelines", page 14). These were circulated to the industry for comment in early 2003.

Based on the Good-Practice Guidelines, CAM has written its Certified Canadian Mover Program, which, at the time of this writing, is in the final development stages. At each stage, principal stakeholders in the industry have reviewed and provided input into various elements of the program. Direction and theme have been particularly thorny issues, as has been the method of disciplining wayward movers.

CAM's experience is that, of the complaints it sees, very few involve CAM members. And our members have handled these quickly and efficiently. The Certified Canadian Mover Program, by its very nature, brings in such movers that do not often incur problems with consumers — and when they do, they solve them. The program, therefore, is intended to offer the consumer an equitable method of resolution for those rare occasions when a problem arises with a Certified Canadian Mover.

The mover derives benefits from this program through the validation of

its services to the consumer and, in turn, the additional moves such validation provides. Discipline will be required strictly for non-compliance with the provisions in the program.

The program is designed to be the industry's answer to consumer inability to easily identify reputable movers. The program identifies movers who have met its criteria:

- good reputation in the local business community
- provision of business documentation
- compliance with CAM's code of ethics
- adherence to Good-Practice Guidelines
- completion of the Canadian Professional Mover course or equivalent
- acceptance of arbitration in the event of a dispute

The Certified Canadian Mover Program has been in development for the last year. It is scheduled to be completed and presented to CAM members at the 2003 Annual Conference, on November 23 and 24, 2003.

With acceptance of the Certified Canadian Mover Program by CAM members and industry stakeholders, the Canadian consumer will have a valid method of identifying reputable movers — and reputable movers will have a valuable method of validating their services to the consumer.



*continued on page 14*



# Programme de certification des déménageurs canadiens

par John Levi, Président, L'Association canadienne des déménageurs

**A**u cours de la dernière année, les consommateurs canadiens sont devenus très conscients des problèmes causés par des déménageurs peu scrupuleux. Les médias se sont servis de ces mauvais exemples pour alimenter leurs émissions d'enquête. Beaucoup de consommateurs, aussi, ont eux-mêmes connu de mauvaises expériences.

Des organismes comme les Bureaux d'éthique commerciale et les ministères provinciaux des consommateurs ont été inondés de demandes de recommandation de déménageurs et de plaintes à propos des mauvais services en raison de cette sensibilisation. Les bureaux et de nombreux organismes gouvernementaux envoient désormais ces demandes à l'Association canadienne des déménageurs (ACD).

L'ACD voit donc une grande variété d'expériences de déménagement chez les consommateurs. Les plaintes paraissent uniformes dans toutes les régions (voir la Figure 1 – plaintes des consommateurs). Voici sur quoi elles portent généralement :

- déménageurs peu scrupuleux
- marchandises endommagées
- frais excessifs
- estimations fautives
- mauvais travail
- manque d'information au consommateur

- incompréhension du consommateur

Selon les activités de l'industrie et les plaintes des consommateurs, le Bureau de la consommation d'Industrie Canada a décidé d'encourager le secteur à élaborer une solution. En septembre 2002, Industrie Canada a réuni un comité de fonctionnaires provinciaux et fédéraux, le secteur du déménagement, les organismes de consommateurs (y compris les bureaux) et les éducateurs. Grâce à un processus de consultation avec les intervenants, Industrie Canada a mis au point des directives pour les déménageurs ("Pratiques recommandées aux déménageurs canadiens", page 15). Celles-ci ont été distribuées au début de 2003.

L'ACD s'est appuyée sur ces directives pour préparer son propre programme de certification des déménageurs. Celui-ci en était aux dernières étapes de développement au moment de la rédaction du présent article. À chaque étape, les principaux intervenants du secteur ont révisé les éléments du programme et fait des suggestions. L'orientation et les thèmes ont été des questions particulièrement épineuses, tout comme celle des mesures disciplinaires.

Peu de plaintes concernent, en fait, des membres de l'ACD. Lorsque cela arrive, nos membres répondent rapi-

dement et efficacement. Le programme de certification des déménageurs canadiens, par sa nature même, attire des déménageurs qui n'ont que rarement des difficultés avec les consommateurs et qui savent les résoudre lorsqu'il y en a. C'est pourquoi le programme est conçu pour donner aux consommateurs une méthode de résolution équitable en cas de différend avec un membre.

Le déménageur profite du programme par la validation de ses services au consommateur et par les déménagements supplémentaires que cela lui attire. Les mesures disciplinaires sont seulement requises en cas de non-respect des clauses du programme.

Le programme est conçu pour être la réponse de l'industrie à l'incapacité des consommateurs d'identifier les déménageurs de bonne réputation. En voici les critères :

- bonne réputation dans les milieux d'affaires locaux
- documentation disponible
- conformité au code de déontologie de l'ACD
- respect des pratiques recommandées
- réussite du cours des déménageurs professionnels canadiens ou l'équivalent

*suite à la page 15*

<b>Figure 1 — Consumer Complaints</b>	
<b>Complaint Factor</b>	<b>General Description</b>
Property Damage (21%)	General damage to property, breakage, water damage, infestation, soiling and scratches, property damage.
Cost and Payment Arrangements (18%)	Over-charging for services provided; charging far beyond the quote and charging for services not rendered; charging almost double, double or triple the quote; demanding more money, usually cash, for the release of property in its original condition; unprofessional administrative practices, including demanding the customer sign blank forms, refusing to provide the customer with copies of documents, or demanding either cash or a certified cheque for the goods after other arrangements had been agreed upon.
Conduct of Mover (16%)	Unprofessional behaviour of on-site staff, in that the mover was rude, disrespectful, foul-mouthed, intoxicated, threatening, inexperienced. For customer-service staff, uncooperative by not returning calls, not responding to correspondence, being persistently unavailable, or being difficult to deal with.
Timeliness of Move (14%)	A failure to deliver property as agreed; late (or no) arrival of the mover on loading day; lengthy moves, up to five times longer than estimated, because the mover wasted time, was slow, was under-staffed or had a too-small truck.
Handling of Property (13%)	General negligence or carelessness; inadequate security of goods, by leaving goods on the side of the road (either in or outside of a truck), strapped to the outside of a truck, placed in temporary storage, mixed with other customers' goods, or split up and moved to different locations; improper or inadequate packing, crating or wrapping; inadequate equipment (truck, storage area or tools); consumer having to pack, unpack or move goods because the mover could not or would not do so at the site.
Loss of Property (9%)	Property disappearing; property being confiscated or liquidated for payment; threatening that property would be lost or damaged if payment is not received; goods being stolen.
Quote and Contract Arrangements (6%)	Estimates being under-stated such that costs were double, or more, than the quote; failing to provide the level of service that was quoted or promised; changing the contract arrangements mid-move.
Value Protection (3%)	The mover would not cover the consumer's damages or losses; or claimed to have an uncooperative insurance company.
All Factors (100%)	Damage to the moving and storage industry's reputation.

### Canadian Mover Good-Practice Guidelines

A **Certified Canadian Mover** will:

- Provide a pamphlet to customers clearly outlining customer and mover rights and responsibilities, and written material regarding mover liability for loss or damage, optional programs available, limitations on liability and additional costs associated with each level of liability.
- Provide written estimates of costs that describe the shipment and the cost of all services requested by the customer. (Note: This may not always be done for small, local moves in some markets.) When

requested, provide a not-to-exceed estimate that describes the shipment and the cost of all services requested by the customer.

- Abide by the 110% rule for the collection of estimated charges. (This rule may be explained in general terms: The customer will not be charged more than 10% over the estimated cost. The customer will be charged, however, for all additional costs for services that were not included in the estimate or that were either requested by the customer or necessary to accomplish the transportation and delivery of the shipment. As well, the customer shall have 15 business days after

delivery to pay for any additional costs over the 110% charge.)

- For long-distance moves, 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.



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- acceptation de l'arbitrage en cas de différend

Le programme de certification des déménageurs canadiens est en développement depuis un an. Il devrait

être soumis aux membres lors du congrès annuel 2003, les 23 et 24 novembre 2003.

Une fois que le programme de certification aura été accepté, les con-

sommateurs canadiens auront une méthode valide pour identifier les déménageurs de bonne réputation, et ces derniers pourront faire reconnaître leurs qualités.

