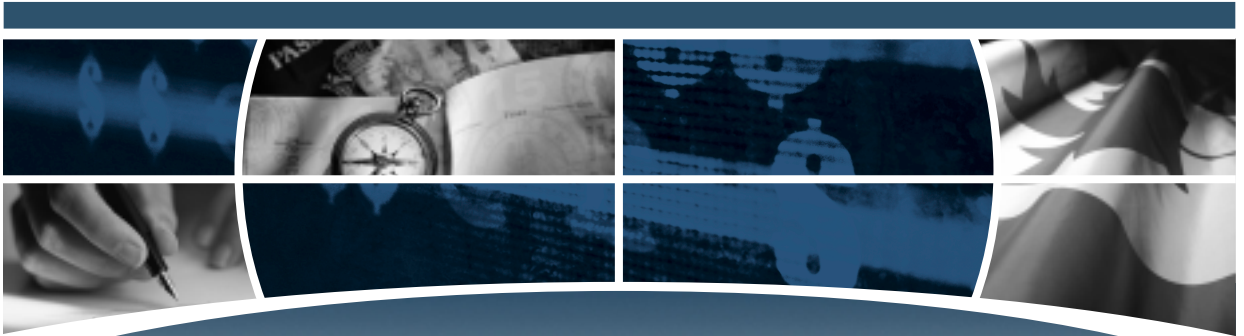




CanadaExport



Riding in the front seat

Evans Consoles drives into Slovakia

In this issue

- 2 CCC: Leveraging government programs
- 3 *Virtual Trade Commissioner* personalized page
- 5 Sweden's site remediation market
Canada Trade Day shows in Central Europe
- 6 New guide on exporting to the U.S.
Mexico prepares for EXPO COMM 2003
- 7 Hong Kong focus on IT in education
Japanese IT security market
- 8 Trade fairs and missions/Conferences

Growth in Europe is currently high on the agenda for Calgary-based **Evans Consoles Inc.**, manufacturer of command centres and control rooms. *Evans Consoles is now enjoying new-found success in the European air traffic, highways, telecommunications, financial services, and power generation industries. With 435 employees and a 22-year track record, Evans is out to capture the burgeoning Central European market.*

The latest in a string of recent business successes for Evans Consoles outside of North America has been the installation of the company's Strategy Desk product in a highway control room in Bratislava, the capital of Slovakia.

The Strategy Desk system provides an open solution for end-users, Slovenská Správa Ciest (the Slovak Road Administration) which, on August 30, officially opened Bratislava's new section of the D1 motorway and its associated central motorway control rooms.

continued on page 4 — Evans

International studies award

International Trade Minister Pierre Pettigrew presented the Robert L. Richardson Trade Commissioner Service Award for Excellence in International Trade Studies to Tanya Young. The award was presented at the Canada Export Awards ceremony held in conjunction with the Canadian Manufacturers & Exporters (CME) convention in Vancouver on October 7, 2002.

Tanya Young is completing her Masters of Public Administration at the University of Victoria. Her award winning essay is *continued on page 4 — International*



Minister Pettigrew with Tanya Young, Robert Richardson award winner

Vol. 20, No. 20
December 2, 2002

**VIRTUAL TRADE COMMISSIONER
BROCHURE**
(see insert)

Addressing export challenges with CCC

Leveraging government support programs

In today's global economy, the world is Canada's market. However, once a Canadian exporter identifies a potential market and buyer, going after this opportunity takes a lot of effort and presents a number of challenges. In order to meet these challenges, Canadian companies can leverage federal government resources such as the Canadian Commercial Corporation (CCC) to meet their exporting needs.

CCC, a Crown corporation wholly-owned by the Government of Canada,

is committed to assisting Canadian companies to maximize export opportunities—particularly with government markets—by addressing the challenges that can arise in the sales, production and financing phases of export projects.

