



# OUTCAN PRE-MOVE BOOKLET

## HOUSEHOLD GOODS & EFFECTS

2026 Edition





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## INTRODUCTION

This document is prepared for employees of the Department of National Defence and their dependents who are preparing for an international relocation.

The global shipping and logistics industry regularly experiences new challenges which sometimes result in shipping delays and inconvenience for members and their families. It is probable that your move will experience some sort of delay or result in an inconvenience, so it is important to be aware and updated on all policies, CANFORGENs and contingency plans related to OUTCAN moves.

### [Canadian Armed Forces Relocation Directive \(CAFRD\)](#)

### [CANFORGENS](#)

### [Relocation Assistance Resources](#)

To assist with your moving experience, this pre-move information booklet details 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) as well as help manage your expectations.

Please take the time to review the information contained in this booklet. 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 from the contractor assigned to your move or your Move Coordinator /Relocation Reviewer/Departmental Coordinator (referred to as the MC throughout the remainder of this booklet).

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# GENERAL INFORMATION AND RESPONSIBILITIES

## Your Responsibilities (General):

Upon receipt of your posting message, you must immediately register with SIRVA before contacting your local CAF Move Coordinator (MC) to have your move booked.

1. Once you have registered with SIRVA, contact the MC with your local F&E section (**contact details at the end of this booklet**) to request your move booking. Present or e-mail the MC with a completed DND4443, your posting message and preferred load date (no weekend or holiday load dates).
2. If a change in pack or load date or delivery date is required, please make your request through the MC who will then coordinate the date change with the Contractor. Similarly, if the Contractor requests a date change, please notify the MC and they will liaise with the Contractor.
3. You must provide a personal e-mail and a cell phone number to both the Contractor and the MC to allow for contact at both origin and destination.
4. Advise the contractor and your destination MC of your arrival date and possession date at destination and advise the contractor and MC of any changes that may occur.
5. As stated in subparagraph (1) of [CAFRD 9.1.02 HG&E packing, loading and delivery](#), CAF members are expected to make themselves available for the packing and loading of their HG&E, and to receive their HG&E at the first possible date that it can be delivered (unloaded).
6. Your residence is your place of duty during your scheduled moving services. Please respect the schedule of all movement services timings as coordinated by the MC and agreed upon between you and the contractor. You or your representative should be present at your residence for all scheduled moving services.

At any time if you feel you are losing track of the current movement service, you have the right to request the contractor's moving consultant or representatives to reduce the pace or temporarily stop the service they are performing (pre-move consultation, pack, load, unload and unpack).

At any time during your move, if the Contractor is not performing their responsibilities as mentioned in this booklet, contact your local MC immediately.

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## Contractor Responsibilities (General):

The contractor is responsible to:

1. Deliver services and provide documentation in the official language of your choice (English or French).
2. Coordinate all HG&E and PMV movement services (pre-move consultation, pack, load, unload and unpack) to commence between 0800 hrs and 2030 hrs Monday to Friday, excluding officially recognized Federal Government or locally recognized host nation holidays. Movement services may occur outside of these times if approved by the MC and agreed upon by you and the contractor.
3. Confirm with the shipper, 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 conducted. The contractor must adhere to the mutually agreed upon times and promptly notify the shipper of any delays in excess of 1 hour. The total delay shall not exceed 4 hours from the agreed times.
4. Provide you with dedicated telephone 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).
5. For the safekeeping of HG&E, the contractor is responsible for the following:
  - a. To use all reasonable precautions to protect HG&E from damage and loss.
  - b. To use appropriate handling equipment when moving/loading HG&E.
  - c. To protect all HG&E from the elements (rain, snow, or sun) and theft.
  - d. The contractor shall be liable for replacement/repair costs for damage to the origin and destination property caused by the contractor.
6. The contractor is responsible to provide you with copies of all signed documentation.
7. The contractor is responsible to notify the shipper immediately when a HG&E or PMV shipment has incurred loss or damage.

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## STEP 1 – PRE-MOVE CONSULTATION

### Your Responsibilities as the Shipper (Pre-Move Consultation)

You must be present for the pre-move consultation and ensure your residence and HG&E are in a sanitary condition.

1. Identify all articles that you plan to move.
2. Identify any items that may be in a storage area which is not immediately adjacent to your residence (condo storage lockers, PMQ garages, etc.). There will be only one single pick-up at your main residence.
3. Identify all high value items (value greater than \$5,000).
4. You are responsible to secure your confidential personal information (e.g. birth certificates, financial documents) appropriately.

### Contractor's Responsibilities (Pre-Move Consultation)

1. The contractor will inform you of all documentation required to allow the HG&E and/or PMV to be imported/exported to/from the destination location.
2. During the pre-move consultation, the contractor will present their pre-move Information Booklet and answer any questions you may have at that time.
3. The contractor will conduct a pre-move survey of your household goods and calculate an estimated weight. This will be conducted virtually or in-person.
4. The pre-move survey will:
  - a. Identify items that require special preparation or that cannot be safely transported.
  - b. Identify services which are not covered under the contract.
  - c. Provide a thorough review of the claims process.
  - d. Provide a list of all appliances and electronics that require certification on packing day.
5. The contractor will advise you of any inadmissible items, items that are only accepted in limited quantities, and items that that you are responsible to prepare for shipping that were identified during the Pre-move Consultation.

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## STEP 2 - PACKING

### Your Responsibilities (Packing)

You are to be present at the agreed time with the contractor and during pre-packing and/or packing and servicing/certification. For insurance and claim purposes, it is highly recommended that you allow the contractor to professionally pack all your items.