**Figure 1 – Plaintes des consommateurs**

Objet de plainte	Description générale
Dommages à la propriété (21 %)	Dommages généraux, dégâts d'eau, infestations, taches, égratignures.
Coût et modalités de paiement (18 %)	Frais excessifs; facture nettement supérieure à l'estimation et contenant des services non rendus; facture au double ou au triple de l'estimation; réclamation d'argent supplémentaire pour restituer les biens dans leur état initial; pratiques administratives peu professionnelles, notamment de faire signer des formulaires en blanc, refuser de remettre des copies des documents ou réclamer de l'argent comptant ou un chèque certifié après avoir convenu d'un autre mode de paiement.
Comportement du déménageur (16 %)	Comportement non professionnel du personnel sur place. Déménageur grossier, intoxiqué, menaçant ou sans expérience. Personnel non coopératif, qui ne retourne pas les appels, ne répond pas aux lettres, demeure indisponible ou se montre difficile.
Rapidité du déménagement (14 %)	Incapacité de livrer les biens tel que convenu; arrivée tardive (ou absence) du déménageur; déménagements durant jusqu'à cinq fois plus longtemps que prévu à cause des pertes de temps, de la lenteur ou du manque de personnel et d'équipement.
Manutention (13 %)	Négligence générale; mauvaise protection des biens, laissés au bord de la rue (dans le camion ou dehors), attachés à l'extérieur du camion, entreposés temporairement, mélangés aux autres biens ou séparés et déménagés à des endroits divers; mauvais emballage; équipement inadéquat (camion, aire de stockage ou outils); consommateur obligé à emballer, transporter ou déménager lui-même la marchandise.
Pertes (9 %)	Disparition confiscation ou liquidation des biens; menace de perte ou dommages en cas de défaut de paiement, marchandises volées.
Estimation et contrats (6 %)	Estimations trop faibles; défaut de fournir le niveau de service promis; changement des dispositions au beau milieu du déménagement.
Protection de la valeur (3 %)	Refus du déménageur de couvrir les pertes du consommateur ou prétention d'avoir un assureur peu coopératif.
Total (100 %)	Atteinte à la réputation de l'industrie du déménagement et du stockage.

### Pratiques recommandées aux déménageurs canadiens

Un **déménageur canadien certifié**:

• Remettra à ses clients une brochure faisant état des droits et obligations de chacun, et de la documentation sur les responsabilités pour pertes et dommages, les programmes optionnels, les limites de responsabilité et les frais associés à chaque niveau de responsabilité.

- Fournira des estimations gratuites des coûts décrivant l'envoi et le coût de tous les services demandés par le client. (Note : Cela ne se fera pas toujours pour les petits déménagements locaux.) Sur demande, il fournira une estimation ferme décrivant l'envoi et le prix de tous les services demandés.
- Suivra la règle des 110 %. (En gros : le client ne devra pas payer plus de 10 % au-delà de l'estimation. Il devra cependant payer les services additionnels, c'est-à-dire ceux qui ne faisaient pas partie de l'estimation et qui ont quand même

été demandés par le client ou trouvés nécessaires pour transporter et livrer les biens. Le client aura aussi 15 jours ouvrables après la livraison pour payer les frais dépassant les 110 %.)

- Dans le cas des déménagements de longue distance, il fera signer un inventaire descriptif par le client ou par son représentant autorisé, qui sera présent au chargement et à la destination.
- Lorsque les frais sont basés sur le poids, il déterminera le poids de

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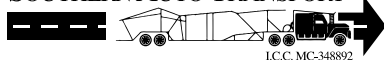
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- When charges are based on weight, determine the weight of each shipment by the use of a certified scale at origin and furnish evidence of that weight to the customer, if requested. Upon request, perform a "reweigh" of the shipment and furnish evidence of the reweigh to the customer when the actual weight exceeds the estimated weight by more than 10%.
- Make reasonable efforts to fulfill the arrangements made for servicing a shipment, including the performance of pickup and delivery within the dates shown in the bill of lading. Keep customers advised of any service delays and provide them with information as to when service may be expected to be performed.
- Agree, in writing, within 30 days of the receipt of a written loss or damage claim or delay claim, to 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.
- Ensure the customer receives a copy of the bill of lading or invoice on delivery, with a clear description of charges and services provided.
- 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.
- 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, make best efforts to ensure that these agents also comply with the above commitments.
- Maintain and clean facilities and equipment regularly. ■

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- chaque envoi en utilisant une balance homologuée à l'origine, et il fournira des preuves d'exactitude de ce poids au consommateur, sur demande. Il pèsera de nouveau les biens, si on le lui demande, et il en fournira les preuves au client lorsque le poids réel dépassera le poids estimé de plus de 10 %.
- Il fera des efforts raisonnables pour respecter les dispositions convenues, y compris le ramassage et la livraison aux dates inscrites sur le connaissement. Il informera les clients de tous les retards et leur donnera de l'information sur les nouvelles dates d'exécution.
- Il répondra par écrit, dans les 30 jours, à toute demande écrite pour retard, perte ou dommage, en signifiant son acceptation, son refus ou son offre de compromis de même que toute raison du retard de plus de 120 jours avant d'en arriver à un arrangement final ou pour toute réclamation documentée concernant une livraison en retard, à condition que la réclamation soit remplie par le consommateur dans les 60 jours (déménagement longue distance) ou dans les 30 jours (déménagements locaux) après la livraison.
- Il veillera à ce que le client reçoive une copie du connaissement ou de la facture au moment de la livraison, avec une description exacte des frais et des services.
- Il tentera rapidement et équitablement de résoudre les différends concernant les réclamations pour perte ou dommages, grâce à des processus internes de traitement des plaintes et à des processus externes d'arbitrage.
- Il communiquera franchement avec le public, par ses publicités, ses estimations et sa documentation de vente, concernant les services à rendre.
- S'il collabore avec d'autres agents, il fera de son mieux pour veiller à ce que ces agents respectent aussi les engagements ci-dessus.
- Il entretiendra et nettoiera régulièrement ses installations et son équipement. ■

# Great Expectations of a Canadian on the Move

## Les attentes des consommateurs qui déménagent

By/par Bob Whitelaw  
President and CEO, Canadian Council of Better Business Bureaus/  
P.d.g., Conseil canadien des bureaux d'éthique commerciale

From a customer viewpoint a successful move means only one thing: a move that meets or exceeds expectations.

Aux yeux d'un client, un déménagement réussi en est un qui atteint ou dépasse ses attentes.

**M**oving and storage companies that work to meet and exceed customer expectations are guaranteed continuing business success, as Canadians are continually on the move.

Failure to achieve customer satisfaction will make your company not only the talk of the neighbourhood and town, but also the talk of the nation, as the industry is affected by a negative image.

Business ethics, sound business practices, exceptional customer-service programs and problem-solving plans all lead to successful and growing businesses, however small or large. These key words and phrases are the road maps in today's highly competitive world, which has been recently changed by public instances of "less than ethical" business practices, including the downfall of international companies and their well-recognized branded images.

There is considerable change taking place in the business world today

**L**es firmes de déménagement et entreposage qui dépassent les attentes de leurs clients sont certaines du succès, étant donné que les Canadiens sont toujours en mouvement. À défaut de satisfaire ses clients, votre entreprise se fera une mauvaise réputation non seulement à l'échelle locale, mais aussi à l'échelle nationale, car toute l'industrie en sera affectée.

L'éthique commerciale, de saines pratiques, un service exceptionnel et des plans pour la résolution des problèmes mèneront tous à la croissance d'une entreprise, grande ou petite. Ces mots-clés sont des guides, dans un monde ultraconcurrentiel, qui vient d'être troublé par des cas notoires de pratiques « peu scrupuleuses », y compris l'écroulement de sociétés multinationales et de leurs marques.

Le monde des affaires actuel connaît d'importants changements, et il n'y a que deux façons, selon moi, de les gérer : accepter le changement et le prendre en main, ou se laisser prendre à la gorge.

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and, in my opinion, there are only two ways to manage this change. A business either takes change and leads it by the hand or change will grab it by the throat.

The moving industry is no exception, as Canadians are continually on the move locally, nationally and globally.