In the sales phase, responding to Request for Proposals (RFP) can be difficult because they are often very complicated. Sometimes it's hard to know if you are fully compliant, and if you are technically compliant do you meet the financial thresholds? In addition, some RFPs require companies to post performance bonds, bid bonds or other types of securities; this can be a challenge if not impossible in some cases—particularly for smaller companies. Canadian exporters need experience to evaluate opportunities, assess contract risks and navigate difficult markets. They also need a strong position to negotiate favourable terms and conditions.

The terms and conditions negotiated will determine acceptable, realistic delivery scheduling and payment terms. You need to build in enough time to make deliveries and avoid financial penalties and you need to make sure the payment schedule gives you enough funds at each stage to meet cash requirements to support production. Exporters also need a source of funds to meet cash shortfalls and if your buyer is paying in other than Canadian funds, you need to protect yourself against shifts in currency values.

As Canada's export contracting agency, CCC specializes in all aspects of export contracts, offering a range of pre-contract, contract advisory and post-contract services.

Put the power of Canada behind your export sales



The **Canadian Commercial Corporation (CCC)** is Canada's export contracting agency. CCC specializes in sales to foreign governments and provides special access to the U.S. defence and aerospace markets. Canadian exporters can gain greater access to government and other markets through CCC's contracting expertise and unique government-backed guarantee of contract performance.

CCC provides export contracting services that often result in the waiving of performance bonds, advanced payment arrangements and generally better project terms. CCC can provide access to commercial sources of pre-shipment export financing. When requested, CCC acts as prime contractor for appropriate government-to-government arrangements.

For more information, contact CCC, tel.: **(613) 996-0034**, toll-free in Canada: **(1-800) 748-8191**, fax: **(613) 995-2121**, Web site: **www.ccc.ca**

CCC acts as a prime contractor, facilitating access to markets for exporters, and helps get that contract signed. CCC also assists Canadian exporters to increase their pre-shipment working capital and offers its international contracting expertise on a fee-for-service basis allowing the flexibility of using and paying for only those services needed to sell internationally.

By addressing the risks that arise during the sales, production and financing phases of export projects, CCC makes it possible for Canadian exporters to take advantage of the world of opportunities available.

For more information about how you can put the power of Canada behind your export sales, contact CCC at **1-800-748-8191** or visit **www.ccc.ca**

Editor-in-Chief:

Suzanne Lalonde-Gaëtan

Managing Editor: **Louis Kovacs**

Editor: **Michael Mancini**

Layout: **Yen Le**

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Telephone: **(613) 992-7114**

Fax: **(613) 992-5791**

E-mail: **canad.export@dfait-maeci.gc.ca**

Web site:

www.infoexport.gc.ca/canadexport

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CanadExport

Are you a Canadian company looking for the latest information on foreign markets? Do you want to receive business leads for your industry sector? If you have answered "yes" to these questions, register as a client of the Canadian Trade Commissioner Service and receive a personalized Web page.

Here is a sample of a

Virtual Trade Commissioner personalized page

Meet your Trade Commissioners

The Virtual Trade Commissioner displays contact information for the actual trade commissioners responsible for a specific industry sector in a specific market. Using tabs at the top of the page, users can quickly access each of their markets to monitor news, market intelligence, trade leads or prepare for business trips abroad.

Access Market Information

The *Access Market Information* section contains the latest market reports, business leads, lists of trade events and business news. Users can opt to be notified when new information is available.

Order a Personalized Service

Using the *Order a Personalized Service* section, registered clients can order any of our six core services. Through this web-enabled technology, trade commissioners receive service requests directly on their desktop.

Customize your page

The left hand navigation bar gives users the option to customize the layout, add links and contacts or store market reports for future reference. Users can re-configure their Virtual Trade Commissioner by updating their company profile, including changing industry sectors, target markets and other parameters.

