

# CUBA

*A Guide for  
Canadian Exporters*

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*A Guide  
for Canadian Exporters*

(publié également en français)

~~11/27/88~~

# CUBA

Dept. of External Affairs  
Min. des Affaires extérieures  
OTTAWA

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## A Guide for Canadian Exporters

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# I. GENERAL

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## Area and Geography

The largest Caribbean island, Cuba is located 145 km (90 miles) southeast of Florida. About 114 477 km<sup>2</sup> (44 200 square miles) in area, the country spans 1 207 km (750 miles) from east to west and between 42 and 257 km (26 and 160 miles) north to south.

As a result of a major political and administrative reorganization in 1976, Cuba is now divided into 14 provinces in lieu of the previously existing six. They are: Pinar del Rio, La Habana (Havana), Ciudad de La Habana, (City of Havana), Matanzas, Cienfuegos, Villa Clara, Sancti Spiritus, Ciego de Avila, Camagüey, Las Tunas, Granma, Holguin, Santiago de Cuba and Guantánamo. The Isle of Youth, formerly The Isle of Pines, is treated as a special municipality which reports directly to the central government.

Cuba's topography is characterized by five well delineated divisions: Oriente is high and mountainous; Camagüey has rolling, open plains; the central region is rough and broken; the regions of Matanzas and Havana are flat with occasional hills; and Pinar del Rio is dominated by a low mountain range.

## Historical Background

Cuba was discovered by Christopher Columbus in 1492. The island was governed by the Spanish from 1511 to 1898, with the exception of the years 1762-63 when it was under British rule. In 1898 the United States took effective control, which lasted until the Republic of Cuba was established in 1902. The Platt Amendment gave the United States considerable latitude in Cuban affairs until its abrogation in 1934. The present government dates from January 1, 1959 when the revolutionary movement headed by Fidel Castro ousted former President Batista. Castro now holds the positions of President of the Council of State, President of the Council of Ministers, Commander-in-Chief of the Armed Forces and First Secretary of the Central Committee of the Cuban Communist Party.

## Population

Cuba's population is estimated at slightly over 10 million (1987). Approximately 28 per cent of the people live in rural areas, while 72 per cent live in urban centres. The city of



Havana is the most populous province (almost 2 million inhabitants) followed by: Santiago de Cuba (942 000); Holguin (941 000); Villa Clara (782 000); Granma (758 000); Camagüey (697 000); Pinar del Rio (660 000); Havana (606 000); Matanzas (578 000); Guantánamo (473 000); Las Tunas (457 000); Sancti Spiritus (411 000); Cienfuegos (339 000); Ciego de Avila (337 000); and Isle of Youth (65 000).

The City of Havana is also the capital of Cuba and its largest city (population almost 2 million). Other major cities with a population exceeding 100 000 are: Santiago de Cuba (390 000); Camagüey (263 000); Holguin (210 000); Guantánamo (191 000); Santa Clara (183 000); and Cienfuegos (114 000).

The Cuban population stems from Spanish and African ancestry. Almost none of the indigenous Indian population survived Cuba's colonial period. Visitors will find Cubans affable, hospitable and ready to be of assistance.

## Climate

Cuba's climate is subtropical, similar to but warmer than southern Florida. A winter day in Cuba is like a pleasant summer day in Canada, with temperatures in the mid to high 20s. Humidity is not a factor at this time of year. A Cuban summer day is hot and oppressive; humidity is high and temperatures vary from the mid-20s to 30s. Torrential rains occur almost daily in the summer but provide little relief from the humidity.

Most of the rain falls during summer and autumn, while winter and spring tend to be dry. In addition, there is a possibility of hurricanes in the fall. Most business visitors go to Cuba between November and April.

## Religion

Roman Catholicism is the principal religion. There are also a number of Protestant churches, including Anglican and Lutheran.

## Language

Spanish is the official language of Cuba. Some English is spoken by Cuban trade officials. In general, however, business meetings with foreign suppliers are conducted with the assistance of an interpreter in order to avoid possible misunderstandings or confusion. See Section V. Your Business Visit to Cuba *under the heading* "Interpreters and Translation Services".



## Education

Education is free at all levels and compulsory until Grade 9.

## Local Time

Cuba is on Eastern Standard Time, except from March to September when it changes to Eastern Daylight Time.

## Public Holidays

<b>National Day of Independence</b>	<i>January 1</i>
<b>Labour Day</b>	<i>May 1</i>
<b>Cuban National Day</b>	<i>July 25 and 26</i>
<b>Cuban War of Independence</b>	<i>October 10</i>

The importance of the sugar harvest to Cuba's economic life, plus the desirability of cutting the cane during the months when the yield is at its highest, influence the pattern of Cuban public holidays. Christmas has not been observed since the early 60s. The result is a longer period of fiesta both preceding and following the Cuban National Day holiday in July. Business visitors are advised to avoid travelling to Cuba during this period.

## Standard Measurements

Metric is the official system but some liquid measuring is done in U.S. gallons. Visitors to the agricultural sector should acquaint themselves with hectares (one hectare equals approximately 2.4 acres), *caballerias* or "cabs" (one *caballeria* equals 13.4 hectares or approximately 33 acres), and *arrobas* (one *arroba* equals approximately 25 pounds).

## Electrical Standards

Equipment meeting CSA standards is acceptable. Electricity for domestic use is supplied at 110 volts, single-phase, 60 cycles AC. For commercial and industrial use it is supplied at 220 and 440 volts, three-phase, 60 cycles AC. Voltage is subject to considerable fluctuation.

## Internal Transportation

Cuba is served by a number of ports, principally Havana, Santiago de Cuba, Matanzas and Cienfuegos. The Cuban railway system is extensive, with more than 14 484 km (9 000 miles) of track. A major program is under way to upgrade the system. It includes right-of-way improvement, maintenance and new investment in rolling and motor power stock. The highway network is also undergoing expansion and improvement and is adequate for intercity freight and bus traffic. *Cubana de Aviación* operates an

internal air service and *Cabotaje* operates coastal shipping facilities.

As Cuba buys on an f.o.b. (non-stowed) Canadian port basis (usually Toronto, Montreal, Saint John or Vancouver), the question of internal transportation is of direct interest only to the buyer (f.o.b. non-stowed means that ownership is retained by the exporter until goods pass into the hold of a Cuban ship). However, poor scheduling of Cuban or COMECON vessels calling at Canadian ports directly affects the Canadian exporter who has merchandise ready for shipping See Section III. Doing Business with Cuba under the heading "Shipping Services".

Internal transportation arrangements for business visitors are usually made by the Cuban state trading agency sponsoring the visit.

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## II. ECONOMY AND FOREIGN TRADE

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### Economic Organization

Cuba has a centrally planned economy. The body responsible for the development of both long and short-term plans is the *Junta Central de Planificación* (JUCEPLAN) which is the country's senior economic ministry. Cuba's first five-year economic development plan was launched in 1976. JUCEPLAN is also responsible for preparing annual plans and budgets based upon submissions from the various sectors of the economy which in turn are closely linked to economic priorities and available resources. Through this system, annual import requirements are established (based on requirements set by the various end users) in line with the financial resources available to pay for them as determined by the central bank, the *Banco Nacional de Cuba* (BNC). Import allocations, while obviously remaining somewhat dynamic in order to react to changing circumstances, are usually approved between July and September for the following year. The various state trading organizations (*empresas*) are then authorized to issue requests for quotations (RFQ's), enter into negotiations and sign contracts based on the approved plan.