During the past year the Canadian Council of Better Business Bureaus, based in Ottawa, introduced programs to analyze and report on the "top 10" Canadian consumer inquiries and

complaints. The information is based on inquiry calls and documented complaints received by the 14 Canadian bureaus. The list provides a national overview of consumer spending plans by tracking requests for reliability reports and business information before purchase decisions are made or contracts are signed.

Increased data mining is taking place to determine consumer trends. The Canadian Council of Business Bureaus has determined the three leading Canadian consumer demands.

Consumers are most satisfied when sales and marketing representations are honoured; timely and clear answers to their questions are provided; and their complaints and disputes are resolved in a fair, timely and effective manner.

**I believe that the six key words to help maintain solid consumer/business relations are inquire, inquire, inquire and complain, complain, complain.**

During the past three years, the Canadian Better Business Bureaus have introduced computer systems to provide public access to their reliability reports on both member and non-member businesses. The information is accessible at no cost 24 hours a day from any computer with Internet service. See [www.canadiancouncilbbb.ca](http://www.canadiancouncilbbb.ca) and open "online reports". The online reliability reports duplicate the information provided by telephone, fax or voice-response systems traditionally used to provide consumer reports.

Two key words are used to summarize a business-activity report. The business either has a satisfactory report with no outstanding and unresolved consumer complaints or is given an unsatisfactory rating based on failure to respond to consumer complaints.

To prepare this article, I randomly searched Canadian BBB sites for

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suite de la page 17

Le déménagement n'y fait pas exception, et les Canadiens déménagent continuellement à l'échelle locale, nationale et mondiale.

Au cours de la dernière année, le Conseil canadien des bureaux d'éthique commerciale a lancé des programmes pour cerner les « 10 principales » plaintes et demandes d'information des consommateurs canadiens, à partir des appels reçus dans les divers bureaux d'éthique commerciale au pays. La liste donne une vue d'ensemble nationale des intentions de

rapports de fiabilité, tant sur les entreprises membres que non-membres. L'information est accessible gratuitement, 24 heures par jour, par Internet. Voyez vous-même le lien [www.canadiancouncilbbb.ca](http://www.canadiancouncilbbb.ca) et cliquez sur « Rapports sur le Web ». Les rapports livrés en ligne fournissent les informations que ceux livrés par téléphone, par télécopieur ou par réponse vocale interactive.

Deux mots-clés servent à résumer chaque rapport. L'entreprise a un rapport satisfaisant, sans plaintes en

instance ou irrésolues, ou elle reçoit un rapport insatisfaisant, pour son incapacité de satisfaire aux demandes des consommateurs.

Pour préparer cet article, j'ai choisi au hasard des rapports de fiabilité sur le site, en accordant une attention particulière aux déménageurs et aux entrepôts. L'image ainsi obtenue n'est guère reluisante, étant donné qu'un grand nombre de firmes ont un dossier insatisfaisant. Les entreprises de

suite à la page 20

**Les six mots-clés pour aider à maintenir de bonnes relations entre les entreprises et les consommateurs sont s'informer, s'informer, s'informer et se plaindre, se plaindre, se plaindre.**

dépenser des consommateurs en s'appuyant sur les demandes de rapports de fiabilité et d'informations commerciales avant que les décisions d'achat ne soient prises ou que les contrats ne soient signés.

Les consommateurs sont le plus satisfaits lorsque les promesses faites au moment de la vente sont respectées, lorsqu'ils reçoivent des réponses claires et rapides et lorsque leurs plaintes sont résolues de manière juste, rapide et efficace.

Les bureaux d'éthique commerciale ont implanté des systèmes informatiques donnant un accès public à leurs



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online reliability reports, and checked out movers, moving industry, and moving and storage company names. The results do not provide a positive image for moving and storage operations in Canada due to the number of operations that have the unsatisfactory rating. Independent checking by moving companies of their own data may prove worthwhile to determine the information consumers have available before signing their moving contracts.

Within hours of releasing the first "Top 10 List" of Canadian consumer inquiries and complaints in March 2002, a federal government agency and two provincial governments called for further details. At that time, the moving and storage industry was ranked number five in the list of complaints and number six in the list of inquiries. The list of written and documented complaints provides data for month-to-month and year-to-year analysis. Findings since that original list show that the moving and storage industry was the number-one target for complaints on the list for October, November and December 2002. More recently, the June 2003 complaint ranking for moving and storage was number five, while it ranked first in the inquiries list.

I believe that the six key words to help maintain solid consumer/business relations are inquire, inquire, inquire and complain, complain, complain.

On a personal note, I have been directly involved with seven moves of my own, as well as a massive trans-Canada project move that required the co-ordination of 22 trailers. My experiences, problems, complaints and follow-up ranged between the good, the bad and the indifferent. There was no consistency or uniformity in promises made and actual delivery of goods.

Each of my moves has a story. For example, during one of my moves, in sub-zero winter weather, a child's plastic wading pool was thrown from the truck to a handler on the ground, who missed catching it, allowing it to fall to the ground and break into

many pieces. Such lack of care is not good practice. Apparent indifference by another moving company during unloading led to several broken table legs — more good cause for consumer complaint.

A partnership, including federal and provincial government representatives, key figures in the moving and storage industry, groups such as the Better Business Bureau, and other consumer and business interest groups, is now providing an ideal approach to the next step of developing good-practice guidelines and consumer-awareness material. (Editor's note: see page 12 for more information about the Certified Canadian Mover Program).

A recent *National Post* item, "Movers can take you for a ride", and other media stories that are in development at this time need to be a wake-up call for the moving and storage industry to reflect on current practices and shift the industry off the "top 10 list" of Canadian consumer complaints. ■

*For further information, contact: Bob Whitelaw, President and CEO, Canadian Council of Better Business Bureaus at 613-789-5151.*

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*suite de la page 19*

déménagement devraient faire leurs propres vérifications pour vérifier l'information donnée aux consommateurs avant de leur faire signer leurs contrats.

Quelques heures après la publication du premier « top 10 », en mars 2002, un organisme fédéral et deux organismes provinciaux téléphonaient pour plus de détails. À cette époque, le secteur du déménagement et de l'entreposage se classait cinquième sur la liste des plaintes et sixième sur celle des demandes d'information. La liste des plaintes écrites et documentées fournit les données d'analyse mensuelle et annuelle. Les conclusions trouvées depuis ce temps montrent que le secteur du déménagement-entreposage était la principale cible des

plaintes en octobre, novembre et décembre 2002. En juin 2003, le secteur se classait cinquième pour les plaintes et premiers pour les demandes d'information.

Je crois que les six mots-clés pour aider à maintenir de bonnes relations entre les entreprises et les consommateurs sont s'informer, s'informer, s'informer et se plaindre, se plaindre, se plaindre.

Plus personnellement, j'ai participé à sept déménagements personnels et à un projet transcanadien massif nécessitant 22 remorques. Mes expériences, problèmes, plaintes et suivis allaient de bon à mauvais en passant par indifférent. Il n'y avait pas de cohérence ni d'uniformité entre les promesses et la livraison des marchandises.

Chacun de mes déménagements a son histoire. Par exemple, pendant l'un de mes déménagements, par un temps sous zéro, une pataugeuse d'enfant a été lancée d'un camion à un manutentionnaire, qui l'a échappée, et elle s'est rompue en mille morceaux. Ce n'est pas une très bonne pratique. L'indifférence apparente d'une autre société de déménagement, durant le déchargement, a causé la rupture de plusieurs pattes de table, causant encore plus de plaintes.

Un partenariat des gouvernements fédéral et provincial, des principales personnalités du déménagement-entreposage et des bureaux d'éthique commerciale fournit maintenant une approche idéale vers la prochaine étape du développement de directives et documents de sensibilisation. (NDLR : Voir la page 13 pour plus de renseignements sur le programme de certification des déménageurs canadiens.)

