

THE CANADIAN MOVER

Fall/Automne 2006

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

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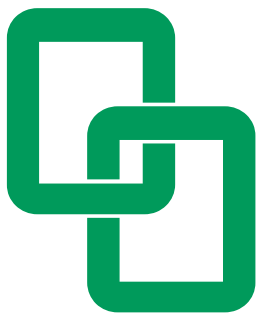
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des articles des numéros précédents de
la revue *Le déménageur canadien*.

THE CANADIAN MOVER LE DÉMÉNAGEUR CANADIEN

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Fall 2006
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WORLDWIDE MOVING



OVERSEAS

Chairman's Message/Message du président du conseil

What a crazy summer! Here are some of my personal musings and meditations...

Our annual Conference and Golf Tournament were described by many as the best ever! The conference program delivered good value for those who attended, and I hope that our mover members will support the suppliers who support the association year in and year out. We are looking to separate our golf event from the conference, holding the latter in a slower month and holding regional golf events...

The Canadian Certified Mover program is really taking hold. I am seeing the logo regularly in ads and on trucks. It surely is a valuable tool for members that have incorporated it into their marketing programs...

From all reports and certainly within our company, it seems that the summer of '06 was like no other. Business was abundant, but due to the growing driver shortage (which is turning into an overall labour shortage), many movers were unable to service all of the business that was available to them. In our case, we were booked out for weeks on end for local and regional business, and had to turn down most customers that were inquiring about moves inside of four to six weeks. I'm afraid the shortage of drivers is going to increase in the short term, and I'm not sure it will ever improve...

I don't like pessimism, but it seems there are signs on the horizon of a slowdown in the economy. Many real estate markets in the U.S. are experiencing downturns; Canadian housing starts that have been increasing year over year have abruptly begun falling; and the fallout of the recent American elections and the Canadian clampdown on income trusts has yet to be measured. I believe that we are in the late afternoon of our economic cycle and that dusk may be just around the corner. Of course, if I had a crystal ball, I likely wouldn't be using it in the moving business...

This holiday season, let's remember the brave men and women of the Canadian Armed Forces that have been placed in harm's way to help others work toward the life we in Canada have enjoyed for generations. They are the reason we can "live the dream."



Larry Rosenberg
Chairman, Canadian Association of Movers



Quel été fou nous avons eu! Je vous transmets certaines de mes réflexions et observations....

Notre conférence et tournoi de golf ont fait l'objet de commentaires élogieux comme jamais auparavant! Le programme de la conférence s'est avéré très enrichissant pour ceux qui étaient présents et j'espère que nos déménageurs membres soutiendront les fournisseurs qui appuient l'association d'une année à l'autre. Nous entendons organiser des tournois de golf régionaux et la conférence à une date distincte, en période d'accalmie...

Le Programme de certification des déménageurs gagne en popularité. Je vois le logo régulièrement dans les annonces et sur les camions. Il s'agit d'un outil précieux dont se servent certains membres dans leurs programmes de commercialisation...

Selon tous les rapports et à notre compagnie même, il semblerait que l'été 2006 n'a jamais connu de précédent. Les affaires ont été prospères, mais en raison d'une pénurie croissante de camionneurs (ce qui se traduit par un manque général de main-d'œuvre), nombre de déménageurs n'ont pu saisir toutes les occasions d'affaires qui se sont présentées. Dans notre cas, nos services ont été retenus des semaines à l'avance pour des déménagements locaux et régionaux et nous avons dû refuser la plupart des clients qui demandait à déménager dans un délai de quatre à six semaines. Je crains que le manque de camionneurs augmente à courte échéance et je doute que la situation s'améliore...

Je n'aime pas le pessimisme mais il semblerait que des signes de ralentissement économique pointent à l'horizon. Nombre de marchés immobiliers aux É.-U. accusent un repli. Le marché de l'habitation canadienne, prospère d'une année à l'autre, est soudainement en perte de vitesse et il reste à mesurer les retombées des dernières élections américaines et du renforcement des restrictions sur les fiducies de revenu. Je pense que nous sommes à la tombée du jour d'un cycle économique et que l'obscurité ne tardera pas à venir. Bien entendu, si j'avais une boule de cristal je n'oserais pas l'utiliser pour l'industrie du déménagement...

En cette période des fêtes, souvenons-nous des braves hommes et femmes des Forces armées canadiennes qui se sont exposés au danger pour aider leurs semblables à bâtir la vie dont nous jouissons au Canada depuis des générations. C'est grâce à eux que nous pouvons « vivre le rêve ».



Larry Rosenberg
Président du conseil de l'Association canadienne des déménageurs

President's Message/Message du président

In 1996, a group of the moving industry's leaders got together to re-establish the Canadian Association of Movers. The industry had been without an association for four years, and was still haunted by the Prohibition Order of 1983. This group saw a need for an association that would work for the advancement of owner-managed moving companies. Objectives were set to increase professionalism, improve consumer relations and education, and develop better relations with government.

The association was to be all-inclusive, bringing together stakeholders in the industry: movers, both van-line agents and independents, van lines, suppliers, governments at all levels and, lately, consumer organizations and consumers.

An important element of the vision of the founding group was to ensure that the direction of the association was governed by its members, who volunteer their time and expertise to advance the association and the industry.

The original goals have largely been met, as far as resources of the association would allow. Our membership is at its highest level ever, but we need to recruit many more of Canada's professional movers as members. CAM has established excellent working relationships with consumer-protection departments within many provincial governments and in the federal government, consumer-protection associations, and departments and ministries of transportation. CAM has been directly involved in the development of governments' regulations and consumer-awareness communications.

We have become a resource for consumers who are looking for a mover they can trust or trying to resolve a complaint. And, of late, CAM has become a resource for the media – radio, television and newspapers – to which they come to source background material on the moving industry.

Our mission always has been and will continue to be the furthering of "the interests of the owner-managed moving and storage companies."

Our major current initiative remains the furtherance of our Certified Canadian Mover Program, which helps our members identify themselves to consumers as reputable and responsible movers. And now, with the labour shortage in the moving industry, the program has provided our members with one more tool to compete for the profitable moves they want.



John Levi, President



Un groupe de meneurs de l'industrie du déménagement s'est réuni en 1996 pour relancer l'Association canadienne des déménageurs. L'industrie était sans association depuis quatre ans et demeurait hantée par l'ordonnance d'interdiction de 1983. Ce groupe a vu la nécessité de créer une association qui aiderait à promouvoir les compagnies indépendantes de déménagement. Des objectifs furent fixés pour accroître le professionnalisme, améliorer les relations avec le consommateur, éduquer et nouer des liens plus solides avec le gouvernement.

L'association devait adopter une approche pluraliste afin de réunir tous les intervenants de l'industrie : déménageurs, agents ou intermédiaires du transport par fourgon automobile, entreprises de transport par fourgon automobile, fournisseurs, gouvernements à tous les paliers et récemment des organismes de défense des consommateurs et des consommateurs.

Un important élément de la vision du groupe fondateur était de s'assurer que l'association serait dirigée par des membres en mesure de dispenser bénévolement leur temps et expertise à l'avancement de l'association et de l'industrie.

Les buts initiaux ont été atteints dans une large mesure, compte tenu des ressources dont disposait l'association. L'adhésion des membres ne s'est jamais si bien portée bien que nous ayons besoin de recruter plus d'éléments parmi les déménageurs professionnels au Canada. L'ACD a établi d'excellentes relations de travail avec les groupes de protection des consommateurs, nombre de gouvernements provinciaux, le gouvernement fédéral, les associations de protection des consommateurs, les départements et les ministères des transports. L'ACD participe directement à l'élaboration de règlements gouvernementaux et de communications visant à sensibiliser les consommateurs.

Nous sommes une ressource pour les consommateurs à la recherche d'un déménageur à qui se fier et sur qui compter pour résoudre une plainte. Tout récemment l'ACD est devenue une source de renseignements pour les médias : radio, télé, journaux, en quête d'informations sur l'industrie du déménagement.

Notre mission est et sera toujours de soutenir les intérêts des compagnies indépendantes de déménagement et d'entreposage.

Notre plus grande initiative de l'heure demeure la promotion notre programme de certification des déménageurs canadiens pour aider nos membres à s'identifier auprès des consommateurs en tant que déménageurs réputés et responsables. Compte tenu de la une pénurie de main-d'œuvre dans l'industrie du déménagement, le programme procure à nos membres un outil supplémentaire pour réaliser des déménagements profitables.



John Levi, Président

Company-Wide Methods to Resolve and Reduce Customer Complaints

By Ben V. Hanuka

Resolving and reducing customer complaints remains on the agenda of many responsible and ethical moving companies in Canada.

With the recent passage in Ontario of the *Consumer Protection Act, 2002*, and with similar legislation in other provinces, consumers are armed with legal protection that is backed by provincial investigative bodies able to lay charges and prosecute an offending moving company in Canada. The results are lost customers, and damage to your goodwill that may affect your competitive standing in the industry.

Resorting to a “bullet-proof” set of terms and conditions on the back of your waybill is not a viable option: few customers read these terms and conditions and few moving companies, in my experience, properly train their sales and moving staff to highlight key parts of the terms and conditions to each customer. As a result, when a consumer complaint goes unresolved and reaches litigation stage in the Small Claims Court, a judge is unlikely to enforce these standard terms and conditions that are listed in fine print on the back of your waybill.

Instead, the judge is likely to accept the consumer’s version of the events and adopt only those terms and conditions that the consumer was aware of, and by what was expressly agreed to between the moving company’s sales or moving staff and the consumer.

The above situation sounds familiar? It is encountered all too often when consumer complaints go unresolved and eventually reach litigation. This article is not intended to address the legal elements of a moving contract, or the process of high-

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Coffee's Always On....



Méthodes et solutions à l'échelle de la compagnie pour résoudre et réduire les plaintes des clients

Par Ben V. Hanuka

Le processus employé pour résoudre et réduire les plaintes des clients demeure un point névralgique dans nombre de compagnies de déménagement canadiennes responsables et pourvues d'un sens de l'éthique.

Par suite de l'adoption de la Loi de 2002 sur la protection du consommateur en Ontario et de mesures législatives similaires prises dans d'autres provinces du Canada, les consommateurs disposent

d'armes juridiques et bénéficient de l'appui d'organismes d'enquête provinciaux pouvant porter accusation et poursuivre une compagnie de déménagement prise en défaut au Canada. Il s'ensuit une perte de clients, et une détérioration des actifs incorporels pouvant affecter votre position concurrentielle dans l'industrie.

L'appel à une série de conditions générales « infailibles » au verso du contrat de transport est une option peu pratique car

rare sont ceux qui lisent ces conditions générales et, selon mon expérience, peu de compagnies de déménagement dispensent une formation adéquate à leur personnel des ventes et de déménagement sur les points importants des conditions générales à préciser à chaque client. Ainsi, lorsque la plainte du client n'est pas réglée et portée devant la cour des petites créances, il y a peu de chances que le juge fasse appel
suite à la page 11



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lighting the estimates and other important elements of the moving contract between the moving company and the consumer (see Industry Canada publications such as "Good Practice Guidelines for Canadian Movers" and "Consumer Checklist for Choosing a Moving Company"; see also the Ontario Government's publications "What You Need to Know About Getting An Estimate" and "What You Need to Know about Hiring a Mover"). Rather, the comments and suggestions in this article are designed to provide moving companies in Canada with an overview of how you may tackle the issue of resolving and minimizing consumer complaints in your moving organization on a *proactive* systematic basis, rather than on a one-to-one *responsive* basis.

This article is based on a combination of my own experience as legal counsel to a national moving company and the recommendations and findings of the federal government in relation to consumer complaints (see "Consumer Complaints Management: A Guide for Canadian Business," published by Industry Canada).

Moving companies may employ a wide range of techniques to address consumer complaints. In addition to directly dealing with the actual consumer complaint on an individualized basis, a moving company may consider employing a more systematic approach to handling and resolving customer complaints on a company-wide basis. Such a system is often referred to as a "consumer-complaints management" initiative.

Such initiatives are mechanisms, approaches and techniques that moving companies may use to increase customer satisfaction with their services. These initiatives attempt to anticipate and prevent problems and complaints from arising, promptly and

appropriately address complaints through internal processes, and, when internal complaints-handling processes prove insufficient, resolve disputes fairly, effectively and efficiently through external, private dispute-resolution approaches.

The Canadian moving marketplace is a developed one with companies matching each other on services and price. In such a marketplace, how does one moving company gain a competitive advantage? Research suggests that building customer loyalty is key, and that consumer-complaints management is an effective way to do so. Customers show their loyalty by repeatedly shopping at a store or company and recommending a service to friends and relatives. A recent Canadian survey (from Consumer Eyes 2000, a survey conducted by Acumen Research) found that, depending on the retail category, between 40 and 70 percent of consumers could name a company to which they consider themselves loyal. One of the best ways of building customer loyalty, the survey suggested, is to build a long-term relationship of trust.

Customers consider a favourable return/compensation policy to be the number one way for a company to earn their loyalty. Trust is also built when the company shows that it understands its customers' needs, values customers as individuals, delivers on promises, and is responsive and accessible. Positive staff attitude, shown by honesty, helpfulness and cheerfulness, also plays a large role in building a trust relationship. In contrast, being rude to customers, acting as if it didn't matter whether or not customers were there, or ignoring customers, leads to customer desertion.

The results of a U.S. survey showed that unhappy customers, even when they do not complain, have a negative effect on a business (from *Effective Customer Relations: Dependable Tips and Helpful Information*, published by the Better Business Bureau):

- About half the time, customers who have a problem with a product or service are not likely to tell the company about it;
- Nine out of ten of these "silent critics" will probably take their future business to a competitor;
- One out of every two customers who complain are not thoroughly satisfied with the company's efforts to solve the problem;
- Dissatisfied customers typically tell between seven to nine other people about an unsatisfactory experience with a company;
- Negative information has twice the impact of positive information on purchasing decisions; and
- Word-of-mouth is one of the most important factors influencing a customer's decision to buy from a company.

While there are several consumer-complaints management systems employed by organizations in Canada, this article attempts to provide a brief outline of two of these systems: a preventative consumer-complaints management initiative, and an internal complaints-handling initiative.

Preventative consumer-complaints management initiatives help reduce the chances that problems will arise in the first place and lead to complaints. Initiatives of relevance to the moving industry include improvements in the services, customer-service guarantees and policies, and codes that set out service commitments and consequences for failure to meet those commitments.

Internal complaints-handling initiatives are techniques employed within an organization to address problems, complaints and conflicts. Examples include toll-free complaints assistance and

continued on page 12

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PLAINTEES de la page 9

aux conditions générales énumérées en petits caractères au dos du contrat de transport.

Le juge aura plutôt tendance à accepter la version des faits du client et à s'en tenir uniquement aux conditions générales dont le client est au courant, compte tenu de l'entente entre le consommateur, le personnel de vente ou de déménagement et la compagnie.

Cette situation vous est familière? Il arrive trop souvent que les plaintes des consommateurs non réglées fassent l'objet de litiges. Cet article ne porte pas sur les éléments légaux du contrat de déménagement ou sur la façon de jeter une lumière sur les devis et autres éléments importants du contrat entre l'entreprise de déménagement et le consommateur (consultez les publications de l'industrie canadienne telles que « Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens » ou « Liste de vérification des consommateurs pour choisir une entreprise de déménagement ». Consultez également les publications du gouvernement de l'Ontario en français : « Ce que vous devez savoir au sujet des devis » et « Ce que vous devez savoir au sujet des déménagements ». Les commentaires et suggestions dans cet article visent à procurer aux entreprises de déménagement du Canada un aperçu sur la façon dont elles peuvent prendre des mesures pour régler et minimiser les plaintes de façon systématique proactive plutôt que de composer de un à un.

Cet article tient compte de ma propre expérience à titre d'avocat-conseil à une entreprise de déménagement nationale ainsi que des recommandations et constatations du gouvernement fédéral au sujet des plaintes des consommateurs (Voir La gestion des plaintes des consommateurs : un guide à l'intention des entreprises canadiennes rédigé par Industrie Canada)

Les entreprises de déménagement peuvent employer une quantité de techniques pour répondre aux plaintes des consommateurs. En plus de s'occuper individuellement d'une plainte en particulier, une entreprise peut envisager faire appel à un moyen plus systématique de s'occuper ou de résoudre les plaintes des clients à l'échelle de la compagnie. Un tel système porte souvent comme nom Initiatives de gestion des plaintes des consommateurs.

De telles initiatives sont des mécanismes, approches et techniques que les entreprises de déménagement peuvent employer pour accroître la satisfaction de leurs services auprès des clients. Ces initiatives tentent d'anticiper et de prévoir les problèmes en faisant appel à des moyens efficaces pour régler promptement les plaintes par l'entremise de processus internes et lorsque les processus internes de traitement des plaintes s'avèrent insuffisants, de régler les différents de manière équitable, efficace et efficiente au moyen d'approches externes privées de règlement de différends.

Le marché du déménagement canadien est un marché où les compagnies se valent sur le plan des services et des prix. Dans ces circonstances, comment une compagnie peut-elle obtenir un avantage concurrentiel? Les recherches montrent que le secret réside dans la fidélisation de la clientèle et la gestion des plaintes des consommateurs est un moyen efficace de procéder. Les clients manifestent leur fidélité en magasinant à répétition dans un magasin ou en recommandant un service à leurs amis ou à leur famille. Un sondage récent fait par Racumen Research, Consumer Eyes 2000, a fait ressortir que selon la catégorie de commerce de détail, de 40 à 70 p. 100 des consommateurs pouvaient nommer

une compagnie à laquelle ils se considéraient fidèles. L'un des meilleurs moyens de fidéliser la clientèle selon le sondage, est de bâtir une relation de confiance à long terme.

