

Resolving problems along the way

Issues are bound to arise. It could be a common problem that many businesses have faced abroad or an issue exclusive to your organization that requires a unique solution. Whatever it is, the TCS is here to help.

Although we can't enter into private disputes or act on your behalf in legal situations, we can advise on market access problems and other business challenges. The TCS has helped Canadian companies solve problems abroad for more than 100 years. As officials of the Government of Canada, Trade Commissioners have the necessary access, credibility and experience to open doors.

The global supplier of Omega-3 fish oil-based ingredients known as Ocean Nutrition Canada (ONC) from Dartmouth was losing money every time it exported to the Netherlands because of shipping regulations.

Dutch authorities require that for each shipment a sample drum be opened for inspection. But because fish oil is a sensitive product, these sample drums would spoil when opened.

The TCS enabled ONC to achieve a special shipping agreement with Dutch authorities. Now ONC sends samples along with each shipment, removing the need to open any drums and saving ONC a significant amount of money.

"Sometimes you need the inside track. The TCS helps us talk to the right parties that can get the questions answered."