

# PRE-MOVE INFORMATION BOOKLET

## INTRODUCTION

A successful move is the result of planning, hard work, and acceptance of the joint Contractor and Shipper responsibility. The results of your efforts and active involvement will have a direct impact on your move's success. This Pre-Move Information Booklet has been produced to assist you by detailing the services you will receive from the Contractor (the moving company) and what will be expected of you (the Shipper) during each phase of the shipment of your household goods and effects (HG&E) and your private motor vehicle (PMV). Every effort has been made to ensure the contents of this booklet reflect the intent of the current North American Household Goods and Effects Relocation Services (NHGRS) contract. Please take the time to review the information contained in this booklet to help you understand and manage your expectations. If you have any questions about the contents of this booklet or any phase of your move, you are encouraged to contact your Moving Consultant or your Move Coordinator.

It is expected that the Contractor, their staff and the Shipper will follow all municipal, provincial/state and federal public health regulations and advice.

### **Mandatory Acknowledgment of Receipt of the Pre-Move Booklet**

It is mandatory that you read and acknowledge receipt of this booklet by signing and dating the **MANDATORY ACKNOWLEDGMENT RECEIPT** and the **ARTICLES THAT MUST BE PREPARED BY THE SHIPPER** forms.



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada



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## GENERAL INFORMATION AND RESPONSIBILITIES

Your Responsibilities:	Contractor's Responsibilities:
You are responsible to adhere to all movement services timings as coordinated by the Move Coordinator (MC) and agreed upon between you and the Contractor.	The Contractor is responsible to deliver services and provide documentation in the official language of your choice (English or French).
You or your representative are responsible to be present at your residence between 0800 hours and 2030 hours on each day a movement service is scheduled to occur. Your residence is your place of duty during your scheduled moving services. Your absence during these services requires the written approval of your supervisor.	The Contractor is responsible to coordinate all HG&E and PMV movement services (pre-move consultation, pack, load, unload and unpack) to commence between 0800 hours to 1600 hours and cease no later than 2030 hours, Monday to Friday, excluding officially recognized Canada federal statutory holidays. Movement services may occur outside of these times if approved by the MC and agreed upon by you and the Contractor.
Failure to adhere to the timings coordinated between you, the MC and the Contractor, may result in additional and significant costs, which you may become responsible for.	The Contractor is responsible to confirm with you, at least 24 hours prior to service delivery, the exact timing when the pre-move consultation, pre-packing, packing, loading, unloading and unpacking services will be rendered. They must adhere to the mutually agreed upon times and promptly notify you via phone or email of any delays in excess of 1 hour.
Under no circumstance are you to coordinate with the Contractor, a change in date for the delivery of moving services without prior consent from the MC.	The Contractor is responsible to provide you with dedicated telephone, facsimile and e-mail services at the Contractor's office and must acknowledge or respond to all transmissions within 60 minutes between 0800 to 1600 hours (Contractor's office time).
You are responsible to thoroughly review this booklet, fully understand all move processes, and seek clarification for any areas with which you are unsure.	With regard to the safekeeping of HG&E, the Contractor is responsible for the following: to use all reasonable precautions to protect HG&E from damage and loss, to use appropriate handling equipment when moving/loading HG&E, to protect all HG&E from the elements (rain, snow, or sun) and from theft at all times.
Provide personal e-mail and cell phone number to allow for contact at both origin and destination. Advise the Contractor of your arrival date and possession date. Advise the Contractor of any changes that may occur.	With regard to the safekeeping of the residence, the Contractor shall properly protect the residence from inadvertent damage. The Contractor shall be liable for replacement/repair costs for damage to the origin and destination property caused by the Contractor.

<p>You are in control of all stages of your move. At any time if you are feeling overwhelmed or feel you are losing track of the current movement service, you have the right to request the Contractor's representatives to slow down or temporarily stop whatever service they are performing. (pre-move consultation, pack, load, unload and unpack).</p>	<p>The Contractor is responsible to provide you with copies of all signed documentation.</p>
<p>At any time during your move, if the Contractor is not performing their responsibilities as per the content of this booklet, contact your local MC immediately.</p>	<p>The Contractor is responsible to notify you immediately when a HG&amp;E or PMV shipment has incurred loss or damage (i.e. inadvertently dropped the TV in the van while unloading or sliced the couch while removing stretch-wrap).</p>
<p>It is highly recommended that you allow 24 hours for sensitive electronic equipment to reach room temperature prior to use after being transported during winter months.</p>	

## STEP 1 – PRE-MOVE CONSULTATION

Your Responsibilities:	Contractor 's Responsibilities:
Be present for the pre-move consultation.	Notify you in the case of any delays in excess of 1 hour.
Ensure your residence and HG&E are in a sanitary condition.	Provide and review the Pre-move Information Booklet.
Familiarize yourself with the content of the Pre-Move Information Booklet.	Answer any questions.
Ask questions if you are in doubt.	Perform a complete survey of your household goods and provide an estimated weight of your shipment.
Identify all articles that you plan to move.	Identify items that require special preparation or that cannot be safely transported – Annex A, Appendix 1.
Identify any items that may be in a storage area which is not immediately adjacent to your residence (condo storage lockers, PMQ garages, etc.). For the purpose of this contract, these areas are considered a single pick-up with your main residence.	Identify services which are not covered under the contract – Annex A, Appendix 1.
Identify all high value items.	Provide a thorough review of the claims process.
Review the room-by-room survey provided by the Contractor and your weight entitlement.	Provide a list of all appliances and electronics that require certification on packing day.
Contact the Contractor if you have any additions/deletions to your household goods after the survey has been performed. The Contractor must be notified of additions prior to pack day. Any additions made on pack or load day can be refused by the Contractor as inadmissible items.	Provide a copy of room-by-room electronically generated survey within 2 business days of the survey being performed.
	If you would like additional replacement cost protection (RCP) coverage because the government provided RCP is not sufficient for the value of your goods, the Contractor will make it available.

Amplifying information for the Pre-Move Consultation can be found at Annex A, pages 12 & 13.

## STEP 2 – PACKING

Your Responsibilities:	Contractor 's Responsibilities:
Be present at the agreed time with the Contractor and at all times during pre-packing and/or packing and servicing/certification.	Arrive at the agreed time or notify you of any delays.
Ensure that only non-essential articles are packed if pre-packing arrangements were made.	Protect the residence to prevent damage to floors.
Prepare your house for the packing team: defrost and wash refrigerators and deep freezers, leave appliances doors open so the appliance can air dry 24 hours in advance of loading ,drain water from all appliances, remove all items to be shipped from the walls, move articles from crawl spaces and attics to an area more readily accessible to the Contractor.	Ensure that only non-essential articles are packed if pre-packing arrangements were made.
Dispose of or make alternate arrangements for shipment of flammable or dangerous goods and all inadmissible items.	Place aside non-admissible item(s) and identify articles needing preparation.
Prepare those items which are only acceptable for transport if prepared by Shipper.	Complete certification of major articles, appliances, and electronics.
Ensure any tags from previous moves are removed from your items.	List and pack high value articles.
Have appliances and electronic equipment available for preparation for shipping and certification. You must provide the blocking kit for front loading washers.	Remove all empty containers, packing materials, and other debris accumulated incidental to packing and loading from your premises.
Segregate high value articles in one room.	
Ensure all high valued items are annotated on high value inventory (HVI) listing – Annex A, Appendix 1.	
For claim purposes, it is highly recommended that you allow the Contractor to professionally pack all of your items.	