Les clients estiment qu'une politique de retour/compensation est l'attrait principal qu'une compagnie peut utiliser pour s'assurer leur fidélisation. La confiance s'accroît également lorsque la compagnie montre qu'elle comprend les besoins de ses clients, valorise les clients en tant qu'individus, respecte ses promesses, est facile d'accès et attentive. L'attitude positive du personnel se traduisant par l'honnêteté, l'empressement et l'entrain, joue aussi un rôle important dans l'établissement d'une relation de confiance. Par contre, lorsqu'on fait preuve d'insolence à l'égard des clients, qu'on agit comme si on n'avait rien à faire de leur présence ou qu'on n'en tient aucun compte, ceux-ci ont tendance à désertir.

Les résultats d'un sondage mené aux États-Unis, ont révélé que les clients insatisfaits, même lorsqu'ils ne portent pas plainte, exercent des effets néfastes sur une entreprise. (Tiré de Effective Customer Relations : Dependable Tips and Helpful Information publié par le Bureau d'éthique commerciale.)

- Environ une fois sur deux, les clients qui éprouvent un problème concernant un produit ou un service sont peu susceptibles de le signaler à l'entreprise.
- Neuf sur dix de ces « critiques silencieuses » iront probablement faire leurs achats ailleurs à l'avenir.
- La moitié des clients qui se plaignent ne sont pas pleinement satisfaits des efforts que fait l'entreprise pour régler le problème.

suite à la page 13

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in-house customer-service representatives, published policies, ombudsmen and adherence to complaints-handling standards.

Preventative Initiatives. A popular example of a preventative initiative that is well known to all of us is the 45-minute guaranteed pizza delivery from your local pizza company or your pizza is free. By establishing an up-front policy about delivery and offering clear compensation for when the commitment is not met, customers have an assured outcome (either pizza on time or free pizza). Customers

know in advance what to expect, so complaints are minimal, and the “on time or free” policy becomes an important competitive advantage.

This successful initiative is not limited to the food business. There is no reason why the Canadian moving industry should not embrace and adopt this concept of a preventative initiative in a way that is tailor made to your particular company. Indeed, it can be argued that the Canadian Association of Movers uses a form of a preventative initiative when it regularly refers consumers inquiring about mov-

ing services to a qualified mover in their area. Similarly, CAM’s Certified Canadian Mover program, which helps consumers identify reputable movers, is another form of preventative initiative. Through the up-front certification program, and related marketing initiatives to increase consumer awareness of the Certified Mover program, there is greater assurance of quality service and a decreased likelihood of consumer problems arising.

Internal Complaints-handling Initiatives. Internal complaints-handling initiatives are processes and measures companies use internally to address customer problems, complaints and conflicts. Examples include complaints assistance through toll-free telephone numbers and in-house customer-service representatives, internal ombudsmen and adherence to complaints-handling standards.

Many of Canada’s banks have internal customer-problem-resolution processes. A pamphlet, typically provided at bank branches or via the Internet, sets out the basic elements of the process. Usually, the first step is contacting the branch customer-service representative, and, if this proves unsatisfactory, the branch manager. Banks frequently offer a toll-free line, fax or mail option so customers can communicate with a specialized customer-service representative about their unresolved complaints. For customers who are still not satisfied, most banks have an internal banking ombudsman.

Internal complaints-handling and external dispute-resolution initiatives are distinct approaches usually designed to operate sequentially (i.e., internal complaints-handling techniques are exhausted before trying external approaches). Nevertheless, they share many characteristics, and successful programs frequently have similar attributes.

- The initiative is well publicized through retail outlets, and in advertisements, pamphlets and literature;
- Employees are trained in handling complaints and resolving disputes, and are courteous with consumers, good listeners and imaginative problem solvers;
- The process is adequately funded and the appropriate logistical arrangements are in place to make it work;
- Regular review and monitoring take

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• En règle générale, les clients insatisfaits confient à de sept à neuf personnes leur insatisfaction à l'égard d'une entreprise.

• Les renseignements négatifs ont deux fois plus d'influence sur les décisions d'achat que les renseignements positifs.

• Le bouche à oreille est l'une des influences les plus décisives sur la décision d'un client de faire affaire avec une entreprise.

Bien que les organismes du Canada fassent appel à une panoplie de systèmes de gestion des plaintes cet article vise à procurer une brève description de deux de ces systèmes : l'initiative préventive de gestion des plaintes des consommateurs et l'initiative de traitement interne des plaintes.

Les initiatives préventives de gestion des plaintes aident en premier lieu à minimiser les possibilités que des problèmes surgissent et mènent à des plaintes. Les initiatives importantes dans l'industrie du déménagement comprennent l'amélioration des services, les garanties de service à la clientèle, les politiques et les codes qui énoncent des engagements en matière de service ainsi que les conséquences du non-respect de ces engagements.

Les initiatives de traitement interne des plaintes sont des techniques utilisées au sein d'une entreprise pour régler des problèmes, des plaintes et des conflits. À titre d'exemple, il y a les lignes téléphoniques sans frais pour obtenir de l'aide concernant une plainte et les représentants à l'interne du service à la clientèle, la publication de politiques sur les retours, les médiateurs et le respect de normes sur le traitement des plaintes.

Les initiatives préventives. Un exemple typique d'initiative préventive bien connu de tous est la garantie que vous offre votre compagnie locale de pizza de livrer dans un délai de 45 minutes sans quoi vous n'avez rien à payer. En restaurant d'emblée une politique en matière de livraison et en offrant une compensation évidente lorsque l'engagement n'est pas respecté les clients sont assurés d'un résultat (soit la livraison en 45 minutes ou une pizza gratuite). Les clients savent à l'avance à quoi s'attendre, de sorte que les plaintes sont minimales et que la politique de «livraison à temps ou gratuitement» devient un important avantage

concurrentiel.

Cette initiative de réussite ne se limite pas uniquement à l'industrie de l'alimentation. Il n'y a aucune raison qui empêche l'industrie du déménagement au Canada de tirer profit de ce concept et que chaque compagnie l'adopte en fonction de ses propres besoins. En fait, on peut avancer que l'Association canadienne des déménageurs se sert d'une forme d'initiative préventive lorsqu'elle procure des références aux consommateurs sur les services de déménageurs qualifiés dans sa région. Le Programme de certification des déménageurs canadiens qui aide les consommateurs à trouver des déménageurs réputés est aussi une autre forme d'initiative préventive. Par le biais du programme de certification se trouve une plus grande assurance de recevoir des services de qualité et moins de possibilités que les consommateurs aient des problèmes.

Initiatives de traitement interne des plaintes. Les initiatives de traitement interne des plaintes sont des processus et des mesures internes qu'utilisent les entreprises pour traiter les problèmes et les plaintes des clients ainsi que les litiges avec ces derniers. Mentionnons, à titre d'exemples, l'aide fournie pour loger des plaintes (par l'entremise de numéros de téléphone sans frais et de représentants du service à la clientèle sur place, un médiateur interne et le respect des normes de traitement des plaintes.

À Canada, beaucoup de banques se sont données des processus internes de règlement des problèmes de la clientèle. Un dépliant, habituellement distribué dans les succursales de la banque ou par Internet présente les éléments fondamentaux de la démarche. Habituellement on commence par communiquer avec le représentant du

service à la clientèle de la succursale et, lorsque c'est insuffisant, avec le directeur de cette même succursale. Les banques mettent souvent à la disposition des clients une ligne téléphonique ou de télécopieur sans frais ou encore une adresse postale afin que les clients puissent communiquer avec un représentant spécialisé du service à la clientèle au sujet de toute plainte non réglée. Si les clients ne sont toujours pas satisfaits, ils peuvent, dans la plupart des banques, s'adresser à un médiateur interne.

Les initiatives de traitement internes des plaintes et de règlement externe des différends sont des méthodes distinctes, habituellement conçues de manière à se dérouler séquentiellement (c.-à-d. qu'on épuise les recours aux techniques de traitement interne des plaintes avant d'essayer les méthodes externes). Il reste qu'elles ont de nombreuses caractéristiques en commun et que les programmes fructueux partagent souvent certains attributs :

• L'initiative est bien publicisée dans les points de vente au détail et dans les annonces, dépliants et documents.

• Les employés sont formés au traitement des plaintes et au règlement des différends; ils sont courtois avec les consommateurs, savent les écouter et sont en mesure de régler les problèmes de manière constructive.

• Le processus est suffisamment financé et des dispositifs logistiques nécessaires sont en place pour que tout fonctionne bien.

• On procède périodiquement à des examens et à une surveillance pour s'assurer que le programme fonctionne et continue de s'améliorer.

• Les consommateurs peuvent se prévaloir facilement du programme au moyen

suite à la page 15

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place to ensure that the program works and that continuous improvement occurs;

- It is easy for consumers to use the program through toll-free numbers, fax, mail or e-mail;
- The process is free for consumers;
- The response is speedy;
- There is continuous communication with consumers throughout the process to keep them up to date;
- There are time limits for each stage



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of the process and these are made known to complaining consumers.

For many companies, no elaborate approach to developing consumer-complaints management initiatives is necessary. There is still much that can be done by individual companies to decrease the likelihood of complaints arising and to properly respond to them when they do occur. The following represents a summary checklist of key elements of successful consumer-complaints management initiatives within individual companies (based on "Managing Consumer Complaints" section of the Office of Consumer Affairs' online publication, *Customers First*):

- Develop and communicate policies and procedures to decrease the likelihood of problems arising and to ensure certain positive outcomes if problems occur;
- Designate a location to receive complaints that is visible and accessible, and publicize its existence;
- Develop a system for record keeping, so that complaints data can be easily communicated to top management, analyzed and used to monitor the efficiency and effectiveness of complaints response;
- Process and record complaints as they occur, in appropriate categories;
- Assign complaint handling to the appropriate person;
- Acknowledge the complaint, preferably personally, bearing in mind any special needs of the consumer;
- Investigate and analyze the complaint fairly, getting both sides of the story and keeping records of all meetings and developments;
- Resolve the matter according to company policy, keeping the customer informed throughout the process, including prompt notification of a proposed settlement;
- Follow up with the customer to ensure that he or she is satisfied;
- When necessary, refer the complaint to a third party, dispute-resolution service; and
- Prepare and file a report on how the complaint was resolved, and periodically analyze complaint data.

Once a program has been announced, ongoing efforts are needed to ensure that consumer-complaints management initiatives are visible and accessible to consumers at the right time and in the right place.

The following are examples of techniques to maintain the profile of a consumer-complaints management initiative:

- A logo on a retailer's door;
- A notice on a company's invoices and statements and in electronic communications;
- A clickable logo on a merchant's website that takes consumers to more-detailed information; and
- Pamphlets placed at the point of transaction.

Make sure you hire the right people to do the job. Effective complaints-management personnel have the following characteristics:

- Good communication skills;
- The ability to empathize with unhappy consumers;
- Enthusiasm for and a commitment to effective, fair and efficient complaints management;
- Thorough knowledge of the organization's structure and processes;
- The ability to objectively assess all relevant factors about complaints from the point of view of both the consumer and the company;
- The ability to identify systemic complaints and to devise strategies to deal with them; and
- Training in mediation, facilitation or arbitration, as appropriate.

Dispute resolution providers must have sufficient skills and training to competently fulfill the function. While formal legal training is not required, knowledge of basic legal concepts and relevant laws, standards, codes and international agreements is essential.

Implementing a consumer-complaints management initiative or an internal complaints-handling initiative is a smart business strategy that will likely help your moving company not only in effectively addressing consumer complaints that are prevalent in the moving industry, but also by increasing your company's brand awareness and customer loyalty, and ultimately the financial success of your company.

Ben V. Hanuka heads the franchise law and franchise litigation team at the Toronto-based law firm, Goldman Sloan Nash & Haber LLP. GSNH is a supplier member of CAM.

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de numéros sans frais, par télécopieur, courrier ou courriel.

- La démarche ne coûte rien aux consommateurs.
- La réponse est rapide.
- Il y a une communication continue avec les consommateurs tout au long de la démarche afin de les tenir à jour.
- Des délais sont fixés pour chaque étape de la démarche et ceux-ci sont communiqués aux consommateurs plaignants.

Pour de nombreuses entreprises, il peut être inutile de faire appel à une démarche détaillée des initiatives de gestion de plaintes des consommateurs. Les entreprises peuvent faire beaucoup individuellement pour réduire la possibilité de plaintes et pour y répondre comme il se doit lorsqu'elles surviennent. Voici une liste de contrôle des éléments clés des initiatives fructueuses de GPC au sein d'entreprises individuelles. (Les points qui suivent sont tirés de la section sur la gestion des plaintes des consommateurs, de la publication en ligne du Bureau de la consommation intitulée : Le client d'abord.

- Élaborer et faire connaître les politiques et les procédures visant à réduire la probabilité de problèmes et à garantir certains résultats favorables si des problèmes devaient survenir.

- Déterminer un lieu visible et accessible pour recevoir les plaintes, et faire connaître son existence.

- Élaborer un système de conservation des dossiers de sorte que les données sur les plaintes puissent être facilement communiquées à la haute direction, analysées et utilisées pour contrôler l'efficacité et l'efficacité du traitement des plaintes.

- Traiter et enregistrer les plaintes à mesure qu'elles se présentent, par catégories.

- Confier le traitement de la plainte à une personne compétente.

- Accuser réception de la plainte, personnellement de préférence, en n'oubliant pas les besoins particuliers du consommateur.

- Étudier et analyser équitablement la plainte en examinant les deux côtés de la médaille et en consignait au dossier toutes les rencontres et tous les événements.

- Régler la question conformément à la politique de l'entreprise en informant le client de l'évolution de son dossier, notamment en l'informant rapidement du

règlement proposé.

- Faire un suivi auprès du client pour s'assurer de sa satisfaction.

- Si nécessaire, renvoyer la plainte à un service de règlement des différends par une tierce partie.

- Préparer et présenter un rapport sur la suite donnée à la plainte, et analyser périodiquement les données sur les plaintes.

Une fois un programme annoncé, il faut poursuivre les efforts pour veiller à ce que les initiatives soient visibles et accessibles aux consommateurs au bon moment et au bon endroit. Voici quelques exemples de techniques pour maintenir la visibilité d'une initiative de GPC :

- Un logo sur la porte du détaillant.

- Un avis sur les factures et les états de compte de l'entreprise et dans les communications électroniques.

- Un logo sur lequel cliquer sur le site Web d'un marchand, qui renvoie les consommateurs à des renseignements plus détaillés.

- Des dépliants placés au point de transaction.

Assurez-vous d'embaucher les bonnes personnes pour faire le travail. Un personnel de gestion des plaintes efficace possède les qualités suivantes :

- De bonnes aptitudes à la communication.

- Une capacité d'empathie avec des consommateurs insatisfaits;

- De l'enthousiasme et un engagement en faveur d'une gestion des plaintes effi-

cace, juste et efficiente.

- Une connaissance approfondie de la structure et des processus de l'organisation.

- La capacité de repérer les plaintes systématiques et de concevoir des stratégies pour les traiter.

- Une formation à la médiation, à la facilitation ou à l'arbitrage, selon le cas.

Les fournisseurs de services de règlement des différends doivent posséder les compétences et la formation suffisantes pour exécuter pleinement leurs fonctions. Bien qu'une formation juridique officielle ne soit pas nécessaire, une connaissance des concepts juridiques de base et des lois, des normes, des codes et des accords internationaux pertinents est essentielle.

La mise en place d'une initiative de gestion des plaintes des consommateurs ou d'une initiative de traitement interne des plaintes est une stratégie commerciale prudente qui non seulement aidera votre compagnie de déménagement à s'occuper efficacement des plaintes courantes des consommateurs mais qui augmentera aussi la notoriété de votre marque de commerce, la loyauté de votre clientèle et en dernier ressort le succès financier de votre compagnie.

Ben V. Hanuka dirige l'équipe de contentieux sur les franchises et litiges en matière de franchises du cabinet Goldman Sloan Nash & Haber LLP de Toronto. Le cabinet GSNH est un fournisseur et membre de l'ACD.



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Looking for Future Employees? Think About Widening your Search

Canada's trucking industry needs to fill a growing void in its workforce.

As many as 20,500 of the nation's truck drivers switch to different occupations each year, according to Canada's Driving Force, an extensive human resources report released by the Canadian Trucking Human Resources Council (CTHRC).

And tens of thousands more will be required to meet the needs of a growing economy.

But fleets may be able to expand their available pool of truck drivers by considering non-traditional workers.

Women

The 2001 Census identified trucking as



A series of helpful articles for those people in trucking who are responsible for managing human capital brought to you by the Canadian Trucking Human Resources Council (CTHRC)

the top employer of Canadian men, with 255,990 of them holding jobs behind the wheel. In comparison, a mere 7,520 truck drivers were women.

While the number of women working behind the wheel doubled in the preceding decade, they still account for less than three per cent of the workforce.

MaryAnn Geertsema, for example, admits she still gets "the look" when

arriving at unfamiliar loading docks – despite logging six years and more than 1 million accident-free kilometers at the wheel. "Well, you don't look like a truck driver. I get that a lot," says the Kriska Transportation employee. "I ask, 'What's a truck driver supposed to look like?'"

Like many women in the industry, she joined her husband as a team driver, but she also stayed with the job when he switched to another career.