The screenshot shows a personalized web page for James O'Neil of Ashley Canada. At the top, there are navigation tabs for various countries: Malaysia, China, Indonesia, Cambodia, Singapore, Philippines, New Zealand, Japan, English, and Taiwan. The page is personalized for New Zealand. The main content area is divided into several sections:

- Welcome James O'Neil of Ashley Canada:** A personalized greeting and a call to action to use the personalized website to find market information, order services, and register for business events. It includes photos and contact information for Mr. Brad Jones (Commercial Officer, Auckland, New Zealand) and Ms. Amanda Forsyth (Commercial Officer, Wellington, New Zealand).
- Access Market Information:** A section for learning more about business opportunities. It includes links to Market Reports, Business Leads, and Trade Events.
- Order a Personalized Service:** A section for ordering services. It includes links to Market Presence, New Contacts Search, and Visit Information.
- Register for Events:** A section for registering for trade events. It includes links to Register for Events in Canada and Register for Events in New Zealand.

Register for Trade Events

Use the Virtual Trade Commissioner to register online for trade events such as business missions, export seminars and outreach activities abroad and in Canada.

For more information on the Canadian Trade Commissioner Service or to receive a personalized Virtual Trade Commissioner, visit:

www.infoexport.gc.ca

Evans Consoles in Slovakia

— continued from page 1

Incorporating intelligent transport system technology, the new section of highway connects routes from the Austrian and Hungarian borders to the D-61 highway that links Bratislava in the west with Ladce to the north.

Breaking new ground

It was Evans' technical expertise that won the contract in Slovakia. "Quality was very important to our clients. We have an excellent product that is very specialized for control rooms," says Alena Poremsky, Evans' Eastern Europe Sales Representative.



Evans Consoles' Strategy Desk

This is the first time that a Canadian product has been featured in a Slovakian public sector project, the contract having resulted from Evans' participation in a trade mission to Central Europe in September 2000. Led by International Trade Minister Pierre Pettigrew, the mission centred on the Czech Republic, Hungary, Slovakia and Slovenia.

"The Embassies (in Prague and Bratislava) acted as information brokers and facilitators. We matched Evans with potential clients in the Czech Republic and Slovakia, provided market intelligence and customs and tariff information," says Milan Harustiak, Commercial Officer at the Canadian Embassy in Bratislava.

Commenting recently on Evans' success in Bratislava, Georges Lemieux, Commercial Counsellor at the Canadian Embassy in Prague, praised the company's tenacity and patience in this new geographic market.

"Clearly," he said, "Evans Consoles' expertise in the international traffic sector—together with the company's patience and growing European presence—has been instrumental in securing this contract. But now that this showpiece project has finally been commissioned," Lemieux concluded, "we are confident of further Canadian expansion in the region."

Export advice

"Outside of North America, our policy is to work with locally situated distributors," confides Alan Drinkwater, Evans' Director of European Sales.

"We are, of course, careful to fully evaluate potential distributors and to ensure that we appoint only those with an established track record in their own markets.

Once on-board, our overseas distributors are trained—and regularly retrained—both in their own countries and in Canada in order to present our product and capability in the best technological light.

"Wherever possible," he concluded, "Evans' own personnel will also work with Canadian government posts throughout the world to foster relationships within established trade programs."

High-quality technology

Built in Calgary to international standards, all Evans consoles are geared to the specific ergonomic requirements of control centre employees. The company has pioneered such innovations as computer imaging of control centre

designs, linear task lighting and adjustable height work surfaces.

Evans is a supplier to NASA, FedEx, EDS, AT&T, IBM, Dow Chemical, Shell, United Airlines, the Federal Aviation Administration, Deutsche Telekom and thousands of other firms worldwide.

Future prospects

"We have become much more aggressive in Europe, where we know the competition is especially stiff," states Drinkwater.

Having recognized the political and economic changes in Central Europe, Evans Consoles is now well on its way to establishing a lasting presence across this region. "We have established a new dealer network across Western and Central Europe, and we will continue to invest in our export program in this way," Drinkwater concludes.

For more information, contact Alan Drinkwater, Director, European Sales, Evans Consoles, tel.: **(011-44) 7813-180394**, fax: **(011-44) 1949-861558**, e-mail: alanajd@aol.com Web site: www.evansonline.com 🌟

International studies award

— continued from page 1

entitled, *An Examination of the World Trade Organization's Compulsory Licensing Rules, its Implications for Stakeholders, and Recommended Solutions*.