1. Ensure that only non-essential articles are packed if pre-packing arrangements were made. **Note:** There is no entitlement to ILM&M for pre-pack days.
2. Prepare your house for the packing team:
  - a. Defrost refrigerators and freezers,
  - b. Drain water from all appliances,
  - c. Remove all items to be shipped from the walls,
  - d. Move articles from crawl spaces and attics to an area more readily accessible to the contractor (with the exception of attics in PMQs at CFB Borden and Kingston).
3. Dispose of or make alternate arrangements for shipment of flammable or dangerous goods and all inadmissible items.
4. Clearly identify to the packing crew, all items that will not be packed and/or moved to your new residence, items going to **Long Term Storage (LTS)**, and items travelling with you. It is not recommended to store your Military Kit in LTS. Where possible, items not to be packed should be removed from the work area of the packers to avoid confusion and put in a separate room with the door closed or sign indicating "*do not pack*".
5. It is recommended to separate high value articles in one room.
6. Ensure all high valued items are annotated on high value inventory (HVI) listing.
7. Keep your pets safe. Make sure all pets are either off-site or safely secured in a kennel, and that you have checked to make sure they are all accounted for during the packing process.

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## Contractor's Responsibilities (Packing)

The contractor is to arrive on the agreed date and time and/or notify you of any delays. If there is a delay and you are not notified of any delays, please contact your MC immediately.

The contractor is to:

1. Protect the floor of the residence to prevent damage to floors.
2. If pre-packing arrangements were made, ensure that only non-essential items (pictures, decorations, sports equipment) are packed.
3. Place aside inadmissible items and identify items requiring shipper preparation.
4. Complete certification of major appliances, and electronics.
5. List and pack high value items.
6. Remove all empty containers, packing materials, and other debris accumulated incidental to packing and loading from your premises.

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## STEP 3 – LOADING

### Your Responsibilities (Loading)

You are to be present at the agreed time with the contractor and remain present during the entire loading operation.

1. You are to provide the contractor with instructions on how to disassemble and assemble any items that require complex disassembly to move (e.g. heavy and large wall unit);
2. Note the conditions of items which have existing damage. Ensure you agree with your packing crew regarding the listings of your household goods and exceptions which identify the condition of your items (dents, scratches, etc.). Note any objections on the inventory.
3. Damage to **residence** must be reported **immediately** to the driver or crew and annotated on the paperwork. Note, this claim is a separate process from a claim for damages to your household goods.
4. You are responsible to check all rooms, closets, attics, basements, cupboards, drawers, sheds, grounds, and garage to verify that nothing has been left behind.

### Contractor's Responsibilities (Loading)

The contractor will arrive at the agreed time or notify you if there will be any delays.

The contractor is to:

1. Protect residence during loading operation.
2. The contractor will tag, list and note the condition of the HG&E, with your participation, explaining any codes used for conditioning so that you understand what you are signing.
3. Point out to shipper and note pre-existing damages on the inventories.
4. Protect household goods against bad weather.
5. Annotate damage to residence on inventory listings or bill of lading. In the event of damage to the residence, the Contractor must obtain the contact details of the owner and arrange for the repair and/or replacement of damaged property within 10 business days from the load date.
6. Remove any accumulated unused packing materials and other debris incidental to packing from the Shipper's residence. The contractor will disassemble pieces of furniture and any other admissible items as required.
7. Contractor is also responsible to check all rooms, closets, attics, basements, cupboards, drawers, sheds, grounds, and garage to verify that nothing has been left behind.

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## STEP 4 - UNLOADING

### Your Responsibilities (Unloading)

You are to be present at the agreed time with the contractor and remain present during unloading.

1. Account for all your items using Bingo Sheets or Inventory Listing. The contractor must perform the delivery at a pace that allows the Shipper to mark off the items being delivered and note any damage observed.
2. Note any damages boxes or untagged items for later reconciliation with the inventory listing.

Carefully examine your goods and make note of any damage/losses on the inventory sheet. The signing of the inventory at the time of delivery shall not preclude claims for loss or damages not apparent and not annotated at the time of delivery.

Damage to property/ residence must be reported immediately to the driver or head crew member. Separate from the HG&E claim, the Shipper will submit a claim for any damage to the property at destination within 7 calendar days of the delivery date and all replacement and/or repair must be completed by the Contractor within 20 business days from the date the damage is reported.

### Contractor's Responsibilities (Unloading)

Unloading services include the unloading of all HG&E, major articles and appliance re-certification, uncrating and removal of all packing material/debris. The contractor will arrive at the agreed date and time or notify you of any delays. The contractor will commence unpacking services no later than the next business day after unloading.

The contractor is to:

1. Protect your residence from damage with pads, etc.
2. Protect your household goods against inclement weather (i.e. rain, snow).
3. Address discrepancies between the Bingo Sheet and the inventory listing and note any discrepancies on the inventory listing.
4. Within the limits of space and access, place items in rooms specified by the shipper or as per the inventory sheets.
5. Alert you to any damage/loss and assist in the annotation of the damages.

6. Re-assemble pieces of furniture and any other items that were disassembled at origin by the contractor, not including shipper prepared items. You are to provide the contractor with instructions on how to disassemble and assemble any items that require complex disassembly to move.
7. Stop the unloading at any time upon request of the shipper if additional time is required to determine a tag number of an item, or to reduce the pace of delivery.
8. Remove all packing material and empty moving containers from the residence on completion of unpacking. If an additional pick-up of packing material is requested by the Shipper, this includes a one-time request made by a Shipper who has refused the unpacking services, the Contractor must provide this one-time service within 5 business days of receiving the request or other mutually agreed time. This request must be made within 30 days of the delivery date. If the Shipper has not protected the packing material and empty cartons from inclement weather, this service may be refused by the Contractor.

## STEP 5 – UNPACKING

### Your Responsibilities (Unpacking)

When the pack & load dates or the unload & unpack dates are unavoidably separated by a weekend and/or statutory holiday in which the moving company is unable to conduct those activities, additional ILM&M days are reimbursable under [CAFRD 5.04 Pack, load, clean, unload, and unpack days](#) for those weekend and/or statutory holiday days. There is no entitlement to ILM&M between the unload and unpack if the unload is on Monday and the unpack is on Thursday. It is expected that members will unpack what they need to occupy the residence.

It is recommended to set the priorities for which rooms you would like to have unpacked first to ensure your house is made habitable as soon as possible.