While many individual ministries and agencies have certain economic responsibilities, JUCEPLAN has central responsibility for analyzing alternatives, setting priorities, coordinating plans, allocating purchases between socialist and non-socialist countries, allocating budgets and approving capital projects and major purchases of equipment. With the exception of small farms, virtually all revenue is in the hands of the state.

### Principal Economic Sectors

#### Agriculture

Agriculture is the backbone of the Cuban economy, with sugar by far the most important component. Almost half of Cuba's total arable land, about 4.7 million ha, is devoted to the cultivation of sugarcane, making Cuba one of the world's largest sugar producers. Sugar harvests through the 1980s should average around the eight million tonne mark.



Diversification of the agricultural sector has been occurring, with particular emphasis on citrus fruit production. Other important export crops are tobacco and coffee, while substantial quantities of rice are grown for local consumption. In addition, a wide variety of fruits and vegetables are produced primarily for domestic use. Considerable effort has been devoted to the agricultural sector where the most notable progress has been made in egg production and the supply of dairy products. Meats of all kinds are available only in limited quantities.

Mechanization of agriculture, particularly the cutting and handling of sugarcane, has progressed rapidly in recent years. Virtually all handling and transportation of cut cane is now mechanized while cane combines (now being produced in Cuba) account for about 50 per cent of the cane harvested. Recent *zafra* (harvests) have employed approximately 100 000 to 120 000 field workers, less than a third of those required in *zafra* in the early 1970s.

More than 80 per cent of the nation's arable land is owned by the state. The remainder is composed of small, privately-held plots. The planning of private farm activity is co-ordinated by the central ANAP (Society of Small Farmers) authorities: seeds, fertilizer, machinery and other supplies are obtained from the state, while farm production is sold only to a state buying agency.

## Mines

Cuba is an important producer of nickel, having the world's fourth largest deposits of this mineral. Current annual production is in the order of 39 000 tonnes of nickel/cobalt oxide and sinter and nickel/cobalt sulfate. Expansion of the two existing plants to a total of 46 500 tonnes is currently underway together with construction of another 30 000 tonne/year facility at Punta Gorda. Plans exist for the construction of another 30 000 tonne/year plant in the late 1980s. Total steel production capacity will reach 150 000 tonnes per year by the 1990s. The Cuban government is also investigating the possibility of further processing the ore in Cuba to extract the cobalt content and capitalize on the high market value of this mineral. Quantities of iron ore, manganese, chrome, lead, zinc, copper and gold are produced together with a variety of industrial minerals. Limestone deposits support a major cement industry, with a production target of more than five million tonnes by the mid-1980s. A substantial portion of cement production is for export.



## Fishing Industry

Cuba's fishing industry represents a significant share of the overall Cuban economy. In recent years the total annual catch has exceeded 200 000 tonnes with more than 70 per cent caught outside Cuban waters. Future growth in this sector — even maintenance of current levels — is highly uncertain at this time due to the growth of 200-mile fishing limits which exclude Cuban fleets from many of their former grounds.

## Energy

Petroleum production is minimal (less than five per cent of national consumption) although plans are proceeding for a detailed offshore drilling and exploration program. Electrical generating capacity now exceeds 3 000 MW, almost all of which is oil fired. Two 350 MW oil-fired thermal units currently under construction in Havana and Matrugas will soon become operational. A nuclear-powered generating plant is being built by the U.S.S.R., with a proposed completion date in 1990.

## Manufacturing Industry

Manufacturing facilities exist for sugarcane harvesters, sugar processing machinery, agricultural equipment, automotive vehicles including buses, industrial equipment and spares, fertilizer, paper, tires, food products, beverages, textiles, shoes, general consumer products and electricals, light bulbs and pharmaceuticals.

## Tourism

Tourism is increasing in importance as a source of foreign exchange for Cuba. After sugar, nickel and marine products, tourism is probably the country's most important source of hard currency. Canadians form a significant proportion of tourists visiting Cuba, with recent annual totals averaging between 55 000 and 60 000.

## Domestic Trade

Internal commerce is completely controlled by the state. All consumer goods are rationed (the only food item not rationed is eggs). Prices are set by the State Committee for Prices and generally are quite low for items bought "within" the ration.

## External Trade

Trade with other centrally-planned economies (essentially other members of the COMECON) has grown in

importance. In recent years, more than 86 per cent of Cuba's total two-way trade (valued at approximately U.S. \$16 billion) was with socialist countries. Of these, the U.S.S.R. is by far the most predominant (U.S. \$11 billion). Virtually all such trade is conducted on the basis of soft-currency credits and barter through a system of annually-negotiated trade protocols.

According to Cuban figures, 1984 exports f.o.b. (U.S. \$6 828 million) and imports c.i.f. (U.S. \$9 009 million) resulted in a total trade deficit equivalent to about U.S. \$2 181 million. However, Cuba's hard-currency trade (major partners are Japan, Spain, Argentina, Canada, Britain, France, Italy and Germany) is considerably more unbalanced. Cuba's hard-currency deficit with these countries has been estimated at U.S. \$614 million. This negative hard-currency balance has been a recurrent factor in recent years, forcing Cuban planners to increasingly turn to soft-currency sources of supply and/or cut back on hard-currency imports.

All imports and exports are subject to control by JUCEPLAN and the *Banco Nacional de Cuba* (BNC). Imports, particularly those from hard-currency countries, are limited to those industrial goods and essential food items deemed to have economic priority. There is virtually no import of consumer goods or luxury items.

The BNC is responsible for the day-to-day management of Cuba's foreign-currency reserves. It reviews all contracts of more than \$25 000 which the *empresas* are considering entering into with foreign countries. These contracts are signed only after the BNC has reviewed all aspects and, in particular, has confirmed or made the necessary allocations of the foreign exchange required for the discharge of Cuba's obligations under such contracts.

## Cuba's Foreign Trade

### Main Imports

Industrial plants and machinery  
Construction machinery  
Lumber  
Fertilizers  
Pulp and Paper  
Chemicals  
Transportation vehicles —  
buses, trucks, etc.  
Foodstuffs

### Main Exports

Sugar  
Molasses  
Marine products (frozen  
and processed)  
Nickel  
Tobacco and tobacco  
products  
Citrus fruits  
Sisal (fibre and twine)

Communications equipment  
Raw materials including  
petroleum

Rum and liqueurs  
Cement  
Naphtha

## Canada-Cuba Trade

Year	Exports from Canada to Cuba	Imports into Canada from Cuba
	(Cdn. \$ millions)	
1978	217.8	60.4
1979	257.0	107.0
1980	415.2	157.3
1981	452.3	196.5
1982	324.4	94.8
1983	360.6	56.3
1984	335.8	62.7
1985	328.5	43.7
1986	361.2	71.1

## Main Canadian Exports (1986) to Cuba

	(in Cdn. \$'000s)
Wheat	213 943
Wheat flour	26 438
Corn (maize)	20 418
Sulphur	11 400
Peas	9 840
Gasoline and fuel oil	9 787
Paper and paperboard	7 742
Skim milk powder	5 952
Industrial chemicals	4 773
Seed potatoes	3 779
Textiles	3 766
Prefab structures	3 719
Barley	9 152
Lumber and other wood products	3 130
Telephone apparatus and equipment	2 733
Asbestos fibres	2 568
Pharmaceuticals and medical supplies	1 587
Switchgear	1 262
Fire bricks and refractories	1 067
Subtotal	343 056
% of total exports	95%
Total exports	361 238



## Canada's Main Imports (1986) From Cuba

(in Cdn. \$'000s)

Raw sugar	41 851
Shrimps	1 257
Lobster	12 887
Precious metals	8 973
Cigars and tobacco	453
Cocoa butter	420
Clothing	1 962
Subtotal	67 803
% of total imports	95%
Total imports	71 123

## Cuban Exports

(U.S. \$ millions)

Non-Communist Markets	1984	1985*	1986*
Spain	80	124	110
Japan	63	92	131
Canada	45	32	52
France	42	38	24
Britain	19	10	7
Federal Republic of Germany	18	20	18
Netherlands		65	68
Italy		38	52
Others		28	36
Total	267	447	498
Communist Markets			
U.S.S.R.	4 923	5 484	6 000
German Democratic Republic	270	300	330
Bulgaria	235	262	286
China	254	283	310
Czechoslovakia	205	228	250
Hungary	30	33	36
Poland	19	21	23
Romania	144	160	175
Total	6 080	6 771	7 410
TOTAL : Non-Communist and Communist	6 347	7 218	7 908

\* Statistics for 1985 and 1986 are estimates only.