The award was established by CME in 1992 to honour the years of service and dedication of Robert Richardson, a former top public servant who started his career as a Trade Commissioner. From 2002 to 2004, DFAIT will sponsor a bursary for the award recipient.

For more information about the award, contact CME, tel.: **(613) 238-8888**. 🌟

Sweden's site remediation market

The Swedish government has set 15 environmental goals for itself. One of these goals is that the environment should be free from contaminants in soil and groundwater in one generation. In order to reach that goal, all contaminated sites should be identified by the year 2005. At least 50 of the most contaminated sites should be remediated by 2005 and work should be started for another 100 sites by 2005. Opportunities for Canadian exporters of site remediation technology, therefore, are plentiful.

Market overview

Compared to Canada, the U.S., Denmark, Germany and the Netherlands, the site remediation sector in Sweden is still emerging; it was not until the early 1990s that the sector was slowly beginning to develop there. As late as 1998, there were no government funds for the remediation of contaminated sites in Sweden. However, since 1999, public funds for site remediation have grown steadily and will continue to increase until a steady level is expected to be reached by 2005.

Market players

Approximately 50 companies are involved as consultants and each of these has 10 to 50 employees directly involved in the site remediation sector. When it comes to the treatment of contaminated material, 21 companies are active in Sweden, most of which are small businesses. (For a complete list of these companies, read the market report found at www.infoexport.gc.ca and click on 'Sweden' and 'Environmental Industries'.)

The total spending in the sector for 2002 is expected to be 875 million kronor (\$150 million)—525 million kronor (\$89 million) through public funds and 350 million kronor (\$60 million) spent by private industry.

The major customers are municipalities and the Swedish oil industry fund, SPIMFAB, which accounts for approximately 36% of private funds spent on site remediation. The rest of the private sector is divided among a range of



customers, such as the mining industry, ports, construction, waste management and oil companies, the Swedish military, the Swedish Rail Administration, the Swedish Road Administration, property owners and energy companies.

Competitive environment

Companies with experience in site remediation will be competitive in the Swedish market. In Sweden, knowledge of what a remediation company usually can provide is low, so Canadian companies with proven expertise in this field have a distinct advantage. The similar

climate and geological conditions also gives Canadian companies a competitive advantage over many foreign competitors looking to compete in Sweden.

Even though English is spoken widely in the Swedish business community, language barriers do exist. That's why local contacts are very important in order to get assignments in Sweden. When it comes to working with local government authorities regarding rules, legislation issues and tenders, local contacts can really help. And it's those local government authorities that will play a major role in making sure that Sweden meets its site remediation goals within the next five years.

For more information, contact Inga-Lill Olsson, Business Development Officer, Canadian Embassy in Stockholm, tel.: (011-46-8) 453-3019, fax: (011-46-8) 453-3016, e-mail: inga-lill.olsson@dfait-maeci.gc.ca 🇨🇦

Central Europe welcomes Canada Trade Days

CROATIA, SLOVENIA AND BOSNIA-HERZEGOVINA — The Canadian Embassy in Hungary invites you to participate in **Canada Trade Day** catalogue shows to be held in Croatia (**January 21, 2003**) and Slovenia (**February 2003**) and an information stand in Bosnia-Herzegovina (dates to be determined).

Canada Trade Days are a low-cost, low-risk way of identifying local market interest in your products or services. Canadian trade commissioners will identify local partners who can access a cross-section of the local business community.

At last year's Canada Trade Days—which also included two cities in



Larry Duffield (inset), Trade Commissioner at the Canadian Embassy in Budapest, speaking to a captive audience at a Canada Day event in Hungary.

Hungary—50 Canadian companies from a wide range of sectors were featured. More than 300 visitors registered at these Canada Trade Days.

continued on page 8 — Canada

A risky business

Exporting to the U.S.

