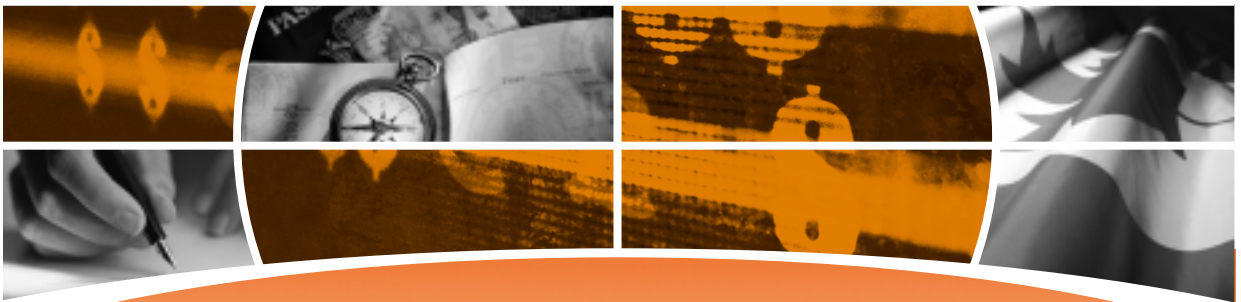




CanadaExport



Mitigating risk with MIGA

Protecting investments in developing countries

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Canadian corporations looking to mitigate non-commercial risks for their investment projects in developing countries can turn to the **Multilateral Investment Guarantee Agency (MIGA)**. MIGA guarantees have assisted companies both large and small and are an important catalyst for bringing economic, social and environmental benefits to countries most in need.

Headquartered in Washington, D.C., MIGA was established in 1988 as a member of the World Bank Group to promote foreign direct investment (FDI) into emerging economies in order to improve people's lives and reduce poverty. The Agency carries out its mandate by offering political risk insurance (guarantees) to investors and lenders and by helping developing

continued on page 7 — MIGA

Digital trade mission a success

Europe welcomes women entrepreneurs



From left to right: Dianne Williamson, Digital Wizards Inc.; Robin Gardiner-Poncica, Etraffic Solutions Inc.; Brian Young, Vice-Consul, Canadian Consulate in Munich; Kirstin Simmons, B.C. New Media; Julia Walden, Borden Street Productions; Claudia Seeber, Commercial Officer, Canadian Embassy in Berlin; Natalia Usselman, Idea Bureau; Albert Galpin, DFAIT; Jon Scott, Consul, Canadian Consulate in Munich; Mala Fuller, CBT Vision; Michel Bélanger, Industry Canada; Suzanne Bubic, Canadian Heritage; and Leila Boujnane and Paul Bloore of Idée Inc.

see story on page 6 — Women

Vol. 21, No. 8
May 1, 2003



Reminder: Product certification required for China (see p. 7)

Discovering the Americas with CCC

When completed, the Free Trade Area of the Americas (FTAA) will be the world's largest free market zone. The 800 million people of the Americas make up almost one-sixth of the world's population and the region's combined gross domestic product (GDP) of approximately \$17 trillion represents more than one-third of the world's economic activity. The FTAA will build on Canada's free trade ties with the United States, Mexico, Chile and Costa Rica and will co-exist with pre-existing agreements such as NAFTA. Canadian companies will benefit from the FTAA

whether it is through lowered tariffs, opportunities in services or protection for Canadian investment.

An important component of the FTAA is the chapter on government procurement. Opening government procurement markets will result in increased competition and reduced barriers. Canadian exporters will be able to access markets that may not have been open to them otherwise and reduced trade barriers means that companies will benefit from a greatly improved and simplified procurement process.

In support of Canada's efforts to develop the proposed FTAA, CCC (the Canadian Commercial Corporation) is currently pursuing opportunities with Canadian exporters in a number of countries in the Caribbean, North and Latin American regions, including Ecuador, Peru, Dominican Republic, Trinidad and Tobago, Mexico and Panama. CCC works closely with trade commissioners in these countries to identify key contacts, promote the viability of Canadian sources of supply and to advance Canadian projects. For example, CCC is currently involved in developing a rural electrification project in Peru, an airport project in Quito, Ecuador, oncology programs in Trinidad and Tobago, and housing, power dam and water projects in the Dominican Republic.