## Cuban Imports

(U.S. \$ millions)

Non-Communist Sources	1984	1985*	1986*
Japan	250	304	416
Canada	250	242	333
Spain	178	289	305
France	102	107	83
Argentina	234	285	390
Federal Republic of Germany		106	176
Total of above mentioned Countries	1 014	1 333	1 703
Communist Sources			
U.S.S.R.	5 970	6 567	7 200
German Democratic Republic	334	367	400
Bulgaria	238	262	288
China	304	335	368
Czechoslovakia	220	242	266
Hungary	165	182	200
Poland	81	90	98
Romania	186	205	225
Total	7 498	8 250	9 045
Other Countries	496	545	600
TOTAL : All imports	9 008	10 128	11 348

\* Statistics for 1985 and 1986 are estimates only.

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### III. DOING BUSINESS WITH CUBA

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#### State Import-Export Agencies

The Cuban economy, the firms, agencies, divisions and institutes which perform economic activities in Cuba — whether they be agriculture, primary resource extraction, secondary manufacturing or tertiary service industries — are all state-owned, centrally planned and controlled by the Planning Council (JUCEPLAN) and the *Banco Nacional de Cuba* (BNC). Each of these economic units is responsible to a government ministry, committee or institute for its general objectives and performance. As end-users of imported goods and services, they turn to specialized state trading firms or “empresas” for their import requirements. In turn the empresas are responsible to the Ministry of Foreign Trade (MINCEX) or to the State Committee for Economic Collaboration (CECE). The empresas that import on a continuous basis the goods and services required by end-users or consumers, or export their surpluses, come under the authority of MINCEX. The empresas which import or export packages of goods (machinery, complete plant) or services (technology, technical assistance) that are related to specific capital projects in Cuba or overseas come under the authority of CECE.

A list of the MINCEX and CECE empresas, together with the types of goods and services that each imports or exports, can be found in Section VIII.

#### Alternative Channels of Communication

When an end-user's production plans and the related import requirements are approved by JUCEPLAN and the BNC, the empresas can source the imports overseas.

In some cases, the supply of certain quantities of specific products will have been arranged previously through periodically negotiated bilateral trade agreements with the U.S.S.R. and other COMECON countries. In other cases the empresas are free to negotiate with competing exporters in one or more countries simultaneously and eventually sign contracts with one of them.

Officials in the empresas in Havana may use their files on traditional suppliers for a source, or directories and files of foreign company catalogues and brochures that they keep for reference, contacting a foreign firm identified on this

basis directly by mail, telex or visit for a price quotation and other information. The empresas may also contact the Havana embassies of various foreign countries for assistance in identifying suppliers in their respective countries and obtaining the same information. Another alternative for the empresas is to communicate their requirements to Cuban embassies, consulates or trade commissions overseas and request that officials in these posts contact specified or unspecified foreign companies on their behalf. Finally, the empresas may use Cuban government-owned and MINCEX-controlled buying agencies established as private companies in several Western countries, e.g. Galax Inc. in Montreal.

Canadian exporters, therefore, could be contacted in several different ways by the empresas; and Canadian exporters have several options when they wish to initiate contact with the empresas: the Cuban Trade Commission, Galax Inc., the direct route by mail or telex to the empresas in Havana, or the Canadian Embassy in Havana (directly or indirectly through the Department of External Affairs in Ottawa, or its representatives in the Regional Offices of the Department of Regional Industrial Expansion (DRIE).

## Cuban Trade Commission

The Cuban Trade Commission at the Cuban Consulate General in Montreal has overall responsibility for the development of trade with Canada. The trade commissioner is a useful contact for general information about the Cuban marketplace. The trade commissioner works closely with the CECE representative, who is also located in the Consulate General; with Galax Inc. in Montreal; CARIBEX, the Cuban fish product exporting company in Toronto; and the Cuban Embassy in Ottawa.

## Galax Inc.

Galax Inc. was established in Montreal under the auspices of MINCEX. It is owned indirectly and controlled directly by the Government of Cuba, MINCEX and its state trading firms. The company acts as an import and export agent for Cuban state trading firms that come under the jurisdiction of MINCEX and charges a small commission to cover operating costs. When Galax Inc. began operations in 1979, it absorbed most of the Montreal staff of the Cuban Trade Commission which had previously performed these functions on a non-commercial basis. When sourcing in Canada the requirements of the state trading firms in Havana, Galax may contact Canadian firms to solicit price quotations, brochures, samples or proposals to be relayed



to Havana, and forward contracts and confirm shipping arrangements to Canadian companies. Officials of the Cuban state trading firms usually use Galax's office as a base during their visits to Canada. Galax may also arrange for visits of Canadian company officials to Havana when authorities there consider the visits are warranted.

## Canadian Embassy, Havana

The Commercial Division of the Canadian Embassy in Havana has daily contact with Cuban state trading firms in promoting Canadian exports to Cuba. At the request of the Department of External Affairs in Ottawa, its representatives in DRIE'S Regional Offices, or at the request of a Canadian exporter, Canadian government foreign service officers or Cuban commercial officers of their Embassy's Commercial Division will provide information on the Cuban market, or put questions to the Cuban state trading firms and report back to the Canadian enquirer.

The Canadian exporter should evaluate his initial approach as business discussions progress, and switch to alternate channels if the situation warrants. The next few years should provide sufficient experience for a determination as to which channels of communication are more effective.

## Representation

There are no agents, distributors or wholesalers as such in Cuba. Cuban government policy is to deal directly, (or through a Cuban organization such as Galax Inc.) with the foreign buyer or supplier whenever possible.

A number of foreign companies have been given permission to establish service offices in Havana. These offices provide the opportunity for after-sales technical service as well as keeping alert to new market developments.

## Visiting Cuba on Business

A visa is required by all Canadians visiting Cuba, including business representatives. Visa applications must be submitted to the Cuban Embassy in Ottawa or to a Cuban Consulate in Montreal or Toronto at least two weeks in advance of a visit. The decision on whether a visit is appropriate is generally made in Havana and will normally occur only after preliminary business discussions with Canadian exporters through the various channels outlined above.

Once a visit is approved, the Cuban Embassy or Consulate is authorized to issue a visa. The state trading firms in



Havana usually arrange hotel accommodation and appointments for visitors.

The Canadian Embassy in Havana can also approach the Cuban state trading firms to determine whether a visit by a Canadian exporter would be appropriate. Whether or not this channel is selected, it is advisable for Canadian exporters to notify the Canadian Embassy of their visits and to contact the Commercial Division for any additional assistance or advice.