Un article récent du *National Post* intitulé, « Movers can take you for a ride » (Les déménageurs peuvent vous faire marcher) et d'autres reportages en préparation devraient pousser notre secteur à réfléchir aux pratiques courantes et à faire sortir notre industrie de ce « top 10 » des plaintes. ■

*Renseignements : Bob Whitelaw, PDG, Conseil canadien des bureaux d'éthique commerciale, 613-789-5151.*



# Canadian Movers / Entreprises canadiennes de déménagement

## NEWFOUNDLAND AND LABRADOR

### CORNER BROOK

Household Movers & Shippers Limited

### GANDER

Household Movers & Shippers Limited  
Hoyt's Moving & Storage

### MOUNT PEARL

Active Movers Ltd.  
Domestic Moving & Storage Ltd.  
Household Movers & Shippers Limited

### ST. JOHN'S

AMJ Campbell Van Lines  
Hoyt's Moving & Storage

#### Active Movers Ltd.

P.O. Box 84  
Mount Pearl, NL A1N 2C1  
Tel: 709-747-2500  
Fax: 709-747-2500  
Jed Jackson, Owner

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

**Geographic Locations Served:** St. John's,  
Newfoundland & coast to coast

**Warehouse:** Steel frame

#### AMJ Campbell Van Lines

Topsail Road  
P.O. Box 13786  
St. John's, NL A1B 4G3  
Tel: 709-364-4255  
Fax: 709-364-7209  
Toll-free: 1-800-563-9696  
Email: dsquires@amjcampbell.nf.ca  
Dennis Squires, President

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

**Geographic Locations Served:** 100-mile  
radius, plus Baie Verte to west of  
Baie Verte

**Warehouse:** Concrete block & metal

#### Domestic Moving & Storage Ltd.

134 Clyde Avenue  
Mount Pearl, NL A1N 4S3  
Tel: 709-747-5188  
Fax: 709-747-2234

Email: mledrew@nfld.com  
Maritin LeDrew, President and General  
Manager

**Services:** Local, long-distance & overseas  
HHG moving & storage, originating  
agent/destination agent service

#### Geographic Locations Served:

Newfoundland & Labrador

**Warehouse:** Concrete block, palletized,  
sprinklered, alarmed

#### Household Movers & Shippers Limited

Country Road Industrial Park,  
5 Lundrigan Drive  
P.O. Box 747

Corner Brook, NL A2H 6G7

Tel: 709-634-2434

Fax: 709-634-9643

Toll-free: 1-800-563-1434

Website: www.householdmovers.ca

Email: hhmovers@nfld.net

Paul Head, Manager

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

#### Geographic Locations Served:

Newfoundland

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

#### Household Movers & Shippers Limited

14 McCurdy Drive  
Gander, NL A1V 1A2

Tel: 709-651-2050

Fax: 709-256-2538

Toll-free: 1-800-563-2784

Website: www.householdmovers.ca

Email: moving@householdmovers.nf.net

Chris Broderick, Manager

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

#### Geographic Locations Served:

Newfoundland

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

#### Household Movers & Shippers Limited

19 Clyde Avenue  
Donovans Industrial Park  
Mount Pearl, NL A1B 4R8

Tel: 709-747-4222

Fax: 709-368-2619

Toll-free: 1-800-563-8080

Website: www.householdmovers.ca

Email: dyoung@nfld.net

David Young, President

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

**Geographic Locations Served:** St. John's,  
Gander & Corner Brook NF, Labrador City  
& Goose Bay, Labrador, & Saint John NB

**Warehouse:** Steel frame, climate-controlled,  
palletized, bonded & government-  
approved

#### Hoyt's Moving & Storage

9 Carr Crescent  
Gander, NL A1V 2E2  
Tel: 709-256-8832

Fax: 709-651-3270

Toll-free: 1-800-565-4698

Website: www.hoytsunited.com

Email: sales@hoytsunited.com

Mary Chaffey, Manager

**Services:** Local, long-distance & overseas

HHG moving & storage

#### Geographic Locations Served:

Newfoundland, Gander (100-mile radius)

**Warehouse:** Metal, palletized

#### Hoyt's Moving & Storage Ltd.

P.O. Box 8204

St. John's, NL A1B 3N4

Tel: 709-747-4291

Fax: 709-747-2687

Toll-free: 1-800-563-2233

Website: www.hoytsunited.com

Email: sales@hoytsunited.com

Anita O'Donnell, Manager

**Services:** Local, long-distance & overseas

HHG moving & storage

#### Geographic Locations Served:

Newfoundland, St. John's

(100-mile radius)

**Warehouse:** Fully palletized, heated

## NOVA SCOTIA

### DARTMOUTH

Guardian Transfer & Storage

### DARTMOUTH (HALIFAX)

AMJ Campbell Van Lines

### HALIFAX

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

### MIDDLETON

Hoyt's Moving & Storage

### STELLARTON

Hoyt's Moving & Storage

### TRURO

Stewart Moving & Storage, Wallace L.

#### AMJ Campbell Van Lines

31 John Savage Avenue  
Dartmouth (Halifax), NS B3B 1Z9  
Tel: 902-468-4313  
Fax: 902-468-3950

Email: damirault@amjmoves.ns.ca  
Darryl Amirault

**Services:** Local and long-distance  
household goods relocation originating

# Canadian Movers / Entreprises canadiennes de déménagement

within a 50-mile radius of Halifax, able to service all of Canada & U.S., also has separate international & commercial divisions

**Geographic Locations Served:** Worldwide  
**Warehouse:** 20,000 square feet of heated space, military-approved & bonded, security cameras & alarmed, able to stack three high, steel & aluminum construction  
**Other Association Memberships:** BBB – Maritimes

## Guardian Transfer & Storage

210 Joseph Zatzman Drive  
Dartmouth, NS B3B 1P4  
Tel: 902-435-2824  
Fax: 902-435-2704  
Toll-free: 1-800-668-1353  
Website: www.guardiantransfer.com  
Email: sales@guardiantransfer.com  
David Taylor, President

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

**Geographic Locations Served:** Halifax & Dartmouth (100-mile radius), Nova Scotia  
**Warehouse:** Sprinklered, heated, palletized

## Hoyt's Moving & Storage

6264 South Foord Street  
Stellarton, NS B0K 1S0  
Tel: 902-752-7145  
Fax: 902-752-1656  
Toll-free: 1-800-565-7145

Website: www.hoytsunited.com  
Email: stellarton@hoytsunited.com  
Rick Lewis, Sales & Operations Consultant  
**Services:** Local, long-distance & overseas  
HHG moving & storage, packing & crating, office moving

**Geographic Locations Served:** Nova Scotia, Stellarton (100-mile radius)

**Warehouse:** Bonded, palletized, sprinklered, heated, dock-level loading, DND-certified, sufferance

## 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

## 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

#### 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  
John Muise, Owner/Operator  
**Services:** All moving services  
**Geographic Locations Served:** Canada-wide  
**Warehouse:** Air-conditioned, fire-protected  
**Other Association Memberships:** AMSA

## NEW BRUNSWICK

### FREDERICTON

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

### MIRAMICHI

Hoyt's Moving & Storage

### MONCTON

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

### SAINT JOHN

Hoyt's Moving & Storage  
Maritime Moving and Storage

#### 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  
Email: eastcoastmoving@nb.aibn.com  
Blair Lounsbury, Vice President  
**Services:** Local, long-distance & overseas moving, packing, crating, storage, public warehousing, record storage  
**Geographic Locations Served:** Western New Brunswick  
**Warehouse:** Steel frame with siding, heated



# Canadian Movers / Entreprises canadiennes de déménagement

## 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  
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  
Email: geldarts@nb.aibn.com  
Wade Wry, President

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

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

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

## Household Movers & Shippers Ltd.

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

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

**Geographic Locations Served:** Western & northwestern New Brunswick, Fredericton

**Warehouse:** Palletized, sprinklered

## Hoyt's Moving & Storage Ltd.

270 Dalton Avenue  
Miramichi, NB E1V 3N9  
Tel: 506-622-4268  
Fax: 506-622-8329  
Toll-free: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: newcastle@hoytsunited.com  
Todd Stewart, Assistant Manager

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

**Geographic Locations Served:** Eastern & northeastern New Brunswick, Miramichi

**Warehouse:** Palletized, sprinklered, metal

## Hoyt's Moving & Storage Ltd.

227 Henry Dunant  
Moncton, NB E1E 1E4  
Tel: 506-859-2442  
Fax: 506-859-1918  
Toll-free Fax: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: moncton@hoytsunited.com  
Ron MacDonald, Manager

**Services:** Local, long-distance & overseas HHG moving & storage, high-value products

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

**Warehouse:** Brick, palletized, sprinklered, heated

## Hoyt's Moving & Storage Ltd.

55 Old Black River Road  
Saint John, NB E2R 1A3  
Tel: 506-633-1943  
Fax: 506-633-1947  
Toll-free: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: jcalhoun@hoytsunited.com  
Jerry Calhoun, Manager

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

**Geographic Locations Served:** Southwestern New Brunswick, Saint John

**Warehouse:** Palletized, sprinklered, heated

## L.H. Chapple Ltd.

RR #2  
P.O. Box 1505  
Fredericton, NB E3B 5G2  
Tel: 506-458-9845  
Fax: 506-459-1490  
Toll-free: 1-866-458-9845  
Website: www.atyp.com/chapplesmoving/  
Email: lchapple@nbnet.nb.ca  
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  
Email: wmarshall@eastcoastmoving.com  
Wayne Marshall, President

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

**Geographic Locations Served:** Southern New Brunswick

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

## QUEBEC

### BROSSARD

Agence de Déménagement Pierre Panneton et Associés Limitée

### DORVAL

Westmount Moving & Warehousing

### DRUMMONDVILLE

Drummond

### LACHINE

Déménagement Prince/Prince Movers  
Transcontinental Moving & Storage

### LAVAL

Brisson

### MONTRÉAL

Clan Panneton  
Kenwood Moving & Storage Inc.  
Meldrum the Mover Inc.