CCC support

In 2002/2003, CCC's business volume in Latin America was approximately \$150 million. CCC is in discussions with a number of governments in this region and has signed memorandums of understanding with public sector organizations to jointly enhance and increase trade flows between the signing country and Canada.

Put the power of Canada behind your export sales



CCC (Canadian Commercial Corporation) is a Crown corporation mandated to facilitate international trade, particularly in government markets. Acting as a prime contractor, CCC signs export contracts providing access to markets for exporters and a government-backed performance guarantee for buyers. CCC also helps exporters to increase their pre-shipment working capital from commercial sources, and offers its international contracting expertise on a fee-for-service basis. When it comes to exports, CCC means credibility, confidence and contracts.

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

"These markets present a wide range of opportunities for Canadian exporters and CCC is uniquely positioned to help," said Tom DeWolf, CCC Director of Market Opportunities Development. "In a lot of cases, a government-to-government arrangement is the preferred platform in many foreign markets. As an agent of the Canadian government, CCC can act in this capacity and enhance the credibility of the project for foreign buyers, especially in countries where transparency is critical."

CCC is a unique Canadian Crown corporation, mandated to facilitate export transactions, particularly in government markets. CCC helps Canadian businesses win foreign government contracts on favourable terms by acting as prime contractor and offering a government-backed performance guarantee to the buyer. In doing so, CCC adds the Government of Canada's

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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.

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

Tri-State venture capital report released

In response to an increasing number of inquiries from Canadian companies looking to raise venture funding, the Investment Program of the Canadian Consulate General in New York recently completed a report that highlights the condition of the Tri-state area venture capital (VC) industry. In addition to assessing market trends, the study provides insight into the opportunities and challenges that Canadian companies may encounter as they seek to raise capital from VC funding sources in New York, New Jersey and Connecticut.

The report provides essential market information that is useful for companies seeking to raise their first institutional round of financing, as well as for firms looking to raise B, C or later rounds of funds. In addition to a VC industry overview—which will be updated semi-annually—the report includes market access strategies, opportunity analyses, an updated list of Canadian firms that have recently raised money from investors in the Tri-state area, and comprehensive resource lists, including VC firms and third-party service providers. Detailed appendices cover basic deal structure, equity and debt differentiation, typical provision definitions and a glossary of common industry terms.

As in most of the U.S., recent deals completed in the Tri-state area have typically been second or later round deals. Nevertheless, a number of first-round deals are being completed, albeit at both a decreased frequency and size. While first-round funding has decreased as venture firms continue to make more cautious investments, around 25% of deals in the Tri-state area are first-round or earlier. The latest investment trends demonstrate a lack of commitment to

any one sector, but biotechnology and telecommunication deals continue to receive the largest share of venture dollars.

The current appetite for Canadian deals in the Tri-state VC community continues to be mixed. The report concludes that most firms will consider a Canadian investment opportunity for a variety of reasons, including market similarity, investment diversification,

Export USA Calendar

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

previous investment experience, deep Canadian contacts and Canada's high level of technology and labour sophistication. The concerns cited for a lack of interest include firm mandates (U.S. investments only), distance, lack of awareness and perceived impediments or uncertainty.

Strategic advice

Providing more than numbers and resource lists, the report suggests a number of strategies that Canadian firms should consider, such as thorough document preparation, networking, strategic advertising, obtaining the services of a third party, leveraging contacts, developing the perfect pitch, and taking a pragmatic approach.

Breaking into the Tri-state's highly competitive VC market is best achieved through a proactive approach to networking. This requires an understanding of the significant market players and an awareness of the opportunities to make important connections. As such,

the report lists the top 20 VC firms, various intermediaries such as third-party service providers and associations, and presents a number of potential forums for networking.

Network, network, network

When targeting a VC firm, speak with other entrepreneurs who have raised money from that firm. Gaining valuable insight into the culture of the firm increases the odds that you will gain access in order to pitch your own opportunity. A contact made today could be a key to funding tomorrow. Networking also allows you to keep up-to-date with the current market sentiment and funding opportunities that are not always in the public domain.