## Correspondence

There are potential delays in the arrival of normal airmail from Canada to a street address or post office box in Cuba. Correspondence from Canadian businesses may be forwarded by Galax Inc. or the Cuban Trade Commission via airfreight in cases where these organizations are involved in the business discussions. Correspondence with the Canadian Embassy, including samples and brochures, should be sent to: Canadian Embassy, Commercial Division, P.O. Box 500 (HVA) Ottawa, Ontario K1N 8T7. Material sent to this address is forwarded to the Embassy in Havana by airfreight. Correspondence directly with Cuban state trading firms may also be sent in this way to the Canadian Embassy with a request that the Commercial Division forward it to the state agency designated in the correspondence.

Initial correspondence, whether it be with the Canadian Embassy, Galax Inc., the Cuban Trade Commission or the state trading agencies, should provide as much information as possible on the exporting company, its capabilities, products and f.o.b. (normally Montreal) prices. Several copies of any brochures, technical data, prices or samples should be sent. When the state trading agencies receive the correspondence, they will circulate the copies to the various possible end-users and product-specifiers more efficiently than if they had received only one copy.

If possible, correspondence should be in Spanish, although English is acceptable. Technical specifications should be in metric units.

## Advertising and Sales Promotion

There is no commercial advertising of any sort in Cuba. Information must be dispensed through the various empresas, the Cuban Chamber of Commerce (especially for films, magazines and brochures), and the facilities of the Commercial Division of the Canadian Embassy in Havana.

## Price Quotations

All prices should be quoted f.o.b. (non-stowed) Canadian dollars, Canadian port.

## Terms of Payment

Payment is by unconfirmed, irrevocable letter of credit on presentation of a clean-on-board bill of lading. Payment on presentation of dock receipts is rare. Letters of credit are always unconfirmed since they are issued by the *Banco Nacional de Cuba*.

NOTE: For further information on the current status of Cuba's economy, we suggest that firms contact the international department of their banks or the Caribbean and Central America Trade Development Division, Department of External Affairs, Ottawa. For information on export insurance and financing, firms may contact their own banks or the Export Development Corporation. See Section VII. Export Assistance *under the heading* "Export Development Corporation".

## Shipping Services

Canadian exports to Cuba are carried on Cuban flag vessels, vessels under charter to the Cuban fleet and vessels from other COMECON countries that call at a Canadian port prior to departure for Havana. The principal ports used are Montreal, Saint John, Toronto and Vancouver.

## Air Services

Direct flights between Canada and Cuba were established in 1976 and are operated by Air Canada (Toronto-Varadero-Toronto) and Cubana Airlines (Havana-Montreal-Havana). For more information on flight schedules see Section VI. Travel Arrangements *under the heading* "How to Get to Cuba from Canada".

## Shipping Arrangements

Cuban purchase contracts usually contain a specific clause regarding shipping arrangements. A typical clause in recent contracts (which must be negotiated between buyer and seller) outlines a procedure requiring that 30 days prior to agreed delivery date, the exporter must notify Galax in Montreal of particulars regarding the shipment, i.e. cubic volume, weight, type of packaging, etc. Within 10 to 20 days of receipt of this notification, Galax will advise the exporter on the name of the vessel, the port and time of



arrival. The exporter retains title and responsibility for the merchandise until it has crossed the ship's rail and is ready to be placed in its hold. Exporters still have responsibility for the shipment up to this point. It should be noted that Cuban purchasing organizations use the service of Colley Motorships Limited (1015 Beaver Hall Hill, Montreal, Quebec H2Z 1S1) which handles all shipping and loading arrangements. The cost of loading merchandise is billed to the buyer's account.

Another common clause — but one that must be negotiated — covers the question of who has financial responsibility of storing and warehousing the merchandise if the designated vessel does not arrive in the Canadian port as scheduled. It can be agreed between buyer and seller that a clause be added to the contract stating that if, after a certain period of days, the vessel still has not arrived, all such charges are the responsibility of the buyer.

For further clarification, exporters should consult the Cuban Trade Commission, Galax Inc., and Colley Motorships Ltd., Montreal. Because of the heavy demands on available shipping, delays in picking up merchandise are not uncommon and should be provided for in quotations.

## Packaging

Packaging material should be carefully chosen, as there are considerable changes in temperature and humidity during the shipping period. Straw and other packaging materials of vegetable origin, including jute, should not be used. Cuba maintains strict regulations to guard against the introduction of foot-and-mouth and other diseases. If in doubt, consult with either Galax Inc. or the Cuban Trade Commission in Montreal.

## Mail, Cable and Telephone Information

Cable and long distance telephone facilities are available. The Commercial Division, Canadian Embassy, Havana offers every assistance to exporters who are experiencing difficulty in establishing communications. Cable address is DOMCAN, HAVANA and telephone numbers are 2-6421, 2-6422 and 2-6423. Direct telexes can also be sent to 51-1586 answer back CAN CU. All correspondence with the Embassy's Commercial Division should be sent to P.O. Box 500 (HAVAN), Ottawa, Ontario K1N 8T7, where it is forwarded directly to the Embassy in Havana.



## Trademarks and Patents

Cuba subscribes to the International Convention for the Protection of Industrial Property, and grants patents on inventions and patents of importation. The former may be valid up to 17 years, the latter up to 10 years. Trademarks may be issued for 15-year renewable periods.

## Alternative Types of Transactions

The Cuban authorities have expressed interest in developing new methods of conducting business with foreign suppliers, including several varieties of countertrade and joint ventures. Note that capital projects requiring foreign participation are controlled by Cuba's State Committee for Economic Collaboration (CECE). For further information, we suggest you may wish to contact CECE; Galax Inc.; the Department of External Affairs, Caribbean and Central America Trade Development Division, Ottawa; or the Commercial Division, Canadian Embassy, Havana.

## Canadian Export Controls

Canada maintains normal trade relations with Cuba which is also a member of the General Agreement on Tariffs and Trade (GATT). Goods not covered by Schedule "A" of the Export Control List of the Canadian Export and Import Permit Act do not require an export permit prior to shipment to Cuba. Canadian exporters should be aware of item 9001 of the above-mentioned Schedule "A": "All goods originating in the United States, whether in bond or cleared by Canadian Customs, *except* any such goods that have been further processed or manufactured outside of the United States, by combining them with other goods or otherwise, so as to result in substantial change in value, form and use of the goods or in the production of new goods, *unless* the goods to be exported are listed in another Group in this List." Products in this category require an export permit before they are exported from Canada to any other country, including Cuba. Exporters who are not sure whether the products they intend to ship are listed separately in Schedule "A" or could be classified under item 9001 of the Schedule should contact: The Department of External Affairs, Office of Special Trade Relations, Export Controls Section, Ottawa, K1A 0G2; Telephone (613) 996-2387.

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## IV. CUSTOMS AND EXCHANGE REGULATIONS

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### Currency and Exchange Rate

The Cuban peso is roughly equivalent to Cdn. \$1.70 (mid-1987) and can only be used within Cuba. In most cases it is preferable that quotations from Canadian exporters be expressed in Canadian dollars.

### Currency and Exchange Control

The *Banco Nacional de Cuba* (National Bank of Cuba) controls all foreign currency reserves. Before purchase orders can be issued, the BNC must examine all proposed contracts of more than \$25 000 and allocate the currency required to cover the purchase price. This step is handled routinely by the empresa concerned, and when the exporter receives an order, he can be assured that all exchange control procedures have been carried out. Cuban currency is not used in transactions with Canada.

### Import Controls and Customs Duties

Because all purchasing is handled by the state, duties and import licensing as we know them do not exist and consequently are of no practical concern to Canadian exporters.

### Documentation

Exporters should contact the Cuban Trade Commission and/or Galax Inc., Montreal, regarding the required documentation for a specific export order.