Native Canadians

Native Canadians may be another source of future truckers – particularly when a fleet needs to move freight across the Canada-U.S. border.

The aboriginal workers aren't bound by the same Immigration rules that limit point-to-point truck movements in the U.S., says Roger Anderson, manager of programs and services for the Grand River

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L'industrie du camionnage du Canada doit combler un vide grandissant de main-d'œuvre.

Selon le rapport *Canada's Driving Force*, préparé par le Conseil canadien des ressources humaines en camionnage (CCRHC), il y aurait jusqu'à 20 500 camionneurs qui changent d'emploi chaque année au Canada. Des dizaines de milliers seront appelés à combler les besoins d'une économie en expansion.

Les entreprises pourraient augmenter leur bassin de camionneurs en cherchant du côté des travailleurs non traditionnels.

Les femmes

Le recensement de 2001 fait ressortir que l'industrie du camionnage est le plus grand employeur d'hommes au Canada, dont 255 990 sont au volant, contre 7 520 femmes seulement. Bien que le nombre de travailleuses de la route ait doublé depuis la dernière décennie, elles comptent pour moins de trois pour cent des effectifs.

MaryAnn Geertsema, par exemple, admet qu'elle se fait toujours « lorgner » lorsqu'elle se présente à une nouvelle plate-forme de chargement, bien qu'elle ait parcouru plus de 1 million de kilomètres sans accident sur la route. « T'as pas l'air d'un camionneur ». J'entends souvent cette réflexion nous dit l'employée de Kriska Transportation. Je demande « qu'est-ce que cette personne est sensée avoir l'air? »

Comme nombre de femmes dans l'industrie, elle a commencé pour faire équipe



Une série d'articles qui s'adressent aux responsables de la gestion du capital humain de l'industrie du camionnage, présentés par le Conseil canadien des ressources humaines en camionnage (CCRHC).

avec son mari mais elle a continué après qu'il a changé de carrière.

Les autochtones du Canada

Les autochtones du Canada pourraient être une autre source de futurs camionneurs – particulièrement lorsqu'un poids lourd doit traverser les frontières du Canada et des États-Unis pour livrer des marchandises.

Les autochtones ne sont pas soumis au même règlement sur l'immigration concernant l'expédition par camion, point à point aux États-Unis, observe Roger Anderson, directeur des programmes et services de *Grand River Employment and Training* de Ohsween en Ontario, au cœur de la réserve indienne Six Nations. Son groupe comme d'autres agences qui composent avec la réserve offrira une aide financière aux autochtones désireux d'entreprendre une carrière au volant.

Les nouveaux canadiens

En vertu du règlement sur l'immigration, les camionneurs étrangers ne sont pas vus comme des travailleurs spécialisés, ce qui rend leur entrée au Canada difficile.

« Or il n'est pas possible de répondre aux futures demandes en raison d'un nombre insuffisant de camionneurs provenant

exclusivement du Canada » de dire David Bardley, PDG de l'Alliance canadienne du camionnage.

Toutefois il existe une entente qui, du moins, facilite la tâche aux camionneurs désireux d'immigrer au Canada pour combler des postes. En vertu de l'Entente Canada-Saskatchewan sur les candidats d'une province, signée le 22 novembre 2002, les camionneurs sont inclus sur la liste des travailleurs qualifiés des principaux emplois à combler dans la province.

Les sous-employés

Bien que les sous-employés au Canada (ceux des professions peu payantes ou travaillant à temps partiel) sont une autre source de travailleurs, ils n'ont pas l'argent nécessaire pour assumer les coûts de la formation qui les préparerait à travailler au volant, selon le rapport *Canada's Driving Force*.

Ils pourraient saisir l'occasion d'entreprendre une nouvelle carrière s'ils recevaient un soutien financier pour suivre un cours de formation.

« La principale lacune en matière d'aide financière semble cibler les personnes qui ne sont pas admissibles à l'assurance-chômage ou à l'aide sociale. Souvent la seule aide possible est un prêt bancaire, selon les recherchistes ».

Des fonds supplémentaires pourraient offrir l'aide sociale souvent recommandée pour assister ce groupe, compte tenu que les écoles ayant participé à la recherche ont signalé un taux de placement entre 85 et 95 pour cent.

De ceux qui nécessitent une aide financière, entre 75 et 85 pour cent sont en mesure de chercher et de garder un emploi relié au camionnage selon le CCRHC.

suite à la page 19

TIPS from page 16

Employment and Training in Ohsweken, Ont., in the heart of the Six Nations Indian Reserve.

And his group, like similar agencies associated with reserves throughout Canada, will offer financial assistance to Native Canadians who want to train for careers at the wheel.

New Canadians

Under existing Immigration guidelines, foreign truckers are not deemed to be “skilled workers”, making it more difficult for them to earn entry into Canada.

“[And] there is no way that a sufficient chunk of future demand for qualified truck drivers can be met exclusively from within Canada,” says David Bradley, CEO of the Canadian Trucking Alliance.

But at least one agreement has made it easier for these truck drivers to immigrate to Canada to fill jobs behind the wheel. Under the Canada-Saskatchewan Agreement on Provincial Nominees, signed in November 2002, truck drivers are included in a list of key job skills required by the province.

The Under-employed

While under-employed Canadians (those in low-paying careers or part-time jobs) may be another source of workers, they often lack the training funds that would prepare them for careers at the wheel, concludes Canada’s Driving Force.

They may jump at the chance at a new career if offered financial support for their training.

“The major gap, in terms of financial assistance programs, appears to be the individuals who do not fit into either the (Employment Insurance)-eligible or social assistance categories. Often the only assistance available is bank loans,” researchers said.

Still, additional funding could offer the proverbial “hand up” often championed for this group, since schools who participated in the research indicate their placement rates are between 85 and 95 per cent.

Between 75 and 85 per cent of those who rely on financial assistance are able to find and keep trucking-related jobs, according to the CTHRC.

Master the Art of Interviewing Job Candidates

Face-to-face job interviews are among your most effective recruiting tools. Before a candidate takes the wheel for a road test, you have the opportunity to read personalities, confirm qualifications, and gauge a potential employee’s fit with your business.

In fact, they’re so important that you should conduct two of them.

The first should serve the role of a screening interview, suggests Ed Ewanochko, a transportation consultant with Marsh Canada. That’s when you can ensure a candidate has a valid commercial licence, meets basic job qualifications, and can provide you with related documents such as a driver’s abstract.

The second interview should follow reference checks, and be used to probe behavioral characteristics that emerge during related discussions.

If possible, also have at least two people conducting interviews, to take advantage of their different perspectives.

The Script

Recruiters should arm themselves with a written script of open-ended questions, to ensure that no issues are overlooked, to initiate answers involving more than a simple “yes” or “no”, and to avoid any wording that could run afoul of human rights or privacy rules. Keep in mind that every question should be associated with a demand of the job.

And ask candidates to offer specific examples rather than dealing in hypothetical situations. “Can you describe your most challenging trip that lasted over X days? Tell me how you dealt with the challenges?” will lead to an answer that is more telling than “How would you handle a long trip?”

The question “What has been your best experience in the trucking industry?” will offer you a sense of what a candidate values, adds Michael Noble, vice-president of human resources at Unique Personnel, a Toronto-based recruiting service. That will help you determine a fit with your business, and identify issues that will help retain those that you hire.

Appearance Counts

You can assume that a candidate will offer the best-possible appearance for an interview, so you might want to question the suitability of someone who shows up with greasy clothes and demonstrating poor personal hygiene.

Poor hygiene often translates into a lack of care for equipment, adds Rick Viventi, safety director with Arrow Transportation Systems in Kamloops, B.C.

What do they say about past employers?

You don’t want to penalize a candidate who had a bad experience with a bad employer, but you’ll want to be wary of someone who bad-mouths every company for which they’ve ever worked. That might be a sign of a worker who won’t take responsibility for his own actions.

Be Honest. Recruiters should be as honest as possible when describing the demands of a job, Viventi says. Candidates who know about the realities of specific working environments – such as delays associated with oft-flooding roads – may be less likely to quit in the first few months on the job, he adds.

A complete job description based on the occupational analysis and essential skills profile compiled by CTHRC will also lead to questions that ask candidates about their ability to perform every job-related task.

Take Notes

You’ll want to take notes during the interview, so you can recall the conversation after a candidate leaves. A numeric scoring system will also help you compare multiple candidates in a detached way, and you’ll be able to assign a weight to each quality sought in a driver. If you’re willing to train newer drivers, for example, experience may not be as crucial as another attribute.

But don’t begin assigning grades until after the interview is over. This is the time to listen.

The Canadian Trucking Human Resources Council (CTHRC) is an incorporated non-profit organization with a volunteer Board of Directors that is representative of stakeholders from the Canadian trucking industry. For more information on CTHRC, click on www.cthrc.com.

Maîtriser l'art d'interviewer des candidats

Les entrevues face à face comptent parmi les outils de recrutement les plus efficaces. Avant que le candidat ne prenne le volant pour l'essai sur la route, vous avez l'occasion de scruter sa personnalité, confirmer ses compétences et voir s'il s'agit d'un employé potentiel.

En fait, les entrevues sont si importantes, que vous devriez en réaliser deux.

La première devrait servir d'entrevue de présélection, suggère Ed Ewaocko, conseiller du transport chez Marsh Canada. C'est là que vous prenez connaissance des documents dont le dossier du conducteur, vérifiez si le candidat détient un permis commercial valide et réuni les compétences de base pour le travail.

La deuxième entrevue devrait suivre la vérification des références et servir à évaluer les facteurs de comportement qui ressortent en cours de discussion.

Il est souhaitable de demander à au moins deux autres personnes de faire les entrevues afin d'obtenir différents points de vue.

La grille de question

Les agents de recrutement devraient avoir une grille de questions à réponses libres pour s'assurer de ne rien oublier, inviter des réponses autres qu'un « oui » ou un « non » et éviter des propos qui vont à l'encontre des droits de la personne ou de la protection des renseignements personnels. Gardez à l'esprit que chaque question devrait porter sur les exigences du travail.

Demandez aux candidats de fournir des exemples précis, plutôt que de faire appel à des situations hypothétiques. « Pouvez-vous définir le voyage de X jours le plus exigeant que vous avez fait? ». Vous obtiendrez une réponse plus précise si vous demandez : « dites-moi comment vous avez fait face à ces défis », au lieu de « comment procéderiez-vous sur un long parcours? »

En demandant « Quelle a été votre meilleure expérience dans l'industrie du camionnage » vous aurez une idée sur les valeurs des candidats, ajoute Michael

Noble, vice-président des ressources humaines chez Unique Personnel, une agence de recrutement de Toronto. Cela vous aidera à repérer ceux qui répondent à vos critères et à cerner les points permettant de retenir ceux que vous embauchez.

L'apparence compte

Il en va de soi qu'un candidat devrait avoir une apparence soignée pour l'entrevue. Vous mettez en question l'aptitude d'une personne qui se présente avec des vêtements souillés et fait preuve de mauvaise hygiène personnelle.

Une mauvaise hygiène se traduit souvent par un manque d'attention à votre équipement ajoute Rick Viventi, directeur de la sécurité chez Arrow Transportation Systems, à Kamloops, en C.-B.

Ce que révèle l'expérience antérieure

Vous ne désirez pas pénaliser une personne qui a eu une mauvaise expérience auprès d'un piètre employeur mais un candidat qui critique tous ses employeurs précédents à de quoi vous alarmer. Cela peut signaler qu'il n'assume pas la responsabilité de ses actions.

Soyez honnête

Les recruteurs doivent être aussi honnêtes que possible dans la description des exigences de l'emploi nous dit Viventi. Les candidats qui sont avertis de certains environnements de travail, par exemple un retard en raison d'une route inondée, seront moins portés à quitter durant les premiers mois ajoute-t-il.

Une solide description des tâches fondée sur une analyses des professions et un profil des compétences essentielles compilées par le Conseil canadien des ressources humaines en camionnage, vous permettra de poser des questions sur l'habilité des candidats à remplir chaque tâche reliée au travail.

Prenez des notes

Vous désirez prendre des notes durant l'entrevue afin de vous souvenir de la conversation une fois le candidat parti. Un système numérique de points vous aidera aussi à comparer nombre de candidats de façon détachée. Vous pourrez attribuer une valeur à chaque qualité recherchée chez un camionneur. Si vous êtes disposé à former les nouveaux camionneurs, l'ex-

périence peut ne pas être un point des plus essentiels.

Toutefois, ne commencez pas à attribuer des points tant que l'entrevue n'est pas terminée. C'est le moment d'écouter.

Le Conseil canadien des ressources humaines en camionnage (CCRHC) est un organisme incorporé à but non lucratif dont les membres du conseil représentent à titre volontaire les parties prenantes de l'industrie du camionnage au Canada.

Pour plus de renseignements au sujet du CCRHC, consultez le site www.cthrc.com.



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You can take the course if:

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The cost of the course is \$300 (plus GST). To learn more about the course and to register, visit CAM's website, at www.mover.net or contact CAM's National Office at 1-866-860-0065.

(The course is only available in English.)

Programme des déménageurs professionnels canadiens

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(Le cours est offert en anglais seulement.)

Graduates as of December 6, 2006/Diplômés au 6 décembre, 2006

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BlueBird Transportation Systems

Deborah de Vries

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Patrick Ellison

Linda West

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Email: mike@thompsons-moving.ca
Norman Burke, Chief Financial Officer

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Foley's Transfer Inc.

Discount Mover Van Lines Ltd.

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Email: discountmover@pei.aibn.com
Steve Muise, Operations Manager

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Hoyt's Moving & Storage Ltd.

All World Moving & Storage

125B Whiting Road, Fredericton, NB E3B 5Y5
Tel: 506-457-6020
Bob Gould, Vice President
Services: Local, long-distance, overseas, HHG moving & storage, packing & crating

Areas Served: Worldwide

Warehouse: Steel frame with siding, alarm protection, sprinklered, DND certification, heated, palletized, dock-level loading

Other Association Memberships: BBB

All World Moving & Storage

234 Halifax Street
Moncton, NB E1C 8N6
Tel: 506-387-7730 / Fax: 506-387-8521
Website: www.allworldmoving.com
Email: allworld@nb.aibn.com
Bob Gould, Vice President

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

Areas Served: Worldwide

Warehouse: Vinyl siding, alarm protection, sprinklered, DND certification, heated, palletized, dock-level loading

Other Association Memberships: BBB

All World Moving & Storage

20 Industrial Drive, PO Box 2356
Saint John, NB E2L 3V6
Tel: 506-635-1105

Bob Gould, Vice President

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

Areas Served: Worldwide

Warehouse: Steel frame with siding, alarm protection, sprinklered, DND certification, heated, palletized, dock-level loading

Other Association Memberships: BBB

Brunswick Moving & Storage Ltd.

55 MacKenzie Road
Fredericton, NB E3B 6B6
Tel: 506-472-6683 / Fax: 506-452-9110

Charles Hoyt, Sales & Marketing

Services: Local, long-distance & overseas HHG moving & storage, electronic handling & shipping

Areas Served: Western & northwestern New Brunswick, Fredericton

Warehouse: Palletized, sprinklered, loading dock

Canadian Movers/Entreprises canadiennes de déménagement

East Coast Moving & Warehousing

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

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

Areas Served: Western New Brunswick

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

East Coast Moving & Warehousing

245 Beaverbrook Street
Moncton, NB E1C 8N6
Tel: 506-858-1000 / Fax: 506-858-5628
Toll-free: 1-888-525-7070

Website: www.eastcoastmoving.com
Email: mgould@eastcoastmoving.com
Wayne Marshall, President

Services: Local, long-distance & overseas relocation specialist; business-records storage; office & commercial storage & relocations; containerized storage; bilingual service: English & French

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

Warehouse: Briques en béton, alarme à feu, gicleurs, alarmes, approuvées par le DND, chauffée, quai de chargement

East Coast Moving & Warehousing

406 Grandview Avenue
PO Box 2234
Saint John, NB E2L 3V1
Tel: 506-633-9180 / Fax: 506-633-1883
Toll-free: 888-350-8888

Website: www.eastcoastmoving.com
Email: wmarshall@eastcoastmoving.com
Wayne Marshall, President

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

Areas Served: Southern New Brunswick

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

Geldart's Warehouse & Cartage Ltd.

145 Edinburgh Drive
Moncton Industrial Park
Moncton, NB E1E 2K9
Tel: 506-857-3114 / Fax: 506-857-3087
Toll-free: 1-800-267-0464

Website: www.atyp.com/geldarts
Email: geldarts@nb.aibn.com
Wade Wry, President

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

Areas Served: New Brunswick, Moncton, northern Nova Scotia

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

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

Areas 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

Areas Served: Eastern & northeastern New Brunswick, Miramichi

Warehouse: Palletized, sprinklered, metal

Hoyt's Moving & Storage Ltd.

227 Henri 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

Areas 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

Areas Served: Southwestern New Brunswick, Saint John

Warehouse: Palletized, sprinklered, heated

Johnson Moving & Storage Ltd.

1690 Riverside Drive
PO Box 182
Bathurst, NB E2A 3Z2
Tel: 506-548-8891 / Fax: 506-548-4724
Toll-free: 1-800-239-8814

Website: www.johnsonmoving.ca
Email: johnson_moving@yahoo.com
Julien J. Albert, President

Services: Local, long distance US & overseas HHG moving & storage, packing & crating, office & commercial relocation services. Bilingual services (E & F)

Areas Served: Northeastern & Northwestern New Brunswick, Miramichi, Acadian Peninsula, Gaspé Coast

Warehouse: Concrete & metal siding, security alarmed, heated partially, DND-certified, dock-level loading, owned

Other Association Memberships: BBB

QUEBEC

DRUMMONDVILLE

Déménagement Drummond Inc.