The report promotes a better understanding of the Tri-state VC industry and the various issues that Canadian businesses face when fundraising in this region. While current market conditions are particularly challenging, the Tri-state area continues to represent an important source of funding for Canadian firms, and should be considered when developing a fundraising strategy. Some recent Canadian deals in the Tri-state area include US\$10.4 million for **BT Photonics** and US\$9 million for **KLOCwork Inc.**, both of Ottawa.

For more information, contact Robert Bult, Investment Officer, Canadian Consulate General in New York, tel.: **(212) 596-1674**, e-mail: **robert.bult@dfait-maeci.gc.ca** 🌟

CCC helps

— continued from page 2

credibility to the transaction and makes Canadian companies—SMEs in particular—more competitive internationally.

For more information, and to learn more about how CCC can put the power of Canada behind your export sales, go to **www.ccc.ca** 🌟

Japan's environmental market

In Japan, over 500 million tonnes of waste is discharged into the environment each year. Due to its small land mass and large population, Japan has become increasingly reliant on incineration for garbage disposal—a major cause of dioxin emissions in the country. In January 2000, because of the health problems associated with dioxins, Japan set stricter limits on emissions and increased enforcement measures with the aim of cutting total dioxin output by 90% of 1997 levels by 2004.

Despite legislative measures, soil and groundwater contamination are on the increase due in large part to inadequate waste management and the illegal dumping of waste. There are presently over 440,000 sites in Japan that need

to be tested for contamination. The potential market for the cleanup of these sites has been estimated at up to \$611 billion.

By the year 2010, some \$500 billion will be invested into the environmental market in Japan. Of this amount, 60% will be dedicated to waste management, 29% to water protection, 9% to the protection of air and 2% to other areas. By the year 2025, the market is expected to quadruple from \$200 billion to \$800 billion.

Opportunities

There are opportunities for Canadian firms specializing in: site remediation and ground water cleanup; dioxin monitoring, analysis and reduction; PCB and other hazardous waste destruction; advanced recycling technologies; oil-spill

cleanup and disaster prevention. Close to 90% of the environment market in Japan is linked to technologically advanced environmental equipment, garbage incineration and recycling equipment.

Japanese manufacturers are adopting ISO 14000 series standards more quickly than their counterparts in any other country. To conform with Japanese regulations and standards and to meet the needs and expectations of Japanese customers, Canadian entrepreneurs can anticipate higher start-up costs associated with modifying their own equipment, technologies, systems and business practices.

For more information, contact Jean-Pierre Petit, Trade Commissioner, Japan Division, DFAIT, tel.: **(613) 996-2467**, e-mail: jean-pierre.petit@dfait-maeci.gc.ca or Louis-Pierre Émond, Trade Commissioner, Canadian Embassy in Tokyo, tel.: **(011-81-3) 5412-6200**, e-mail: louis-pierre.emond@dfait-maeci.gc.ca Web site: www.dfait-maeci.gc.ca/ni-ka 🌟

Lights, camera, action!

Filmart 2003 in Hong Kong

HONG KONG — June 25-27, 2003 — The 7th annual **Filmart 2003**, the Hong Kong International Film & TV Market, is organized by the Hong Kong Trade Development Council (HKTDC). In 2002, more than 1,600 buyers from some 40 countries visited Filmart to conduct business deals, develop partnerships and share the latest market information.

One of the HKTDC promotion priorities is to forge partnerships among Hong Kong, mainland and overseas companies. Similarly, Filmart 2003 is looking to foster co-productions with Hong Kong, mainland and overseas countries. Therefore, HKTDC will offer special discounts to attract marketing services and digital entertainment

companies, independent film makers as well as film-related products and services such as production technology and film-making equipment. The organizer will also provide pre-fair online business matching for delegates to help set up meetings with potential business partners.

During the 2001 Team Canada visit, International Trade Minister Pierre Pettigrew signed a memorandum of understanding on film and television co-productions with Hong Kong. In the past three years, the Canadian Film and Television Production Association (CFTPA) and HKTDC's Toronto office have been successful at Filmart. Three companies reported sales of film distribution and an independent film producer had a film co-production

agreement with a Hong Kong film production company.