### Insurance

As Cuba buys on a f.o.b. (non-stowed) Canadian port basis, marine insurance is solely the responsibility of the buyer.

### Special Regulations

Cuba maintains special health and safety regulations regarding the importation of a number of products, principally those of animal and vegetable origin. Specific requirements will be provided by the Cuban buying agency when a contract is negotiated.

## Commercial Samples

Canadian exporters wishing to send unaccompanied product samples to Cuba should do so through Galax Inc., which will transmit them to the proper addressee in Havana. However, this system occasionally breaks down, resulting in delayed delivery or lost samples. To minimize this inconvenience, Canadian exporters should notify the Embassy's Commercial Division when making such shipments, and provide information on the nature of the samples. Canadian exporters can also send samples directly to the Embassy's Commercial Division. Small, lightweight, non-perishable samples may be sent to P.O. Box 500 (HAVAN), Ottawa address, from which they will be forwarded to the Embassy. Larger, heavy or perishable samples should be sent airfreight to Cuba, addressed to the Commercial Counsellor, Canadian Embassy, Calle 30 No. 518 esq. a 7a. Avenue, Miramar, Havana; Telephone: 2-6422. When such items are sent from Canada the Commercial Division should be telexed full details of contents and weight of sample, the flight number and the airwaybill number concerned. When samples are received by the Commercial Division they will be forwarded to the designated empresa and confirmation of this action will be telexed to you. Any local handling charges will be billed to the exporter by the Embassy.

## Postal Packages

Unless addressed specifically to an empresa, all postal packages are subject to close scrutiny by Cuban Customs. Fresh fruit and vegetables will be seized unless accompanied by a certificate issued by the Plant Protection Division, Department of Agriculture, Ottawa. Small quantities of sample meat and dairy products consigned to an empresa will not be seized, provided it is clearly stated on the packaging material containing the actual product that the goods are of Canadian origin. As regulations may change from time-to-time, it is advisable to request advice from Galax Inc. or the Cuban Trade Commission prior to making a sample shipment. Commercial parcels must be clearly marked "Commercial Parcel" on the wrapper and/or Customs declaration.

## Banking

All Cuban banking, both domestic and international, is the responsibility of the *Banco Nacional de Cuba*, which has correspondent relationships with all major Canadian chartered banks. In its role as the central bank of Cuba, BNC



guarantees its own obligations which are a direct obligation of the national banking authority. As a result, BNC does not confirm its own letters of credit, nor will it ask an outside bank to confirm its letters of credit to them.

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## V. YOUR BUSINESS VISIT TO CUBA

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### Advise and Consult the Cuban Trade Commissioner and/or Galax Inc.

Canadian exporters wishing to visit Cuba should contact the office of the Cuban Trade Commission and/or Galax Inc., before making firm plans. These Montreal-based offices play a key role in all Cuban purchases in Canada and will be able to advise you whether a business visit will be worthwhile. If you are already in contact with Galax Inc., your visit to Cuba can be organized directly by this organization, thus eliminating the need for you to contact the Cuban Trade Commission. Galax will contact the appropriate empresas in Havana to ensure that all aspects of your visit to Cuba (including hotel reservations, airport meet, internal transportation, schedule of meetings and departure arrangements) are well in hand. You should also advise the Commercial Division of the Canadian Embassy, Havana, of your travel plans and the objectives of your visit. The Commercial Division may be able to assist you in better communicating your specific business interests to the empresas and can also monitor and report on preparations being made by the Cubans for your visit.

### Why Should You Go to Cuba?

Under a centralized, state-controlled purchasing system, there tend to be several administrative and working levels between the Cuban end user and the Canadian supplier. For example, an end user experiencing operating difficulties in the proper use of a Canadian product may register the complaint with his factory manager. This request may then go to the regional authority responsible for that particular industry who, in turn, will pass it on to the central ministry or industry authority in Havana. Contact may then be made with the Havana-based empresa responsible for the merchandise, who then may contact the Cuban Trade Office and/or Galax Inc. The time involved in processing such requests, together with the risk of distortion in communication that emerge from this process, may lead to confusion and inaccurate information.

As a result of these factors, any Canadian exporter who receives an indication from Galax, the Cuban Trade Commission in Montreal or the Commercial Division of the

Canadian Embassy in Havana that a visit to Cuba would be desirable, should react promptly to the opportunity. Direct contact with end users and product specifiers usually leads to fast, efficient resolution of any difficulties. It will also provide an opportunity for direct contacts and negotiations with the decision-makers in Cuba. In short, if you are invited to Cuba, go. Whether invited or not, as a matter of sound marketing and export strategy, you should reaffirm with the Cuban Trade Commission and Galax Inc., your company's interest and willingness to visit Cuba.

## When to Go

Most business visitors find that the best time to visit Cuba is between September and May. Visits should not be scheduled during the months of July and August as most directors of the various empresas are abroad on buying missions or are on vacation. Also, due to anniversary celebrations, July 14 to 26, hotel reservations are even more difficult to make.

On the other hand, it is always advisable to visit Cuba immediately after you have received your request for quotation (RFQ), for delivery in the following year, in order to personally present your quotation. Companies new to the Cuban market should arrive some months earlier to make sure they will be approved suppliers and hence sent RFQ's when they are issued (normally between July and September). However, Canadian exporters must be aware that a need for specific products may arise at any time.

## Clothing

Lightweight tropical suits are worn throughout the year in Cuba's warm climate. Take lots of short-sleeved cotton shirts. While the wash-and-wear shirts of synthetic fibres may ease the problem of slow laundry service in local hotels, they are often uncomfortable and are not recommended. Apart from meetings with senior officials, jackets are not usually worn. For ladies, summer clothes (containing at least 65 per cent cotton), plus a shawl for perhaps a cool evening, are advisable.

## Currency

*Credit cards:* Major western credit cards are accepted in most tourist shops, hotels and tourist restaurants.

*Travellers Cheques:* These are usually honoured in most hotels and shops for tourists/foreigners. When cashing a cheque (particularly American Express) do not fill in the



date or the city as cheques bearing this information cannot be negotiated by the Cuban authorities.

*Cuban Pesos:* It is unlikely that you will need to buy pesos as virtually all of your expenses (shopping, restaurants etc.) will be in hard currency (U.S. or Canadian dollars). Pesos can, however, be purchased at the hotel — a peso is worth approximately \$1.90 Cdn. (March 1984). A currency exchange slip will be issued to you if you purchase pesos. However, even with this slip, only \$10 in pesos per person can be exchanged back into hard currency upon leaving Cuba. It is recommended that you do not purchase pesos. Tipping is not required, although it is acceptable to have a nominal tip at restaurants. Also, a pack of cigarettes is gratefully accepted for special services provided.

## Health Regulations

For Canadian visitors who have not been out of North America during a 30-day period prior to their trip to Havana, there are no special health regulations in effect. In all other cases, you should consult the nearest Cuban Consulate or the Cuban Embassy in Ottawa.

## Hotels

Your hotel reservations will normally be made by the Cuban empresa responsible for your visit. Most business visitors are booked into one of the following hotels: Riviera, Capri, Havana Libre, Nacional.

## Internal Travel and Taxis

All internal travel arrangements will be made for you by your host empresa. There are no official restrictions on travel in Cuba. Cars can be rented, with preferably one day's notice, from the Empresa HAVANAUTOS or from the state-owned taxi fleet identified with the sign TURISMO on each of the front doors. Payment is in hard currency and arrangements can be made through your hotel. Taxis are usually available in front of major hotels but otherwise they are difficult to obtain and almost impossible to flag down.