Amplifying information for the Packing Service can be found at Annex B, page 18.

## STEP 3 – LOADING

Your Responsibilities:	Contractor 's Responsibilities:
Be present at the agreed time with the Contractor and be present during the whole loading operation. If you can't be present please have someone present representing you.	Arrive at the agreed time or notify you of any delays.
Accompany the driver during the tagging and listing of your goods.	Protect the residence during loading operation.
Agree with the listings and exceptions, which identify the condition of your items (dents, scratches, etc.), before signing off on them; note any objections in ink on the inventory.	Tag and list all your household goods and packed cartons.
Damage to property/residence must be immediately reported to the driver. The Contractor shall obtain the contact details of the new owner, if applicable; to arrange for the repair and/or replacement of damaged property within ten (10) business days from the Date Service Required (DSR). Once loading is completed complete a thorough walk-through of the property.	Point out to Shipper and note pre-existing damages on the inventory.
You and the Contractor are responsible to check all rooms, closets, attics, basements, cupboards, drawers, sheds, grounds and garage to verify that nothing has been left behind.	Protect goods against bad weather.
	Annotate damage to residence on inventory listings or bill of lading.
	Remove all empty containers, packing materials, and other debris accumulated incidental to packing and loading from your premises.

Amplifying information for the Loading Service can be found at Annex C, page 20.



## STEP 4 – UNLOADING

Your Responsibilities:	Contractor 's Responsibilities:
Be present at the agreed time with the Contractor and be present at all times during unloading. If you can't be present please have someone present representing you.	Arrive at the agreed time or notify you of any delays.
Account for all your items using Bingo Sheets or Inventory Listing.	Protect the residence from damage with pads, etc.
Note any untagged items for later reconciliation with the inventory listing, you shall transfer all discrepancies to the Inventory Listing. The Bingo Sheet is used for the convenience of the Shipper and is not a Government approved document.	Protect the goods against bad weather (i.e. Rain).
Note any damaged boxes.	Reconcile discrepancies between the bingo sheet and the inventory listing and annotate any irreconcilable discrepancies on the inventory listing.
Do not sign the inventory until you have examined your goods and noted any damaged or missing items on both the Driver's copy and your own copy of the Inventory. If you fail to note damages/losses at this time, this portion of your claim may be jeopardized. The signing of the inventory at the time of delivery shall not preclude claiming for damage and/or loss of small packed items that may have gone astray in the packing or unpacking material as well as to articles where damage was not readily visible at the time of delivery.	Within the limits of space and access, place items in rooms specified by you or as per the inventory sheets.
Damage to property/ residence must be reported immediately to the driver. Claims for property damage must be initiated with the Contractor within seven (7) calendar days. Once unloading is completed complete a thorough walk-through of the property.	Alert you to any damage/loss and assist in the annotation of said damage/loss on the inventory listing.
You have the right to stop the unloading at any time to determine a tag number of an item, and you have the right to ask the unloading crew to slow down if you are having trouble-keeping track.	Reassemble pieces of furniture and any other items that were disassembled at origin by the Contractor.
	The Contractor should slow down or stop the unloading at any time when asked by the Shipper.

Amplifying information for the Unloading Service can be found at Annex D, page 21.

## STEP 5 - UNPACKING

Your Responsibilities:	Contractor's Responsibilities:
Be present at the agreed time with the Contractor and be present at all times during unpacking.	Arrive at the agreed time or notify you (the Shipper) of any delays.
Set the priorities for which rooms you would like to have unpacked first in order to ensure your house is made habitable as soon as possible.	Commence unpacking services no later than the next business day after unloading.
Put unwrapped items "away" in cupboards/drawers, etc.	Place unwrapped items on tables/counters/floors, but will not put them "away" in cupboards or drawers, etc.
Tell the unpackers where clothes that were shipped in wardrobe boxes should be hung.	Hang clothes removed from wardrobe boxes in closets.
Insist that the unpackers slow down if, at any time, you feel you are "losing track" of the unpacking.	Unpack all boxes, china barrels, cartons, and crates.
If the unpacking is not finished by 2030 hours, you have the right to request that the unpackers return the next business day to complete the work.	Remove all packing material and empty moving containers from the residence upon completion of unpacking or partial unpacking.
Use the loss/damage packed items form to note any damaged or lost items discovered during unpacking. If you do not, this portion of your claim may be rejected.	Prepare appliances and major articles for use at destination no later than the next business day after unloading. The Contractor must prepare major articles and appliances for use. This does not include hooking up gas or water; this is your responsibility. Certification is at Contractor's discretion.
Do not sign the certificate of unpacking or the loss/damage packed items form until you are confident you have checked all of the items you requested to have unpacked. Failure to note loss or damage at this time may jeopardize this portion of your claim.	
If you elect to do your own unpacking, you will have to sign a form certifying that you refused unpacking services. If you refuse the unpack, you will not be able to claim for damage/loss of the packed items and the Contractor would also not be responsible to collect empty cartons and packaging.	

Amplifying information for the Unpacking Service can be found at Annex E, page 22.

## Annex A to PRE-MOVE CONSULTATION

The pre-move consultation is the initial interaction between you and the Contractor that sets in motion the HG&E or PMV shipment process. Early identification of issues at this initial stage can prevent and reduce problems that could arise during the move.

### Your Responsibilities

1. Identify all the articles you plan to move which includes articles in a crawl space, attic, garage, storage shed, cottage, office or articles stored off-site, such as a mini-storage warehouse. You must make all these items available for viewing at the time of the consultation. As the Government contract allows for only one pick up of household goods, you will be responsible for bringing all goods to a single location, prior to the arrival of the Contractor's packing team, areas such as PMQ garages and condo storage lockers are considered as one pick up location.
2. You are responsible to review in detail the Pre-move Information Booklet. If you do not understand any of the procedures or processes, you are responsible to seek clarification from the Contractor and/or the Move Coordinator.
3. If you remove and/or add any HG&E after the pre-move consultation, you must advise the Contractor immediately so that the weight estimate can be amended before the load date. The Contractor will not be compensated by Canada for the movement of any additional items/weight added after the packing has been completed. Therefore, the Contractor has the right to refuse the additional items for transport or request payment directly from you for any items added by you after the packing is complete.

### Contractor's Responsibilities

1. The Contractor is responsible to conduct a face-to-face, phone or virtual pre-move consultation.
2. The Contractor is responsible to provide you with the Pre-move Information Booklet and review the contents in detail with you to ensure you understand the processes and procedures involved in your move. These include but are not limited to:
  - a. A review of any inadmissible items, items that are only accepted in limited quantities and items that the Shipper is responsible to prepare for shipping that were identified during the pre-move consultation. Appendix 1
  - b. A review of services that are not covered under the contract and will be coordinated at your expense. Appendix 1
  - c. A thorough explanation of the RCP/PMV protection coverage and a thorough explanation of the claims process. Annex F
3. The Contractor is responsible to provide you with a list of all major articles and appliances that require servicing and certification prior to, or on the final day of packing.
4. The Contractor is responsible to provide you with an electronically generated room-by-room weight estimate no later than 2 business days after the consultation. This pre-move weight estimate is to be completed on a room-by-room basis and is to itemize each piece

of furniture, the estimated number of cartons by cubic measure, the estimated weight of HG&E by room, and the total estimated weight of HG&E.