1. Instruct the unpackers where to hang items from wardrobe boxes.
2. If the unpacking is not finished by 2030 hrs., you have the right to request that the unpackers return the next business day to complete the work.
3. Note any damaged or lost items discovered during unpacking.

The contractor will remove all packing material and empty moving containers from the residence on completion of unpacking. If you elect to do your own unpacking, you will have to sign a form certifying that you refused unpacking services. If you refuse unpacking services, you may request an additional one-time pick-up of packing material. The

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contractor must provide this one-time service within 5 business days of receiving the request or on another mutually agreed time. You must make the request of the one-time pick-up within 30 days of the delivery date.

If you have not protected the packing material and empty cartons from inclement weather and insects, this service may be refused by the contractor.

### Contractor's Responsibilities (Unpacking)

The contractor will arrive at the agreed time or notify you of any delays.

The contractor is to:

- Commence unpacking services no later than the next business day after unloading.
- Unpack all boxes, barrels, cartons, and crates unless otherwise requested by the shipper.
- Hang clothes removed from wardrobe boxes in closets.
- Perform the re-certification of the major articles and appliances. 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 (e.g. refrigerator).

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## Insurance / Loss and Damage Claims

### Insurance coverage for door-to-door moves:

The coverage for replacement cost protection (RCP) on the household goods shipment is \$140,000 for members moving into unfurnished accommodations and \$120,000 for members moving into furnished accommodations. If the value of your inventory exceeds this coverage, the cost for any additional insurance above that which is already provided will be borne by the member.

### Claims process

You must file your Statement of Claim within **90 calendar days** of the delivery date however it is recommended that you initiate the claim procedure as quickly as possible after your delivery. The first step is to contact your move consultant assigned to you by the contractor. Damage done to the property/residence during any phase of your move must be reported to the contractor as soon as it's identified. Any claim for loss or damage of HG&E or damage to the residence is to be settled between the member, the carrier, and the insurer.

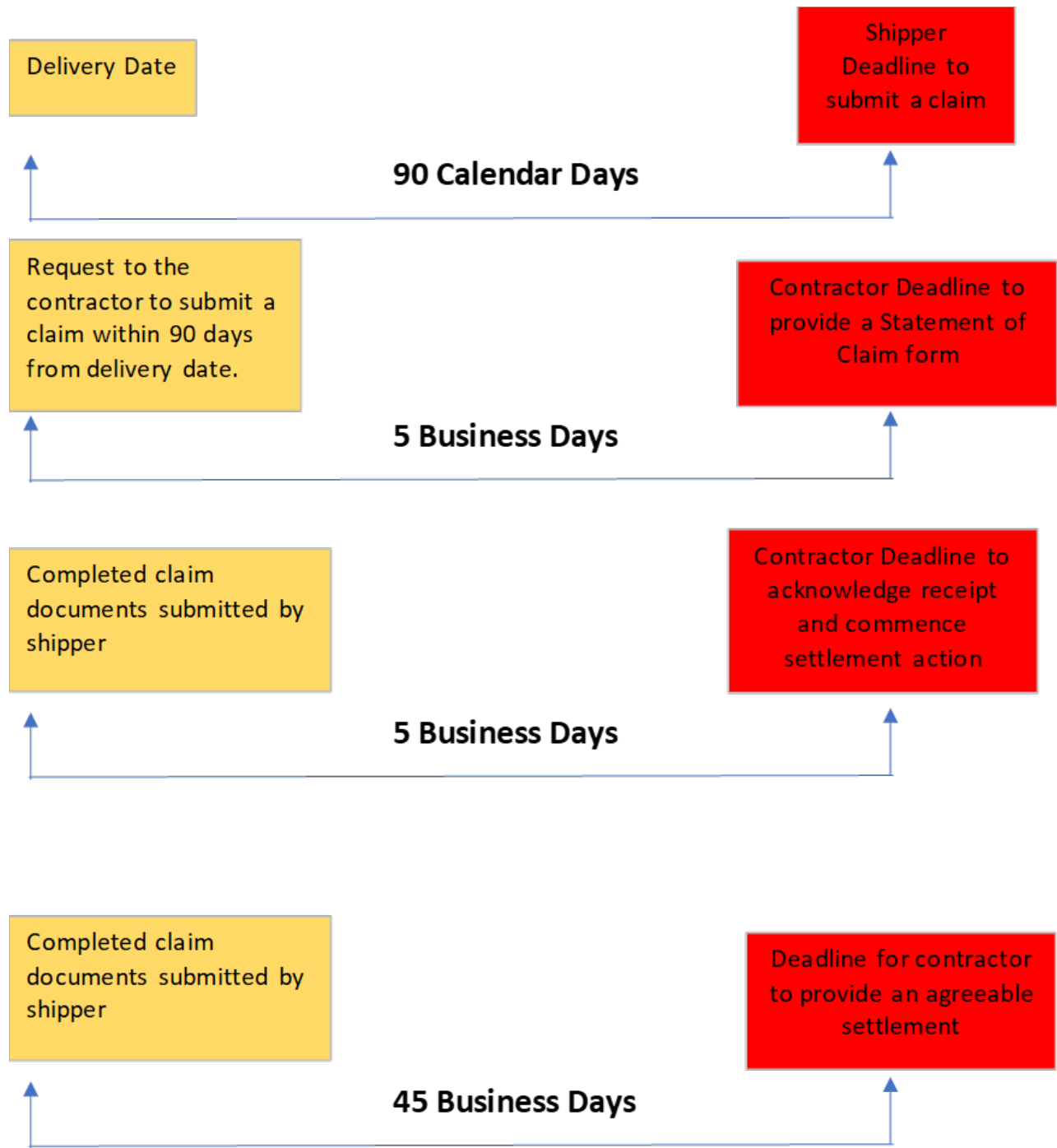
#### [CAFRD Article 9.2.04 Insurance claims](#)

The claims procedure will be discussed in more detail during your pre-move consultation by the move consultant assigned to you by the contractor.