## Hours of Business

Cuban government offices are open from 8:30 a.m. to 12:30 p.m. and from 1:30 p.m. to 5:30 p.m. Monday to Friday and every other Saturday. Business visitors usually find that they are picked up at their hotel between 9:00 and 9:30 a.m. for meetings at 10:00 a.m. Luncheon is usually from 12:30 to 2:30 p.m. and afternoon meetings start at about 3:00 p.m. Dinner will usually be at 8:00 or 9:00 p.m.

The Canadian Embassy is open from 8:00 a.m. to 4:30 p.m. except Wednesdays when the hours are 8:00 a.m. to 1:30 p.m. The Embassy is not open Saturdays. Embassy phone numbers are 2-6421, 2-6422 and 2-6423. The numbers 2-6422 and 2-6423 are used after office hours and are answered on a 24-hour basis.

## The Business Interview

Cuban purchasing officials prefer to do business with people they trust, and Canadians generally share with Cubans a friendly, open and informal approach.

Your business visit to Cuba may well be your hosts' first opportunity to meet you. You will find yourself made most welcome during your stay. You may receive invitations to dinner and nightclubs, and it is standard practice to reciprocate by arranging a lunch or dinner for your hosts during your stay. This should be done a day or so in advance. A high-pressure sales approach is not necessary. You should, however, reinforce your company's image by discussing its product range, new product development, etc. Cubans are keen to buy the latest technological innovations and are well-disposed to North American technology.

If you speak any Spanish, use it at every opportunity. Interpreters will be available for the more detailed discussions that may ensue. Speak slowly to allow the interpreter ample opportunity to translate, so that the Cuban officials will have full understanding of the points you are making. As the interview progresses you should emphasize, by repeating, the important points made earlier in the interview in order that they may be understood in context. At the end of the interview, summarize in writing the agreed-on points requiring action or further discussion. As in any market, visual aids are effective — however, equipment may not be readily available and you should make your needs known to your hosts before leaving Canada.

Do not be dismayed if you receive no immediate feedback. The information you provide during your visit will be translated and circulated to end users for comments and eventual approval. You will be able to judge the results of your visit either at a round-up session at the close of your business visit, or upon returning to Canada in follow-up discussions with the empresa's representative at Galax Inc. and/or the Cuban Trade Commission in Montreal. Decision-making in Cuba proceeds at its own pace and there is little to be gained by pressing for instant decisions. Remember that the empresa often has to discuss the contract and

make arrangements with the *Banco Nacional de Cuba*, the shipping company, and at times even the central planning authorities (JUCEPLAN) before it can be signed.

## Interpreters and Translation Services

These services are provided by *Empresa de Servicios de Traducción e Interpretacion (ESTI)* (Enterprise for Translation and Interpretation Services), located at Calle Linea Esquina "D", Vedado, La Habana, tels: 32-7586 and 32-4893. English/Spanish/English and French/Spanish/French interpreters can be hired at U.S. \$50.00 per session of four hours. Average full day fee is U.S. \$100.00 (from 8:00 to 12:00 and 2:00 to 6:00). The Embassy can arrange translation services with ESTI on behalf of businesses, provided a notice of fifteen days is given, although ESTI is prepared to provide service on a short notice basis. Translation services are also available from ESTI. Fees vary depending on the complexity, length and language of text. Spanish translations from an English or French text may cost approximately U.S. \$3.50 per 19-line page.



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# VI. TRAVEL ARRANGEMENTS

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## Passports

Canadian citizens travelling to Cuba must possess a valid passport and a Cuban entry visa. Canadian passports are available from the Passport Office, Department of External Affairs, 125 Sussex Drive, Ottawa, Ontario K1A 0G2, or the Department's regional passport offices:

### **CALGARY**

Room 480  
Government of Canada  
Bldg.  
220-4th Avenue, Southeast  
Calgary, Alberta T2G 4X3  
Telephone No.: 292-5171  
(Ottawa) Dial:  
1-403-292-5171

### **HALIFAX**

Suite 1210  
Barrington Tower  
Scotia Square  
Halifax, Nova Scotia  
B3J 1P3  
Telephone No.: 426-2770/1  
(Ottawa) Dial:  
1-902-426-2770/1

### **EDMONTON**

Suite 500  
Royal Bank Bldg.  
10117 Jasper Avenue  
Edmonton, Alberta T5J 1W8  
Telephone No.: 420-2622/3  
(Ottawa) Dial:  
1-403-420-2622/3

### **HAMILTON**

Suite 330  
Standard Life Building  
120 King Street, West  
Hamilton, Ontario L8P 4V2  
Telephone No.: 572-2217  
(Ottawa) Dial:  
1-416-572-2217

### **FREDERICTON**

Suite 601  
Kings Place  
440 King Street  
Fredericton, N.B. E3B 5H8  
Telephone No.: 452-3900/2  
(Ottawa) Dial:  
1-506-452-3900/2

### **LONDON**

8th Floor  
Government of Canada  
Bldg.  
451 Talbot Street  
London, Ontario N6A 5C9  
Telephone No.: 679-4366  
(Ottawa) Dial:  
1-519-679-4366

## **MONTREAL**

Suite 215, West Tower  
Guy Favreau Complex  
200 Dorchester Blvd., West  
Montreal, Quebec H2Z 1X4  
Telephone No.: 283-2152  
(Ottawa) Dial:  
1-514-283-2152

## **QUEBEC**

Suite 1000  
Place Belle Cour  
2590 Laurier Blvd.  
Ste-Foy, Quebec G1V 4M6  
Telephone No.: 648-4990/2  
(Ottawa) Dial:  
1-418-648-4990/2

## **SASKATOON**

Room 605  
Federal Building  
101-22nd Street, East  
Saskatoon, Saskatchewan  
S7K 0E1  
Telephone No.: 975-5106  
(Ottawa) Dial:  
1-306-975-5106

## **ST. JOHN'S**

Fourth Floor  
General Post Office Bldg.  
354 Water Street  
St. John's, Nfld. A1C 1C4  
Telephone No.: 772-4616  
(Ottawa) Dial:  
1-418-772-4616

## **TORONTO**

Suite 1031, Atrium on Bay  
P.O. Box 171  
20 Dundas Street, West  
Toronto, Ontario M5G 2C2  
Telephone No.: 973-3251  
(Ottawa) Dial:  
1-416-973-3251

## **VANCOUVER**

Room 240  
Sinclair Centre  
757 Hastings Street, West  
Vancouver, B.C. V6C 1A1  
Telephone No.: 666-1221  
(Ottawa) Dial:  
1-604-666-1221

## **VICTORIA**

Suite 228  
Customs House  
816 Government Street  
Victoria, B.C. V8W 1W8  
Telephone No.: 388-0213  
(Ottawa) Dial:  
1-604-388-0213

## **WINDSOR**

Room 504  
Bank of Commerce Building  
100 Ouellette Avenue  
Windsor, Ontario N9A 6T3  
Telephone No.: 253-3507  
(Ottawa) Dial:  
1-519-253-3507

## **WINNIPEG**

Suite 308  
Revenue Building  
391 York Avenue  
Winnipeg, Manitoba  
R3C 0P6  
Telephone No.: 949-2190  
(Ottawa) Dial:  
1-204-949-2190

After the initial contacts with Galax Inc. and/or the Cuban Trade Commission regarding visit arrangements, completed visa applications must be submitted to the Cuban Embassy in Ottawa or one of the Cuban Consulates in Canada (see Section VIII). Please allow at least two weeks for the issuing of a visa.

## How to Get to Cuba from Canada

During the winter tourist season Air Canada operates three flights per week between Toronto and Aradero and Cubana Airlines, Cuba's national carrier, offers three flights per week between Montreal and Havana. In the summer, Cubana operates one flight per week to Montreal. (Since each airline's flight schedule varies from year to year, you should contact your travel agency when planning a trip to Cuba.)