5. The Contractor is responsible to provide you with quotes in writing for any services excluded under the contract.

### Addressing Unsanitary/Contaminated HG&E

1. As a guideline, HG&E may be deemed unsanitary or contaminated when it contains excessive mould, mildew, fleas, blood, vermin, excrement, noxious fumes or irritants . Additionally, health and safety related issues that result in movers not being able to remain in the residence are considered unsanitary.
2. During the pre-move consultation, or during the packing or loading stage, if the Contractor identifies the HG&E as unsanitary, all movement services will be suspended. The MC will be informed and may inform your employer in order to have the situation rectified as soon as possible. Once the issue has been resolved, the movement services will recommence. The Contractor may re-inspect your residence if deemed warranted. In extreme circumstances your move may be cancelled. Such situations will be addressed on a case-by-case basis.
3. HG&E that has become unsanitary/contaminated during the move will not be delivered under any circumstances due to the potential risk of contamination of the residence/attached residences and/or health issues.

### Required Documentation for Moves between Canada, the Continental USA and Mexico

1. During the pre-move consultation, the Contractor is responsible to inform you of all supporting documentation required to allow for the HG&E and/or PMV to be transported across Canada/USA/Mexico borders.

## Appendix 1: MOVEMENT OF EXTRAORDINARY ITEMS

### Acceptance of Shipper Prepared Items

1. The Contractor must accept the following items **if you prepare them** in accordance with the manufacturers' instructions, or as outlined below:
  - a. Scuba diving tanks must be emptied, the pressure valve removed, and a dust cap installed
  - b. Waterbeds and hot tubs (not exceeding 300 cubic feet) must be drained. Hot tubs must be brought to curbside for loading
  - c. Combustion engine fuel tanks must be drained
  - d. Home fitness equipment must be disassembled and reassembled by the Shipper. The Contractor will not be responsible for any function of the electronics of these items
  - e. Baby/infant cribs must be disassembled
  - f. Outdoor articles embedded in the ground or secured to a building must be removed, detached and cleaned
  - g. Outdoor articles such as steel utility cabinets/sheds up to 12 ft x12 ft x 8 ft, swing sets, slides, sky rides, jungle gyms, satellite dishes, hot tubs/spas, garden and patio furniture and other outdoor apparatus of a similar nature including boats and watercraft must be disassembled and cleaned. The disassembled items must be able to fit inside a normal van
  - h. Indoor articles such as steel shelving, pool tables, elongated worktables, counters, and saunas must be disassembled and cleaned. The disassembled items must be able to fit inside a normal van
  - i. Pool tables must be prepared for shipment as per manufactures specifications and moved to an area accessible to the contractor
  - j. The mechanical components of clocks (i.e. Grandfather) must be prepared for shipment by securing the pendulum, removing weights, and securing the chains
  - k. CD, Video Cassette Recorder, DVD and Blue Ray players or similar items must be prepared for shipment by removing all removable storage media (i.e. discs, tapes and SD cards)
  - l. All batteries must be removed from household items
  - m. Bicycles: the Contractor may instruct the Shipper to remove the front wheel and pedals to facilitate packing. High-end (e.g. composite/carbon fiber) bicycles must be professionally prepared for shipping using a purpose-specific bike carton or reusable hard-shell case
  - n. pianos: all mechanical components are to be prepared for shipment by the Shipper and if necessary, due to size, moved to an area accessible by the Contractor
  - o. Non-restricted firearms must be packaged by the Shipper and presented to the Contractor on pack/load day for inspection prior to being sealed for transport. The Contractor is only liable for loss of the firearm or damage to the firearm sustained during the move process (visible damage to the case/carton)
  - p. For all items (in particular those covered by sub-paragraphs f) and g above), the Contractor must advise you, in writing, at the time of the pre-move consultation which items are your responsibility to remove, detach, relocate to/from the curb side due to safety, due to accessibility and size issues that

- may compromise safe loading/unloading. If the Contractor fails to do so, all actions required to move the item(s) shall be the Contractor's responsibility
- q. You must provide the Contractor with instructions on how to disassemble and assemble items (i.e. Shranks, wall units) and assist if necessary
  - r. Packed by owner articles, provided that a Contractor inspection takes place

### Items Accepted in Limited Quantities

The Contractor must accept the following items in quantities not to exceed the limits below:

- a. Empty bottles (i.e. preserving jars, beer, wine bottles). Limit: 12 boxes of 12 bottles
- b. Major parts of a PMV/snowmobile/personal watercraft/motorcycle assemblies /large components (including truck caps). Limit: 500 lb
- c. Building material and hobby material, including rocks part of lapidary hobby. Limit: 500 lb

### Items Accepted at Shipper's Risk

The Contractor may accept the following items provided you agree that the Contractor is not liable for any loss or damage to these items. The Contractor will be liable for any damage these items may cause to other HG&E articles being shipped.

- a. Dried flowers
- b. Greenware
- c. Non-perishable food and household consumables

### Inadmissible Items or Services

The Contractor must advise you during the pre-move consultation which items and services are inadmissible.

The following services are inadmissible and, therefore , not chargeable to Canada. If requested by you, you must make arrangements with the Contractor to pay them directly.

- a. Access to storage without MC prior approval
- b. Cleaning of the residence
- c. Connecting and disconnecting appliances over and above that required to ensure that they are in working condition as required by appliance certification
- d. Fumigation
- e. Mothproofing
- f. Extra insurance in excess of authorized coverage;
- g. Provision of Shipping bases for automatic washing machines
- h. Removing or installing valence boxes, curtain rods, wall hooks for pictures, etc.
- i. Installing or removing hall runners
- j. Removal of built-in appliances
- k. Add any HG&E to the shipment on load day, where no prior notice has been provided to the Contractor

The following items are inadmissible (i.e. not to be moved, stored, packed) and must not be carried under any circumstances:

- a. Commodities which are regulated by the Transportation of Dangerous Goods Act, the Transportation of Dangerous Goods Regulations or by other Federal

- and/or provincial laws, are not be moved with HG&E (i.e. pressurized containers, fuel, propane tanks, etc.)
- b. Ammunition and restricted firearms as defined by the Criminal Code of Canada
  - c. Items on the Shipper's premises belonging to a previous or current personal business (i.e. hair salon, upholstery, seamstress, tailoring)
  - d. Items requiring climatically controlled conditions for safe transport (e.g. perishable goods, house plants)
  - e. Livestock and pets
  - f. Aircraft, ultra-light, micro-lights, and associated parts
  - g. Farm or construction equipment above what is required for house maintenance
  - h. Outdoor fixed barbecues (brick, cement or stone)
  - i. Patio stones, ornamental rocks and concrete statues, bird feeders and the like
  - j. Trailers exceeding 12 ft in length by 8 ft width by 3 ft in height
  - k. Building material over 500 lb
  - l. All types of outdoor fencing and outdoor animal enclosures, not including travel crates
  - m. All types of outdoor wooden portable buildings such as sheds, gazebos and dog houses
  - n. Firewood
  - o. Personal Watercrafts and Boats (less trailer) exceeding 12 ft in length
  - p. Canoes and kayaks exceeding 18 ft in length
  - q. Items which are not at the residence prior to pack day (day before load day)
  - r. Above ground swimming pools (not including inflatable pools and kiddie pools)
  - s. Saunas exceeding 152 cu. Ft.
  - t. Steel utility cabinets/sheds exceeding 12 ft x12 ft x 8 ft
  - u. Cannabis or any drug paraphernalia
  - v. Liquids (cans of paint, liquid soap, shampoo, sealed mason jars, alcohol, etc.)