The U.S. economy is undergoing a fragile recovery that could still be jeopardized by recent corporate scandals and a roller coaster stock market. Knowing your neighbour is the first step to taking advantage of exporting to the United States, while protecting your business from the heightened risks.

That means understanding the economic conditions in this lucrative market and how various Canadian organizations can help you sell to it. One such organization is Export Development Canada (EDC) which recently created an easy-to-use workbook for Canadian exporters entitled *Doing Business with the United States: A Guide for Canadian Exporters*.

An uncertain climate

According to EDC's analysis, corporate America is still having difficulty recovering from last year's recession. Many large companies aggressively expanded their production during the heydays of the 1990s, then found themselves with excessive debt when the boom ended. Sales continue to be slow and profit margins thin—many U.S. firms will be forced to close or seek bankruptcy protection.

This uncertain climate is contributing to the loss of confidence we see in the stock market. It also limits the ability of U.S. companies to borrow money, making it even more difficult for them to survive. In 2001, more than half of the insurance claims to EDC were the result of U.S. companies filing for bankruptcy. The EDC guide tracks these claims and catalogues some of the largest public-company failures in the U.S. in 2002.

Exports to increase

Despite this uncertainty, EDC's annual Global Export Forecast—released in

October—predicts that Canadian exports to the U.S. will increase by 1% this year, an improvement over last year's decrease of 3%. With economic growth in the U.S. projected to pick up in 2003, Canadian exporters may see their U.S. sales grow by as much as 8%.

Bankruptcies often aren't anticipated. That's why EDC's Accounts Receivable Insurance is such an important part of your exporting strategy. With it in place, you are protected for up to 90% of your contract's value if your U.S. or foreign buyer doesn't pay. Plus, EDC can help you get more working capital

from your bank and enable you to offer better repayment terms to your buyers.

You can find out more by getting your own copy of *Doing Business with the United States: A Guide for Canadian Exporters*. Simply visit www.edc.ca/USguide or call **1-866-260-4446**. EDC's handy 13-page guide to the U.S. market is a must-read for any business exporting or thinking of selling into the United States.

For more information, contact EDC, tel.: **1-866-260-4446**. 🌟

Export USA Calendar

For information about:

- Trade missions to the U.S.
- Seminars on the U.S. market

Visit the Export USA Calendar at:

www.dfait-maeci.gc.ca/nebs/menu-en.asp

Exhibit at EXPO COMM 2003

MEXICO CITY, MEXICO — February 18-21, 2003 — **EXPO COMM** is Mexico's largest and longest-running telecommunications, wireless, networking and Internet technologies exhibit and conference. Last year, the show attracted over 28,000 corporate buyers and industry specialists with 300 exhibitors from 17 countries. The attendance survey showed that over 58% of visiting companies concluded buying decisions during the exhibition.

Opportunities

The Mexican telecommunications market has grown four times faster than Mexico's economy as a whole during the last eight years; the size of the combined market for equipment and services is estimated to exceed US\$5 billion yearly over the next three years. Opportunities vary widely from the mobile communications field to the fixed-line sector.

Participation

Canadian exporters are invited to exhibit with the Canadian pavilion

at **EXPO COMM**. The benefits of exhibiting with the Canadian pavilion include: turnkey service for the exhibitor; strategic advice from Canadian Embassy experts; the opportunity to promote your products and services at a Canadian seminar; attend a workshop on how to succeed in the Mexican market; benefit from Mexican company networking and introductions; and greater visibility for new exporting companies.

Exhibit space is reserved on a first-come, first-served basis. **For more information**, contact Gilles Tassé, Trade Commissioner, DFAIT, tel.: **(613) 995-0460**, e-mail: gilles.tasse@dfait-maeci.gc.ca or Marco Rodriguez, Commerce Officer, Canadian Embassy in Mexico, tel.: **(011-52-5) 724-7900**, e-mail: marco.rodriguez@dfait-maeci.gc.ca Web site: www.expocomm.com/latin/ 🌟

(For the unabridged version, see www.infoexport.gc.ca/canadexport and click on "Trade Fairs and Missions".)