### Important Reminders

1. The signing of the inventory at the time of delivery shall not preclude claims for loss or damages not apparent and not annotated at the time of delivery.
2. **Property damage at origin:** The Contractor must obtain the contact details of the owner and arrange for the repair and/or replacement of damaged property within 10 business days from the Date Service Required (DSR) date.
3. **Property damage at destination:** Separate from the HG&E claim, the Shipper will submit a claim for any damage within 7 calendar days of the delivery date and all replacement and/or repair must be completed by the Contractor within 20 business days from the date the damage is reported.
4. The Contractor is to provide a HG&E or PMV Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.
5. The Contractor is to provide the Shipper with the final settlement package within 45 business days from the receipt date of the claim, including an itemized claim settlement breakdown of costs, explanations, and reasons for denials.

6. The Contractor is to follow-up with the Shipper within 2 business days of receipt regarding any improperly documented claims.
7. The Contractor is to provide the Shipper an agreeable settlement offer within 45 business days of receipt of the properly documented HG&E claim.
8. The Contractor is to provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials.



## Weight Entitlements – One-Way Overseas

Overseas weight entitlements funded by the Core Account are listed in CAFRD article [12.6.03 One-way HG&E weight entitlement – moves to and from overseas](#). Review the pre-move survey weight compared to your weight entitlement. Any weight above your overseas weight entitlement is funded by the Custom Account. Members are entitled to an additional weight allowance when posted to a Representational Position or when authorized as per [CAFRD article 12.6.04 Additional weight allowance](#). If Custom Account benefits do not have enough funds to cover the cost of additional weight above entitlements, then you may have to pay out of pocket for the additional weight, which is reviewed when you finalize the claim post-move.

If you have any additions/deletions to your household goods after the pre-move survey has been completed, you must inform the Contractor and the MC no later than 1 week before your load date. Any additions made which have not been notified of identified can be refused by the contractor.

- **Unfurnished accommodations** are residences you are moving into that have no existing furniture and you will be taking all or most of your HG&E.
- **Furnished accommodations** are residences you are moving into where there is existing furniture in a residence or where you are moving to a location that you will be receiving a furniture allowance for the rental of furniture.

<b>One-Way HG&amp;E Overseas Weight Entitlement</b>		
<b>No. of Persons in the Household</b>	<b>Furnished Accommodation (kgs)</b>	<b>Unfurnished Accommodation (kgs)</b>
1	3,100 kgs	4,700 kgs
2	3,400 kgs	5,300 kgs
3	3,700 kgs	5,900 kgs
4	4,000 kgs	6,500 kgs
5	4,300 kgs	7,100 kgs
6	4,600 kgs	7,700 kgs
7	4,900 kgs	8,300 kgs
8	5,200 kgs	8,900 kgs

## Air Shipments

As per [CAFRD Article 9.1.04 Air shipments](#), when posted outside of Canada, a member who will occupy furnished accommodations before their main HG&E shipment arrives is entitled to an air shipment of some essential items for each person who will arrive before the main HG&E shipment. The purpose of the air shipment is for immediate set-up of residence upon arrival. The air shipment Core Account weight entitlement as shown in the table below is included as part of your overall weight entitlement.

<b>Air Priority Shipment Weight Entitlements</b>	
<b>No. of Persons in the Household</b>	<b>Furnished Accommodation (kgs)</b>
1	100 kgs
2	146 kgs
3	192 kgs
4	238 kgs
5	284 kgs
6	330 kgs
7	376 kgs
8	422 kgs

**Note:** There is no entitlement for air shipments for return postings back to Canada. If you had an air shipment for your original outbound move, you are not automatically entitled to an air shipment for your return to Canada.

**Important:** There are certain items that are **inadmissible or restricted** for air shipments, especially items containing batteries. If you are unsure about what may be inadmissible or restricted to ship by air, clarify this with the contractor prior to your pack and load dates.

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## Inventory lists

As per [CAFRD article 12.6.02 HG&E inventory listing](#), a complete inventory list of your Household Goods and Effects (HG&E) must be completed for Customs purposes for HG&E being shipped to/from Canada. The inventory created by the Shipper is in addition to the load manifest created by the Contractor. Food of any type must not be shipped unless the Shipper has written authorization allowing import from the host country. For those returning to Canada, your detailed inventory lists will be used to clear your shipment through Canada Customs.

### How detailed should the list be?

If your shipment were to get lost or destroyed during transit, a detailed inventory list with valuations will be a beneficial document to identify all items in dealing with the claims process.

## Customs Clearance Instructions

### Leaving and Returning to Canada requirements from CBSA

1. Review the complete Canada Border Services Agency instructions at the link below.

<https://www.cbsa-asfc.gc.ca/travel-voyage/mrc-drc-eng.html>

2. Guide for residents returning to Canada.

<https://www.cbsa-asfc.gc.ca/travel-voyage/declare-eng.html>

### Before moving or returning to Canada

Before your return move to Canada, you should prepare **two copies** of a list of all the goods you intend to bring into Canada as part of your personal effects. The list should indicate the value, make, model and serial numbers (where applicable) of all the goods.

Divide the list into two sections:

1. In the first section, list the goods you are bringing with you.

2. In the second, list the goods to follow. Goods that arrive later will only qualify for duty- and tax-free importation under your entitlement if they are on your original list.

### **Declaring your goods upon arrival in Canada**

Even if you have no goods with you on arrival into Canada, you must submit your list of goods to follow to the border services officer at your first point of entry in Canada. Based on the list of goods you submit, the officer will complete [Form BSF186, Personal Effects Accounting Document](#), assign a file number to it, and give you a copy of the completed form as a receipt. You will need to present your copy of this form to claim free importation of your unaccompanied goods when they arrive. Goods to follow may be subject to import restrictions before you can import them.

To facilitate the clearance process, you can complete [Form BSF186](#) before your arrival in Canada.

When returning to Canada, to qualify for duty and tax-free importation on your furniture's and effects, you must have owned, possessed and used the goods for at least six months prior to your return to live in Canada. The six-month stipulation is waived if you have been away from Canada for five years or more.