### High Value Items

1. If you plan to ship any items of special or extraordinary value, they should be noted on the High Value Inventory (HVI) supplied by the Contractor detailing the make, model and serial number if applicable. It is recommended that you assemble all these items in one area on packing day with the exception of items that require certification by a technician. The Contractor will review the HVI form with you for completeness.
2. Proof of purchase and/or certified appraisals (30 days or less) are required for articles such as oil paintings, prints, antiques, furs, art objects, collectible vehicles, matched sets, collections or other articles of high value. Items falling into these categories valued in excess of \$5,000 must be supported by written appraisals. Photographs are required when an article cannot be described in writing.
3. The following items are **not covered** under the Contractor's insurance and should travel with you: **accounts, bills, deeds, evidence of debt, letters of credit, passports, documents, stamp and coin collections, airline or other tickets, postage stamps, money, currency, bullion, notes, securities, manuscripts, parchments, awards, certificates, mechanical drawings, dies or patterns, precious stones or jewelry.**



4. If you have a valuable collection of books, sports cards, and/or collection of CDs, DVDs, video games, or videos, ensure that you have a complete list of the collection. Give a copy of this inventory list to the Contractor and request their signature as acknowledgment of receipt. Failure to take these precautionary steps may result in claim processing issues.

### Recreational Vehicles

The Contractor must transport the following recreational vehicles and other motorized equipment with the HG&E.

- a. All-terrain Vehicles (ATV)
- b. Personal watercraft less than 12 ft. in length (e.g. sea-doo's, paddle boats)
- c. Boats less than 12 ft. in length with inboard or outboard motors
- d. Snowmobiles
- e. Motorcycles
- f. Motorized tricycles or bicycles
- g. Mopeds
- h. Scooters

### Items Requiring Specialized Handling

If for safety reasons and/or to avoid unnecessary damage to the residence, it is determined that an item cannot be moved to or from a particular location in the residence without professional handling services, the Contractor will:

- a. Identify to you the items requiring specialized handling during the pre-move consultation;
- b. You are responsible, **at your cost**, for having the items identified as requiring specialized handling prepared for shipment, including arranging for any special handling equipment needed to move the object, such that the Contractor can access it for loading.

## Annex B: PACKING

Packing services include the packing of all HG&E, article and appliance preparation and certification in accordance with the manufacturer's guidelines, disassembly of furniture and other items for proper packing, inspection of any cartons packed by you (for inadmissible items) and crating when required by the Contractor. The Contractor may repack any containers you have packed. However, if the Contractor chooses not to repack a container, the Contractor will remain liable for the packed items.

### Packing - Shipper Responsibilities

1. You are responsible to provide blocking materials to the Contractor as advised during the pre-move consultation to prevent movement, as noted in the manufacturer's instruction manual. If the custom blocking kit is not provided, the Contractor is released from liability if related damage occurs.
2. You should be prepared to provide instructions or to assist with disassembly by providing direction as needed on pack/load day.
3. Non-restricted firearms must be trigger locked, securely packed in a box that will be sealed once the Contractor has completed its inspection of the non-restricted firearms. The container should not have any markings that indicate its content, and should be identified and the information about the firearm(s) provided to the Contractor (make, model and serial number). The movers would then be advised that they are transporting firearms and take appropriate measures.
4. Segregate necessary personal items that you will be taking with you to your new home – travel wear, eyeglasses/sunglasses, all keys including keys for file/china cabinets, personal documents such as your passport and any item excluded from the Replacement Cost Protection (RCP) coverage, providing you can safely transport those items.

### Packing - Contractor Responsibilities

1. The Contractor is responsible to complete packing on the day prior to the load date. For shipments with an estimated weight of 4,000 lb or less, packing and loading can be done on the DSR.
2. If a pre-pack is required, the Contractor may perform pre-pack services, without pre-approval for shipments with a weight estimate greater than 14,000 lb. The pre-pack shall not take place any earlier than 10 business days prior to DSR. The Contractor must not pre-pack any items which would prevent you from sleeping or eating at your residence, or that have been identified as essential for day-to-day living.
3. The Contractor is responsible for scheduling the pre-pack date and timings with you, preferably during the pre-move consultation, but no later than three weeks prior to the load date.
4. Moves originating from a Third-Party Storage (private storage facilities) are automatically authorized for a pack and load over 2 days and are not subject to pre-printed inventories.

### Servicing/Certification of Major Articles & Appliances - Shipper Responsibilities

You are responsible to make all major articles and appliances accessible for servicing/certification on load day including draining of washing machines, ice making refrigerators, and portable dishwashers.

### Servicing/Certification of Major Articles & Appliances - Contractor Responsibilities

The Contractor is responsible to ensure the preparation and certification of major articles and appliances for shipment is completed without interfering with packing. On the final day of packing, the Contractor will:

- a. Ensure that qualified personnel certify the operating condition of all major articles and appliances
- b. Ensure that qualified personnel prepare articles for shipment in accordance with manufacturer's specifications by blocking of washing machines
- c. Provide you with a copy of the form listing all the major articles and appliances prepared and certified for shipment. This form must be signed and dated by both you and the Contractor.

## Annex C: LOADING

### Your Responsibilities

1. Ensure all your goods are loaded. It is your responsibility to make sure that everything was loaded prior to the departure of the moving crew.
2. Ensure you do a walk around and note any damage to residence as a result of pack/load activity.

### Contractor Responsibilities

1. The Contractor may request approval from the MC to perform pre-loading services when time for loading is limited or when deemed necessary. Once authorized, the Contractor is to advise you that approval has been granted by the MC and shall complete all packing services prior to pre-loading.
2. The Contractor must assign a unit that can accommodate the whole shipment.
3. The Contractor must perform only one pick-up of HG&E. Prepack, packing and loading are considered one pick-up at one location even if services were provided on different days.
4. Dropping a trailer at the Shipper's residence for loading must be done in exceptional circumstances only with prior approval of the MC.
5. The Contractor is responsible to disassemble pieces of furniture and any other items as required (unless specifically excluded within Annex A).
6. The Contractor is responsible to tag and condition the HG&E, with your participation, using the pre-printed inventory listing.
7. The Contractor must place all HG&E inside the van. The attachment of any items outside the van (i.e. on tailgate) is expressly prohibited.
8. The Contractor is responsible to provide you with copies of both the Inventory Listing and the Bill of Lading which is to be signed and dated by both you and the Contractor.
9. The Contractor is responsible to remove any accumulated unused packing materials and other debris incidental to packing from your residence.

## Annex D: UNLOADING

### Your Responsibilities

1. Account for all your items using Bingo Sheets or Inventory Listing.
2. If there is a split shipment note any items missing which may prevent you from setting up "house".
3. You should not delay delivery due to renovations, painting, cleaning, etc..
4. Items can only be delivered to one location.

### Contractor Responsibilities

1. The Contractor is responsible to unload and place HG&E in the corresponding rooms as per the inventory listing, or as per your direction.
2. The Contractor is responsible to re-assemble pieces of furniture and any other items that were disassembled at origin by the Contractor.
3. The Contractor must prepare major articles and appliances for use. This does not include hooking up gas or water; this is the shipper's responsibility.
4. The Contractor is required to assist you during unloading to ensure that all exceptions such as visible loss and damage, are annotated on the inventory listing.
5. The Contractor will provide you with a copy of the signed inventory listing and bill of lading before departing the residence. The signing of the inventory listing at this time shall not preclude any claim for damage and/or loss where damage is not readily visible at the time of delivery.