### POINTE CLAIRE (MONTRÉAL)

Tippet-Richardson Limited

# Canadian Movers / Entreprises canadiennes de déménagement

## QUÉBEC

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

## ST-BRUNO (MONTREAL)

Mont-Bruno

## 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

### Clan Panneton

2660, rue Mullins  
Montréal, QC H3K 1P4  
Tel: 514-937-0707  
Fax: 514-937-1473

Toll-free: 1-800-361-8739

Website: www.leclanpanneton.ca

Email: info@leclanpanneton.ca

Pierre J. Cyr, Président

**Services:** Local, longue distance et outre-  
mer déménagement et entreposage,  
emballage et déballage

**Geographic Locations Served:** Montréal,  
Québec, Canada, USA

**Warehouse:** Brique, système d'alarme,  
gicleur, camera circuit fermé, gardien de  
nuit, chauffé, quai chargement, cautionne  
douanes Canada

### Déménagement Brisson Inc.

1980, rue Monterey  
Laval, QC H7L 3S3  
Tel: 450-681-5115  
Fax: 450-681-2911

Website: www.brissonmoving.com

Email: gbrisson@brissonmoving.com

Gilles Brisson, Président

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

**Geographic Locations Served:** Montreal,  
Province of Québec

**Warehouse:** Government-approved,  
Customs-bonded, fully palletized,  
alarmed, heated

### Déménagement Drummond Inc.

1130, boul. Lemire  
Drummondville, QC J2C 7W7  
Tel: 819-478-0323  
Fax: 819-478-5537

Toll-free: 1-800-667-4153

Email: demenagement-drummond@

demenagement-drummond.ca

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, Président

**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, Président

**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

### Dolbec Transport Inc.

175 St-Sacrement  
Quebec, QC G1N 3X4  
Tel: 418-687-3830  
Fax: 418-687-4419

Toll-free: 1-800-663-3830

Website: www.dolbectransport.com

Email: dolbec@oricom.ca

Peter Wieber, Sales Manager

**Services:** Local, long-distance & overseas  
moving of HHG and articles requiring

specialized handling, packing and crating  
services, commercial and office moving,  
transportation and handling of heavy  
machinery, medical equipment, etc.

**Geographic Locations Served:** Quebec  
City, Province of Quebec, Canada and  
USA

### Warehouse and operations location:

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

**Other Association Memberships:** ACQ,  
CAA, 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

### 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, commercial  
& overseas 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



# Canadian Movers / Entreprises canadiennes de déménagement

## **Meldrum the Mover Inc.**

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

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

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

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

## **Tippet-Richardson Limited**

53 Hymus Boulevard  
Pointe Claire (Montréal), QC H9R 4T2  
Tel: 514-426-1538  
Fax: 514-426-8553  
Toll-free: 1-888-710-4133  
Website: www.tippet-richardson.com  
Email: bruceem@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: jschier@tmvlogistique.com  
Jacques Schier, General Manager  
**Geographic Locations Served:** Toronto, Montreal, Quebec, New Brunswick

## **Transcontinental Moving & Storage**

1 Provost, Unit 175  
Lachine, QC H8S 4H2  
Tel: 514-363-1101  
Fax: 514-634-3080  
Toll-free: 1-877-777-1101  
Website: www.tcontinental.com  
Email: ertan@tcontinental.com  
Ertan Cakmak, President

**Services:** Scheduled weekly departures to all major Canadian and American cities with consolidated tariffs; affordable exclusive tariffs available; overseas packing and moving; third-party overseas container service; full packing and crating services; short- and long-term storage; self-storage crating systems; all equipment specially manufactured for moving services; car transportation

**Geographic Locations Served:** Local and long-distance moving all across the USA and Canada with weekly departures; overseas moving all across the world; port to port or door to door

**Warehouse:** Transit and local moving warehouse and storage, short- and long-term, self-storage crating system, insured, 24-hour security surveillance system, air-climate control

## **Westmount Moving & Warehousing**

480 Lepine Avenue  
Dorval, QC H9P 2V6  
Tel: 514-631-8884  
Fax: 514-631-2527  
Toll-free: 1-800-465-6588  
Website: www.westmountmoving.com

Joseph Gagnon, Managing Partner

**Services:** Local, long-distance, international, commercial. Packing, crating, third party services, storage.

**Geographic Location:** Montreal, West Island

**Warehouse:** 9000 sq. ft., DND certification, government-approved, bonded, heated, palletized, dock-level loading

## **ONTARIO**

### **ALLISTON**

Mountain Moving & Storage

### **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 & Storage

### **HAMILTON**

Cesar Van & Storage Limited  
Mountaineer Movers

### **KINGSTON**

AMJ Campbell/Frappier Group Inc.  
Frank the Mover  
Frost the Mover  
Walker's/Capital Group of  
Moving & Storage Companies

### **KITCHENER**

AMJ Campbell Van Lines  
Total-Relocation Moving & Storage

### **LONDON**

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

### **MARKHAM**

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

### **MISSISSAUGA**

AMJ Campbell Corporate  
AMJ Campbell International Movers  
Avenue Moving & Storage  
Brytor International  
KMS Van Lines Inc.  
Leader Moving & Storage Inc.  
MIGroup, The  
Pak N' Stack Ltd.  
Rawlinson Moving & Storage Ltd.  
Taylor Moving & Storage Ltd.

### **NIAGARA FALLS**

Niagara Moving & Storage Inc.

# Canadian Movers / Entreprises canadiennes de déménagement

## ORLEANS

Ability Moving & Transfer Ltd.

## OSHAWA

Coburn's Transportation Systems  
Mackie Moving Systems

## OTTAWA

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

## OTTAWA (GLOUCESTER)

AMJ Campbell/Frappier Group Inc.

## 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

## SUDBURY

Harris Movers

## 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 Drive, RR #2  
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 HHG; commercial moving & installation division; Ability International offers bonded storage, professional preparation & competitive

rates for overseas shipments worldwide.

