

*Canadian natural resources companies and allied industries... contribute significantly to Canada's new knowledge-based economy. They have learned that it is possible to fulfil our social and environmental objectives while developing new business and trade opportunities.*

Minister for Natural Resources

### Client Service

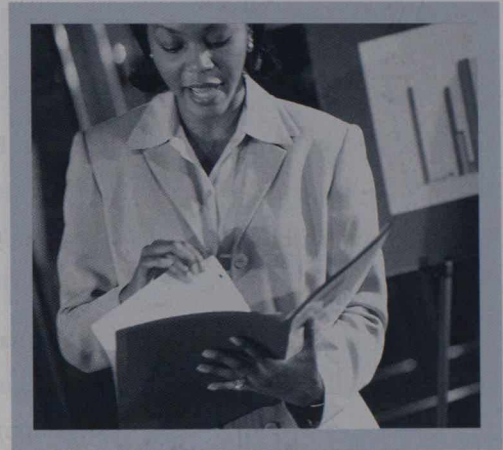
Having forged strong partnership links and built a large client base, TCI members will continue to work to expand TCI's reach and quality of services. Specific priorities over the next three years include:

► **Establishing new partnerships.**

To extend TCI's reach, particularly to those "harder-to-reach" smaller businesses, TCI plans to launch a new partnership initiative in 2002-03 to forge stronger connections with community-based business service centres, economic development offices, Community Futures offices and Aboriginal business service centres across Canada. To increase access at the regional level, TCI will work with FedNor to create a network of community-based export and trade service delivery organizations across Northern Ontario.

► **Expanding existing partnerships.**

TCI will host a national meeting of Regional Trade Network (RTN) co-chairs to identify challenges and opportunities in the regions and to bring forward recommendations on concrete measures to enhance the



effectiveness of the RTNs. An ongoing RTN relationship at the national level will be explored. As well, some RTNs' cooperative actions to improve trade client services and reduce overlaps at the provincial level have expanded to include the other international business development components of investment, science and technology, as well as innovation.

► **Expanding TCI tools.**

TCI's offering of export-readiness tools, market information and intelligence, and business development activities will be expanded as needed.

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**Lacent Technologies Inc.**

Edmonton, Alberta

Lacent Technologies is an advanced manufacturing company on the cutting edge. This enterprising company develops and manufactures sophisticated high-speed laser cutting systems for textiles and other materials used in the automotive and industrial textile industries. In six short years, Lacent has grown from a small technology start-up to a global exporter, with customers that include suppliers to Honda and Levi Strauss.  
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