## Annex E: UNPACKING

### Your Responsibilities

1. You have the right to refuse unpacking services. If you elect to do your own unpacking, you will have to sign a form certifying that you refused unpacking services.
2. If you refuse unpacking services, the Contractor is not responsible for the disposal of packing material and empty cartons. Further, the Contractor is not responsible for loss or damage of packed items.

### Contractor Responsibilities

1. You are entitled to a full unpacking service. The Contractor is required to place unwrapped items on tables/counters/floors, but not put them in cupboards or drawers. The Contractor must allow you a manageable period of time to put items away in an organized manner as the contents are unpacked.
2. Servicing / Re-Certification at Destination: On the unpack day, the Contractor will ensure that the appliances and major articles are prepared for your use no later than the day of unpacking, i.e. any blocks to prevent movement are removed. For small shipments that are delivered and unpacked on the same day, the Contractor may perform the re-certification 24 hours after delivery to allow time for the appliances to acclimate and settle.
3. Since certification at origin and destination are at the Contractor's discretion, the Contractor will be held liable for any damage to articles (electronic, computer, etc.) and appliances unless it can be conclusively proven that such damage was not move related. If an article or appliance does not function at destination, it will be assumed that the damage was move related unless otherwise indicated by a qualified repair technician.
4. Loss/Damage Packed Items Form: The Contractor is responsible for assisting you with annotating all losses and/or damages on the "LOSS/DAMAGE PACKED ITEMS" form. The Contractor will provide you with a copy of the completed form, signed and dated. In the event that there are no damages, the form shall be annotated as such.
5. Unpacking Certificate: The Contractor is responsible for obtaining signature and date on the Unpacking Certificate once unpacking services have been completed to your satisfaction. The Contractor will provide you with a copy of the completed form, signed and dated.
6. The Contractor must remove all the provided packing material and empty containers from your residence on completion of unpacking.

## Annex F: HG&E REPLACEMENT COST PROTECTION (RCP) AND CLAIMS PROCESS

### Filing a Claim

#### Your Responsibilities

1. Submit your claim within 90 calendar days of the delivery date. For any damages to your destination property, a separate claim must be submitted within 7 calendar days of the delivery date. You are only permitted to submit one claim; therefore, it is vital that the claim is complete as no supplementary claims will be entertained.
2. If you do not have the original receipts for the items you are claiming, **it is your responsibility to research and provide substantiation for the cost of the like items** you are proposing as replacements.
3. Be aware that the typical process when replacement is approved is for the Contractor to provide you with a check for 50% of the agreed upon replacement cost. Once the item is purchased, the Shipper provides the Contractor with the receipt. The Contractor then forwards the remaining 50% of the replacement cost.
4. Do not proceed with repairs, replacement or disposal of any damaged or missing items as the Contractor reserves the right to inspect and to appoint repair firm(s) if required.
5. Although the Contractor will make every effort to settle your claim fairly, you may not agree with the assessment. If this is the case, you should contact the Contractor in writing and request a review of your proposed settlement as soon as possible.
6. Check your Pre-Move Information Package for a list of exclusions and exceptions to the RCP coverage.
7. Contact the Contractor, using the number in your Pre-Move Information Package, if there is damage to your property at any stage of the move. **Claims for damage to property are different than the RCP coverage (see Step 3 – Loading and Step 4 – Unloading) for more information.** Also, note any damage to your property on your Inventory, Bill of Lading or packing/unpacking certificate.

#### Contractor – Claims Contact Details

*Contractor name and address*

Phone:

Fax:

Website:

Email:

#### Online Claim Filing

NOTE: Ensure you have all your move documents and a list of the items you wish to claim as you will be asked to reference these documents. You can save your claim as a work in progress should you need to, however, it is advisable to save your own copy for future reference.

## Contractor Responsibilities:

1. Assign one account manager to oversee the claim process.
2. Provide a consistently high level of claims settlement satisfaction.
3. Provide in writing, clear and concise instructions outlining how to file a claim and the subsequent claims process.
4. Provide a Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.
5. Assist the Shipper when required, to complete the Statement of Claim form.
6. Provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claims settlement process.
7. Follow-up with the Shipper regarding any improperly documented claims within 2 business days of receipt.
8. Provide the Shipper an agreeable settlement offer within 45 business days of receipt of the properly documented HG&E claim.
9. Provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials.

## Replacement Cost Protection

1. The Contractor shall:
  - a. Provide replacement cost protection (RCP), when applicable, as hereinafter described, for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the Shipper's HG&E.
  - b. Be responsible for RCP for all phases of the move regardless of who is providing the service on the Contractor's behalf.
2. The coverage for shipments in transit, local or long haul, lots in long term storage is \$120,000 per shipment. If extra RCP over \$120,000 is required by the Shipper the rate is calculated per \$1,000 of the value of the additional RCP. In the event of a catastrophe, resulting in the total, or all but total, loss of the shipment or lots in long term storage, this coverage shall apply to each shipment in transit and lots in long term storage. The amount of this coverage is exclusive of taxes.
3. The coverage shall extend from packing at origin to unpacking at destination including storage in transit or storage in van, notwithstanding the mode of transportation employed.
4. When the Shipper would like additional RCP coverage because the government provided RCP is not sufficient for the value of the goods, the Contractor shall make it available.
5. The Contractor shall be liable for replacement/repair costs for damage to the Shipper's major articles and appliances that were certified to be in operating condition at origin but were not in operating condition at destination, unless it can be proved that the damage is not move related.



6. The following items are excluded from the RCP coverage:
  - a. Accounts, bills, deeds, evidence of debt, letters of credit, passports, documents, house plants, green ware, stamp and coin collections, airline or other tickets, postage stamps, money, currency, bullion, notes, securities, manuscripts, parchments, awards, certificates, mechanical drawings, dies or patterns, precious stones, jewelry, dried flowers, or aircraft parts;
  - b. Loss of foods or consumables;
  - c. Loss or damage caused by, or resulting from, inherent vice or by wear and tear, unless the deterioration is a direct result of improper storage by the Contractor;
  - d. Loss or damage caused by war, invasion, act of a foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military power;
  - e. Loss or damage caused by contamination by radioactive material;
  - f. Loss of market value to antiques, works of art, or other related high-value items that have been damaged and repaired by the Contractor;
  - g. Computer down time, TV rentals and other related losses;
  - h. Emotional upset or stress, or the loss or damage of items that have intrinsic value such as a family album, keepsakes, heirlooms, etc.; and
  - i. Telephone calls travel, and personal time expended settling a claim.
7. For purposes of this contract, the date of discovery of the loss or damage by the Shipper, or reported to the Shipper by the Contractor, shall be deemed to be the date the loss or damage occurred;
8. The settlement shall be based on the lesser of the cost to repair the item(s) with new materials of like kind and quality or the cost to replace the item(s), including all applicable taxes if incurred;
9. In order to expedite a claim, the Contractor may offer a reasonable appearance allowance for minor damage, such as a small scratch or dent, to an article, which the Shipper does not wish to have repaired or replaced. In such instances the liability of the Contractor shall be limited to the lesser of the cost to repair (including all applicable taxes if incurred) or the depreciated value of the item;
10. Loss or damage to recreational vehicles, the Contractor shall not be liable for more than the Canadian Blue Book value dated the month of loading, or the professionally appraised value. The Contractor will repair the item(s) with material of like kind and quality;
11. Repair or replacement costs shall not normally be paid for minor damage to articles such as garden tools, lawnmowers, snow blowers, sports equipment, boats, canoes, etc. which can sustain damage such as scratching, denting, chipping and marring during normal use.
12. All costs associated with obtaining any repair estimates or other documentation required shall be paid by the Contractor;

13. In the event that a shipment cannot be delivered due to major loss or damage, the Contractor is to take immediate action to permit the Shipper to move into the residence, commence housekeeping (i.e. sleeping, the preparation and consumption of meals), or be liable for the cost of commercial meals and lodgings, at the prevailing Treasury Board rates after the final day of the GTT;
14. In the event of loss or damage at a warehouse where it is impractical for the Shipper to be onsite, the Contractor shall advise the Shipper of the loss or damage in writing through the MC. The Shipper shall have the option to:
  - a. Authorize the immediate repair or replacement of the loss or damage, subject to approval by a representative selected by the Shipper; or
  - b. Repair or replace the lost or damaged item when the Shipper is able to accept delivery of the LTS lot; or
  - c. Where the Contractor pays the replacement value of a damaged item, the damaged item becomes the property of the Contractor.