Member of 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:**

HHGFAA, IATA

### Ace Moving & Installation Inc.

140 Finchdene Square, Unit 17  
Scarborough, ON M1X 1B1  
Tel: 416-335-7307  
Fax: 416-335-0762  
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

### All Continent Transport Ltd.

2370 Walkley Road  
Ottawa, ON K1G 4H9  
Tel: 613-526-3065  
Fax: 613-526-1138  
Website: [www.allcontinent.com](http://www.allcontinent.com)  
Email: [sales@allcontinent.com](mailto: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

### 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](http://www.amfreight.ca)  
Email: [tony@amfreight.ca](mailto:tony@amfreight.ca)  
Tony Cleary, Owner/President

**Services:** Household goods forwarding worldwide, tariff available

**Geographic Locations Served:** Worldwide, except North America

**Other Association Memberships:**

HHGFAA



# Canadian Movers / Entreprises canadiennes de déménagement

## AMJ Campbell Corporate

1445 Courtney Park 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 Courtney Park Drive East  
Mississauga, ON L5T 2E3  
Tel: 905-670-6683  
Fax: 905-670-6684  
Toll-free: 1-800-363-6683

Email: headoffice@amjint.com  
Ole Jensen, Managing Director

**Services:** Worldwide moving

**Geographic Locations Served:** Worldwide  
relocations

## 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

1234 Gardiners Road  
Kingston, ON K7P 2T5  
Tel: 613-634-1040  
Fax: 613-634-2374  
Toll-free: 1-888-265-6683

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  
certification, Customs-bonded, Fully  
palletized, alarm protection, climate-  
controlled, dock-level loading

## 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: 705-429-1947

Toll-free: 1-877-687-1480

Website: www.brownsmoving.com

Email: brownsmoving@georgian.net

Dan Brown, Owner

**Services:** Moving, packing

**Geographic Locations Served:** Ontario  
only

**Warehouse:** Self-storage

## Brytor International

275 Export Boulevard  
Mississauga, ON L5S 1Y4  
Tel: 905-564-8855  
Fax: 905-564-8841

Website: www.brytor.ca

Email: sales@brytor.ca

Michael Rathbone, President

**Services:** International HHG moving &  
storage, packing & crating

**Geographic Locations Served:** All of  
Canada

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

**Other Association Memberships:** COMA,  
BAR, FIDI, OMNI, HHGFA, 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: glenn@cesarvan.com

Glenn McCallum, Vice President

**Services:** Local, long distance, commercial  
& international relocation, professional  
packing, short- & long-term storage

# Canadian Movers / Entreprises canadiennes de déménagement

(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: coburnstransport@hotmail.com

Myran Coburn, President

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

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

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

## D'Arcy Moving & Storage

2495 Lancaster Road  
Ottawa, ON K1B 4L5

Tel: 613-733-0040

Fax: 613-733-7120

Toll-free: 1-888-506-9465

Website: www.darcymoving.com

Email: info@darcymoving.com

Paul Van Remortel, President

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

**Geographic Locations Served:** Canada, USA & international

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

## Frank the Mover

952 Auden Park Drive  
Kingston, ON K7M 7T6

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:** Worldwide (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

Email: rtsc2@kos.net

Website: www.frost-mover.com

Liseanne MacDonald, Branch Manager

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

**Geographic Locations Served:** All of Central and Eastern Ontario – Northumberland, Quinte, Frontenac and Thousand Islands Regions

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

## Gardiner's Moving & Storage

393 Cambridge Street

Goderich, ON N7A 2Y9

Tel: 519-524-2421

Fax: 519-524-7822

Toll-free: 1-866-265-5783

Email: gardtire@hurontel.on.ca

Maurice Gardiner, Owner

**Services:** Moving & storage

**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: spazzl@sympatico.ca

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

## 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: gregandsonmoving@sprint.ca

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



# Canadian Movers / Entreprises canadiennes de déménagement

**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  
Email: harrismv@ican.net  
Garry Gravelle, President

**Services:** 250 mini-storage units, local, long-distance & overseas full-service moving, U-Haul

**Geographic Locations Served:** Northern Ontario

**Warehouse:** Brick & steel, burglar alarm, DND-certified, heated, palletized, dock-level loading

## 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  
Email: ivl@intercontinentalgroup.com  
Website: www.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  
Email: rtc1@kos.net  
Website: www.lapalm-moving.com  
Jim Best, President

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

**Geographic Locations Served:** All of Central and Eastern Ontario – Northumberland, Quinte, Frontenac and Thousand Islands Regions

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

## Leader Moving & Storage Inc.

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

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

**Geographic Locations Served:** Worldwide, Canada, USA

**Other Association Memberships:** HHGFAA

## Mackie Moving Systems

933 Bloor Street West  
Oshawa, ON L1J 5Y7  
Tel: 905-728-2400  
Fax: 905-579-3180  
Toll-free: 1-800-565-4646  
Website: www.mackiegroup.com  
Email: mackied@mackiegroup.com  
Dean Mackie, Vice-President

**Services:** HHG, high-value products, office, commercial moving, car hauling, scale

**Geographic Locations Served:** Canada and the U.S.

**Warehouse:** Pre-cast concrete, palletized, sprinkler system, 24-hour security, pest control, bonded

**Other Association Memberships:** OTA, CERC, ERC

## 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

# Canadian Movers / Entreprises canadiennes de déménagement

## 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@netrover.com  
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

## Mountain Moving & Storage

8011 Highway 89 West  
Alliston, ON L9R 1V1  
Tel: 705-435-9706  
Fax: 705-435-0541  
Toll-free: 1-800-737-9912  
Website: www.mountainmoving.ca  
Email: kelly@allistonmoving.com  
Mark Callegari, President

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

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

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

## Mountaineer Movers Limited - Great Canadian Van Lines

487 Grays Road  
Hamilton, ON L8E 2Z5  
Tel: 905-561-8880  
Fax: 905-561-0606  
Toll-free: 1-800-263-4561  
Website: www.mountaineer.on.ca  
Email: harrym@mountaineer.on.ca  
Harry Mans, President

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

**Geographic Locations Served:** Canada & USA

**Warehouse:** Concrete block, steel frame, burglar alarm, heated, lockers, 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  
Email: wayne@niagramoving.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, BBB

## Pak N' Stack Ltd.

1040 Jayson Court  
Mississauga, ON L4W 2V5  
Tel: 905-602-6044  
Fax: 905-602-0994  
Toll-free: 1-800-566-5117  
Website: www.paknstackltd.com  
Email: dougc@paknstackltd.com  
Doug Cunningham, President

**Services:** Local, long-distance HHG & corporate moving, furniture installation, packing & crating

**Geographic Locations Served:** All of Canada

**Warehouse:** Steel & block, fire & burglar alarms, sprinklered, heated, palletized or rack storage

## Parkway Van Lines

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

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

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

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

## Phillips Moving & Storage

2525 Steeles Avenue West  
Toronto, ON M3J 2P1  
Tel: 416-661-2797  
Fax: 416-661-0013  
Toll-free: 1-877-543-6683

Website: www.phillipsmovers.com  
Email: donstaddon@phillipsmovers.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



# Canadian Movers / Entreprises canadiennes de déménagement

## 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: csrvtburl@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-hr. burglar alarms, palletized, dock-level loading  
**Other Association Memberships:** BBB

## The MIGroup

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: gords@tippet-richardson.com  
Gord Smith, General Manager

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

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

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

## Tippet-Richardson Limited

25 Metropolitan Road  
Toronto, ON M1R 2T5  
Tel: 416-291-1200  
Fax: 416-291-2601  
Toll-free: 1-800-268-6753  
Website: www.tippet-richardson.com  
Email: stevef@tippet-richardson.com  
Steve Forgie, General Manager

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

**Geographic Locations Served:** All of Canada

**Warehouse:** Four buildings, all sprinklered, alarm security protection

## Total-Relocation Moving & Storage

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

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

**Geographic Locations Served:** All of Canada

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

## TR Overseas Moving Inc.

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

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

**Geographic Locations Served:** All of Canada

**Warehouse:** Canada Customs Bonded, brick, sprinklered, alarmed

**Other Association Memberships:** FIDI, OMNI, HHGFFA, BAR

## Walker's/Capital Group of Moving & Storage Companies

56 Railway Street  
Kingston, ON K7L 5J8  
Tel: 613-544-9574  
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 southeastern 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  
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

## Wescon Movers Group

130 Riviera Drive, #3  
Markham, ON L3R 5M1  
Tel: 905-944-0707  
Fax: 905-415-1784  
Email: ivltor@istar.ca  
Ken Conley, President

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

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

# Canadian Movers / Entreprises canadiennes de déménagement

**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.

## Canada Moving & Storage

47 Gomez Street  
Winnipeg, MB R3B 0G4  
Tel: 204-632-8787  
Fax: 204-632-8989  
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

## 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



# Canadian Movers / Entreprises canadiennes de déménagement

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 Chmelnik, 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.

AMJ Campbell Van Lines

Aurora Moving & Storage Inc.

Brytor International Moving

Smooth Moves Relocation Services Ltd.

TR Westcan Inc.

### EDMONTON

Highland Moving & Storage Ltd.

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, 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

#### AMJ Campbell Van Lines

901 - 57th Avenue N.E.