GATINEAU

Atlantic Moving & Storage
Déménagement Maximum
Déménagement 2000

MONTREAL

Agence de Déménagement Pierre Panneton et Associés Limitée

Le Clan Panneton (1993) Inc.
Déménagement Brisson Inc.
Kenwood Moving & Storage Inc.
Martel Express (Montreal) Inc.
Meldrum the Mover Inc.
Tippet-Richardson Limited
Transport Cotnoir Inc.
Transport Lyon Inc.

PORT CARTIER

Déménagement de la Côte Nord Ltée

QUEBEC

Les Déménagements Côté Ltée
Les Déménagements Rapide Inc.
Dolbec Transport Inc.

TROIS-RIVIÈRES

Martel Express (Trois-Rivières) Ltée

Agence de Déménagement Pierre Panneton et Associés Limitée

150, boul. Montréal-Toronto, Suite 101
Lachine, QC H8S 4L8
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

Areas Served: Montreal, Quebec, Canada, US

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

Atlantic Moving & Storage

676, boul. Gréber, Gatineau, QC J8T 8L4
Tel: 613-241-2242 / Fax: 819-246-9918
Website: www.atlanticrelocation.ca

Email: info@atlanticrelocation.ca
Martin Tremblay

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

Areas Served: Ottawa, Canada, the US

Warehouse: Temperature-controlled, alarm & camera protection

Le Clan Panneton (1993) Inc.

2660, rue Mullins, Montréal, QC H3K 1P4
Tel: 514-937-0707 / Fax: 514-937-1473
Toll-free: 1-800-361-8739

Website: www.leclanpanneton.ca
Email: info@leclanpanneton.ca

Pierre J. Cyr, Président

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

Areas Served: Montréal, Québec, Canada, US

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

Visit www.mover.net
for up-to-date listings.

Canadian Movers/Entreprises canadiennes de déménagement

Déménagement 2000 ★

195, rue Deveau, Suite 3
Gatineau, QC J8Z 1S7
Tel: 819-561-7131 / Fax: 819-246-9918
Toll-free: 1-877-241-2242
Website: www.demenagement2000.com
Email: mtremblay@demenagement2000.com
Martin Tremblay, Manager
Services: Local, long-distance, overseas, HHG moving & storage, packing & crating
Areas Served: Eastern Canada (Ottawa-Hull, Montreal, Quebec)
Warehouse: Alarm protection, heated, individual storage
Other Association Memberships: BBB

Déménagement Brisson Inc.

1980, rue Monterey
Laval, QC H7L 3S3
Tel: 450-681-5115 / Fax: 450-681-2911
Toll-free: 1-800-681-5115
Website: www.brissonmoving.com
Email: gilles@brissonmoving.com
Gilles Brisson, Président
Services: Local, long-distance & overseas HHG moving & storage, packing & crating; commercial & office moving
Areas Served: Montreal, Province of Québec
Warehouse: Government-approved, Customs-bonded, fully palletized, alarmed, heated
Other Association Memberships: BBB

Déménagement de la Côte Nord Ltée

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

Déménagement Drummond Inc.

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

Déménagement Maximum ★

100 Adrien-Robert
Gatineau, QC J8Y 3S2
Tel: 819-777-6683 / Fax: 819-246-6683
Toll free: 1-866-730-6683
Website: www.demenagementmaximum.com
Email: demenagementmaximum@videotron.ca
Nadia Beaugard, Directrice des ventes
Services: Local et longue distance, entreposage isolé/chauffé, emballage, déballage, travail pour assurance, commercial
Areas Served: Canada tout entier!
Warehouse: Système d'alarme, bâtisse en béton

Les Déménagements Côté Ltée

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

Les Déménagements Rapide Inc.

1630, boulevard Talbot
Québec, QC G2N 0C5
Tel: 418-529-5708 / Fax: 418-849-6473
Toll-free: 1-800-463-5796
Website: www.demenagement.qc.ca
Email: rapideqc@globetrotter.net
Jérémy Turcotte, VP, Administration
Services: Local, long-distance, overseas, HHG moving & storage, packing & crating
Areas Served: Quebec, Montreal, Chicoutimi, Goose-bay, all of Canada, US
Warehouse: Air-conditioned, alarm-protected, DND-certified, heated, palletized, dock-level loading

Dolbec Transport Inc.

1010, Av. Godin, Bureau 100
Québec, QC G1M 2X9
Tel: 418-687-3830 / Fax: 418-687-4419
Toll-free: 1-800-663-3830
Website: www.dolbectransport.com
Email: info@dolbectransport.com
Peter Wieber, Director, Special Products Division
Services: Local, long-distance & overseas moving of HHG & articles requiring specialized handling, packing & crating services, commercial & office moving, transportation & handling of heavy machinery, medical equipment, etc.
Areas Served: Quebec City, Province of Quebec, Canada & the US
Warehouse: Warehouse & operations location: 1010, Av. Godin, Québec City QC; Federal Government-approved facility, customs-bonded for personal effects; 45,000 sq. ft.; palletized, cement block & steel construction; alarm, video surveillance 24/7, fully enclosed yard/parking, dock-level loading
Other Association Memberships: Association du camionnage du Québec, CAA approved; Certified ISO 9001-2000

Kenwood Moving & Storage Inc.

77, boulevard Brunswick
Dollard des Ormeaux, QC H9B 2J5
Tel: 514-695-9271 (after 1/1/2007, 683-1713) / Fax: 514-683-1670
Toll-free: 1-888-738-9110
Website: www.kenwoodmoving.com
Email: john@kenwoodmoving.com
John Delanty, Président
Services: Local, long-distance & overseas HHG moving & storage, Allied International Partner
Areas Served: Montreal, Province of Quebec, eastern Ontario
Warehouse: ADT fire & burglar alarms, sprinklered, Canada Customs-bonded
Other Association Memberships: HHGFAA

★ New member/Nouveau membre

Martel Express (Montreal) Inc.

10105 Henri-Bourassa Boulevard West
St-Laurent, QC H4S 1A1
Tel: 514-331-3311 / Fax: 514-331-0303
Toll-free: 1-800-642-2862
Website: www.martelexpressmontreal.com
Email: info@martelexpressmontreal.com
Ronald Valade, Président
Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving
Areas Served: Canada & the US
Warehouse: Government-approved, bonded, fireproof concrete, sprinklered, palletized three decks, heated, alarm, electronic tailgate service, auto loading & unloading

Martel Express (Trois-Rivières) Ltée ★

1000, rue Pèren-Daniel
PO Box 728
Trois-Rivières, QC G9A 5J3
Tel: 819-378-2747 / Fax: 819-378-0527
Toll-free: 1-800-567-7852
Email: info@martelexpressstr.com
Geneviève Parr, Manager
Services: Transport – déménagement local, longue distance et outre-mer – emballage et entreposage; local, long-distance & overseas HHG moving & storage, packing & crating
Areas Served: Canada, US
Warehouse: Government-approved, fireproof, concrete, sprinklered, heated, alarm, commercial & residential storage, 6 loading docks

Meldrum the Mover Inc.

6645 Sherbrooke Street West
Montreal, QC H4B 1N4
Tel: 514-481-1122 / Fax: 514-488-5305
Toll-free: 1-800-561-1123
Website: www.meldrumthemover.com
Email: tom@meldrumthemover.com
Tom Filgiano, Président
Services: Local, long-distance (Canada & US) & 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
Areas Served: Greater Montreal Area, western Quebec, Eastern Townships of Quebec, eastern Ontario
Warehouse: Inner city facilities: five-storey brick & concrete with high-security vaults & 450 steel, fireproof storage rooms; 48,000 sq. ft., fireproof, heated, sprinklered; electronic burglar system, plus nightwatchman; DND-approved, Canadian bonded warehouse
West Island suburban facilities: 20,000 sq. ft., palletized, three high; fireproof, heated, sprinklered, dock-level loading

Tippet-Richardson Limited

1945 Hymus Boulevard
Dorval (Montreal), QC H9P 1J8
Tel: 514-685-9333 / Fax: 514-685-9336
Toll-free: 1-888-710-4133
Website: www.tippet-richardson.com
Email: gords@tippet-richardson.com
Gord Smith, General Manager
Services: Long-distance & overseas HHG moving & storage; local moving & storage; packing & crating; commercial
Areas Served: All of Canada
Warehouse: One building, sprinklered, alarm security, bonded warehouse, heated, palletized, DND-certified

Canadian Movers/Entreprises canadiennes de déménagement

Transport Cotnoir Inc.

2705, avenue Francis Hughes
Laval, QC H7L 3S8
Tel: 514-381-1821 / Fax: 450-668-3307
Toll-free: 1-800-381-1821

Website: www.trspcotnoir.pj.ca
Email: gcotnoir@transportcotnoir.com
Gilbert Cotnoir, Gestionnaire

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

Areas Served: Montréal area

Warehouse: Blocks & briques, cautionne douanes Canada, alarme et 41 quais de chargement

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

Transport Lyon Inc.

8410, Champ d'Eau, Suite 200
Montréal, QC H1P 1Y3
Tel: 514-322-4422 / Fax: 514-322-4002
Toll-free: 1-800-417-4227

Website: www.transportlyon.com
Email: info@transportlyon.com
Serge Lyonnais, Président

Services: Local & long-distance, moving & storage, packing, dedicated services, high-value transport, office moving, commercial delivery

Areas Served: Montreal area, Quebec province

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

Other Association Memberships: Association du camionnage du Québec

ONTARIO

AJAX

Rockbrune Brothers Limited

ALLISTON

Mountain Moving & Storage Ltd.

ARTHUR

Hummel's Moving Ltd.

BELLEVILLE

LaPalm Moving Systems

BURLINGTON

Burlington Movers
Taylor Moving & Storage Ltd.

CHATHAM

Mike's Moving & Storage (Chatham) Ltd.

CORNWALL

St. John's Transfer (1978) Ltd.

ETOBICOKE

Atlantic & Pacific Shipping Canada Ltd.

GODERICH

Gardiner's Moving

GUELPH

Mike the Mover Limited
Swan Moving & Storage

HAMILTON

Mountaineer Movers Limited
Two Men and a Truck – Hamilton

HOLLAND LANDING

Bradford Moving & Storage

KINGSTON

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

KITCHENER-WATERLOO

AMJ Campbell Van Lines
Premiere Van Lines
Total-Relocation Moving & Storage

LINDSAY

Lindsay Movers & Storage Inc.

LONDON

AMJ Campbell Van Lines
Robson Cartage 2000 Inc.
Tippet-Richardson Limited
Two Men and a Truck – London

MARKHAM

AMJ Campbell Van Lines
Intercontinental Van Lines, Inc.
Midup Moving & Storage Ltd.
Wescon Movers Group

MISSISSAUGA

AMJ Campbell Corporate
AMJ Campbell Van Lines
Avenue Moving & Storage
Bluebird Relocation Systems
Premiere Van Lines Inc.
Rawlinson Moving & Storage Ltd.
Two Men and a Truck – Mississauga

NIAGARA FALLS

Niagara Moving & Storage Inc.

OAKVILLE

Bronte Moving & Cartage Inc.
Two Men and a Truck – Halton

ORLEANS

Ability Moving & Transfer Ltd.

OSHAWA

Mackie Moving Systems

OTTAWA

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

PETERBOROUGH

McWilliams Moving & Storage
Peterborough Movers & Storage Inc.

SAULT STE. MARIE

Soo Van Moving & Storage

SIMCOE

Wayne's Moving, Storage & Delivery

SMITHS FALLS

Wills Transfer Limited

SUDBURY

Harris Movers
Mister Mover

THUNDER BAY

Traditional Moving & Storage

TORONTO

Abbeywood Moving & Storage Inc.
Ace Moving & Installation Inc.
Greg & Sons Moving and Storage
Hudson Movers Ltd.
Phillips Moving & Storage
Tender Touch Moving
Tippet-Richardson Limited
Toronto Service Center Inc. (TSC)
Wilson's Relocation

WASAGA BEACH

Brown's Moving & Storage

WHITBY

Coburn's Transportation Systems

WINDSOR

Windsor Truck & Storage

WOODSTOCK

Bigham the Mover Limited

AMJ Campbell Corporate

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

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

Areas Served: Canada, the US & international
Warehouse: Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

AMJ Campbell Van Lines

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

Services: Long-distance & local moving, storage, packing & crating, overseas

Areas Served: Greater Kingston area (Belleville, Napanee, Brockville)

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

Canadian Movers/Entreprises canadiennes de déménagement

AMJ Campbell Van Lines

330 Sovereign Road
London, ON N6M 1A8
Tel: 519-951-9000 / Fax: 519-951-9933
Toll-free: 1-888-265-6683
Website: www.amjcampbell.com
Email: rcook@amjcampbell.com
Ron Cook, Vice President/General Manager
Services: Local, long-distance & overseas;
packing, unpacking & crating; commercial
& office moving
Areas Served: Windsor, Sarnia, Goderich,
Simcoe, Chatham, London & surrounding
area
Warehouse: New 15,000 sq. ft., concrete block,
steel frame, fire & burglar alarms, video
surveillance, Customs-bonded, Government-
approved, palletized, ground- & dock-level
loading, climatized
Other Association Memberships: Chamber of
Commerce, BBB

AMJ Campbell Van Lines

176 Hillmount Road
Markham, ON L6C 1Z9
Tel: 905-887-5557 / Fax: 905-887-3235
Toll-free: 1-800-267-7222
Website: www.amjcampbell.com
Email: gfrappier@amjcampbell.com
Gilles Frappier, Senior Vice President
Services: Local, long-distance & overseas HHG
& commercial moving & storage, packing
& custom crating "QSI"
Areas Served: Canada, the US & international
Warehouse: Government-approved, Customs-
bonded, temperature-controlled, state-of-the-
art triple-stacked furniture-vault warehouse

AMJ Campbell Van Lines

6140 Vipond Drive
Mississauga, ON L5T 2B2
Tel: 905-795-3620 / Fax: 905-795-3630
Toll-free: 1-800-668-5364
Website: http://www.amjcampbell.com
Email: pfrappier@amjcampbell.com
Pierre Frappier, VP & General Manager
Services: Local, long-distance & overseas HHG
& commercial moving & storage, packing
& custom crating "QSI"
Areas Served: Canada, the US, international
Warehouse: Government-approved, Customs-
bonded, state-of-the-art triple-stacked
furniture-vault warehouse, alarm-protected

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"
Areas Served: Canada, the US & international
Warehouse: Government-approved, Customs-
bonded, temperature-controlled, state-of-the-
art triple-stacked furniture-vault warehouse

AMJ Campbell Van Lines

275 Frobisher Drive, Units 2-3
Waterloo, ON N2V 2G4
Tel: 519-220-1900 / Fax: 519-896-6116
Email: smessenger@amjcampbell.com
Lenny Malley, General Manager

Abbeywood Moving & Storage Inc.

480 Finchdene Square
Toronto, ON M1X 1C2
Tel: 416-292-1107 / Fax: 416-292-7764
Toll-free: 1-800-565-4888
Website: www.abbeywoodmoving.com
Email: randy@abbeywoodmoving.com
Randy Wilson, President
Services: Local, long-distance & overseas
relocations, packing, crating, storage, fine-art
services division
Areas Served: Worldwide, Canada, Toronto,
Scarborough
Warehouse: Concrete block & brick, fully
palletized, alarmed, heated

Abbotsford Moving & Storage Ltd.

24 Edgewater Street
Kanata, ON K2L 1V8
Tel: 613-836-3493 / Fax: 613-836-2259
Toll-free: 1-800-325-4757
Website: www.abbotsfordmoving.com
Email: rob@abbotsfordmoving.com
Robert Maheral, President
Services: Local, long-distance & overseas HHG
moving & storage, packing & crating, general
freight & contracts; store & move containers
Areas Served: Ontario, Ottawa, Hull
Warehouse: Steel, palletized, heated,
sprinklered, bonded, class A government
rating

Ability Moving & Transfer Ltd.

785 Taylor Creek Boulevard
Orleans, ON K1C 1T1
Tel: 613-830-7090 / Fax: 613-830-2004
Toll-free: 1-800-267-1699
Website: www.abilitymoving.on.ca
Email: avl@abilitymoving.on.ca
Richard Lortie, President
Services: Professional moving & packing
services for domestic & international HHG;
commercial moving & installation division;
freight division; offers a bonded facility for
storage & inbound international shipments;
professional preparation & competitive rates
worldwide
Areas Served: Canada, the US & international
Warehouse: Dock- & grade-level loading,
racking, palletized, class A audio security
system, bonded warehouse, DND-certified
Other Association Memberships: AMSA,
HHGFAA, IATA, QMI, RIM (Registered
International Mover), ISO Certified, Better
Business Bureau

Ace Moving & Installation Inc.

140 Finchdene Square, Unit 17
Scarborough, ON M1X 1B1
Tel: 416-335-7307 / Fax: 416-335-0762
Toll-free: 1-877-335-7307
Website: www.acemove.com
Email: info@acemove.com
François Parent, President
Services: Local & long-distance commercial,
industrial & office relocation services,
installations, storage, bin rentals & free
estimates; project management
Areas Served: Toronto, Ontario, Quebec, all of
Canada, the US
Warehouse: Concrete block, steel frame, fire
& burglar alarms, sprinklered, heated, dock-
level loading

All Continent Transport Ltd.

