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Additional Services - What they are

Posts will focus on providing core services which are available free of charge. Clients might however request assistance such as:

- **Appointments and meetings:**
Making a program of appointments and setting up meetings with local key contacts.
- **Logistical support:**
Organizing logistical support for market visits, obtaining tender documents, attending tender opening.
- **Business support services:**
Arranging for services such as translation, interpretation, legal counsel, accountancy, and so on.
- **Participation in events:**
Organizing logistical support such as booth space for trade fairs and local market events.
- **Temporary office or display space:**
Arranging to provide client representatives with space for conducting meetings or doing general office work or a display area for presenting products.

For these non-core services, Posts have 2 options:

1. they can refer clients to qualified outside service providers, or
2. they can hire a contractor on behalf of the client to deliver the services on a cost-shared basis.

Guidelines:

1. Policies and guidelines related to additional services apply to both Canadian business clients and institutional clients.
2. The additional services are not delivered by the Post itself but by third parties who enter into a contracting agreement with the Canadian client (referral) or by contractors hired by the Post on behalf of the Canadian clients (cost-shared basis).
3. Each Post must adopt a single approach for the delivery of a specific additional service and apply it consistently with all clients. For example, if a Post has decided to refer clients to third parties for "Programs of Appointments and Meetings", it must do so with ALL clients.
4. In the case of referral, Posts must identify qualified in-market third parties that can provide the service and make a list available either upon request or by posting it on the Post Web site. Posts must make sure that they communicate to clients that it is their responsibility to negotiate and finalize the arrangements with the third party.