Calgary, AB T2E 8X9

Tel: 403-273-1220

Fax: 403-248-7479

Toll-free: 1-800-661-3993

Website: www.amjcampbell.com

Email: doneill@amjcampbell-calgary.com

Dennis O'Neill, Vice President

**Services:** Local, long-distance & overseas  
HHG moving, office moving; 2000 Better  
Business Bureau Ethics Award winner

**Geographic Locations Served:** Calgary  
& southern Alberta

**Warehouse:** Fire & burglar alarms,  
sprinklered, DND-certified, heated,  
palletized, dock-level loading, 240,000  
square feet palletized storage

#### 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

#### Brytor International Moving

1350 - 42nd Avenue, Bay M

Calgary, AB T2G 4V6

Tel: 403-287-3066

Fax: 403-287-3099

Toll-free: 1-877-587-3066

Website: www.brytor.ca

Email: ken.waddell@brytor.ca

Ken Waddell, Managing Director,  
Western Region

**Services:** Full-service international moving

**Geographic Locations Served:** Western  
Canada

**Warehouse:** Concrete, heated, alarmed,  
dock-level, Customs-bonded

#### 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

#### MATCO Transportation Systems Ltd.

18151 - 107th Avenue

Edmonton, AB T5S 1K4

Tel: 780-484-8800

Fax: 780-489-8017

Toll-free: 1-800-661-3618

Website: www.matco.ca

Email: Ray.Anderson@matco.ca

Ray Anderson, President

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

**Geographic Locations Served:** Alberta,  
Yukon & Northwest Territories

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

#### Northern Plains Moving & Transport Ltd.

Bay 115, 190 MacAlpine Crescent

Fort McMurray, AB T9H 4A6

Tel: 780-790-1336

Fax: 780-790-1211

Toll-free: 1-877-790-1336

Email: npm@altech.ab.ca

Gloria Varney, President

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

**Geographic Locations Served:** Fort  
McMurray, Alberta, Canada

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

#### Smooth Moves Relocation Services Ltd.

1201 - 42 Avenue S.E.

Calgary, AB T2G 1Z5

Tel: 403-230-2390

Fax: 403-230-2390

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

# Canadian Movers / Entreprises canadiennes de déménagement

## TR Westcan Inc.

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: kevinb@tippet-richardson.com  
Kevin Bull, 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

## 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: ted@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

9720 - 107th Street  
Westlock, AB T7P 1R5  
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

## BRITISH COLUMBIA

### ABBOTSFORD

MSA Moving & Storage Ltd.

### COMOX

Comox Moving & Storage

### DELTA

Great Canadian Van Lines  
Quality Move Management, Inc.

### DELTA (VANCOUVER)

AMJ Campbell Van Lines

## KELOWNA

Diamond Moving Services  
Kelowna Movers Ltd.

## 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

## VICTORIA

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

## A To B Moving

1501 North Dairy Road  
Victoria, BC V8T 3T9  
Tel: 250-216-0276  
Fax: 250-370-9111  
Email: atobmoves@islandnet.com  
Website: www.atobmoving.com  
Gerry Ganczar, Owner  
**Services:** Local & long-distance moving,  
packing

## AMJ Campbell Van Lines (Vancouver)

8028 River Way  
Delta (Vancouver), BC V4G 1K9  
Tel: 604-940-4208  
Fax: 604-940-2385  
Toll-free: 1-800-383-6387  
Website: www.amjcampbell.com  
Email: tfinlay@amjcampbellvcr.com  
Thomas (Tom) S. Finlay, Sr. VP and  
Managing Partner  
**Services:** Local, long-distance & overseas,  
HHG & commercial, moving & storage,  
packing & crating, full service  
**Geographic Locations Served:** Greater  
Vancouver region, southern Vancouver  
Island  
**Warehouse:** Concrete slab, sprinklered,  
alarmed, heated, DND-certified, Customs-  
bonded, fully palletized, secure yard  
**Other Association Memberships:** BC TA,  
BBB

## 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@shaw.ca  
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



# Canadian Movers / Entreprises canadiennes de déménagement

## 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](http://www.fergusonmoving.com)  
Email: [lorne@fergusonmoving.com](mailto: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](http://www.greatcanadianvanlines.com)  
Email: [gcvl@telus.net](mailto: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

Email: [rickgreaves@shawcable.com](mailto:rickgreaves@shawcable.com)

Rick 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](http://www.highland-worldwide.com)  
Email: [info@highland-worldwide.com](mailto: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@silks.net](mailto:kelownamvrs@silks.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.

P.O. Box 2689  
Sechelt, BC V0N 3A0

Tel: 604-254-6683

Fax: 877-929-6683

Toll-free: 1-877-910-6683

Toll-free Fax: 1-877-929-6683

Email: [minimove@dccnet.com](mailto:minimove@dccnet.com)

John Anthony, President

**Services:** Small-move specialists

**Geographic Locations Served:** The world,  
focusing on western Canada, British  
Columbia, Vancouver, Victoria

## MSA Moving & Storage Ltd.

2061 Riverside Drive  
P.O. Box 474

Abbotsford, BC V2S 5Z5

Tel: 604-859-5066

Fax: 604-859-1161

Toll-free: 1-888-313-3366

Website: [www.msa.ca](http://www.msa.ca)

Email: [info@msa.ca](mailto:info@msa.ca)

Graham Baggaley, President

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

**Geographic Locations Served:** Vancouver  
& Fraser Valley to Hope, North America

**Warehouse:** Concrete block, alarmed,  
DND-certified & Customs-bonded,  
heated, palletized, dock-level & grade  
loading

## 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](http://www.qmm.com)

Email: [kstgeorge@qmm.com](mailto: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

## St. George Moving & Storage

26 Fawcett Road  
Vancouver, BC V3K 6X9  
Tel: 604-520-1900  
Fax: 604-520-7689

Toll-free: 1-877-520-1903

Website: [www.stgeorgemoving.com](http://www.stgeorgemoving.com)

Email: [vancouver@stgeorgemoving.com](mailto:vancouver@stgeorgemoving.com)

Nels Guloiien, Manager

**Services:** Local, long-distance, moving,  
storage, packing & crating of household  
goods. Transportation & distribution of  
high value goods

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

**Warehouse:** Concrete, heated, alarmed

## 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](http://www.tippet-richardson.com)

Email: [brendan@tippet-richardson.com](mailto:brendan@tippet-richardson.com)

Brenda Naylor, General Manager

**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](http://www.williamsmoving.com)

Email: [gthomsen@thewmsgroup.com](mailto:gthomsen@thewmsgroup.com)

Glenn Thomsen, COO/General Manager

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

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

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

# International Movers / Entreprises internationales de déménagement

## CANADA

### 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: 604-941-2059  
Toll-free: 1-888-417-9411  
Website: www.williamsinternational.com  
Email: vancouver@williamsinternational.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*

### Branch: Deerfoot Business Park

7757 - 8th Street N.E.  
Calgary AB T2E 8A2  
Tel.: 403-212-1940  
Fax: 403-212-1945  
Email: calgary@williamsinternational.com

190A Superior Blvd.  
Mississauga ON L5T 2L2  
Tel: 905-564-1977  
Fax: 905-564-3177  
Email: toronto@williamsinternational.com

## 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 Chambers-I  
3, Bhikaji Cama Place  
New Delhi 110 066  
Tel: 91-11-26170173  
Fax: 91-11-26185268  
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, lift van containerization, storage & logistics*

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

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

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

E-130, Lajpat Nagar-I  
New Delhi 110024  
Tel: 91-11-26316138/26310255  
Fax: 91-11-26910138/26135849  
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, INDIAN*

### 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*



# International Movers / Entreprises internationales de déménagement

**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, Sohrab Plaza  
Jinnah Avenue  
Islamabad 44000  
Tel: 92-51-2875105  
Fax: 92-51-2277127  
Website: www.transpack.com.pk  
Email: transpk@isb.comsats.net.pk  
Shahida Nasir, President and CEO  
**Services:** *Domestic & international packing & moving, storage, commercial & office moving, drilling-rig movement, transportation, Customs clearance, project handling, exhibition-goods handling*  
**Warehouse:** *Concrete block, fire alarms, equipped with fire extinguishers & hoses, guarded & fenced, equipped with climate-control devices*  
**Other Association Memberships:** OMNI, FIDI, HHGFAA, IATA, BAR, AMSA, LACMA, FIATA, PFFIC, ICC&I