2370 Walkley Road
Ottawa, ON K1G 4H9
Tel: 613-526-3065 / Fax: 613-526-1138
Website: www.allcontinent.com
Email: sales@allcontinent.com
Alain Leroux, General Manager
Services: Local & long-distance moving, air
& sea shipment worldwide; warehousing
& special crating/art works; bonded
warehouse & carrier; commercial storage
Areas Served: Ottawa-Hull area
Warehouse: Concrete block & steel, sprinkler,
alarm, 32-foot ceiling, fenced yard, patrolled
Other Association Memberships: HHGFAA,
COMA

Any Size Moving & Storage ★

56 Railway Street
Kingston, ON K7L 5J8
Tel: 613-544-1897 / Fax: 613-544-6296
Toll-free: 1-800-267-3170
Website: www.anysizemoving.com
Email: mayflowerkingston@pleasemoveme.com
Glenn E. Warner, General Manager
Services: Local, long-distance & international
HHG moving & storage, cartage, packing
& crating, records storage, commercial
warehousing & distribution, customs-bonded
warehouse; office moving, including systems-
installation services; offices in Kingston,
Trenton & Brockville, Ontario
Areas Served: Worldwide, Ontario, Canada
Warehouse: Steel frame, metal siding, fire
alarm, sprinklered, burglar alarm, federal
government (DND)-certified, heated,
palletized, dock- & grade-level loading,
fenced compound

Atlantic & Pacific Shipping Canada Ltd.

480 Carlingview Drive
Etobicoke, ON M9W 6M8
Tel: 416-748-1233 / Fax: 416-748-9025
Toll-free: 1-888-748-2728
Email: santino@atlanticandpacific.com
Santino Curro, President
Services: Packing, crating, consolidations,
warehousing, storage, inland transportation
& ocean & air freight; insurance provided
Areas Served: Worldwide
Warehouse: New building, complete with
sprinklers & alarms
Other Association Memberships: HHGFAA,
BAR

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, VP and General Manager
Services: Local, long-distance & overseas HHG
& commercial moving & storage, packing
& crating
Areas Served: Greater Toronto Area
& worldwide
Warehouse: Block, sprinklered, burglar alarm,
heated, dock-level loading, palletized
Other Association Memberships: BBB

★ New member/Nouveau membre

Canadian Movers/Entreprises canadiennes de déménagement

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

Areas Served: Woodstock, London, southwestern Ontario, Canada, the US & international

Warehouse: Steel, heated, palletized, direct fire alarm

Bluebird Relocation Systems

4080A Sladeview Crescent
Mississauga, ON L5L 5Y5
Tel: 905-607-7990 / Fax: 905-607-7919
Toll-free: 1-888-668-3668
Website: www.bluebirdmoving.com
Email: alltherightmoves@bluebirdmoving.com
G. Kevin Rielly, General Manager

Services: Worldwide relocations, logistics & complete packing & storage

Areas Served: West Greater Toronto Area (GTA), Mississauga, Oakville, Burlington, Hamilton, Ontario, Canada, USA, Worldwide

Warehouse: Heated, temperature-controlled, fully alarmed, government-approved, bonded, 20,000 sq. ft.

BlueBird Transportation Systems

2001 Bantree Street
Unit 2
Ottawa, ON K1B 4X3
Tel: 613-749-7497 / Fax: 613-749-8496
Toll-free: 1-888-751-7469
Website: www.bluebirdtransportation.com
Email: poreilly@bluebirdtransportation.com
Paul O'Reilly, President

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

Boyd Moving & Storage Ltd.

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

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

Areas Served: Canada, the US, overseas

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

Bradford Moving & Storage

98 Sluse Road
Holland Landing, ON L9N 1G8
Tel: 905-853-9898 / Fax: 905-853-9946
Toll-free: 1-800-263-3281
Website: www.bradfordmovingandstorage.com
Email: info@bradfordmovingandstorage.com
Domenic Crupi

Services: Local & long-distance; residential, commercial, industrial moving services; self-storage facility

Bronte Moving & Cartage Inc. ★

2115 South Service Road West, Unit #8
Oakville, ON L6L 5W2
Tel: 905-847-9638 / Fax: 905-847-5965
Toll-free: 1-888-458-2175
Website: www.brontemovers.ca
Email: info@brontemovers.com
Veronica Harris

Services: Long distance, overseas, local & commercial moving services; piano specialist (dismantling & reassembly if required); hot tub specialist (contract with Pioneer Family Pools); full packing & crating services; sales &/or rentals for moving supplies

Areas Served: Oakville, Mississauga, Burlington, Toronto, Ontario, Canada, US

Warehouse: Block construction, climate-controlled, sprinkler system, video surveillance

Brown's Moving & Storage

2376 Highway 92
PO Box 3026
Elmvale, ON L0L 1P0
Tel: 705-322-5982 / Fax: 705-322-5984
Toll-free: 1-877-687-1480
Website: www.brownsmoving.com
Email: brownsmoving@georgian.net
Dan Brown, Owner

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

Areas Served: Elmvale, Wasaga Beach, Ontario

Warehouse: Self-storage

Burlington Movers ★

1160 Blair Road, Unit A1
Burlington, ON L7M 1K9
Tel: 905-336-9947 / Fax: 905-336-2003
David Dickson, President

Services: Packing, local & long-distance moving, storage

Areas Served: Burlington, Oakville, Hamilton, Ontario, Canada and the US

Warehouse: Concrete block, heated, alarmed & video surveillance

Coburn's Transportation Systems

1901 Forbes Street
Whitby, ON L1N 9A7
Tel: 905-427-2909 / Fax: 905-432-3501
Toll-free: 1-800-665-0578
Website: www.coburnstransport.com
Email: info@coburnstransport.com
Kathy Green, General Manager

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

Areas Served: Oshawa, Whitby, Greater Toronto area, southern Ontario, worldwide

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

Other Association Memberships: BAR, HHGFAA

★ New member/Nouveau membre

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
Paul Van Remortel, President

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

Areas Served: Canada, the US & international

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

Frank the Mover

2212 Princess Street
Kingston, ON K7M 7T6
Tel: 613-531-0451 / Fax: 613-530-2473
Toll-free: 1-886-302-1112
Website: www.frankthemoverworldwide.com
Email: frank@frankthemoverworldwide.com
Frank Spindler, President

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

Areas Served: Kingston area with service to Toronto, Montreal, Ottawa areas, worldwide

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

Other Association Memberships: BBB

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

Areas Served: Local, national & international moving, Ontario & Quebec freight

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

Frost the Mover

143 Russell Street
Kingston, ON K7K 2G1
Tel: 613-549-9901 / Fax: 613-549-0976
Toll-free: 1-800-250-5054
Website: www.frost-mover.com
Email: rtsc2@kos.net
Liseanne MacDonald, Branch Manager

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

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

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

Pour une liste à jour, visitez
le site : www.mover.net

Canadian Movers/Entreprises canadiennes de déménagement

Gardiner's Moving

393 Cambridge Street, Goderich, ON N7A 2Y9
Tel: 519-524-2421 / Fax: 519-524-7822
Toll-free: 1-866-265-5783
Email: gardtire@hurontel.on.ca
Maurice Gardiner, Owner

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

Areas Served: Ontario, Canada

Greg & Sons Moving and Storage

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

Website: www.gregandsonsmoving.com
Email: perry@gregandsonsmoving.com
Greg Thorne, Operations Manager

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

Areas Served: Greater Toronto, 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

Website: www.guardianoverseas.com
Email: info@guardianoverseas.com

Tamara Reid, Traffic Manager

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

Areas Served: Ottawa, Hull, eastern Ontario, western Quebec, worldwide affiliations

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

Other Association Memberships: FIDI-FAIM, HHGFAA

Harris Movers

878-B Falconbridge Highway
Sudbury, ON P3A 4S4
Tel: 705-560-2000 / Fax: 705-560-1673
Toll-free: 1-800-461-7146

Website: www.harrisalliedmovers.com
Email: harrismv@ican.net

Garry Gravelle, President

Services: Local, long-distance & overseas moving, complete with packing, crating & storage capabilities

Areas Served: Northern Ontario

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

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 & international HHG moving & storage, packing & crating

Areas Served: Greater Toronto Area

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

Hummel's Moving Ltd.

7281 Highway 6
Arthur, ON N0G 1A0
Tel: 519-848-2739 / Fax: 519-848-2271
Toll-free: 1-800-543-7915

Website: www.hummelsmoving.com

Email: hummelmoving@msn.com

Peter Hummel, President/Owner

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

Areas Served: Wellington, Dufferin, Caledon, Kitchener, Guelph, Orangeville, Fergus, Arthur, Mount Forest, Ontario, Canada

Warehouse: Concrete block, palletized, burglar alarm, heated

Intercontinental Van Lines, Inc.

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

Website: www.intercontinentalgroup.com

Email: ivl@intercontinentalgroup.com

Tim Garside, President

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

Areas Served: Canada & worldwide

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

Other Association Memberships: HHGFAA, PAIMA, AMSA, CIFFA

LaPalm Moving Systems

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

Website: www.lapalm-moving.com

Email: rtsc1@kos.net

Jim Best, President

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

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

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

Lindsay Movers & Storage Inc.

15 Pigeon Lake Road
RR 6
Lindsay, ON K9V 4R6
Tel: 705-324-5431 / Fax: 705-324-3338
Toll-free: 1-800-651-2943

Website: www.lindsaymovers.com

Email: ron@lindsaymovers.com

Ron Fanning, President

Services: HHG local & long-distance, overseas, complete packing & crating services, heated storage

Areas Served: Lindsay, Peterborough, the Kawarthas, Minden, Haliburton Highlands

Warehouse: 8,000 sq. ft., steel, palletized, heated, alarmed, Canada Customs-bonded, DND-certified, 6,500 sq. ft., block, heated

Mackie Moving Systems

933 Bloor Street West
Oshawa, ON L1J 5Y7
Tel: 905-728-2400 / Fax: 905-728-5237
Toll-free: 1-800-565-4646

Website: www.mackiegroup.com

Email: dean.mackie@mackiegroup.com

Dean Mackie, Vice-President

Services: Household goods, high-value products, office & commercial moving, international relocations, car-hauling, general freight, specialized logistics, public scale

Areas Served: Oshawa, Toronto, Mississauga, Ontario, Canada, the US, international

Warehouse: Precast concrete, palletized, sprinkler system, pest control, 24-hour security, bonded, 125,000 sq. ft. in Oshawa & 84,000 sq. ft. in Mississauga

Other Association Memberships: HHGFAA, OTA, CERC, AMCHAM

McWilliams Moving & Storage

712 The Kingsway
PO Box 353
Peterborough, ON K9J 6Z3
Tel: 705-743-4597 / Fax: 705-743-3608
Toll-free: 1-800-461-6464

Website: www.mcwilliamsmoving.com

Email: mms@mcwilliamsmoving.com

Dan J. McWilliams, President

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

Areas Served: Canada, the US & Overseas

Warehouse: Palletized, sprinkler, fire-detection system

Other Association Memberships: AMSA

Middup Moving & Storage Ltd.

60 Esna Park Drive, Unit 10
Markham, ON L3R 1E1
Tel: 905-475-8330 / Fax: 905-475-6432
Website: www.middupmoving.com
Email: mail@middupmoving.com

Rick Wood, President

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

Areas Served: Greater Toronto Area within 100-mile radius

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

Mike the Mover Limited

62 Dawson Road
Guelph, ON N1H 1A8
Tel: 519-822-0298 / Fax: 519-824-4591
Monty Caradonna, Co-Owner

Services: Storage, packing, crating

Areas Served: Anywhere in Canada, the US or overseas

Warehouse: Storage, short- or long-term

Mike's Moving & Storage (Chatham) Ltd.

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

Mike Gambeta, Owner

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

Areas Served: All Ontario

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

Canadian Movers/Entreprises canadiennes de déménagement

Mister Mover

1787 Lasalle Blvd
Sudbury, ON P3A 4S8
Tel: 705-566-2072 / Fax: 705-566-2082
Jan Keen, Director

Services: Established 1968; HHG, commercial, local & long-distance moving, crating, storage, packing services & materials, office systems & furniture installations; Norcat certification

Areas Served: Ontario

Warehouse: Concrete/steel construction, heated, palletized; mini-storage facility – concrete/steel

Mountain Moving & Storage Ltd.

7593 County Road 91
Stayner, ON L0M 1S0
Tel: 705-435-9706 / Fax: 705-435-0541
Toll-free: 1-800-737-9912

Website: www.mountainmoving.ca
Email: mark@mountainmoving.ca
Mark Callegari, President/Owner

Services: Local & long-distance HHG moving & storage, office & commercial moving; packing materials, packing/unpacking service, cleaning service; containerized shipping, overseas shipping, auto transportation, dock-level loading, heated units, fire alarm

Areas Served: Central & southern Ontario, Simcoe County, Georgian Triangle, Canada

Warehouse: Concrete block, 2-hour fire-rated walls, self-storage units, office on site

Mountaineer Movers Limited

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

Website: www.mountaineer.on.ca
Email: wmk@mountaineer.on.ca
Wendy C. Mans-Keddie, President

Services: Local & long-distance moving, storage & packing, moving supplies & equipment rentals, cleaning services

Areas Served: Canada, the US & International

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

Niagara Moving & Storage Inc.

7825 Dorchester Road South
Niagara Falls, ON
Tel: 905-354-3183 / Fax: 905-354-6544
Toll-free: 1-866-461-0786

Email: wayne@niagamoving.net
Robert (Bob) Stacey, President

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

Areas Served: Complete Niagara region, Ontario, Canada & the US

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

Other Association Memberships: Chamber of Commerce – Niagara Falls

Parkway Van Lines

1199 Newmarket Street
Ottawa, ON K1B 3V1
Tel: 613-744-4781 / Fax: 613-744-8988
Toll-free: 1-800-337-6228

Website: www.parkwayvanlines.com
Email: bshields@parkwayvanlines.com
Betty Shields, Vice President

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

Areas Served: Ontario, Quebec, Canada, the US

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

Peterborough Movers & Storage Inc.

Box 21001, 1840 Lansdowne Street West
Peterborough, ON K9J 8M7
Tel: 705-743-7241 / Fax: 705-743-0143
Toll-free: 1-800-363-1641

Website: www.peterboroughmovers.com
Email: info@peterboroughmovers.com
Joby Lake, General Manager

Services: Local, long-distance & international HHG moving & storage; full-service packing & crating; special commodities LTL & FTL services

Areas Served: Peterborough/Lakefield/Bancroft, Port Hope/Cobourg, Millbrook/Newcastle

Phillips Moving & Storage

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

Website: www.phillipsmovers.com
Email: donstaddon@phillipsmoving.com
Don Staddon, Principal

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

Areas Served: International, Canada, the US, Ontario & Toronto

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

Premiere Van Lines

43 McBrine Place
Kitchener, ON N2R 1H5
Tel: 519-895-1100 / Fax: 519-895-1105 (admin)
Toll-free: 519-767-1636 (from Guelph)

Website: www.premierevanlines.com
Email: mwarnick@premierevanlines.com
Michael Warnick, President and Franchise Owner

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

Areas Served: Canada, the US & international

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

Other Association Memberships: BBB, Greater Kitchener-Waterloo Chamber of Commerce

Premiere Van Lines Inc.

1760 Bonhill Road
Mississauga, ON L5T 1C8
Tel: 905-820-MOVE (6683) / Fax: 905-565-5558
Toll-free: 1-866-981-MOVE (6683)

Website: www.premierevanlines.com
Email: fmartin@premierevanlines.com
Frank Martin, Executive Vice President

Services: Local moving, long distance, US cross-border, packing, storage, container service, overseas moving

Areas Served: International, Canada, US and local; Toronto, Mississauga and Okaville

Warehouse: 20,000 sq. ft., concrete block, sprinkler system, security, climate-controlled, government-bonded, government-certified

Other Association Memberships: HHGFAA, OMA, CARP, CAUBO, CAA, MBOT, BBB

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

Areas Served: Ontario, Toronto, Mississauga, Canada & the US

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

Areas Served: All of Ontario

Warehouse: Concrete block & steel, monitored fire & burglar alarm, heated, racked & palletized, dock-level loading

Rockbrune Brothers Limited

725 Finley Avenue
Ajax, ON L1S 3T1
Tel: 905-683-4321 / Fax: 905-683-3972
Toll-free: 1-800-561-4139

Website: www.rockbrune.on.ca
Email: move@rockbrune.on.ca
William Rockbrune, President

Services: HHG moving & storage, local & long-distance, overseas, packing, crating, commercial & office moving; special commodities

Areas Served: Worldwide, Canada, the US, Toronto, Barrie, Newmarket, all of Durham region

Warehouse: 10,000 sq. ft. palletized, steel construction, burglar alarms, dock-level loading, heated, DND-certified & bonded mini-storage

Visit www.mover.net
for up-to-date listings.

Canadian Movers/Entreprises canadiennes de déménagement

St. John's Transfer (1978) Ltd.

950 Boundary Road
Cornwall, ON K6H 5R5
Tel: 613-933-1492 / Fax: 613-936-6865
Email: stjohns1@bellnet.ca
Donald Deebank, President

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

Areas Served: Cornwall area (50-mile radius)
Warehouse: Concrete block, burglar alarm, DND-certified, heated, palletized, dock-level loading, mini storage

Other Association Memberships: Chamber of Commerce

Soo Van Moving & Storage ★

165 Industrial Park Crescent
Sault Ste. Marie, ON P6B 5P3
Tel: 705-253-1158 / Fax: 705-253-8378
Toll-free: 1-800-461-2213

Website: www.sooan-united.com
Email: gary@soovan-united.com
Gary McCardle, VP & General Manager

Services: Full-service moving; local, long distance, US, overseas; Soo Van's GOLD STANDARD "We strive for customer delight and a perfect move every time!"