### **Early repatriation to Canada**

If you are repatriated early and have items purchased less than 6 months prior to return, refer to [CBI 208.9964\(2\) Reimbursement of Customs Duties and Taxes on early Repatriation to Canada - \(Entitlement\)](#) Subject to paragraph (3) of CBI 208.9964 and in relation to their posting back to Canada, the member is entitled to be reimbursed for any customs duties and taxes charged by Canadian authorities on goods purchased for the member's personal use within the six months before the new posting date.

Replacement goods are also exempt from the six-month requirement. To qualify for the exemption, the goods must be replacements for goods that would have met the six-month ownership, possession and use requirements, except for the fact that they were lost or destroyed as the result of a fire, a theft, an accident or another unforeseen circumstance. In addition, replacement goods must be of a similar class and approximately the same value as the goods they are replacing.

This 6-month rule only applies to the return of your furniture's and effects. Alcohol and taxes on PMVs purchased outside of Canada are calculated in a different way. If you are importing the same vehicle you exported, you will not be paying any taxes. If you purchased a PMV outside of Canada, you will likely be subject to taxes. CBSA will help you at finding how much you will pay based on numerous factors like the car value, age of the vehicle, optional equipment, etc.

For further information, consult the publication called Moving or returning to Canada available on the [CBSA Web site](#).

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## Recreational Vehicles

The Contractor must transport the following recreational vehicles and other motorized equipment with the HG&E. Registration documentation and proof of ownership must be obtained from the Shipper to facilitate customs clearance.

The Contractor is responsible to ensure the Shipper has prepared the items including cleaning to CFIA or equivalent foreign agency standards. This list is not all-inclusive, and the Contractor must contact the MC if clarification is required.

- a. Motorcycles.
- b. Motorized tricycles and bicycles.
- c. Mopeds.
- d. Scooters.

## Acceptance of Shipper Prepared Items

The Contractor must accept the following items if the Shipper has prepared them in accordance with the manufacturers' instructions or as outlined below. Disassembled items must be able to fit inside a normal van (i.e. 24 ft box straight truck). For all items, in particular those covered by sub-paragraphs f) and g) below, the Contractor must advise the Shipper in writing at the time of the Pre-Move Consultation, of any items that are the Shipper's responsibility to prepare, detach, and relocate to/from the curb side, which may represent a risk due to accessibility and size issues for loading/unloading. If the Contractor fails to advise the Shipper, all actions required to move the item(s) are the Contractor's responsibility.

The Shipper is responsible to prepare items as follows:

- a. Scuba diving tanks must be emptied, the pressure valve removed and a dust cap installed.
- b. Waterbeds and hot tubs must be drained.
- c. Combustion engine fuel tanks must be drained.
- d. Home fitness equipment must be disassembled.
- e. Baby/infant cribs must be disassembled.
- f. Outdoor articles embedded in the ground or secured to a building must be removed or detached (e.g. dug up), and cleaned;
- g. Outdoor articles such as steel utility cabinets/sheds up to 12 ft x 12 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;
- h. Indoor articles such as steel shelving, pool tables, elongated worktables or counters, and saunas must be disassembled and cleaned;

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- i. Clocks (e.g. grandfather), when the mechanical components are prepared for shipment by securing the pendulum, removing weights, and securing the chains;
  - j. CD, Video Cassette Recorder, DVD and Blue Ray players or similar items must be prepared for shipment by removing all removable storage media (e.g. discs, tapes and SD cards), if applicable;
  - k. All batteries must be removed from household items.
  - l. Non-restricted firearms when prepared, documented, and packed by the Shipper in conjunction with the Contractor, must strictly adhere to federal regulation defined by the Criminal Code of Canada, the Federal Firearms Act and applicable Provincial regulations <http://laws-lois.justice.gc.ca/eng/acts/F-11.6/> cannot be placed in LTS:
    - i. The employees of a business (i.e., the Contractor) that holds a Contractor License must not, under any circumstances, handle firearms directly. A Contractor License held by the Contractor does not allow its employees to physically handle firearms. The Contractor must only accept firearms that are pre-packaged by the Shipper. In the case of businesses that move household goods and provide full service (packaging all household items), there is no exception. If a Shipper has firearms, the Contractor must ask the Shipper to package the firearms themselves in a sealed box. The safe storage rules still apply. A trigger lock is not enough, it needs to be pre-packaged in an opaque container and be sealed. The container should not have any markings that indicate its contents, and it should be identified and the information about the firearm(s) provided to the movers (make, model & serial number). The business would then be advised that they are transporting firearms and take appropriate measures. This is part of the conditions of any Contractor License.
    - ii. **Unrestricted firearms** crossing the United States/Canada border must be sent by licensed contractor. The firearms must be unloaded, secured with locking device, (such as a trigger lock or cable lock, so the firearms cannot be fired) and then packed in a sturdy, non-transparent locked container that cannot be easily broken open. To deter loss and theft, it is generally recommended that there be no markings on the outside of the container to indicate that there is a firearm inside. Instead, an envelope labeled “customs documents” can be attached to the outside of the container/provided to the contractor, while any documents needed to identify the contents for customs purposes are kept inside (Possession and Acquisition License), Firearm Declaration forms RCMP 5589 & RCMP 5590 and any Provincial or Territorial documents necessary). Until further notice. Quebec residents are required to register unrestricted firearms with the Canadian Firearms Program (CFP).
  - m. Bicycles: the Contractor may instruct the Shipper to remove the front wheel and pedals to facilitate packing;
  - n. Packed-by-owner articles: provided that a contractor inspection takes place; and
  - o. Pianos: if all mechanical components are prepared for shipment by the Shipper.

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## Items Accepted at Shipper's Risk

The Contractor must accept the following items, provided the Shipper agrees the Contractor is not liable for any loss or damage to these items. However, the Contractor is liable for any damage these items may cause to other HG&E articles being shipped. Food of any type must not be accepted for shipping unless the Shipper has written authorization from the host country.