## UNITED ARAB EMIRATES

**Leader Freight Forwarders (Worldwide Movers)**  
P.O. Box 16327  
Dubai  
Tel: 00971-4-2693822 / 00971-6-5314212  
Fax: 00971-6-5314896  
Email: leadpack@emirates.net.ae  
Ajay Bhalla, President  
**Services:** *International household moving, packing on a door-to-door basis, moving of exhibits & high-value products. Relocation services, including house hunting, school search, area tour, moving of pets, settling-in services, spouse employment, departure package & cultural training*  
**Geographic Locations Served:** *United Arab Emirates & other Middle East countries, such as Bahrain, Qatar, Oman*  
**Warehouse:** *25,000-square-foot cool, dry & racked, with air-conditioned area*  
**Other Association Memberships:** HHGFAA

## 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

**Simpsons International Removals**  
Blue Hawk House  
A1, Kent Kraft Industrial Estate  
Northfleet, Kent DA11 9SR  
Tel: 011-44-01322 386969  
Fax: 01322 383467  
Website: www.simpsons-uk.com  
Email: worldwide@simpsons-uk.com  
Peter Turner, International Manager  
**Services:** *Full origin & destination services to & from any point in the U.K. & mainland Europe, own Customs-bonded warehouse offering fully supervised devanning services, with baggage & removal deliveries throughout mainland Europe; also offering transshipment services worldwide; own groupage consolidations, full-container & airfreight services from U.K.; onsite case makers, car & mobile shippers; long- & short-term storage*  
**Geographic Locations Served:** *Serving whole of U.K., weekly road services to/from all major European centres*  
**Warehouse:** *Fully alarmed & secured furniture/household goods warehouse, built within last five years, steel & brick construction, integrated loading bays, 45,000 sq feet, over 1,500 storage cases, plus 100 40-foot iso steel containers, Customs-bonded*  
**Other Association Memberships:** HHGFAA, National Guild of Removers and Storers, Road Haulage Association, Register of Approved Removers and Storers

**Sterling International Movers Ltd.**  
Hallmark House, Rowdell Road  
Northolt, Middlesex UB5 6AG  
Tel: 44-020-8841-7000  
Fax: 44-020-8841-3500  
Website: www.sterlingmovers.com  
Email: mail@sterlingmovers.com  
Mike Sarll, General Manager  
**Services:** *International moving & storage, home search, furniture rental, school search, educational consultancy, cultural training, & immigration consultancy*

# International Movers / Entreprises internationales de déménagement

**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*

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Suite 1  
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@aenationwide.com  
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*

## Chris Steer Insurance Brokers Ltd.

8 King Street East, Suite 1000  
Toronto, ON M5C 1B5  
Tel: 416-366-1141  
Fax: 416-366-4656  
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  
Email: louise@dollies-boxes.com  
Louise Cameron, President  
**Services:** *Rental & sales of moving equipment (dollies, computer carts, utility boxes, panel carts, walkboards, plastic boxes, & many more items), sale of cardboard boxes*

**Geographic Locations Served:** All of Canada

## Farrell Enterprises Limited

66 Bartor Road  
Weston, ON M9M 2G5  
Tel: 416-745-2711  
Fax: 416-740-2261  
Toll-free: 1-800-268-0908  
Website: www.farrellmovingsupplies.com  
Email: farrellent@aol.com  
Elliott Eisen, President  
**Services:** *Full range of all moving supplies & equipment: boxes, pads, dollies, straps, tape, overseas wrap, etc.; equipment rentals (Art Saunders, General Manager)*

**Geographic Locations Served:** All of Canada

## L. Hansen's Forwarding

30 Dynamic Drive  
Scarborough, ON M1V 2W2  
Tel: 416-293-9135  
Fax: 416-293-1604  
Toll-free: 1-888-420-8888  
Website: www.lhf.com  
Email: mhansen@lhf.com  
Mike Hansen, General Manager  
**Services:** *Canada & U.S. vehicle relocation*

**Geographic Locations Served:** Anywhere in Canada and U.S.

## 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: tomro@hmsusa.com  
Mark Eschbacher, President  
**Services:** *Complete third-party specialized services including appliances, custom crating, fitness equipment, clocks, schranks, etc.*

**Geographic Locations Served:** Canada and the U.S.

**Other Association Memberships:** AMSA, HHGFFA, ERC, NCMA, all U.S. state associations

## K.I.D. Trailer & Equipment

2440-A Beryl Road  
Oakville, ON L6J 7X4  
Tel: 905-842-2942  
Fax: 905-338-5600

Toll-free: 1-800-265-6291

Email: kidtrailer@on.aibn.com  
Mike Dwhyte, General Manager

**Services:** *Trailer sales, featuring Kentucky custom-built moving vans, Fontaine platforms & dry vans; truck sales; heavy-duty parts & service all for trailers & trucks*

**Geographic Locations Served:** Ontario & all of Canada

**Other Association Memberships:** OTA

## Mover's Equipment & Supplies Ltd.

1870 Bonhill Road  
Mississauga, ON L5T 1C4  
Tel: 905-670-4488  
Fax: 905-670-2748  
Toll-free: 1-800-668-3773  
Website: www.movers3.com  
Email: john@movers3.com  
John Ward, President

**Services:** *Movers equipment: boxes, pads, straps, ramps, handtrucks, tape, stretch film, dollies, screen carts, decking beams, complete van & warehouse equipment*

## Ogilvy & Ogilvy/Graham Neale Insurance Brokers

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

## 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  
N.K. (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



# Suppliers/Fournisseurs

## 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](http://www.searail.ca)  
Email: [derekp@searail.ca](mailto: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

**Warehouse:** 551 Creditstone Road,  
P.O. Box 79002  
Concord, ON L4K 1Y7  
Tel: 905-660-0412  
Fax: 905-660-6651

## Southern Auto Transport Services, Inc.

1301 10th Street East, Suite G  
Palmetto, FL 34221  
Tel: 941-722-3326  
Fax: 941-729-5087  
Website: [www.southerntransport.net](http://www.southerntransport.net)  
Email: [amjt1969@cs.com](mailto:amjt1969@cs.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](http://www.victorypackaging.com)

Email: [victorypkg@aol.com](mailto:victorypkg@aol.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

**Warehouse:** 1870 Bonhill Road  
Toronto, ON  
Tel: 905-670-9520  
Fax: 905-670-9519

2152 TransCanada Highway  
Dorval, QC  
Tel: 514-683-0711  
Fax: 514-683-1470

#105, 6303 - 30th Street S.E.  
Calgary, AB  
Tel: 403-279-6296  
Fax: 403-279-8547

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### **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](http://www.moving.org)  
Email: [pjennings@moving.org](mailto:pjennings@moving.org)  
Patricia Jennings, Vice President,  
Programs and Services

### **Canadian Association of Movers**

2085 Hurontario Street, Suite 300  
Mississauga, ON L5A 4G1  
Tel: 905-848-6579  
Fax: 905-848-8499  
Website: [www.mover.net](http://www.mover.net)  
Email: [admin@mover.net](mailto: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: [www.alliedvan.com](http://www.alliedvan.com)  
Email: [davef@alliedcanada.com](mailto:davef@alliedcanada.com)  
David Fennell, President

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

P.O. Box 970, 485 North Service Road  
Oakville, ON L6J 5M7  
Tel: 905-844-0701  
Fax: 905-844-9325  
Website: [www.atlasvanlines.ca](http://www.atlasvanlines.ca)  
Email: [adm@atlasvanlines.ca](mailto:adm@atlasvanlines.ca)  
Doug Auld, President

### **North American Van Lines Canada**

P.O. Box 639, Station Main  
Edmonton, AB T5J 2L3  
Tel: 780-451-9119  
Fax: 780-451-2403  
Website: [www.navl.com](http://www.navl.com)  
Email: [GerryP@Navl.ca](mailto:GerryP@Navl.ca)  
Gerry Puckrin, President

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

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



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St-Marie Automobiles Ltd.,  
St. Rémi  
Christin Automobile Inc.,  
Montreal  
Ronald Thibault Pontiac Buick  
Ltee., Sherbrooke

### New Brunswick

Lounsbury Company Ltd.,  
Moncton  
Nova Scotia  
MacPhee Pontiac Buick GMC  
Ltd., Dartmouth  
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\*3-year warranty on engine and automatic transmission only.