Areas Served: Province of Ontario, Sudbury to Thunder Bay, Michigan, Ohio, US, overseas

Warehouse: Bonded warehouse, transborder-shipping, container-loading, 12,000 sq. ft., brick/steel, inside storage vaults, custom warehouse service with delivery service

Swan Moving & Storage

15 Petrolia Street
Guelph, ON N1H 2V7
Tel: 519-821-6683
Website: www.swanmoving.com
Email: swanmoving@on.aibn.com

Mike Swan, President

Services: Local moving service Ontario-wide, supplies for sale, equipment for rent, commercial & office moving; cars shipped worldwide

Areas Served: Ottawa to Sault Ste Marie to Windsor, including Kitchener-Waterloo, Cambridge, Milton, Georgetown, Oakville, Burlington, Elmira, Fergus, Elora; Ontario-wide

Warehouse: 15,000 sq. ft., cement block & brick building, 2 loading docks, sprinklered, heated, within sight of fire hydrant, video-monitored

Other Association Memberships: BBB, Chamber of Commerce

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: csvrburl@ataylormoving.com
Rick Taylor, Vice President

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

Areas Served: Worldwide

Warehouse: Cement block & brick, metal siding, 26-ft. clear, heated, air-conditioned, DND-approved, palletized, vault storage, bonded, sprinklered, fire & burglar alarm

Other Association Memberships: FIDI, FAIM, RIM

★ New member/Nouveau membre

Tender Touch Moving

555 Trethewey Drive, Suite 36
Toronto, ON M6M 4B8
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

Areas Served: Local within Greater Toronto & surrounding areas, long-haul to most destinations in Canada, the US, & to most countries overseas

Warehouse: Block & steel, 24-hour burglar alarms, palletized, dock & drive-in loading

Other Association Memberships: BBB

Thrifty Moving & Storage Ltd.

1764 Woodward Drive
Ottawa, ON K2C 0P8
Tel: 613-723-6040 / Fax: 613-723-6027
Toll-free: 1-877-218-1162

Website: www.thrifty-moving.com
Email: info@thrifty-moving.com
George Jungmeister, President

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

Areas Served: Ottawa region, Ontario & Quebec; Canada

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

Tippet-Richardson Limited

1050 Brydges Street
London, ON N5W 2B4
Tel: 519-455-0132 / Fax: 519-453-8160
Toll-free: 1-800-392-5385

Website: www.tippet-richardson.com
Email: daver@tippet-richardson.com
Dave Rowe, Branch Manager

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

Areas 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
Toll-free: 877-854-7245

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

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

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

Warehouse: One building, all sprinklered, alarm security

Tippet-Richardson Limited

25 Metropolitan Road
Toronto, ON M1R 2T5
Tel: 416-291-1200 / Fax: 416-291-2601
Toll-free: 1-800-268-6753

Website: www.tippet-richardson.com
Email: johnnovak@tippet-richardson.com
John Novak, President and CEO

Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records; distribution services, logistics LTL and full truck load; special products & climate-controlled freight & wrap service

Areas Served: All of Canada with Global affiliates

Warehouse: Four locations: Downtown Toronto, North Toronto, Scarborough (2); climate-controlled, sprinklered, alarm security protection, government-approved; weigh scale at 25 Metropolitan Road; palletized storage

Toronto Service Center Inc. (TSC)

28 Dohme Avenue
Toronto, ON M4B 3M4
Tel: 416-566-8515 / Fax: 416-759-8000
Toll-free: 1-866-566-8515

Website: www.moving-storage.net
Email: tsc@moving-storage.net
Manouchehr Jamali, President

Services: Packing, wrapping, moving within Ontario, storage

Areas Served: Ontario

Warehouse: Brand-new storage, around 30,000 sq. ft., heated & climate-controlled, 24-hr. surveillance cameras, alarm-protected, insured, indoor truck-level loading area

Total-Relocation Moving & Storage

25 Groff Place, Unit 2, Kitchener, ON N2E 2L6
Tel: 519-748-5403 / Fax: 519-748-5611
Toll-free: 1-800-265-6401

Website: www.total-relocation.com
Email: trkitchener@tippet-richardson.com
Dave Rowe, Branch Manager

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

Areas Served: All of Canada

Warehouse: One building, all sprinklered, alarm security, heated, palletized, concrete block

Traditional Moving & Storage

830 Athabasca St., Thunder Bay, ON P7C 3E6
Tel: 807-623-3535 / Fax: 807-623-3140
Toll-free: 1-800-665-9240

Email: mevans@winnipegmoving.com
Mike Evans, General Manager

Services: HHG moving services, including local, long-distance, international, overseas, storage, professional packing/crating; also office/company relocations, electronics/high-value products, commercial moving services, including freight throughout North America

Areas Served: Northwest Ontario

Warehouse: 15,000 sq. ft., government-approved, sprinklered, ADT, vault, climate-controlled

Pour une liste à jour, visitez
le site : www.mover.net

Canadian Movers/Entreprises canadiennes de déménagement

Two Men and a Truck – Halton

2140 Winston Park Drive, Unit 22
Oakville, ON L6H 5V5
Tel: 905-635-3035 / Fax: 905-829-4764
Toll-free: 1-86MOVING4U
Website: <http://www.twomenandatruck.ca>
Email: wendell.costello@twomenandatruck.ca
Wendell Costello, Owner

Services: *We are the world's largest local & regional moving franchise specializing in both home & business moving. We offer a full range of moving & packing related services including the sale of boxes & packing supplies. We are the "Movers who care."*

Areas Served: Oakville, Burlington, Milton, Georgetown, Acton

Other Association Memberships: Chamber of Commerce

Two Men and a Truck – Hamilton

50 Dundas Street East, Unit 103
Hamilton, ON L9H 7K6
Tel: 905-981-5000 / Fax: 905-690-8585
Toll-free: 1-86MOVING4U
Website: <http://www.twomenandatruck.ca>
Email: larry.renaud@twomenandatruck.ca
Larry Renaud, Owner

Services: *We are the world's largest local & regional moving franchise specializing in both home & business moving. We offer a full range of moving & packing related services including the sale of boxes & packing supplies. We are the "Movers Who Care."*

Areas Served: Hamilton, Ancaster, Dundas, Flamborough, Stoney Creek and Waterdown

Other Association Memberships: Chamber of Commerce

Two Men and a Truck – London

661 Consortium Court
London, ON N6E 2S8
Tel: 519-963-3138 / Fax: 519-680-0242
Toll-free: 1-86MOVING4U
Website: <http://www.twomenandatruck.ca>
Email: brent.welsh@twomenandatruck.ca
Brent Welsh, General Manager

Services: *We are the world's largest local & regional moving franchise specializing in both home & business moving. We offer a full range of moving & packing related services including the sale of boxes & packing supplies. We are the "Movers who care."*

Areas Served: London, St. Thomas, Ontario, Canada-wide

Other Association Memberships: Chamber of Commerce

Two Men and a Truck – Mississauga

1230 Midway Blvd., Suite 202
Mississauga, ON L5T 2B8
Tel: 905-277-2636 / Fax: 905-696-9869
Toll-free: 1-877-277-2636
Website: <http://www.twomenandatruck.ca>
Email: paul.tomasek@twomenandatruck.ca
Paul Tomasek, Owner

Services: *We are the world's largest local & regional moving franchise specializing in both home & business moving. We offer a full range of moving & packing related services including the sale of boxes & packing supplies. We are the "Movers who care."*

Areas Served: Mississauga

Other Association Memberships: Chamber of Commerce

Walker's/Capital Group of Moving & Storage Companies

56 Railway Street
Kingston, ON K7B 2L8
Tel: 613-546-3621 / Fax: 613-546-0976
Toll-free: 1-800-267-3170
Website: www.pleasemoveme.com
Email: kingston@pleasemoveme.com
Glenn C. Warner, Business Development

Services: *Local, long-distance & international HHG moving & storage, cartage, packing & crating, records storage, commercial warehousing & distribution, bonded warehouse; office moving, including systems-installation services; from offices located in Kingston, Trenton, Deep River, Brockville & North Bay, Ontario*

Areas Served: Ontario, Canada, US

Warehouse: *Steel frame, metal siding, fire alarm, sprinklered, burglar alarm, federal government (DND)-certified, heated, palletized, dock- & grade-level loading, fenced compound*

Wayne's Moving, Storage & Delivery

375 Second Avenue West
PO Box 984
Simcoe, ON N3Y 5B3
Tel: 519-426-6000 / Fax: 519-426-4667
Website: www.waynesmoving.ca
Email: waynesmoving@kwic.com
Mary J. Donnell, General Manager

Services: *Packing & unpacking, as well as selling of packing supplies; local & long-distance moving in Canada*

Areas Served: Simcoe, Ontario & Quebec

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

Wescon Movers Group

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

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

Areas Served: Greater Toronto Area, Ontario, Canada & the US

Warehouse: *Brick, heated, sprinkler, fire & burglar alarm, ground- & dock-level loading, palletized, US-Military approved*

Wills Transfer Limited

146 Highway 15
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 & the US; Canada Customs-bonded carrier; 53-ft. air-ride equipment*

Areas Served: Eastern Ontario

Warehouse: *Concrete block, fire & burglar alarms*

Wilson's Relocation

480 Finchdene Square, Toronto, ON M1X 1C2
Tel: 416-293-0776 / Fax: 416-292-7764
Toll-free: 1-800-565-4888
Website: www.abbeywoodmoving.com
Email: randy@abbeywoodmoving.com
Randy Wilson, President

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

Areas Served: Worldwide, Canada, Toronto, Scarborough

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

Windsor Truck & Storage

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

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

Areas Served: All of Canada

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

MANITOBA

THOMPSON

Miller the Mover Ltd.

WINNIPEG

Canada Moving
Premiere Van Lines
Quick Transfer Ltd.
Winnipeg Moving & Storage

Canada Moving

47 Gomez Street, Winnipeg, MB R3B 0G4
Tel: 204-632-8787 / Fax: 204-943-4721
Toll-free: 1-800-268-2881
Website: www.canadamoving.com
Email: jtokarchuk@canadamoving.com
John Tokarchuk, Director of Sales
Services: *Local, long-distance & overseas HHG moving & storage, packing, custom crating, office moving, commercial cartage, wholesale distribution, electronics & high-value-products handling, 24-hour truck repairs & truck wash at 100 Higgins Avenue, Winnipeg (204-947-0889)*

Areas Served: All of Canada, the US

Warehouse: *65,000 sq. ft., 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: info@millertthemover.ca

Lyle Miller, President

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

Areas 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*

Canadian Movers/Entreprises canadiennes de déménagement

Premiere Van Lines ★

1240 Sherwin Road
Winnipeg, MB R3H 0V3
Tel: 204-956-9265
Fax: 204-956-9250
Toll-free: 877-668-3265

Website: www.premierevanlines.com
Email: winnipeg@premierevanlines.com
J.K. (Jim) Trann, President

Services: Local, long distance, overseas & international moving, storage, packing & crating. Office & commercial moving & distribution, special products moving

Areas Served: Winnipeg, Manitoba

Warehouse: Concrete block, palletized, alarmed, DND-approved, heated, 4 dock-level doors, 1 drive-in door to inside dock

Associations: Manitoba Trucking Association, Rotary Club, Special Olympics, Sport Manitoba, Chamber of Commerce

Quick Transfer Ltd.

1680 Sargent Avenue
Winnipeg, MB R3H 0C2
Tel: 204-786-6011
Fax: 204-783-9882

Toll-free: 1-800-230-6701
Website: www.quicktransferltd.com
Email: info@quicktransfer.mb.ca

Doris Kannwischer, Executive Assistant

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

Areas Served: All Manitoba, Northwestern Ontario

Warehouse: Concrete & brick, 12,000 sq. ft., palletized, heated, fenced & alarm-controlled; government-approved

Winnipeg Moving & Storage

400 Oak Point Highway
Winnipeg, MB R2R 1V1
Tel: 204-925-6683
Fax: 204-694-1837

Toll-free: 1-877-974-6683
Website: www.winnipegmoving.com
Email: mevans@winnipegmoving.com
Mike Evans, General Manager

Services: Household goods moving services, including local, long-distance, international, overseas, storage, professional packing/crating; also office/company relocations, electronics/high-value products, commercial moving services, including freight throughout North America

Areas Served: All of Manitoba

Warehouse: 40,000 sq. ft., precast concrete slab, bonded, government-approved, sprinklered, ADT, vault, climate-controlled

★ New member/Nouveau membre

SASKATCHEWAN

REGINA

Milne's Moving & Storage Ltd.

SASKATOON

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

Country Wide Moving

419 – 48th Street East
Saskatoon, SK S7K 6M4
Tel: 306-934-3335 / Fax: 306-931-4008
Toll-free: 1-800-289-9734
Email: ccarswell@sasktel.net
Cam Carswell, President

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

Areas 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

Areas 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
Website: www.raysmoving.ca
Email: raysinternational@sasktel.net
Richard Diehl, Operations Manager

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

Areas Served: Saskatoon, Regina, Prince Albert, Saskatchewan, Canada, the US

Warehouse: Metal, palletized, heated, government-approved, alarmed

ALBERTA

CALGARY

Lo-Cost Mini Storage
St. George Moving & Storage
TR Westcan Inc./Tippet-Richardson Ltd.

EDMONTON

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

WESTLOCK

Westlock Movers

Highland Moving & Storage Ltd.

15305 – 128 Ave. NW, Edmonton, AB T5V 1A5
Tel: 780-453-6777 / Fax: 780-454-8484
Toll-free: 1-800-267-9958
Website: www.highlandmoving.com
Email: don@highlandmoving.com
Don Kachur, President

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

Areas Served: Worldwide

Warehouse: 51,850 sq. ft., concrete block, sprinklered, alarmed

Lo-Cost Mini Storage

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.calgaryministorage.com
Email: scott@calgaryministorage.com
Scott Hickling, President

Services: Mini-storage, indoor & outdoor storage for household & commercial goods, files, motorbikes, cars, U-Haul depot

Warehouse: Concrete block, two-level mini storage lockers, heated, four truck-level & one ground-level docks, palletized style, alarmed & fire-protected

Majestic Moving Services

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

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

Areas Served: Edmonton & Northern Alberta
Warehouse: 14,000 sq. ft., heated, sprinklered, federal government-approved, palletized, dock-level loading, concrete block, 24-hour security system

MATCO Transportation Systems Ltd.

18151 – 107th Avenue
Edmonton, AB T5S 1K4
Tel: 780-484-8800 / Fax: 780-489-8017
Toll-free: 1-800-661-3618
Website: www.matco.ca
Email: Ray.Anderson@Matco.ca
Ray Anderson, President

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

Areas Served: Alberta, Yukon & Northwest Territories

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

Visit www.mover.net
for up-to-date listings.

Canadian Movers/Entreprises canadiennes de déménagement

Provincial Moving & Storage

9908 – 65 Avenue
Edmonton, AB T6E 0K9
Tel: 780-469-6233 / Fax: 780-702-1728
Toll-free: 1-800-378-6329
Website: www.provincialmoving.com
Email: gsaran01@telus.net
Gary Saran, Owner
Services: Local, long-distance & overseas HHG moving & storage, packing & crating
Areas Served: Edmonton, Alberta, Canada & International
Warehouse: Concrete block & brick, steel frame, fire & burglar alarms, sprinklered, heated, inside unit storage, ground-level loading, 17,000 sq. ft.

St. George Moving & Storage

6030 – 3rd Street S.E.
Calgary, AB T2H 1K2
Tel: 403-252-9200 / Fax: 403-252-0948
Toll-free: 1-866-252-1080
Website: www.stgeorgemoving.com
Email: calgary@stgeorgemoving.com
Mary O'Sullivan, Manager
Services: Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving; transportation & distribution of high-value goods
Areas Served: Alberta, British Columbia, Canada, the US, Overseas
Warehouse: Concrete block, fire & burglar alarms, DND-certified, heated, palletized, dock-level loading
Other Association Memberships: BBB, CERC, HHGFAA

TR Westcan Inc./Tippet-Richardson Ltd.

2905 – 37th Avenue N.E.
Calgary, AB T1Y 5Z9
Tel: 403-299-9700 / Fax: 403-299-9750
Toll-free: 1-800-842-4788
Website: www.tippet-richardson.com
Email: trcalgary@tippet-richardson.com
Brenda Naylor, President
Services: Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records
Areas Served: All of Canada
Warehouse: One building, all sprinklered, alarm security, bonded

Western Moving & Storage

11516 – 163 Street
Edmonton, AB T5M 3T3
Tel: 780-454-6683 / Fax: 780-487-8548
Toll-free: 1-800-468-6520
Website: www.westernmoving.com
Email: tedl@westernmoving.com
Ted LeLacheur, President and CEO
Services: Moving & storage: household goods, high-value products, commercial & offices
Areas Served: Edmonton & Northern Alberta
Warehouse: Concrete block, sprinklered, heated, 24-hour security monitored
Other Association Memberships: BBB, Edmonton Chamber of Commerce

Westlock Movers

9735 – 99th Street
Westlock, AB T7P 1Y5
Tel: 780-349-4573
Website: www.westlockmovers.com
Email: westlockmovers@telus.net
Dion Lefebvre, President and General Manager
Services: Full packing, moving, cleaning services, local & long-distance moving in Western Canada & the Northwest Territories
Areas Served: Western Canada, Northwest Territories
Warehouse: Concrete construction, fire hydrant in front of building, highway property, well-lit
Other Association Memberships: BBB

BRITISH COLUMBIA

CAMPBELL RIVER

Bekins Moving and Storage (Canada) Ltd.