New focus on IT in education in Hong Kong

In response to the Hong Kong Special Administrative Region's 1997 policy address, a five-year strategy was formulated to apply information technology (IT) to education. The strategy, initiated in 1998, has now entered into its final year of implementation. Now that IT infrastructure build-up in Hong Kong schools has been completed, the next step is to ensure the effective application of IT to learning, teaching and school management.

In line with Hong Kong educational priorities, Canada signed a Memorandum of Understanding in 2001 to participate in the development of the Hong Kong government education portal, 'Hong Kong Education City Limited' (HKECL).

The HKECL provides strategic infrastructure to support educational reforms, is a source of reference information, a showroom for learning resources, a community centre for education professionals, a cyber exhibition centre of education products and a facilitator of the education market.

Upcoming projects to be undertaken by the HKECL include: www.readingland.net to promote reading and provide an IT training room, children's books and an English campus; an education forum and workshops; and off-line projects and events.

Industry Canada and the Canadian Consulate General in Hong Kong organized two video conferences to introduce

Canadian education technologies to key officials of the HKECL. Ten companies specialized in ESL, content management systems, on-line courses and multimedia teaching content participated in the two sessions. Another session is planned in the coming months.

Canadian companies interested in the above content, project, business and co-branding opportunities should visit the HKECL Web site (www.hkedcity.net).

For more information,

contact Norma Domenech, Business Development Officer, Industry Canada, tel.: **(613) 946-9943**, fax: **(613) 946-2170**, e-mail: domenech.norma@ic.gc.ca or Kitty Ko, Commercial Officer, Canadian Consulate General in Hong Kong, tel.: **(011-852) 2847-7448**, fax: **(011-852) 2847-7441**, e-mail: kitty.ko@dfait-maeci.gc.ca Web site: www.infoexport.gc.ca/hk 🌟



Tackling the Japanese IT security market

Japan's information technology (IT) security market has been growing steadily since the mid-1990s; the combined market size for security equipment and services is expected to increase at an annual rate of over 30%, reaching \$2.6 billion by 2005.

The IT security supply-side is growing in Canada, with companies already providing solutions in several areas including authentication and verification, biometrics, face and voice recognition, cryptography, Internet security solutions and smart cards, among many others. Canadian IT companies looking to tackle the



enormous potential of the Japanese market are invited to participate in the **Canadian Security Solutions Showcase** to be held in Tokyo, on **February 25, 2003**.

The showcase will allow Canadian IT security companies to give presentations on their products and services and have a booth at a networking reception at the Canadian Embassy in Tokyo.

Audience recruitment will be focused on Japanese firms that are involved in the representation of foreign IT products or those interested in working with Canadian security solutions developers or representing Canadian

products in the Japanese market. Audience recruitment will be undertaken by the Canadian Embassy in Tokyo together with Japanese IT associations. Targets are Japanese resellers, agents, retailers, distributors, joint developers, trading houses and representatives of large firms such as Hitachi, Fujitsu, and Toshiba.

The Department of Foreign Affairs and International Trade and Industry Canada are working closely with the Canadian Advanced Technologies Alliance to provide Canadian companies with this opportunity to promote their security solutions products.

For more information, contact Lyne-Marie Tremblay, Trade Commissioner, Japan Division, tel.: **(613) 996-2460**, e-mail: lyne-marie.tremblay@dfait-maeci.gc.ca Web site: www.dfait-maeci.gc.ca/ni-ka 🌟

Upcoming events

AEROSPACE AND DEFENCE

ABU DHABI, UNITED ARAB EMIRATES — March 16-20, 2003 — **IDEX 2003**

(International Defence Exhibition and Conference). **For more information**, contact Shaun Wedick, Senior Trade Commissioner, Canadian Embassy in Abu Dhabi, tel.: **(011-971-2) 445-6969**, e-mail: **shaun.wedick@dfait-maeci.gc.ca** Web site: **www.idexuae.com**