### Claim Settlement Process

**It is important to note that Canada is not a direct party to the claim settlement process. All negotiations and any subsequent settlements are between the Contractor and the Shipper.**

1. Once a Shipper has indicated their intent to submit a claim for loss or damages, the Contractor must commit to the claim settlement process. In all cases the Contractor shall:
  - a. Provide claim settlement services, and all related documentation, in either the official language of Canada of the Shipper's choice;
  - b. Assign a claims manager to oversee these services to provide a consistently high level of claims settlement satisfaction;
  - c. Clearly inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions outlining how they are to file a claim. The instructions must also include statutory limitations, indicate that the claim must be submitted within the 90 calendar days of the delivery date. Outline settlement procedure(s) and the timelines that must be followed. Flexibility in allowing claimants to modify claims for items that may not have been readily visible up to 90 calendar days after the unload day is required as is entertaining an extension when warranted by extenuating circumstances.
  - d. Provide a HG&E Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.
  - e. Assist the Shipper, when required, to complete the Statement of Claim form, in certifying evidence of loss or damage, and fully answering questions regarding the completion of the form and the claim settlement process;

- f. Provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claim settlement process;
- g. Follow-up with the Shipper regarding any improperly documented claims within 2 business days of receipt;
- h. Provide the Shipper an agreeable settlement offer within 45 business days of receipt of the properly documented HG&E claim;
- i. Entertain an extension to the claim filing time limits when extenuating circumstances such as a quick posting, deployment or other similar situations; In such circumstances, advise the Shipper in writing that a Statement of Claim form must be received by the Contractor prior to the expiration of the applicable statute of limitation; and
- j. Provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials.

## Annex G: PERSONAL MOTOR VEHICLE (PMV)

### Introduction

This annex details the services you will receive from the Contractor and what will be expected of you (the Shipper) for the shipment of your PMV. Every effort has been made to ensure that the contents of this annex reflects the current Movement of PMV contract. Please review the information contained in this annex and contact your MC if you have questions at any stage during this process.

Your Responsibilities:	Contractor's Responsibilities:
At origin, you will have the vehicle ready for the Contractor or his representative at residence or at a specified location.	At time of survey, the Contractor will provide information on the handling of the vehicle.
Vehicle must be clean and prepared as per the Contractor's instructions.	Contact you no later than 2 business days in advance of the DSR to confirm the timings and scheduled pickup location. If you are unable to personally attend to the pickup, you shall appoint a representative to hand over the PMV.
With the Contractor, you will inspect the vehicle and the Contractor will complete a Vehicle Condition Report (VCR).	Will pick up the vehicle at residence or at a specified location.
Upon delivery, you must check the condition of the vehicle thoroughly against the Vehicle Condition Report.	Will deliver the vehicle at residence or at a specified location.
Will complete VCR and have the shipper sign the VCR.	Will complete VCR and have the shipper sign the VCR at both origin and destination.
	Will ensure the vehicle is clean and will inspect and annotate new damage with shippers.

### General

1. A decrepit, inoperable PMV will not be shipped at Canada's expense. Ensure the PMV is in good operating condition prior to handover. If it is not, you will be responsible for the cost of repairs to render the PMV serviceable. The Contractor will only ship a registered, licensed, and insured vehicle.
2. The insurance coverage for a new PMV is the actual cost of the PMV as stated on the bill of sale provided by the Shipper.
3. For used PMVs, the value of the PMV(s) will be based on the value listed in the edition of the Canadian Red Book (Official Car Valuations and Canadian Older Car/Truck) effective the month in which the move order was issued. An additional \$1,000 of

coverage will be added to cover the costs of accessories and auxiliary equipment. Only permanently attached PMV accessories and auxiliary equipment in addition to original manufacturers equipment such as those used for changing tires and effecting minor repairs may be shipped with the PMV. No other articles shall be left in the PMV.

4. For PMVs not listed in the Canadian Red Book, the insured value will be based on an appraisal from a professional vehicle appraisal firm. The appraisal must not be more than thirty (30) calendar days old.
5. The Contractor will contact you five (5) calendar days from the date of receipt of the Move Order, or within two (2) calendar days for a rush move, to confirm the PMV's particulars. At that time, you will be advised of the documentation requirements for Customs clearance at destination if this is a move outside Canada (origin/destination). The delivery date of your PMV is regulated by a Guaranteed Transit Time (GTT) which identifies a window of calendar days in which the Contractor must deliver your PMV. When you arrive at destination please consult with your MC to confirm if your PMV(s) is ready for delivery.
6. Wheel covers must be removed and secured in the PMV trunk. Personal belongings, household effects and other articles such as child safety / booster seats must not be left in the PMV. Ensure the PMV is washed and cleaned before it is inspected and being picked up by the Contractor. Leave the keys with the Contractor.
7. Ensure that the PMV contains proper fluid levels and no more than one quarter of a tank of fuel when handed over to the Contractor for shipment. There shall be antifreeze solution in the radiator in sufficient quantity and strength to protect the PMV from damage in cold weather. All tires including the spare must be in serviceable condition and meet minimum safety standards. The emergency spare tire must be properly secured. Spare tires (winter tires for example) shall not be placed in the vehicle for shipment; these go with your HG&E.
8. Ensure the Contractor is informed of any "special handling instructions" for the PMV, such as those for the alarm system, immobilizer, electric vehicles, or other unique accessories required to operate the PMV.

### At Destination

1. As part of the delivery process, you are required to provide contact information at destination to the MC as well as to the Contractor so that you can be contacted as soon as your vehicle is available for delivery. Upon notice of arrival of your PMV(s), you must contact the Contractor to obtain shipping documents.
2. If your PMV is being imported into Canada: You must pick up the shipping documents and report to the nearest Canadian Border Services Agency (CBSA) office to custom clear your PMV. Once the customs process is completed, return to the Contractor with the CBSA stamped documents.

3. Before taking possession of your PMV, ensure the PMV has been washed and cleaned to allow a proper examination for any damages which may have occurred in transit. Carefully inspect it, noting any new damage on the Contractor's VCR, and sign to acknowledge receipt of your PMV. Failure to annotate new damage on the VCR may jeopardize any potential claim. The Contractor is responsible to provide you with a copy of the signed VCR. If you notice damage after the Contractor has departed, you must report this immediately (within 24 hours) so that your file can be annotated appropriately.