COMOX

Comox Moving & Storage

COQUITLAM

St. George Moving & Storage

DELTA

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

KELOWNA

Kelowna Movers Ltd.
St. George Moving & Storage

PRINCE GEORGE

Bekins Moving and Storage (Canada) Ltd.

RICHMOND

Bandstra Moving Systems Ltd.
Bekins Moving and Storage (Canada) Ltd.
Salmon's Transfer Ltd.

VANCOUVER

TR Westcan Inc./Tippet-Richardson Ltd.
Williams Moving & Storage

VERNON

Specialty Movers Ltd.

VICTORIA

A To B Moving Ltd.
Bekins Moving and Storage (Canada) Ltd.
Dowell's Moving & Storage Limited
MacCosham Inc.

A To B Moving Ltd.

878 Viewfield Road
Victoria, BC V9A 4V1
Tel: 250-414-6683 / Fax: 250-414-0178
Website: www.atobmoving.com
Email: atobmove@islandnet.com
Gerry Ganczar, President
Services: Local & long-distance HHG & office moving; packing, unpacking, packing materials; auto relocation
Areas Served: Vancouver Island, BC, Canada, the US, overseas
Warehouse: Concrete/cinder block, gated, camera surveillance, monitored security system, sprinkler system

Bandstra Moving Systems Ltd.

135-9920 River Drive
Richmond, BC V6X 3S3
Tel: 604-273-5111 / Fax: 604-273-8534
Toll-free: 1-800-410-5111
Website: www.bandstra.com
Email: john@bandstra.com
John Bandstra, President
Services: Local, long-distance & overseas moving, packing & crating, storage
Areas Served: Greater Vancouver area
Warehouse: Concrete/steel construction, alarmed, sprinklered, dock-level loading, palletized, bonded, DND-certified
Other Association Memberships: HHGFAA

Bekins Moving and Storage (Canada) Ltd.

1600 – 14th Avenue
Campbell River, BC V9W 5B6
Tel: 250-286-6218 / Fax: 250-286-3878
Website: www.bekins-moving.com
Jim Gibson, General Manager
Services: Local, domestic & international full-service moving & storage, United Van Lines container depot
Areas Served: Northern Vancouver Island & Powell River
Warehouse: Palletized three high, concrete building, heated, burglar alarm monitored 24 hours, government-approved, dock- & grade-level loading

Bekins Moving and Storage (Canada) Ltd.

551 – 1st Avenue
Prince George, BC V2L 2Y2
Tel: 250-563-0371 / Fax: 250-563-6514
Website: www.bekins-moving.com
Joan Coates, Manager
Services: Local, domestic & international full-service moving & storage
Areas Served: Northern British Columbia
Warehouse: Palletized, concrete building, heated, government-approved

Bekins Moving and Storage (Canada) Ltd.

14251 Burrows Road
Richmond, BC V6V 1K9
Tel: 604-270-1120 / Fax: 604-276-9819
Toll-free: 1-800-4BEKINS
Website: www.bekins.ca
Email: larryr@bekins.ca
Larry Rosenberg, President
Services: Local, domestic & international full-service moving & storage, custom-crating shop, retail delivery division, warehousing & distribution, United Van Lines container depot
Areas 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

Canadian Movers/Entreprises canadiennes de déménagement

Bekins Moving and Storage (Canada) Ltd.

6598 Bryn Road
Saanichton, BC V8M 1X6
Tel: 250-544-2245 / Fax: 250-544-2037
Website: www.bekins-moving.com
Email: skippc@bekins.ca
Skip Charlton, Manager

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

Areas Served: Southern Vancouver Island & Gulf Islands

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

Comox Moving & Storage

1724 Ryan Road East
Comox, BC V0R 2K0
Tel: 250-339-2281 / Fax: 250-339-2212
Toll-free: 1-888-949-7033
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

Areas Served: Comox, Vancouver Island, British Columbia

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

Other Association Memberships: BC Trucking

Dowell's Moving & Storage Limited

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

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

Areas Served: Victoria area (120-km radius), Vancouver

Warehouse: US-government-bonded warehouse facility

Great Canadian Van Lines Ltd.

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

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

Areas Served: Canada, eastern & western seaboard of the US, Europe, Asia, Australia & New Zealand

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

Other Association Memberships: BBB, AMSA

Highland Van & Storage Ltd.

8238 Swenson Way
Delta, BC V4G 1J6
Tel: 604-581-2300 / Fax: 604-581-2325
Toll-free: 1-800-491-1666
Website: www.highland-worldwide.com
Email: info@highland-worldwide.com
Alan Wiancko, President

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

Areas 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
Toll-free: 1-866-765-1125
Email: kelownamvrs@silk.net
Ken Taylor, Secretary Treasurer/Manager

Services: Complete O/A & D/A, storage (inside heated or non-heated self-storage units), including boats, RVs & automobiles

Areas Served: Okanagan Valley, including Penticton, Kelowna, Vernon & surrounding area, BC, across Canada & to & from the US

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

MacCosham Inc.

4261 Glanford Avenue
Victoria, BC V8Z 4B9
Tel: 250-881-7802 / Fax: 250-479-1254
Toll-free: 1-866-444-2483
Website: www.maccosham.com
Email: ibaker@maccosham.com
Ian Baker, General Manager

Services: Local, long-distance & overseas HHG moving & storage, packing & crating, Sears terminal. Coremark operation

Areas Served: Vancouver Island

Warehouse: Sprinklered, fenced, alarmed, with surveillance system; storage area is palletized & heated

St. George Moving & Storage

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

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

Areas Served: British Columbia, Alberta, Canada, the US, Overseas

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

St. George Moving & Storage

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

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

Areas Served: British Columbia, Alberta, Canada, the US, Overseas

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

Salmon's Transfer Ltd. ★

100 – 9500 Van Horne Way
Richmond, BC V6X 1W3
Tel: 604-273-2921 / Fax: 604-273-4963
Website: www.salmonstransfer.com
Email: salmson@salmonstransfer.com
Doug Kellough, President

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

Areas Served: Vancouver, British Columbia, Canada, USA & International

Warehouse: 20,000 square feet, palletized, Customs-bonded

Specialty Movers Ltd.

8126 Highland Place
Vernon, BC V1B 3W6
Tel: 250-542-3351 / Fax: 250-542-9627
Toll-free: 1-877-642-3351
Email: specmvr7@telus.net
Tom Harris, General Manager

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

Areas Served: Okanagan Valley & northern British Columbia, east & west Kootenays

Warehouse: Cement block, alarm protection, heated, palletized

TR Westcan Inc./Tippet-Richardson Ltd.

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

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

Areas Served: All of Canada

Warehouse: Bonded, sprinklered, burglar alarm, heated

Williams Moving & Storage

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

Services: Local & long-distance moving, storage, packing & crating of household goods; transportation of high-value goods; air-ride & heated service available

Areas Served: British Columbia, Alberta, Canada, the US

Warehouse: 300,000 sq. ft. at 13 BC & Alberta locations; heated, alarmed & government-approved

★ New member/Nouveau membre

Pour une liste à jour, visitez
le site : www.mover.net

CANADA

AMJ Campbell International
1445 Courtneypark Drive East
Mississauga, ON L5T 2E3
Tel: 905-670-6683 / Fax: 905-670-6684
Toll-free: 1-800-363-6683
Website: www.amj-international.com
Email: headoffice@amjint.com
Ole Jensen, Managing Director
Services: *Worldwide moving*
Areas Served: *Worldwide relocations*

Amfreight International
2476 Argenta Road, Suite 101
Mississauga, ON L5N 6M1
Tel: 905-814-7258 / Fax: 905-814-9162
Toll-free: 1-800-667-1597
Toll-free fax: 1-800-361-4758
Website: www.amfreight.ca
Email: info@amfreight.ca
Tony Cleary, Owner/President
Services: *Household goods forwarding worldwide, tariff available*
Areas Served: *Worldwide, except North America*
Other Association Memberships: *HHGFAA*

Brytor International Moving
275 Export Blvd., Mississauga, ON L5S 1Y4
Tel: 905-564-8855 / Fax: 905-564-8841
Toll-free: 1-800-447-2760 (in Canada)
Website: www.brytor.ca
Email: anthony@brytor.ca
Anthony Soward, International Shipping Consultant
Services: *International HHG moving & storage, packing & crating*
Areas Served: *All of Canada*
Warehouse: *Brick, alarm & fire alarm, sprinklered, heated, dock-level loading, Canada Customs-bonded*
Other Association Memberships: *COMA, BAR, FIDI, OMNI, HHGFAA, SAIMA*

Crown Relocations
1375 Artisans Court, Burlington, ON L7L 5Y2
Tel: 905-332-4332 / Fax: 905-827-7846
Toll-free: 1-800-663-4960
Website: www.crownrelo.com
Email: toronto@crownrelo.com
Tony Valentine, Country Manager
Services: *International, long-distance & local moving; specialized crating for fragile items; short- & long-term storage; in-transit & in-store protection; full range of relocation services*
Areas Served: *international, Canada, with offices in Burlington, ON, Calgary, AB & Montreal, QC*
Warehouse: *Brick-block construction, security patrolled & alarm monitored; Canada Customs bonded; ISO9001:2000*

Hoyt's International
210 Joseph Zatzman Dr., 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 & household removals company providing packing, shipping, clearing, forwarding, warehousing & insurance services*
Areas Served: *Nova Scotia, New Brunswick & Newfoundland; worldwide coverage*
Warehouse: *Sprinklered, heated, palletized*
Other Association Memberships: *FIDI, COMA*

Movetrans International
396 Andrew Street
Newmarket, ON L3Y 1H4
Tel: 416-238-2615 / Fax: 416-352-0159
Toll-free: 1-888-668-3488
Website: www.movetrans.com
Email: info@movetrans.com
Bart Ollen, Director of Operations
Services: *Overseas HHG moving & storage, packing, crating, forwarding (overseas)*
Areas Served: *Canada & worldwide*
Warehouse: *Fully bonded, temperature-controlled, burglar alarm, dock-level loading, sprinklered, steel frame, palletized*

Tippet-Richardson Overseas
106 Ridgeway 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: tromi@tippet-richardson.com
Kevin Naylor, Vice President
Services: *International moving, overseas HHG moving & storage, packing & crating, special art*
Areas Served: *Canada & worldwide*
Warehouse: *Concrete block, steel frame, 35,000 sq. ft., bonded, fire & burglar alarms, sprinklered, DND certified, heated, palletized, dock-level loading*
Other Association Memberships: *FIDI/FAIM, OMNI, HHGFAA, BAR, LACMA, COMA*

FRANCE

NEER Service France
2, rue Désiré-Lemoine
Aubervilliers, 93300
Tel: 33-1-48-354700 / Fax: 33-1-48-354701
Toll-free: 33-0800-00-NEER (in France only)
Website: www.neerservice.fr
Email: cedricz@neerservice.fr
Paulin Zibi, General Manager
Services: *All services related to the international & national moving & storage industry*
Areas Served: *France, Europe*
Warehouse: *Concrete block, fire & burglar alarm, security cameras*
Other Association Memberships: *HHGFAA, LACMA, BAR, AMSA, PAIMA, CPPC, ERC, FIDI*

GHANA, WEST AFRICA

Doxa Van Lines Ltd.
2 Botwe Street, Dimples, Dzorwulu
PO Box 376
Kaneshie, Accra
Tel: 233-21-771-920 / Fax: 233-21-771-920
Email: doxavl@yahoo.com
Andrew Quainoo, Managing Director
Services: *International packing, removal, shipping, forwarding, clearing, door-to-door services, consolidation, warehousing, transport & export of cash crops*
Warehouse: *1,000 sq. ft.*
Other Association Memberships: *HHGFAA*

GREECE

ConTrust Ltd. ★
9, Shistou Avenue
Athens, 18863 Greece
Tel: 30 210 40 10 300 / Fax: 30 210 40 10 304
Website: www.atrans.gr
Email: Contrust@atrans.gr
Sophie Poupalidou, Household Goods Manager
Services: *International and local removals, storage, open lot storage, fine art, exhibitions, international forwarding, pet transports*
Areas Served: *Greece including Greek islands, Cyprus and Balkans*
Warehouse: *Our Athens warehouse is a solid, concrete wall one, partly palletized. It is guarded on 24-hour basis and has alarm, pest and fire protection.*
Other Association Memberships: *HHGFAA, AMSA, IFFAG&L*

INDIA

Clintus Network Limited
Khasra No.332, Chattarpur
New Delhi, 110030
Tel: 0091-11-26803874 or 26803876 or 26803879 / Fax: 0091-11-26802616 or 26802631 or 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, liftvan containerization, storage & logistics*
Areas Served: *All over India; also has a worldwide associate network*
Warehouse: *Brick & mortar, air conditioning & dehumidification generator, 24-hour security, fire-fighting equipment (heating is not required), palletization, different loading levels*
Other Association Memberships: *FIDI/FAIM-ISO, PAIMA, BAR, HHGFAA, AMSA, LACMA, ERC, ISO9001:2000, ISO 14001*

P.M. Packers & Movers (Pvt.) Ltd.
B-64, Lajpat Nagar-II
New Delhi, 110024
Tel: 91-11-4172 1929/3294 6611/3294 6612
Fax: 91-11-4172 7360/2613 5849/2680 7932
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 offices in India*
Areas Served: *India including 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.: 91-11-6563 3309/2981 6194*
Other Association Memberships: *AMSA, HHGFAA, PAIMA, ERC, INDIA VAN, FIDI, FAIM, IFMA*

★ *New member/Nouveau membre*

International Movers/Entreprises internationales de déménagement

Packways India

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

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

Areas Served: India

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

Other Association Memberships: AMSA, HHGFAA

IRAN

Simorgh Pack Transportation Co., Ltd.

International Packers & Movers
98 Mousavi Street, Ferdowsi Square
PO 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

Areas Served: Iran

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

JAMAICA

JLB International Limited

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

Beverly Johnson-Green, Managing Director

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

Areas Served: Kingston & Montego Bay, Jamaica

Warehouse: 14,000 sq. ft., slab roof, concrete structure; 24-hour security & response alarm system

Other Association Memberships: FIATA, AMSA, HHGFAA

SINGAPORE

Expat Movers ★

180 Cecil Street, 16 – 01 Bangkok Bank Bldg
Singapore, Singapore 69546
Tel: 65-6538-4030 / Fax: 65-6468-0639
Website: www.expat-relocator.com

Email: customerservice@expat-relocator.com
Marc Laurence, Managing Director Founder

Services: Overseas, HHG moving & storage, packing & crating of fragile items including antiques & fine art pieces; all-risks insurance coverage; long-term storage

Areas Served: Overseas, Canada

Warehouse: Air-conditioned warehouse, alarm-protected

Other Association Memberships: HHGFAA

SRI LANKA

DRH Packing & Removal (Pvt) Ltd

50-52, Maligawatta Road
Colombo 10
Tel: +94 11 5365568 / Fax: +94 11 5333493
Website: www.drhlogistics.com
Email: george@drhlogistics.com
P.E. George, Director

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

Areas Served: SW Asia – India, Bangladesh, Nepal, Pakistan, Kenya, Madagascar

Warehouse: 5,000 sq. ft. of warehouse space

Other Association Memberships: AMSA, HHGFAA

UNITED ARAB EMIRATES

CSS Homeward Bound

PO Box 27802
Dubai
Tel: 971 4 3245111 / Fax: 971 4 3244988
Website: www.cssdubai.com
Email: Klaus@csshomeward.com
Klaus Holmager, Manager

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

Areas Served: Dubai, United Arab Emirates

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

Other Association Memberships: HHGFAA

UNITED KINGDOM

Burke Bros. Moving Group ★

Burke Bros Trading Estate, Fox's Lane
Wolverhampton, West Midlands WV1 1PA
Tel: 44 1902 714555 / Fax: 44 1902 427837

Website: www.burkebros.com

Email: sales@burkebros.co.uk

Gary Burke, Managing Director

Services: Home & office moving; overseas international exports & imports

Areas Served: UK

Warehouse: 3-acre freehold; 50,000 sq. ft.; containerised; Customs-bonded; alarmed & on-site security; 3,000 sq. ft. 2-floor offices

Other Association Memberships: FIDI, BAR, HHGFAA, PAIMA

Devereux Developments Ltd.

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

Mike Devereux, Director

Services: International moving & storage services

Areas Served: United Kingdom

Warehouse: 20,000-sq.-ft. storage in fire-safe steel 250-cubic-ft. storage containers

Other Association Memberships: BAR, PMA, AMSA

★ New member/Nouveau membre

Simpsons Removals and Storage Ltd

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

Services: Full origin & destination services to & from any point in the UK & 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 UK; onsite case makers, car & mobile shippers; long- & short-term storage

Areas Served: Serving whole of United Kingdom, weekly road services to/from all major European centres

Warehouse: Fully alarmed & secured furniture/household-goods warehouse, steel & brick construction, integrated loading bays, 45,000 sq. ft., 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 Corporate Relocation Ltd.