CFTPA's presence at Filmart has also received support from the Department of Foreign Affairs and International Trade (DFAIT) through the Program for Export Market Development—a DFAIT program that offers assistance to trade associations looking to expand into international markets. For Filmart 2003, CFTPA will once again be working with HKTDC to offer support to participants as will DFAIT and the Canadian Consulate General in Hong Kong.

For more information, contact Andrew Yui, Director, HKTDC (Toronto Office), tel.: **(416) 366-3594**, fax: **(416) 366-1569**, e-mail: andrew.yui@tdc.org.hk 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.hkfilmart.com 🌟

Women entrepreneurs

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In early February 2003, the Team Canada Inc digital media trade mission for women to France and Germany—organized by the Department of Foreign Affairs and International Trade (DFAIT), Canadian Heritage, and Industry Canada—helped to open doors to the European digital media market and highlight Canadian capabilities in this sector.

The mission began in the Lyon-Rhône corridor in France and ended in Munich, Germany. The purpose of the mission was to increase export opportunities in Europe for digital media players and provide a platform for women entrepreneurs to network among themselves. Albert Galpin, Deputy Director for International Business Development of DFAIT's Arts and Cultural Industries Promotion Division, adds "Another objective was to get the industry to think a little bit about itself. Who are the different players and what do they do? The industry ranges from e-learning to games to edutainment—it's all over the map."

Participant feedback

Julia Walden of **Borden Street Productions Inc.** in Toronto said, "The mission seems to have fulfilled those dual goals and more. The networking opportunity was fantastic," she says,

"in fact, a group of us got together in Toronto and everyone is making efforts to keep the connections alive." Walden notes that she has already had the opportunity to recommend one of the participants' products to one of her clients and has also received follow-up correspondence from a German party.



Robin Gardiner-Poncica of Vancouver-based e-learning company **Etraffic Solutions Inc.** said, "If you have a unique, innovative product or service, the focus is on it." In fact, Gardiner-Poncica made some valuable contacts during the mission. "I developed research, product and corporate alliances that extend our export market reach. The business development environment created through the collaborative efforts of DFAIT, Canadian Heritage and Industry Canada have had a direct payoff for my company."

"I have a much better sense of the markets in both France and Germany," said Diane Williamson of London-based production company **Digital Wizards Inc.**, "and I am now equipped to develop some proposals for business there. There certainly appear to be French and German digital media companies interested in working with us."

What the future holds

With this kind of success, the future for Canada's digital media sector looks bright. "This was the first time anything like this has been tried in the cultural industries, and certainly in digital media," said Galpin. "It worked, so why should it end now? We're going to follow up and check in with the participants three months from now to see what kind of leads they have developed and find out what the results are."

"With the combined efforts of Canadian Heritage, Industry Canada, DFAIT and the Canadian embassies in France and Germany, this mission was designed to bring key contacts and open doors to develop international business relations and opportunities," said Suzanne Bubic, Senior Trade Officer at Canadian Heritage. "This mission certainly got the ball rolling by giving women entrepreneurs in Canada's digital media sector a higher profile in Europe."

For more information, contact Michel Bélanger, Information & Communications Technologies Branch, Industry Canada, tel.: **(613) 954-4803**, fax: **(613) 990-3858**, e-mail: belanger.michel@ic.gc.ca or Albert Galpin, Deputy Director, Arts and Cultural Industries Promotion Division, DFAIT, tel.: **(613) 944-7009**, fax: **(613) 992-5965**, e-mail: albert.galpin@dfait-maeci.gc.ca or Suzanne Bubic, Senior Trade Officer, Canadian Heritage, tel.: **(819) 956-9769**, fax: **(819) 953-5367**, e-mail: suzanne_bubic@pch.gc.ca 🌟

Pharma-biotech mission to Italy

PADOVA, ITALY — June 4-6, 2003 — The Canadian Consulate General in Milan is organizing a mission of Canadian biotechnology and pharmaceutical companies at **BIONOVA**, Italy's only biotechnology forum.