Cuba is also served by flights that originate in Madrid, Paris, Prague, Moscow, Barbados, Georgetown (Guyana), Lima, Mexico City, Panama City and Managua. For further information, contact your local representatives for Iberia, CSA, Cubana, Aeroflot, Mexicana and Air Canada.

## Exit Permit (*Salida*)

The Cuban empresa sponsoring your visit will arrange to issue you an exit permit (*salida*). The *salida* is a stamp put on the reverse side of your landing card, and is necessary before you can make further travel arrangements (ticket confirmations, etc.). You may wish to remind your Cuban counterpart of your requirement for a *salida*. We also recommend that you take your landing card, passport and airline ticket with you on your first appointment with your host empresa so that arrangements can be made for your exit permit and outgoing reservations. (Your empresa host may take care of these details at the airport on your arrival.) Outgoing reservations must be confirmed at least 72 hours in advance, otherwise your booking will automatically be cancelled. The central reservations office of Cubana Airlines is at Calle 23, No. 64, Vedado, Havana 4. Confirmation of tickets for outgoing flights must be obtained in person if the empresa is unable to assist you. Long lineups can make this a slow and frustrating procedure.

## More Travel Tips

— You are free to travel throughout Cuba except for restricted military areas.



- Your hotel has information about local tourist attractions. Major sidetrips to beaches and the interior of the country should be arranged through the appropriate empresa. Some advance notice should be given.
- Although health conditions in Cuba are generally of a high standard, we strongly recommend that you drink only boiled or bottled water.
- Even if your knowledge of Spanish is limited to a few words or phrases, use them as often as possible.

## If You Are Travelling on to Mexico

A special transit card is required to enter Mexico from Cuba. No previously issued tourist card and/or visa to Mexico are valid for the flight from Havana to Mexico City. The transit cards issued in Havana allow the traveller to stay in Mexico for a five-day period only. In order to obtain the Mexican transit card you must supply to the Mexican Embassy, No. 518, Calle 12, Miramar, Havana, Cuba the following: a Cuban exit permit (salida), three passport photos, a smallpox vaccination certificate, evidence of onward transportation arrangements and proof of admittance to a third country. The Mexican Embassy is open from 10:00 a.m. to 1:00 p.m. Monday through Friday. A fee is charged. Visitors to Cuba wishing to travel on to Mexico should allow sufficient time during their stay to meet these requirements which usually take 24 hours.

To have an airline ticket to Mexico confirmed (see above) you must have your Mexican transit card. Remember, airline tickets must be confirmed at least 72 hours in advance.

As it is difficult to have passport pictures taken and processed quickly in Cuba, travellers should obtain them in Canada prior to departure.

The Canadian Embassy in Havana can provide application forms for a Mexican transit card. If an application is presented at the Mexican Embassy before 1:00 p.m. it can usually be picked up the following day between 11:00 a.m. and 1:00 p.m.

The above notwithstanding, if you are going to fly via Mexicana Airlines, your transit card can be obtained free of charge at the Mexicana Airlines Office at once.

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## VII. EXPORT ASSISTANCE

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### Market Advisory Services

As a service to Canadian business, the federal government maintains some 270 trade commissioners at 95 trade posts in 61 countries around the world. These representatives provide assistance to Canadian exporters and aid foreign buyers in locating Canadian sources of supply. In addition to providing the link between buyer and seller, the trade commissioner advises Canadian exporters on all phases of marketing, including identification of export opportunities, assessment of market competition, introduction to foreign business people and government officials, screening and recommending agents, guidance on terms of payment and assistance with tariff or access problems. Trade commissioners also play an active role in looking for market opportunities and encouraging promotional efforts.

An additional source of information is the group of Trade Development Offices of the Department of External Affairs in Ottawa. Each of these offices concentrate on markets in specific geographical regions, in this case Latin America and the Caribbean. They are the central government link in Canada for the trade commissioners overseas. In the case of Cuba, the trade commissioners in Havana are in constant contact with their country or the Central America and Caribbean Trade Development Office in Ottawa (Address: Caribbean and Central America Trade Development Division (LCT), Department of External Affairs, L.B. Pearson Bldg., 125 Sussex Drive, Ottawa, Ontario K1A 0G2; Telephone (613) 996-6129; Telex 053-3745; Answer/back: External Ott). This office can provide the following type of general information:

- market information, including economic outlooks for individual countries and information on the market for particular products;
- market access information on tariff rates, regulations, licensing, no-tariff barriers, product standards, required documents etc.;
- publications, including editions of this publication, *Markets for Canadian Exporters*, and country briefs on smaller markets.

The Trade Development Offices are also responsible for assisting and advising exporters on marketing of their products/services and on informing business people about export services provided by the Canadian government and about export opportunities as they arise.

If your company requires assistance in identifying overseas markets for your products, you should contact your nearest Regional Office of the Department of Regional Industrial Expansion (DRIE). These offices, located in each province (see Section VIII), assist exporters with market planning and can arrange for the assistance of both the relevant Trade Development Office in Ottawa and the trade commissioners overseas.

## Export Development Corporation

The Export Development Corporation (EDC) is a Canadian Crown Corporation whose purpose is to facilitate and develop Canada's export trade.

EDC provides insurance, guarantees and export financing which, combined with financial advice and the organization of financial packages, facilitate the sale of Canadian goods and services abroad.

The Corporation offers the following programs:

### **A. Export Insurance Programs**

#### Export Credits Insurance

- Global Comprehensive Insurance
- Global Political Insurance
- Selective Political Insurance
- U.S.A. Commercial Risk (Small Business) Insurance
- U.S.A. Commercial Risk (Deductible) Insurance
- Short-Term Bulk Agriculture Credits Insurance
- Medium-Term Bulk Agriculture Credits Insurance
- Specific Transaction Insurance
- Equipment (Political Risk) Insurance

#### Foreign Investment Insurance

- Foreign Investment Insurance

#### Performance-Related Insurance

- Performance Security Insurance
- Bid Security Insurance
- Consortium Insurance
- Surety Bond Insurance



## EDC-Related Insurance

- Loan Pre-Disbursement Insurance
- Subsupplier Insurance (foreign)
- Subsupplier Insurance (domestic)

## B. Guarantee Programs

- Specific Transaction Guarantees
- Performance Security Guarantees
- Bid Security Guarantees
- Medium-Term Bulk Agriculture Credits Guarantees
- Loan Guarantees
- Short-Term Line of Credit Guarantees

## C. Financing Programs

- Loans
- Multiple Disbursement Agreement Loans
- Protocols
- Lines of Credit
- Note Purchase Agreements
- Forfeiting
- Simplified Note Purchase Agreements
- Specialized Credits

EDC has its head office in Ottawa (Address: P.O. Box 655, 151 O'Connor St., Ottawa, Ontario, K1P 5T9; Telephone (613) 598-2500; Telex 053-4136). EDC offices are maintained in Halifax, Montreal, Toronto, London, Winnipeg, Calgary and Vancouver (see Section VIII). Export insurance services are handled by these regional and district offices. General inquiries regarding other EDC services may be channelled through these offices as well. Inquiries about export financing for a specific geographical area may be addressed to the appropriate department in the Export Financing Group of EDC in Ottawa.

## Trade Fairs and Missions

In order to further assist Canadian exporters in developing business in foreign markets, the Trade Fairs and Missions Division of the Office of Trade Development — Latin America and Caribbean, Department of External Affairs, Ottawa, organizes and implements the following trade promotion programs:

- participation in trade fairs abroad;
- trade missions and seminars to and from Canada.