BUILDING PRODUCTS

KITAKYUSHU, JAPAN — March 20-23, 2003 — **West Japan Total Living Show**

is Kyushu's main trade show in the construction industry, particularly for the residential housing sector. **For more information**, contact Kazuhiro Uemura, Commercial Officer, Canadian Consulate in Fukuoka, tel.: **(011-81) 92-752-6055**, e-mail: **kazuhiro.uemura@dfait-maeci.gc.ca** or Joy R. Vicente, Trade Commissioner, DFAIT, tel.: **(613) 995-1678**, e-mail: **joy.vicente@dfait-maeci.gc.ca** Web site: **www.nishiten.or.jp/tlshow/top.html** (Japanese site)

ENVIRONMENTAL INDUSTRIES

KUALA LUMPUR, MALAYSIA — April 28-30, 2003 — **Water & Drainage 2003**, a trade fair focusing on water technology solutions. **For more information**, contact Jean-Philippe Linteau, Trade Commissioner, Canadian High Commission in Kuala Lumpur, tel.: **(011-60-3) 2718-3352**, e-mail: **jean-philippe.linteau@**

dfait-maeci.gc.ca Web site: **http://water-drainage.com/**

HEALTH INDUSTRIES

DUBAI, UNITED ARAB EMIRATES — January 26-29, 2003 — **Arab Health**, the largest healthcare exhibition in the Middle East. **For more information**, contact Fouad Soueid, Senior Commercial Officer, Canadian Embassy in Dubai, tel.: **(011-971-4) 352-1717**, e-mail: **fouad.soueid@dfait-maeci.gc.ca** or Maher Abou-Guendia, Senior Trade Advisor, DFAIT, tel.: **(613) 944-5984**, e-mail: **maher.abou-guendia@dfait-maeci.gc.ca** Web site: **www.arabhealthonline.com**

MULTI-SECTOR

CALGARY — January 15, 2003 — **Ease Your Mind About Business in Russia: Best Practices of Doing**

Business in Russia. This luncheon meeting will showcase a number of Canada Eurasia Energy & Industry Alliance members from various industries on their business practices in Russia. **For more information**, contact Iva Schafferova, Executive Director, Canada Eurasia Energy & Industry Alliance, tel.: **(403) 218-4822**, e-mail: **iva@ceeia.org** Web site: **www.ceeia.org** 🌟

Canada Trade Day

— *continued from page 5*

For more information, contact Krisztina Molnár, Commercial Officer and Canada Trade Day Project Manager, Canadian Embassy in Hungary, tel.: **(011-36-1) 392-3352**, fax: **(011-36-1) 392-3395**, e-mail: **krisztina.molnar@dfait-maeci.gc.ca** 🌟

Possible FTA with Dominican Republic and Andean community

The Government of Canada is seeking the views of Canadians on possible free trade agreements between Canada and the Dominican Republic and Canada and the Andean community (Bolivia, Colombia, Ecuador, Peru and Venezuela). All interested parties are invited to submit their advice and views on any priorities, objectives and concerns by **December 20, 2002**.

For more information, contact Mark Strasser (Andean), Trade Policy Officer, DFAIT, tel.: **(613) 944-1829**, fax: **(613) 944-0757**, e-mail: **mark.strasser@dfait-maeci.gc.ca** or Brennen Young (Dominican Republic), Trade Policy Officer, DFAIT, tel.: **(613) 992-3841**, fax: **(613) 944-0757**, e-mail: **brennen.young@dfait-maeci.gc.ca** Web site: **www.dfait-maeci.gc.ca/tna-nac/menu-e.asp** 🌟

Enquiries Service

DFAIT's Enquiries Service provides counselling, publications, and referral services to Canadian exporters. Trade-related information can be obtained by calling **1-800-267-8376** (Ottawa region: **(613) 944-4000**) or by fax at **(613) 996-9709**; by calling the Enquiries Service FaxLink (from a fax machine) at **(613) 944-4500**; or by accessing the DFAIT Web site at **www.dfait-maeci.gc.ca**

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