Now in its third year, BIONOVA has been growing steadily and is becoming increasingly international. A large

number of Italian and multinational biotechnology and pharmaceutical companies have already signed up for the show this year including Genzyme, Amgen, Roche, Glaxo SmithKline and many others.

Canadian biotechnology and pharmaceutical companies participating in the mission will be able to display their

posters and brochures at the Canadian booth, meet Italian and international exhibitors and visitors and present their technologies at the Canada seminar scheduled for the morning of **June 5**.

For more information, contact Sandra Marchesi, Business Development Officer, Canadian Consulate General in Milan, tel.: **(011-39-02) 6758-3351**, fax: **(011-39-02) 6758-3900**, e-mail: sandra.marchesi@dfait-maeci.gc.ca Web site: www.canada.it 🌟

MIGA services

— continued from page 1

countries to attract and retain private investment.

Any national of a MIGA member country is eligible to apply for a guarantee for investment in any developing member country. MIGA currently has 160 members, including Canada. Guarantees to Canadian investors currently constitute 5.4% of MIGA's gross outstanding portfolio, which is the seventh-largest percentage among investor countries and a share that MIGA hopes to increase.

Guarantees lower risk

MIGA guarantees can provide coverage of up to \$200 million per project and more through coinsurance and reinsurance, with the equity covered up to 90% and the debt up to 95%. MIGA guarantees protect against the non-commercial risks of currency inconvertibility and transfer, breach of contract, expropriation, and war, terrorism, and civil disobedience.

As a development institution, MIGA provides a wide range of technical assistance services. Canadian companies can access an array of information, including investment opportunities, sectoral profiles, and business guides on MIGA's on-line suite of investment information services—the Investment Promotion Network

(www.ipanet.net), PrivatizationLink (www.privatizationlink.com), PrivatizationLink Russia (www.russia.privatizationlink.org), and FDI Xchange (www.fdxchange.com).

Collaborating with EDC

MIGA has collaborative agreements with numerous export credit agencies, including **Export Development Canada (EDC)**, to co-underwrite projects in order to further mitigate risk. In 1996, MIGA issued US\$45 million in reinsurance coverage to EDC for **Cameco Corporation's** investment in the Kumtor gold mine in the Kyrgyz Republic.

MIGA can provide guarantees for companies of all sizes, including small and medium-sized enterprises (SMEs). Other Canadian companies for which MIGA has provided guarantees include the **Bank of Nova Scotia**, **Cambior Inc.**, **Banff Resources**, and Toronto-based international gold mining leader **Barrick Gold Corporation**. In fact, the US\$172-million guarantee that MIGA issued to Barrick and its investors in 1999—for the US\$280-million Bulyanhulu-Kahama mining development in northwestern Tanzania—is the largest the Agency has issued to date for a project in Africa, and EDC is co-insuring the project.

Risk-free mining for gold

"As partners in the Bulyanhulu financing, MIGA and EDC brought in-depth international experience and professionalism to the transaction, along with political risk insurance," says Barrick's Senior Vice-President and Chief Financial Officer, Jamie Sokalsky. "Now, more than three years later, we can see their support bearing fruit in lasting social and economic benefits for Tanzania."

The MIGA/EDC-supported Barrick project directly created 1,000 permanent jobs to operate facilities, as well as 600 contracted positions. Also, MIGA-supported projects often bring improvements to infrastructure such as roads, electricity, hospitals, schools and water systems.

Companies interested in applying for a MIGA guarantee should contact the Agency early in the project development cycle to ensure eligibility. The preliminary application can be accessed free of charge online at www.ipanet.net/guarantees/index.cfm

For more information on MIGA, contact Federica dal Bono, Corporate Relations Officer, tel.: **(202) 458-9292**, fax: **(202) 522-0316**, e-mail: fdalbono@worldbank.org or Stéphane Charbonneau, Director, Offices of Liaison with International Financial Institutions, Canadian Embassy, in Washington, tel.: **(202) 682-7719**, fax: **(202) 682-7789**, e-mail: IFIWashington@dfait-maeci.gc.ca 🌟

New regulations for Canadian exporters

China adopts compulsory product mark

China has created regulations for a new compulsory product certification mark called the China Compulsory Certification (CCC). The new regulations are to be fully



implemented in May 2003 and cover a total of 132 products. These products will need to obtain the compulsory CCC mark before being imported to, or exported from, China.