### PMV Claim Process

1. Claim settlement services and forms are available to you in Canada's two official languages.
2. Claims must be filed within twenty (20) business days of the PMV final destination delivery date unless prior written notice is provided to the Contractor for an extension due to exceptional circumstances. Exceptional circumstances are defined as an unforeseen deployment, posting or other similar assignments

### Canada/USA Claims

1. Statement of Claim forms and instructions to complete the form are available through the Contractor's websites.
2. The Contractor will assist you in the completion of the Statement of Claim form, in certifying evidence of loss or answering questions with respect to the form and/or settlement process.
3. The Contractor must acknowledge receipt of your Settlement of Claim within two (2) business days. In cases where the form has been incorrectly completed or improperly documented, the Contractor must advise you in writing within two (2) business days listing the corrective action that is required.
4. Any concerns with the PMV shipment process – or any other part of the relocation process - may be passed to the MC. Your comments are appreciated as they will contribute to addressing issues and improving the quality of service.

## Annex H: MOVES TO/FROM THE UNITED STATES AND MEXICO

If you are relocating to the United States, you and your family cannot proceed to the United States without being in possession of all required documents. The Contractor must inform you of all required documentation required to allow HG&E and PMV to be able to cross the border. The Contractor must confirm with you, 5 business days prior to DSR, that all required documentation is complete. If the documentation is not in order, the Contractor must advise the MC.

1. For diplomatic moves to the US, the Contractor must follow the process as follows:
  - a) All information and/or documents must be sent to the Embassy of Canada in Washington, DC (WHSDC) by e-mail at [WSHDCRelocation@international.gc.ca](mailto:WSHDCRelocation@international.gc.ca);
  - b) All information and/or documents for moves to the New York City Consulate they must be send directly to the New York Consulate by e-mail at [CNGNY-PRMNY-Protocol@international.gc.ca](mailto:CNGNY-PRMNY-Protocol@international.gc.ca);
  - c) HG&E cannot be sent until approval is received from WHSDC or New York; and
  - d) On loading day, the HG&E are to be put into a warehouse at origin until clearance is received.
2. For diplomatic moves to Mexico, the Contractor must follow the process as described in the Contract.
3. The Contractor will inform of what documents are required when relocating to Canada from the US or from Mexico.
4. For all moves to/from the US or Mexico, you must collect from the Driver/Crew Chief all paper copies of personal information provided to the Driver/Crew Chief in order to complete your move such as Passport, VISAs, vehicle registration, etc.

### Private Motor Vehicles

1. You must be in possession of the original valid registration or proof of ownership, a copy of your passport and any other documentation required to facilitate entry of the PMV into the destination country. This documentation MUST be kept with you to clear customs and register the PMV. Please refer to your MC immediately if original documents are requested by the Contractor.
2. Only permanently attached PMV accessories and tools such as those used for changing tires and effecting minor repairs are to be left in the PMV. You as the Shipper are responsible to remove the license plate(s) before handing over the PMV. Each Shipper is required to verify if they are to retain their provincial license plates.

3. For certain destinations, the Contractor may have to ship the PMV in a sea container, which will require the battery to be disconnected. The Contractor will inform the Shipper if this is the case and inform the Shipper to provide any special instructions for disconnecting the battery.
4. Ensure the Contractor prepares the Vehicle Condition Report (VCR) at origin in your presence and provides you with a copy after you have verified and signed off on any identification of pre-existing damage on the PMV, including: Exterior body condition, such as dents, scratches or glass damage, etc., undercarriage, exterior details such as battery, fog/spot lights, tire condition, windshield, etc. Interior details such as carpet and upholstery.

Please note: For diplomatic moves including a PMV shipment to the USA, the Contractor will liaise with Relocations at the Embassy of Canada in Washington to arrange delivery of your PMV(s).



## GLOSSARY OF TERMS

Term	Definition
Appraisal	For HG&E related articles a document prepared by a recognized appraiser with the previous 12-month period that describes the articles and the value for RCP purposes. For PMV the document must have been prepared within the previous 30 days.
Business Day	A day of the work week which typically includes Monday to Friday and excludes recognized Canada federal statutory holidays.
Calculated Estimate	The total of the estimated charges as per all services included in the BOP rates which is used for the initial estimate value calculation in the System register.
Calendar day	Any day of the calendar year including statutory holidays or weekends.
Canadian Blue Book	A reference guide used to determine the value of a recreational vehicle. The source is <a href="http://canadianbluebook.com/">http://canadianbluebook.com/</a> .
Canadian Red Book	A reference guide used to determine the value of a personal motor vehicle and the protection coverage needed. The source is <a href="http://canadianredbook.com/">http://canadianredbook.com/</a> .
Central Removal Services (CRS)	The system of record for HG&E and PMV moves for the Royal Canadian Mounted Police and Public Works and Government Services Canada.
Claim Settlement	The disbursement of any funds to the Shipper and/or a third party for the damage and/or loss to the Shipper's HG&E, property
Collector Cars	PMV which are not used on a daily basis for transportation. Classic/antique vehicles which are used on a daily basis for transportation are not defined as collector cars.
Contractor	The person, entity or entities named in the Contract to supply goods, services or both to Canada.
Customs Agents	A representative from the Canada Border Services Agency (CBSA) or US Customs and Border protection.
Date Service Requested (DSR)	Load date of HG&E or PMV from the Shipper's residence or the LTS warehouse.
Decrepit PMV	A PMV that is old and no longer in safe operating condition i.e. cannot pass a safety inspection and is not road worthy.
Furniture & Effects Automated Systems (FEAMS)	The system of record for the management of HG&E and PMV moves for the Department of National Defence.
Greenware	Household items made of clay.
Guaranteed Transit Time (GTT)	The minimum and maximum number of calendar days for a shipment to be delivered.

High Value Items	Antiques, fur, medals, etc., valued and appraised at \$5,000 or more.
Household Goods & Effects	Residential personal furniture and effects belonging to the Shipper.
Hundredweight (CWT)	A unit of mass of 100 lb. used to calculate charges.
Inherent Vice	A legal term referring to a "hidden defect (or the very nature) of a good or property which of itself is the cause (or contributes to) its deterioration, damage, or wastage.
Inventory Listing	The final detailed listing of HG&E to be shipped as prepared by the Contractor on load day. This inventory list relates to the weight list provided by the Contractor.
Items of High Value	Antiques, furs, medals, etc. valued and appraised at \$5,000 or more.
Local Move (LOC)	A move where the distance from origin to destination is 50 miles or less.
Long Haul Move (LHM)	A move where the distance from origin to destination is greater than 50 miles.
Long Term Storage (LTS)	HG&E is packed for storage for an extended period of time (normally more than 6 months).
Major Articles and Appliance	Washing machines, dryers, refrigerators, ranges, convection type ovens, portable dishwashers, deep freezers and televisions.
Major Damage	When the estimated damage repair value is in excess of \$10,000, or in the case of a structure, jeopardizes structural integrity.
Major Loss	When damage or loss to a HG&E shipment is valued at \$25,000 or more or when a complete shipment regardless of the value is lost.
Mile	The accepted unit of measure for distance to be used by the Contractor and Canada.
Move Coordinator (MC)	The main point of contact for Canada who will liaise with the Contractor as required to coordinate all facets of the Shipper's move. It may also be referred as TA (Transportation Agent) in the case of DND or RSS (Relocation Services Specialist) in the case of RCMP.
MC Time	Hours of operations between 8:00 a.m. and 4:00 p.m. on a business day based on the time zone where the MC is located.
Move Life Cycle	HG&E shipment services which include pre-move consultation, packing, loading, transportation, Storage-in-Transit (SIT), Long Term Storage (LTS), unloading, unpacking, Replacement Cost Protection (RCP), invoicing and claim settlement services.
Move Order	The official request from Canada to the Contractor for services in support of the movement of HG&E and PMVs.
Non-peak season	The period between September 1 and May 31.
Peak season	The period between June 1 and August 31.
Perishable Goods	Household items that degrade in quality over time, and can become reduced in value such as foods, medication, plants and agricultural products.