- a. Dried flowers.
- b. Green ware, and
- c. Food and household consumables.
- d. Wood carvings and decorations

## Inadmissible Items and Services

The Contractor must advise the Shipper during the Pre-move Consultation of items and services that are inadmissible. Local laws or regulations may prohibit commercial shipment of certain articles not included in this list.

The following services are **inadmissible** and, therefore, not chargeable to Canada. If requested by the Shipper, the services may be arranged with the Contractor and paid directly by the Shipper to the Contractor:

- a. Access to storage.
- b. Access to attics and crawl spaces outside those defined in PMQs in Kingston and Borden.
- c. Cleaning.
- d. Connecting and disconnecting appliances over and above that required to ensure that they are in working condition as required by appliance certification. This does not include any special services or labour (e.g. plumbing, electrical, carpentry, gas or ventilation connections).
- e. Fumigation.
- f. Extra insurance in excess of the authorized coverage.
- g. Mothproofing.
- h. Provision of shipping bases for automatic washers.
- i. Removing or installing valance boxes, curtain rods, wall hooks for pictures, etc.
- j. Taking up or putting down wall to wall carpets, hall runners.
- k. Removal of built in appliances.
- l. Extra loading or delivery.
- m. Crating when requested by the Shipper but not specifically required for the safe transport of the HG&E.

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The following items are **inadmissible** (i.e., not to be moved, stored, packed) under the International Contract:

- a. Commodities that are regulated by the Transportation of Dangerous Goods Act (<http://laws-lois.justice.gc.ca/eng/acts/T-19.01/>), the Transportation of Dangerous Goods Regulations (<http://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>) or by other Federal and/or provincial laws and laws of foreign countries as applicable (e.g. pressurized containers, fuel, propane tanks);
- b. Ammunition and restricted firearms as defined by the Criminal Code of Canada (<http://laws-lois.justice.gc.ca/eng/acts/C-46/>);
- c. Items on the Shipper's premises belonging to a previous or current personal business (e.g. conspicuous quantities of materiel that might be related to businesses such as: a hair salon, upholstery, seamstress, tailoring, auto mechanics equipment).
- d. Items requiring climatically controlled conditions for safe transport (e.g. perishable goods);
- e. Livestock and pets.
- f. Aircraft, ultra-light, micro-lights, and associated parts.
- g. Farm or construction equipment above that required for house maintenance.
- h. Outdoor fixed barbeques (brick, cement or stone).
- i. Patio stones, ornamental rocks, and concrete statues.
- j. Trailers.
- k. Building materials.
- l. All types of outdoor wooden fences or wooden portable buildings such as sheds, gazebos and dog houses.
- m. Firewood; and
- n. Boats (less trailer) where they cannot fit within the container with the HG&E and PMV. No extra container will be authorized because of the boat not fitting.
- o. Above-ground swimming pools (not including inflatable kiddie pools).
- p. Saunas exceeding 152 cu ft; Page 46 of 128
- q. Personal watercraft (e.g. sea-doo's, paddle boats);
- r. All types of outdoor fencing and outdoor animal enclosures.
- s. Steel utility cabinets/sheds exceeding 12 ft x 12 ft x 8 ft.
- t. **Liquids** (cans of paint, sealed mason jars, alcohol, etc.) that, if ruptured or spilled, could cause extensive damage to the shipments.
- u. The following items are acceptable for LTS storage only (not shipment overseas):
  - i. Boats 12 ft or less.
  - ii. Trailers 12 ft length by 8 ft wide by 3 ft high or less.
  - iii. Canoes and kayaks 18 ft in length or less; and
  - iv. Hot tubs 900 lbs or 300 cu ft or less.

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## The Shipment of Liquids

### Special note on the shipment of liquids as a DND employee.

The shipment of liquids in any form is **not** permitted for international moves with the DND contract and policy. This includes shampoo, liquid soap or detergent and cans of maple syrup, etc.

DND have members who are posted to a Global Affairs Canada (GAC) mission or an embassy are under the impression that they can ship liquids since they are posted to a GAC mission. GAC and the contract they have with their contractors permit GAC employees to ship liquids. DND and the contract we have with our contractors do not permit the shipment of liquids. At no point will DND authorize the shipment of liquids therefore any letter or approval a DND member receives from GAC to ship liquids does not override the DND contract and policy on shipping liquids. If you must ship liquids, you are to make alternate arrangements with the GAC mission for further transport outside of the DND move contract.

## HG&E Move Report

The HG&E report will be generated and sent to you by your destination MC. You are required to upload this report to your secure SIRVA profile when finalizing your move claim. This is considered to be your equivalent International FEAMS report.

## Access to LTS

A member is entitled to access their HG&E in LTS when the member is posted between places of duty that each have an LTS entitlement (cross-posting) and there is a requirement to access LTS because:

- a. there is a significant climate difference between the two places of duty; or
- b. accommodations are furnished in one location and unfurnished in the other.

It's recommended for the member to speak with a CAFRD coord to go through the entitlements of access of the LTS.

### 9.1.11 Transportation and access to HG&E in LTS

<https://www.canada.ca/en/department-national-defence/corporate/policies-standards/relocation-directive/cafrd/chapter-9.html#9-1-11>

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LTS access has a fee which the member will pay and be eligible to claim with SIRVA.

It's recommended that prior to travel to the LTS location in Canada, the member should secure the LTS access date with the contractor. This date request is to be arranged with the DND Move Coordinator in the location where the LTS is located. Often during APS, the contractors and LTS warehouses are busy and its not guaranteed the first date requested will be available.

## Importing a PMV or Motorcycle purchased outside of Canada.

If a PMV (or motorcycle or any other item) is purchased while posted OUTCAN with the intention of importing it into Canada, it is the member's responsibility to ensure the item complies with all applicable import regulations. Resources are available on the websites of Canada.ca and CBSA for guidance on returning to Canada and importing PMV and motorcycles.