For more information or to find out if you require the CCC mark, contact the Department of Foreign Affairs and International Trade's China Division, e-mail: pcm@dfait-maeci.gc.ca 🌟

(To find out about the product categories covered by the new regulations, go to the unabridged version of this article at www.dfait-maeci.gc.ca/canadexport under "Roadmap to China and Hong Kong".)

Business Forum in Mexico

MEXICO CITY, MEXICO — June 4-6, 2003 — Canadian companies are invited to attend the sixth annual **Business Forum** which includes conferences, workshops, business interviews, and a variety of investment opportunities.

The forum will focus on the gift, produce, processed foods and beverages sectors. It is designed to establish and promote business relations between Hispanic entrepreneurs in Canada and the U.S. with their counterparts in Mexico, and to introduce Mexican entrepreneurs to opportunities in the

U.S. and Canadian markets. Companies interested in arranging business interviews may wish to contact the nearest Mexican consulate or the Mexican Trade Offices of BANCOMEXT. The registration deadline is **May 16, 2003**.

For more information, contact Arturo Hauser Veytia, BANCOMEXT, tel.: **(514) 287-0899/287-1669**, fax: **(514) 287-1844**, e-mail: ahauser@bancomext.gob.mx ✨

TORONTO — June 2, 2003 — Be part of the **Baltic Business Forum III**.

For more information, contact Tammy Ames, DFAIT, tel.: **(613) 996-7107**, fax: **(613) 995-8756**, e-mail: tammy.ames@dfait-maeci.gc.ca

Montreal — June 5, 2003 —

Discover export opportunities at the **Lithuanian Business Forum**. **For more information**, contact the Lithuanian embassy, tel.: **(613) 567-5458**, fax: **(613) 567-5315**, e-mail: zelniene@storm.ca ✨

Oil to flow

MANAMA, BAHRAIN — June 9-12, 2003 — **MEOS 2003**, the 13th Middle East International Oil and Gas Show and Conference, was originally to take place in March 2003 but has been postponed until June. All registrations already made will be valid for these new dates.

For more information on exhibiting with the Canadian pavilion, contact Anne Heath, Unilink, tel.: **(613) 549-0404**, fax: **(613) 549-2528**, e-mail: ah@unilinkfairs.com or for participating with catalogues in the Embassy booth, contact Imad Arafat, Commercial Officer, Canadian Embassy in Riyadh, tel.: **(011-966-1) 488-2288 ext. 3360**, fax: **(011-966-1) 488-0137**, e-mail: imad.arafat@dfait-maeci.gc.ca Web site: www.aeminfo.com.bh/meos2003/index.htm ✨

Mexico to host mining show

ACAPULCO, MEXICO — October 23-25, 2003 — **ExpoMineria** is a trade show at the bi-annual Congress of Mexican geologists, mining engineers, and metallurgists.

This is the only trade show covering Mexico's exploration and mining market. In addition to featuring over 400 exhibitors from Canada, the United States and Mexico, there will also be sessions on entering the highly-integrated Mexican mining market and identifying its main players.

For more information on the Canadian pavilion at ExpoMineria 2003, contact Francis Bourqui, Canadian Association of Mining Equipment and Services for Export (CAMESE), tel.: **(905) 513-0046**, e-mail: bourqui@camease.org Web site: www.camease.org ✨

Good Canadian-Australian Businesswomen Connexions

The Organization of Women in International Trade (Ontario) has launched the first-ever on-line trade mission for women entrepreneurs in Canada and Australia. Canadian-Australian Businesswomen Connexions links women in international trade from both countries and allows them to explore business opportunities, exchange valuable information and share best practices on-line.

For more information, go to www.dfait-maeci.gc.ca/trade/missions/oltm/auscan/ or contact Krista Robertson, Trade Commissioner, DFAIT, tel.: **(613) 996-4785**, fax: **(613) 943-8820**, e-mail: krista.robertson@dfait-maeci.gc.ca ✨

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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