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

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

Areas Served: United Kingdom & Europe, worldwide

Warehouse: 100,000-sq.-ft. 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

USA

Arpin Moving Systems

5308 SW 24th Place, Cape Coral, FL 33914
Tel: 800-561-3320 / Fax: 239-549-8797
Toll-free: 1-800-561-3320
Website: www.arpin.com

Email: tstephens@arpin.com

Tom Stephens, Vice President

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

Areas Served: Canada & the US

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

Suppliers/Fournisseurs

AE Worldwide

190 Franklin Turnpike, Suite 1
Mahwah, NJ 07430
Tel: 201-529-1515 / Fax: 201-529-8143
Toll-free: 1-800-631-7174
Toll-free fax: 1-800-848-7805
Website: www.aeworldwide.us
Email: aeinfo@aeworldwide.us
Todd Graham, President

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

Areas Served: *The US & Canada*

Other Association Memberships: *AMSA, ERC, HHGFAA, numerous state associations throughout the US*

Alliance Relocation Services, Inc.

110 Limestone Plaza
Fayetteville, NY 13066
Tel: 315-663-0067 / Fax: 1-877-242-0456
Toll-free: 1-877-242-0455
Toll-free fax: 1-877-242-0456
Website: www.alliancerelocation.com
Email: jim.walsh@alliancerelocation.com
Jim Walsh, CEO

Services: *Alliance provides nationwide, on-site crating & third-party services, including the disassembly/packing and unpacking/setup of appliances, billiard tables, clocks, furniture, fitness equipment, electronics & playground equipment, & a maid service*

Areas Served: *North America*

Butler & Baird Lumber Ltd.

5 Scanlon Court
Aurora, ON L4G 7B2
Tel: 905-727-3074 / Fax: 905-841-6895
Website: www.butlerandbaird.com
Email: peter@butlerandbaird.com
Pete Brooks, Sales
Services: *Provider of plywood storage boxes & export crates*

Areas Served: *Greater Toronto Area*

Chris Steer Insurance Brokers Ltd.

8 King Street East, Suite 202
Toronto, ON M5C 1B5
Tel: 416-366-1141 / Fax: 416-366-4656
Website: www.chrissteer.com
Email: susan@chrissteer.com
Chris Steer, President

Dale & Morrow Insurance Limited

6 George Street South
Brampton, ON L6Y 1P3
Tel: 905-451-1933 / Fax: 905-451-4411
Toll-free: 1-877-229-7272
Website: www.daleandmorrow.com
Email: insurance@daleandmorrow.com
Glenn Meyer, Insurance Broker
Services: *One-stop choice for all insurance needs.; specializes in providing movers & related industries with their commercial insurance, employee health & dental plans & individual disability, critical illness & life insurance for owners & employees*

Areas Served: *Ontario*

Dixie Road Weigh Scale

5758 Dixie Road
Mississauga, ON L4W 1E7
Tel: 905-670-5886 / Fax: 905-670-9694
Dave McKnight
Services: *80-ft. scale, open 24 hours from Sun. noon to Fri. midnight & Sat. 7:00 am to 5:00 pm*

Areas Served: *Toronto, Mississauga, GTA, Ontario*

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 moving supplies & equipment: boxes, pads, dollies, straps, tape, overseas wrap, etc.; equipment rentals (Art Saunders, General Manager)*

Areas Served: *Canada*

4Refuel Canada Ltd.

401 - 231 Oak Park Blvd., Oakville, ON L6H 7S8
Tel: 905-501-0922 / Fax: 905-257-2580
Toll-free: 1-888-4REFUEL
Website: www.4refuel.com
Email: jvaleriete@4refuel.com
Joe Valeriete, Senior Vice President - Business Development
Services: *On-site diesel refuelling of vehicles*
Areas Served: *Locations from coast to coast in Canada*

Goldman Sloan Nash and Haber LLP ★

700 - 250 Dundas St. W., Toronto, ON M5T 2Z5
Tel: 416-597-6489 / Fax: 416-597-3370
Website: www.gsnh.com
Email: hanuka@gsnh.com
Ben V. Hanuka, Franchise Law and Franchise Litigation Team

Services: *Founded in 1976, the 25-lawyer law firm of Goldman Sloan Nash and Haber LLP (barristers and solicitors) provides a broad range of legal services to the business community, from corporate to real estate law. The head of the franchise law and franchise litigation team, Ben Hanuka, is experienced in representing movers in all key aspects of the moving business, including federal and provincial laws applicable to local and long distance moves, defence against related provincial charges, as well as related franchise and licensing rights.*

Areas Served: *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: mgallagher@lhf.com
Mark Gallagher, National Sales Manager
Services: *Vehicle-relocation specialist, utilizing CP Rail & its trucking fleet for local, provincial, cross-Canada & cross-border assistance; up-to-date tracking, door-to-door service, full line of communication; long- & short-term indoor vehicle storage*

Areas Served: *Canada, the US*

K.I.D. Trailer & Equipment

1090 South Service Road East, Unit A
Oakville, ON L6J 2X8
Tel: 905-842-2942 / Fax: 905-338-5600
Toll-free: 1-800-265-6291
Website: www.kidtrailer.ca
Email: kidtrailer@on.aibn.com
Mike Dwhytie, General Manager
Services: *Trailer sales, featuring Kentucky custom-built moving vans, Fontaine platforms & dry vans; FUSO medium-duty truck sales; heavy-duty parts & service for all trailers & trucks*

Areas Served: *Ontario & all of Canada*

Other Association Memberships: *OTA*

★ *New member/Nouveau membre*

Mover's Equipment & Supplies Ltd.

6176 Atlantic Drive
Mississauga, ON L5T 1W2
Tel: 905-670-4488 / Fax: 905-670-2748
Toll-free: 1-800-668-3773
Toll-free fax: 1-866-670-2748
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, all packaging supplies*
Areas Served: *All of North America*
Other Association Memberships: *AMSA, HHGFAA, GSA approved*

Norampac Vaughan Division

655 Creditstone Road
Vaughan, ON L4K 5P9
Tel: 1-800-403-4848 / Fax: 1-800-403-4874
Toll-free: 1-800-403-4848
Toll-free fax: 1-800-403-4874
Website: www.norampac.com
Email: kelly@yourmovingdepot.ca
Kelly O'Hara-Curtis, Van Line Sales Agent
Services: *Complete inventory of van line moving boxes & related sundry items; customized cartons available; a Canadian manufacturer with great products & great prices*
Areas Served: *Greater Toronto Area, but delivery available across Canada*

Ogilvy & Ogilvy Insurance Brokers

55 York Street, Suite 200
Toronto, ON M5J 1R7
Tel: 416-777-2722 / Fax: 416-777-2716
Toll-free: 1-877-364-4589
Website: www.ogilvy.ca
Email: dogilvy@ogilvy.ca
David Ogilvy, Vice President
Services: *Insurance brokers specializing in the moving industry for over 20 years*
Areas Served: *Nationwide*

R.M. Moving Supplies Plus Ltd.

9764 - 47 Avenue
Edmonton, AB T6E 5P3
Tel: 780-469-9198 / Fax: 780-469-9173
Toll-free: 1-866-469-9198
Email: rmmoving@telus.net
Randy St. Laurent, Co-owner
Services: *Suppliers to the moving industry with a complete line of moving & shipping items in stock, all in one location: corrugated boxes, poly products, cargo control, bulk packaging equipment, furniture pads, newsprint, dollies, ramps, piano skids*

Searail

420 E. Audley Blvd.
Delta, BC V3M 5S4
Tel: 604-521-1016 / Fax: 604-522-1504
Toll-free: 1-800-282-9892
Website: www.searail.ca
Email: derekp@searail.ca
Derek Patterson, President
Services: *Rail & truck transportation in Canada, the US & Europe; uses CNR railcars that are totally enclosed; door-to-door service in most locations*
Areas Served: *Canada, the US & Europe*
Branch:
551 Creditstone Road, PO Box 79002
Concord, ON L4K 1Y7
Tel: 905-660-0412
Fax: 905-660-6651

Suppliers/ Fournisseurs

Southern Auto Transport Services, Inc.

4212 US Hwy 41 North
Palmetto, FL 34221
Tel: 941-722-3326 x 104 / Fax: 941-729-5087
Website: www.southernautotransport.com
Email: allenm@southernautotransport.com
Allen J. Morrell, Vice President

Services: Auto transportation to & from Canada

& the US, door-to-door service
Areas Served: Canada & the US

Two Men and a Truck Canada

245 Yorkland Blvd., Suite 100
Toronto, ON M2J 4W9
Tel: 416-204-0070 / Fax: 416-490-1456
Toll-free: 1-86MOVING4U
Website: www.twomenandatruck.ca
Email: john.prittie@twomenandatruck.ca
John Prittie, President

Services: TWO MEN AND A TRUCK Canada, Master Franchisee for TWO MEN AND A TRUCK International, Inc.; the world's largest local moving franchise specializing in both home & business moving; franchisees offer a full range of moving- & packing-related services, including the sale of boxes & packing supplies; franchises are available in all metropolitan markets across Canada

Areas Served: Canada

Other Association Memberships: Canadian Franchise Association

Ucom International Trade Inc.

8551 General Currie Road, Unit 31
Richmond, BC V6Y 1M3
Tel: 778-859-8258 / Fax: 604-207-8448
Email: jianqing_zheng@hotmail.com
Jacky Zheng

Services: Sells moving supplies such as moving pads, dollies, hand trucks & straps, rubber bands, piano boards, plastic bins & mattress covers

Vibac Canada Inc.

12250, Boul. Industriel
Montreal, QC H1B 5M5
Tel: 514-640-0250 / Fax: 514-640-6702
Toll-free: 1-800-557-0192
Website: www.vibac.com
Email: sales@vibac.com

Hilman Yee, Sales and Marketing Coordinator

Services: Tape manufacturer, Sealastô brand, Vibac® brand, high adhesion tapes, security printed tapes, and VBC® tape, an ecological, silent unwinding, hand tearable upgrade for conventional PVC

Areas Served: Canada, US, Mexico, Central and South America

Other Association Memberships: AMSA

Victory Packaging

6938 Kinne Street
East Syracuse, NY 13057
Tel: 315-463-1888
Fax: 315-463-1747
Toll-free: 1-800-422-1214
Website: www.victorypackaging.com
Email: avanhousen@victorypackaging.com
Art Van Housen, Sales 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

Areas Served: Eastern Ontario, Quebec & Maritimes

Warehouse: 190,000 sq. ft.

Branches:

6176 Atlantic Drive
Mississauga, ON
Tel: 905-670-9520
Fax: 905-670-9519

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

73 Paquin Road
Winnipeg, MB
Tel: 204-661-8000
Fax: 204-661-6550

Your Moving Depot (Norampac)

555 Wentworth Street East, Unit 3
Oshawa, ON L1H 3V8
Tel: 905-438-1906
Fax: 905-438-1915

Website: www.yourmovingdepot.ca

Email: kelly@yourmovingdepot.ca

Kelly O'Hara-Curtis, Van Line Sales Agent

Services: Complete inventory of van-line moving boxes & related sundry items; customized cartons available; a Canadian manufacturer with great products & great prices; also sells van equipment, generic moving documents, uniforms & customized corporate apparel & promotional items

Areas Served: Greater Toronto Area, with delivery available across Canada

Visit www.mover.net
for up-to-date listings.

Van Lines/ Lignes de Transport

Allied Van Lines Canada

10403 – 172nd Street, Suite 350
Edmonton, AB T5S 1K9
Tel: 780-443-6868 / Fax: 780-443-6890
Website: <http://canada.allied.com>
Email: james.best@alliedcanada.com
James (Jamie) Best, Director, Network Management

Mayflower Canada

7229 Pacific Circle, Mississauga, ON L5T 1S9
Tel: 905-565-2185 / Fax: 905-565-2187
Toll-free: 1-866-557-5150
Website: www.mayflower.ca
Email: info@mayflower.ca
Anne Martin, President

North American Van Lines Canada

10403 – 172nd Street, Suite 350
Edmonton, AB T5S 1K9
Tel: 780-443-6886 / Fax: 780-443-6890
Website: www.navl.ca
Email: kevin.devereux@navl.ca
Kevin Devereux, Director, Network Management

United Van Lines (Canada) Ltd.

7229 Pacific Circle, Mississauga, ON L5T 1S9
Tel: 905-564-6400 / Fax: 905-564-7944
Toll-free: 1-800-668-5544
Website: www.uvl.com
Email: info@uvl.ca
Anne Martin, President

Associations

American Moving and Storage Association (AMSA)

1611 Duke Street, Alexandria, VA 22314-3482
Tel: 703-683-7410 / Fax: 703-683-7527
Website: www.moving.org
Email: jharrison@moving.org
Joe Harrison, President

British Association of Removers (BAR)

Tangent House, 62 Exchange Road
Watford, Hertfordshire WD18 0TG
Tel: 44 01923 699480 / Fax: 44 01923 699481
Website: www.removers.org.uk
Email: info@bar.co.uk
Robert Syers, General Secretary

Canadian Association of Movers (CAM)

2085 Hurontario Street, Suite 525
Mississauga, ON L5A 4G1
Tel: 905-848-6579 / Fax: 905-848-8499
Toll-free: 1-866-860-0065
Website: www.mover.net
Email: admin@mover.net
John Levi, President

Canadian Employee Relocation Council (CERC)

20 Eglinton Avenue W., Box 2033, Suite 1104
Toronto, ON M4R 1K8
Tel: 416-489-2555 / Fax: 416-489-2850
Website: www.cerc.ca
Email: info@cerc.ca
Stephen Cryne, Executive Vice President

Household Goods Forwarders Association of America, Inc. (HHGFAA)

5904 Richmond Hwy, Suite 404
Alexandria, VA 22303
Tel: 703-317-9950 / Fax: 703-317-9960
Website: www.hhgfaa.org
Email: info@hhgfaa.org
Terry Head, President

Canadian Association of Movers Value Proposition

Have you thought about what a membership in the Canadian Association of Movers is worth to you?

From a purely profit-and-loss consideration, the contribution from one additional move pays for your membership.

But the Canadian Association of Movers is more than just a way to get more moves. CAM is the moving industry's trade association. CAM represents you to consumers, media and government.

Your membership benefits include:

- Validation of your services to consumers
- Certification of your services under CAM's Certified Canadian Mover Program
- An edge in closing the sales for the moves you want
- Trademarks that identify you as a reputable professional mover
- Listings on CAM's website and in *The Canadian Mover*, CAM's semi-annual directory
- Representation to all levels of government on moving-industry and consumer-related issues
- Consumer referrals from CAM's relationship with provincial governments and Better Business Bureaus across Canada
- On-line training for sales staff through CAM's Canadian Professional Mover course
- Opportunities to network with movers and suppliers from across Canada and from all areas of our industry
- Conferences and seminars that demonstrate the latest in technique, regulation and operations
- Networking contacts with Canada's leading movers and suppliers, and international movers
- The latest in moving-industry news

Association canadienne des déménageurs proposition de valeur

Avez-vous songé à la valeur que représente pour vous l'appartenance à l'Association canadienne des déménageurs ?

Du simple point de vu des profits et pertes, la cotisation d'un déménageur supplémentaire compense pour votre adhésion.

Or l'Association canadienne des déménageurs ne s'arrête pas seulement à vous procurer plus de déménagements. L'ACD est l'association professionnelle de l'industrie du déménagement. Elle vous représente auprès des consommateurs, des médias et des gouvernements.

Votre adhésion vous permet de bénéficier des avantages suivants :

- La validation de vos services auprès des consommateurs.
- L'accréditation de vos services en vertu du programme de certification des déménageurs canadiens de L'ACD.
- L'aide à conclure des ventes pour vos déménagements.
- Des marques de commerce vous identifiant en tant que déménageur professionnel réputé.
- Votre nom sur le site Web de la CAD et dans le répertoire semestriel du Déménageur canadien.
- La représentation à tous les paliers du gouvernement sur les enjeux de l'industrie des déménageurs et des consommateurs.
- Des références au consommateur grâce aux relations de la CAD avec les gouvernements provinciaux et les bureaux d'éthique commerciale partout au Canada.
- La formation en ligne du personnel des ventes, par le biais du cours des déménageurs canadiens professionnels de la CAD.
- Les occasions de travailler en réseau avec les déménageurs et fournisseurs partout au Canada et dans toutes les sphères de l'industrie.
- Les conférences et séminaires qui exposent les plus récentes techniques et les plus récents règlements et mécanismes.
- Les contacts de réseautage avec les principaux déménageurs et fournisseurs et déménageurs internationaux.
- Les dernières nouvelles dans l'industrie du déménagement.

How secure is your next move?

From the makers of Sealast™ tape and a full line of carton sealing tapes, Vibac secures all your packaging needs.

Mover's grade and tamper evident solutions that won't pilfer your budget.

>VBC® Tape:

Vibac VBC® tape, an ecological, silent unwinding hand tearable upgrade for conventional PVC. Simply, the right application for moving and storage.



>High Adhesion Tapes:

Ensures maximum tape to carton bond preventing an undetectable breach along length of seal.



>Security Printed Tapes:

Stock or custom printed security messages with print features that cannot be realigned after opening.



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CAM

Vibac is a Member of the
Canadian Association of Movers

ACD

Vibac est un membre de l'association
canadienne des déménageurs

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Phone: 1-800-557-0192

E-mail: sales@vibac.com - www.vibacgroup.com

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OUR CODE OF ETHICS

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

Code of Ethics

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

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

OUR MISSION

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



NOTRE CODE

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

Code d'éthique

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

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

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.