**Information on importing a PMV into Canada can be found at the following CBSA link.**

<https://www.cbsa-asfc.gc.ca/publications/dm-md/d19/d19-12-1-eng.html>

[RIV - Registrar of Imported Vehicles](#) – Import Checklist

### **The Importation Process**

<https://www.canada.ca/en/environment-climate-change/services/canadian-environmental-protection-act-registry/importing-motorcycles-road-vehicle-regulations-guide.html>

## MC Contact Information

Your origin MC will be your main point of contact during your move planning and booking stage. Once you have been packed and loaded and after you have arrived at your destination, you are to contact your destination MC and they will be your main point of contact for the remainder of your move

MC Code	MC Name	MC Code	MC Name
B01	Bagotville	G01	Geilenkirchen
C01	Borden		Austria
E05	Cold Lake		Belgium
E06	Comox		Czech Republic
H01	<b>Det UK (Daws Hill)</b>		Finland
E07	Edmonton		France
E08	Esquimalt		Germany
A04	Gagetown		Greece
A05	Gander		Hungary
G01	<b>Geilenkirchen GERMANY</b>		Italy
A06	Greenwood		Luxembourg
A07	Halifax		Netherlands
C05	Kingston		Norway
C06	London		Romania
T01	<b>Naples ITALY</b>		Spain
C09	North Bay		Switzerland
B06	<b>Ottawa (NDHQ) DOMESTIC, INTERNATIONAL</b>		Sweden
F00	Ottawa (USA, MEXICO AND HAWAII Moves)	H01	<b>Det UK (Daws Hill)</b>
B07	Petawawa		UK
L01	<b>Riga LATVIA</b>	L01	<b>Riga LATVIA</b>
D08	Shilo		Latvia
B05	St Jean		Lithuania
A11	St John's		Estonia
C11	Toronto		Poland
C12	Trenton	B06	<b>Ottawa (NDHQ &amp; Intl)</b>
B09	Valcartier		On the next page...
E13	Wainwright		
D11	Winnipeg		
E15	Yellowknife		

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B06 Area of Responsibility – International Locations:

Afghanistan, Kabul	El Salvador, San Salvador	Pakistan, Islamabad
Algeria, Algiers	Ethiopia, Addis Ababa	Pakistan, Quetta
Argentina, Buenos Aires	Ghana, Accra	Panama, Panama
Australia, Adelaide	Guatemala, Guatemala	Peru, Lima
Australia, Cabarlah	Guyana, Georgetown	Philippines, Manila
Australia, Canberra	Haiti, Port-au-Prince	Qatar, Doha
Australia, Perth	Honduras, Tegucigalpa	Russia, Moscow
Australia, Sydney	India, Chandigarh	Russia, St. Petersburg
Austria, Vienna	India, Mumbai	Rwanda, Kigali
Bangladesh, Dhaka	India, New Delhi	Saudi Arabia, Riyadh
Barbados, Bridgetown	India, Wellington	Senegal, Dakar
Benin, Cotonou	Indonesia, Jakarta	Serbia, Belgrade
Bolivia, La Paz	Iran, Tehran	Singapore, Singapore
Bosnia, Sarajevo	Iraq, Bagdad	Slovak Republic, Bratislava
Brazil, Brasilia	Iraq, Erbil	South Africa, Johannesburg
Brazil, Rio de Janeiro	Israel, Tel Aviv	South Africa, Pretoria
Brazil, São Paulo	Jamaica, Kingston	South Korea, Seoul
Brunei, Bandar Seri Begawan	Japan, Tokyo	South Sudan, Juba
Burkina Faso, Ouagadougou	Jordan, Amman	Sri Lanka, Colombo
Cambodia, Phnom Penh	Kazakhstan, Astana	Sudan, Khartoum
Cameroon, Yaoundé	Kenya, Nairobi	Syria, Damascus,
Chile, Santiago	Kuwait, Kuwait City	Taiwan, Taipei

Chile, Valparaiso	Laos, Vientiane	Tanzania, Dar es Salaam
China, Beijing	Lebanon, Beirut	Thailand, Bangkok
China, Chongqing	Libya, Tripoli	Trinidad & Tobago, Port of Spain
China, Guangzhou	Macedonia, Skopje	Tunisia, Tunis
China, Hong Kong	Malaysia, Kuala Lumpur	UAE, Abu Dhabi
China, Shanghai	Mali, Bamako	UAE, Dubai
Colombia, Bogota	Mongolia, Ulaanbaatar	Ukraine, Kiev
Congo, Kinshasa	Morocco, Rabat	Uruguay, Montevideo
Costa Rica, San José	Mozambique, Maputo	Venezuela, Caracas
Cote D'Ivoire, Abidjan	Nepal, Kathmandu	Vietnam, Hanoi
Croatia, Zagreb	New Zealand, Auckland	Vietnam, Ho Chi Minh City
Cuba, Havana	New Zealand, Wellington	Zambia , Lusaka
Dominican Rep, Santo Domingo	Nicaragua, Managua	Zimbabwe, Harare
Ecuador, Quito	Nigeria, Abuja	
Egypt, Cairo	Nigeria, Lagos	