Personal Watercraft	A recreational watercraft that the rider either rides or stands on, rather than inside of, as in a boat. It has an inboard engine driving a pump jet that has a screw-shaped impeller to create thrust for propulsion and steering.
Pound	The accepted unit of measure for weight (mass) to be used by the Contractor and Canada
Pre-move weight Estimate	An electronic generated room-by-room pre-move weight estimate prepared by the Contractor to detail all HG&E to be shipped and determine the estimated weight of the shipment. This estimate is used as an initial determination of the value of the shipment for the business distribution register in CRS/FEAMS.
Pre-printed Inventory Listing	The listing used by the Contractor to tag and condition HG&E during loading.
Personal Motor Vehicle (PMV)	For purpose of shipment means a sedan, sports car, station wagon, minivan, pick-up or 4-wheel drive vehicle of three-quarter ton rating or less, registered in the employee's name or in the name of the spouse or common-law partner, or a dependent, the primary purpose of which is for family conveyance. This definition excludes racing cars, campers and any other vehicle which does not meet the above criteria.
Protection Coverage (PC)	Motor vehicle protection coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during loading, transportation and unloading.
Recognized Canada Federal Statutory Holidays	Days where Canada has legislated a statutory holiday for federal employees.
Recreational Vehicles	Motorized vehicles used for recreational purposes.
Regular Move	All moves not classified as rush moves.
Canadian Remote Locations (CRL) (Locations accessible only by air, water and rail)	Areas within Canada as detailed in Appendix 3 used for the purposes of determining GTT for a CRL.
Replacement Cost Protection (RCP)	Replacement coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the HG&E.
Rush Move	A move that is booked on short notice as detailed in Rule 2.
Shipper	The Government of Canada employee, member of the RCMP or member of CAF whose HG&E or PMV is being shipped by Canada. Shipper may also mean the Shipper's representative.
Standard Weight List	A list of standard weights for HG&E and boxes to be used to calculate the actual weight.
Statement of Claim	A formal application outlining the damages and/or loss caused by the Contractor during the shipment of HG&E to the residence.

Storage-in-Van (SIV)	Temporary storage in the moving conveyance.
Storage-in-Transit (SIT)	Temporary storage of HG&E until the residence is available to receive the shipment.
Subcontractor	Refers to any representative engaged by the Contractor to perform services as detailed in the statement of work.
Vehicle Condition Report (VCR)	A Canada approved industry standard report prepared by the Contractor to detail the condition of the PMV on acceptance from the Shipper and at the time of delivery to the Shipper.
Waiting Time	The amount of time, at no fault of the Contractor, where the Contractor is required to wait prior to delivering a shipment.
Warehouse	A commercial building for the storage of HG&E as per Appendix 8.
Weight Estimate	The estimated weight of a shipment as determined during the Pre-move Consultation.

## CONTRACTOR INFORMATION

The following is the designated Contractor's and contact information for your move.

### ORIGIN

Carrier: \_\_\_\_\_

City: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### DESTINATION

Carrier: \_\_\_\_\_

City: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### HEAD OFFICE

*Name and address of Contractor*

Phone:

Fax:

Email:

Website:

## MANDATORY ACKNOWLEDGMENT RECEIPT

### For Pre-Move Information Booklet

I acknowledge receipt of this booklet. I have read and understand the information contained in this booklet and understand my responsibilities as outlined.

Van Line registration Number: \_\_\_\_\_

Origin City: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Destination City: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Possession Date at Destination:** \_\_\_\_\_

**Customer Arrival date at Destination:** \_\_\_\_\_

Moving Consultant Name: \_\_\_\_\_

Moving Consultant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency name: \_\_\_\_\_ Agency Code: \_\_\_\_\_

Shipper Name: \_\_\_\_\_

Shipper Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Distribution

Copy 1: Federal Government Employee

Copy 2: Origin Member

Scan Copy: Contractor

## ARTICLES THAT MUST BE PREPARED BY THE SHIPPER

The Contractor must accept the following items **if you prepare them** in accordance with the manufacturers' instructions, or as outlined below:

- a. Scuba diving tanks must be emptied, the pressure valve removed, and a dust cap installed.
- b. Waterbeds and hot tubs (not exceeding 300 cubic feet) must be drained. Hot tubs must be brought to curbside for loading.
- c. Combustion engine fuel tanks must be drained.
- d. Home fitness equipment must be disassembled and reassembled by the Shipper. The Contractor will not be responsible for any function of the electronics of these items.
- e. Baby/infant cribs must be disassembled.
- f. Outdoor articles embedded in the ground or secured to a building must be removed, detached and cleaned.
- g. Outdoor articles such as steel utility cabinets/sheds up to 12 ft x12 ft x 8 ft, swing sets, slides, sky rides, jungle gyms, satellite dishes, hot tubs/spas, garden and patio furniture and other outdoor apparatus of a similar nature including boats and watercraft must be disassembled and cleaned. The disassembled items must be able to fit inside a normal van.
- h. Indoor articles such as steel shelving, pool tables, elongated worktables, counters, and saunas must be disassembled and cleaned. The disassembled items must be able to fit inside a normal van.
- i. Pool tables must be prepared for shipment as per manufactures specifications and moved to an area accessible to the contractor.
- j. The mechanical components of clocks (i.e. Grandfather) must be prepared for shipment by securing the pendulum, removing weights, and securing the chains.
- k. CD, Video Cassette Recorder, DVD and Blue Ray players or similar items must be prepared for shipment by removing all removable storage media (i.e. discs, tapes and SD cards).
- l. All batteries must be removed from household items
- m. Bicycles: the Contractor may instruct the Shipper to remove the front wheel and pedals to facilitate packing. High-end (e.g. composite/carbon fiber) bicycles must be professionally prepared for shipping using a purpose-specific bike carton or reusable hard-shell case.
- n. pianos: all mechanical components are to be prepared for shipment by the Shipper and if necessary, due to size, moved to an area accessible by the Contractor.
- o. Non-restricted firearms must be packaged by the Shipper and presented to the Contractor on pack/load day for inspection prior to being sealed for transport. The Contractor is only liable for loss of the firearm or damage to the firearm sustained during the move process (visible damage to the case/carton).
- p. For all items (in particular those covered by sub-paragraphs f) and g above), the Contractor must advise you, in writing, at the time of the pre-move consultation which items are your responsibility to remove, detach, relocate to/from the curb side due to safety, due to accessibility and size issues that

may compromise safe loading/unloading. If the Contractor fails to do so, all actions required to move the item(s) shall be the Contractor's responsibility.

- q. You must provide the Contractor with instructions on how to disassemble and assemble items (i.e. Shranks, wall units) and assist if necessary.
- r. Packed by owner articles, provided that a Contractor inspection takes place.

**List the Items that we require the Federal Government Employee to prepare:**


Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Distribution**

Copy 1: Federal Government Employee

Copy 2: Origin Member

Scan Copy: Contractor