Unit - Unité	Telephone / Téléphone	Office Email Address / Courriel du bureau
BAGOTVILLE	(418) 677-4000 Ext: 667-7129 667-6832	<a href="mailto:PL-BGV.BagotvilleF&amp;E@forces.gc.ca">PL-BGV.BagotvilleF&amp;E@forces.gc.ca</a>
BORDEN	(705) 424-1200 Ext 270-3567, 270-2478, 270-5692, 270-5698	<a href="mailto:STG-CFSTG-BordenF&amp;E@forces.gc.ca">STG-CFSTG-BordenF&amp;E@forces.gc.ca</a>
COLD LAKE	(780) 840-8000 Ext: 8537	<a href="mailto:P-CLK.FE_CDLK@forces.gc.ca">P-CLK.FE_CDLK@forces.gc.ca</a>
COMOX	(250) 339-8211 Ext: 252-8278, 252-8292, 252-7189	<a href="mailto:W19_Comox_F&amp;E@forces.gc.ca">W19_Comox_F&amp;E@forces.gc.ca</a>
EDMONTON	(780) 973-4011 Ext: 4657, 4656, 4658, 4654, 6618	<a href="mailto:PL-EDMF&amp;E@forces.gc.ca">PL-EDMF&amp;E@forces.gc.ca</a>
ESQUIMALT	(250) 363-4104 (250) 363-4108 (250) 363-4107	<a href="mailto:P-ESQ.BADM-FURNITUREANDEFFECTS@forces.gc.ca">P-ESQ.BADM-FURNITUREANDEFFECTS@forces.gc.ca</a>
GAGETOWN	(506) 422-2000 Ext: 1988, 2605, 3455, 2779, 2217	<a href="mailto:PL-GAG.5DGTnFE@forces.gc.ca">PL-GAG.5DGTnFE@forces.gc.ca</a>
GANDER	(709) 571-0595	<a href="mailto:9WGFandE@forces.gc.ca">9WGFandE@forces.gc.ca</a>
GREENWOOD	(902) 765-1494 Ext: 568-5193, 568-5503 Mobile:902-824-5639	<a href="mailto:PL-GWD.FE@forces.gc.ca">PL-GWD.FE@forces.gc.ca</a>
HALIFAX	(902) 721-6531	<a href="mailto:HFXFANDE@forces.gc.ca">HFXFANDE@forces.gc.ca</a>
KINGSTON	(613) 541-5010 Ext: 2586, 3198	<a href="mailto:PL-KGN.AKI.F&amp;E@forces.gc.ca">PL-KGN.AKI.F&amp;E@forces.gc.ca</a>
LONDON, ON	(519) 660-5275 Ext: 5729, 5702	<a href="mailto:DND.LDN.31S.LondonF&amp;E.MDN@forces.gc.ca">DND.LDN.31S.LondonF&amp;E.MDN@forces.gc.ca</a>

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OUTCAN - OTTAWA INTERNATIONAL MOVES	(613) 949-9967	DND.Ottawa.F&E.International- Ottawa.M&E.International.MDN@forces.gc.ca
OUTCAN – CFSU(E) GERMANY  (GEILENKIRCHEN GERMANY)	<u>From Canada:</u> 011-49-2451-717-136 011-49-2451-717-119  <u>Within Germany:</u> 02451-717136 02451-717119  Mobile: +49-172-534-5907 Within Europe Excl. Germany  0049-2451-717163  0049-2451-717119	CFSUEFE@forces.gc.ca
OUTCAN – CFSU(E) Det LONDON  (United Kingdom)	<u>From Canada:</u> 011-44-1895-613-034 011-44-7970-648-605  <u>Within the UK:</u> 01895-613034 7970-648-605	CFSUEDetUKF&E@forces.gc.ca

<p><b>OUTCAN</b> – CFSU(E) DET RIGA</p> <p>(RIGA LATVIA)</p>	<p><u>From Canada:</u></p> <p>011-371-67-556-234</p> <p><u>Within Europe:</u></p> <p>+371 22 443 180</p> <p>+371 (0) 67055 6234 73212</p>	<p><a href="mailto:+CFSUEDetriga_Traffic@forces.gc.ca">+CFSUEDetriga_Traffic@forces.gc.ca</a></p>
<p>PETAWAWA</p>	<p>(613) 687-5511</p> <p>Domestic Ext 5795, 6452,</p> <p>International: 5698, 5274</p>	<p><a href="mailto:DND.PET.4TS.FandE-MetE.MDN@forces.gc.ca">DND.PET.4TS.FandE-MetE.MDN@forces.gc.ca</a></p>
<p>SHILO</p>	<p>(204) 765-3000</p> <p>Ext: 258-3223, 258-3029, 258-3242, 258-3371</p>	<p><a href="mailto:ShiloF&amp;E.intern.mil.ca@forces.gc.ca">ShiloF&amp;E.intern.mil.ca@forces.gc.ca</a></p>
<p>ST. JEAN (MONTREAL)</p>	<p>(450) 358-7099</p> <p>Domestic Ext: 7415</p> <p>International Ext: 7906</p>	<p><a href="mailto:Basetraffic.saintjean@forces.gc.ca">Basetraffic.saintjean@forces.gc.ca</a></p>
<p>ST. JOHN'S NFLD</p>	<p>(709) 733-3722</p> <p>(709) 733-3484</p>	<p><a href="mailto:stjohnsfe@forces.gc.ca">stjohnsfe@forces.gc.ca</a></p>
<p>SUFFIELD</p>	<p>(780) 973-4011</p> <p>Ext: 4657, 4656</p>	<p><a href="mailto:PL-EDMF&amp;E@forces.gc.ca">PL-EDMF&amp;E@forces.gc.ca</a></p>
<p>TORONTO</p>	<p>(416) 633-6200</p> <p>Ext: 3764, 3664, 3762</p>	<p><a href="mailto:DND.GTA.4TS.F&amp;E-E&amp;F.MDN@forces.gc.ca">DND.GTA.4TS.F&amp;E-E&amp;F.MDN@forces.gc.ca</a></p>
<p>TRENTON</p>	<p>(613) 392-2811</p> <p>Ext: 2245, 3533</p>	<p><a href="mailto:TRENTONF_E@forces.gc.ca">TRENTONF_E@forces.gc.ca</a></p>
<p>VALCARTIER</p>	<p>(418) 844-5000</p> <p>Ext: 5482, 6703</p> <p>Mobile: (418) 932-4385</p>	<p><a href="mailto:GRNValcartierF-E@forces.gc.ca">GRNValcartierF-E@forces.gc.ca</a></p>
<p>WAINWRIGHT</p>	<p>(780) 842-1363</p> <p>Ext: 1683</p>	<p><a href="mailto:WRT-F&amp;E@forces.gc.ca">WRT-F&amp;E@forces.gc.ca</a></p>

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YELLOWKNIFE	Main: (867) 920-6057  (867) 920-6031  Alternative: (867) 446-0049  Duty after hour: (867) 446-0049	<a href="mailto:Yellowknife.FandE@forces.gc.ca">Yellowknife.FandE@forces.gc.ca</a>