The yearly Fairs and Missions Program for the region is put together based on suggestions by the trade commissioners in the field and the Trade Development Office in Ottawa in discussion with the industry sector specialists of the Department of Regional Industrial Expansion (DRIE).

For further information write to:

Director  
Trade Fairs and Missions Division  
Caribbean and Central America  
Department of External Affairs  
125 Sussex Drive  
Ottawa, Ontario  
K1A 0G2  
Telephone: (613) 996-5357  
Telex: 053-3745

## Program for Export Market Development

The Program for Export Market Development (PEMD) is designed to assist individual firms in their particular marketing endeavours. Financial assistance is provided for the export activities listed below, in reference to applications from interested companies:

- precontractual and bidding costs for specific capital projects;
- return economy air fares for market identification visits;
- costs of individual participation in foreign trade fairs;
- return economy air fares for bringing foreign buyers to Canada;
- costs associated with forming and operating an export consortium;
- costs associated with establishing a permanent sales office abroad;
- support for export market development for agriculture, food and fisheries products.

The government contribution is repayable to the extent that export sales result from the PEMD-supported activity.

Applications should be submitted to Regional Offices of the Department of Regional Industrial Expansion (DRIE) in the province in which applicant firm is registered.

## Publicity

*Canada Commerce* in English, and *Commerce Canada*, the French edition, are published monthly and contain a variety of articles and reports on export opportunities, such as government services to industry, international market

conditions and terms of access, industrial development, and joint industry-government efficiency studies. Both publications are available without charge to Canadian manufacturers from The Public Information Directorate, Department of Regional Industrial Expansion (DRIE), Ottawa, Ontario, K1A 0H5.

Bimonthly issues of *Canada Commerce* outline fairs and missions which are being organized worldwide by the Department of External Affairs under its Fairs and Missions Programs. Similarly, alternate editions list multilaterally funded capital projects overseas which offer good export opportunities for Canadian suppliers of goods and services.

*CanadExport*, a bi-weekly export newsletter, is produced in English and French by the Department of External Affairs. This newsworthy publication contains a variety of articles and reports on Canadian export activities and opportunities. *CanadExport* is available without charge to Canadian manufacturers from the Trade Communications Canada Division, Department of External Affairs, 125 Sussex Drive, Ottawa, Ontario K1A 0G2, or by phoning the INFO EXPORT hotline (toll-free service) 1-800-267-8376.

## Provincial Governments

Each provincial government has a department that provides guidance on business development including trade.



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# VIII. USEFUL ADDRESSES

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## A) Importing Empresas

### ALIMPORT

(Empresa Cubana Importadora de Alimentos)

Infanta 16

P.O. Box 7006

Havana 4, Cuba

Telex: 051-1454 ALIMPORT

Tel: 7-4971

Foodstuffs, except fish and fish preparation, feedstuffs, livestock, seeds, barley, corn, flour, cattle, chickens, pigs, tallow, meat, beverages.

### AUTOIMPORT

(Empresa Cubana Importadora de Vehiculos Automotores)

Galiano 213

Havana, Cuba

Telex: 051-1417 AUTOIMPORT

Tel: 6-5926

Vehicles up to 2.2 tonnes, (2.5 tons), parts and car accessories.

### AVIAIMPORT

(Empresa Cubana Importadora de Aviación)

Calle 23 No. 64

Havana 4, Cuba

Tel: 79-8009

Commercial aircraft, parts and accessories, navigation and airport equipment.

### CONSTRUIMPORT

(Empresa Cubana Importadora de Maquinarias y Equipos de Construcción)

Carretera de Varona Km 1

Capdevila

Havana, Cuba

Telex: 051-1213 CONSTRUIMPORT

Tel: 44-2111/12

Road graders, bulldozers, excavators, levelers, scrapers. Pile drivers. Compactors, other construction equipment and spare parts. Well-drillers.

### CUBAEQUIPOS

(Empresa Cubana Importadora de Equipos)

Calle 23 No. 55

P.O. Box 6052

Havana 4, Cuba

Telex: 051-1371 CUBAEQUIPOS

Tel: 70-3546/70-3137/70-8061

Machine tools, steam boilers, pinions and gears, measuring instruments, commercial and industrial scales.

### EMIDCT

(Empresa Importadora y Distribuidora para la Ciencia y la Técnica).

Industria y Barcelona

Havana, Cuba

Tel: 62-1747/6-8914

Reactives, chemical products, laboratory equipment, electronic components, laboratory glassware for scientific use.

### ENERGOIMPORT

(Empresa Importadora de Objectivos Electro-Energéticos)

Calle 26 esq. a 7ma. Ave. Miramar

Havana, Cuba

Telex: 051-1812 ENERGOIMPORT

Tel: 2-8156

Equipment and materials for transmission, sub-transmission and electrical distribution lines. Equipment and materials for transformer stations. Equipment and materials for power plants. Electric cables and wires of more than 1 kV.

### FECUIMPORT

(Empresa Cubana Importadora de Ferrocarriles)

Ave. 7ma. No. 6209 entre 62 y 64

Miramar

P.O. Box 450

Havana, Cuba

Telex: 051 -1174 FECUIMPORT

051-1175 FECUIMPORT

Tel: 29-1380

Locomotives, railroad cars and wagons, general railway material, equipment and spare parts.

### FERRIMPORT

(Empresa Cubana Importadora de Articulos de Ferreteria)

Calle 23, No. 55

P.O. Box 6258

Havana 4, Cuba

Telex: 051-1144 FERRIMPORT

Tel: 70-2531

Light ironware products. Hardware. Finished metal products. Ceramic sanitary equipment. Equipment for the protection of the industrial worker.

#### MAPRINTER

(Empresa Cubana Importadora de Materias Primas y Productos Intermedios)

Infanta 16

P.O. Box 2110

Havana, Cuba

Telex: 051-1453 MAPRINTER

Tel: 7-4981/86

Pulp and paper, lumber, products of animal and vegetable origin for industrial non-alimentary use, non-metallic minerals, refractory materials, plastics, plastic compounds, malt.

#### MEDICUBA

(Empresa Cubana Importadora de Productos Farmacéuticos)

Monte No. 1 esq a Egido

P.O. Box 6772

Havana 1, Cuba

Telex: 051-1149 MEDICUBA

Tel: 6-5910

Raw materials for the pharmaceutical industry and fine chemicals. End products for medical, pharmaceutical and veterinary and dental use. Machinery for pharmaceutical industry; containers and closures for pharmaceuticals. Medical, odontological and veterinary equipment, instruments and supplies.

#### MAQUIMPORT

(Empresa Cubana Importadora de Masquinarias)

Calle 23 No. 55

P.O. Box 6062

Havana 4, Cuba

Telex: 051-1371 MAQUIMPORT

Tel: 70-2546

Electronic communication and detection equipment. Non-domestic electric equipment. Mechanical appliances. Electric motors. Telephone cables, generating sets. Electric cables up to 1 kV.



### MARPRESCA

(Empresa Maritima Portuaria de Importación)

Ave. Conill No. 580 esq. 26

Nuevo Vedado

Havana, Cuba

Telex: 051-1687 MARPRESCA

Tel: 30-1971

Ships, tugboats. Marine engines. Spare parts and equipment for ships. Anchors. Port equipment. Fishing tackle for the fishing industry.

### QUIMIMPORT

(Empresa Cubana Importadora de Productos Quimicos)

Calle 23 No. 55

P.O. Box 6088

Havana, Cuba

Telex: 051-1283 QUIMIMPORT

Tel: 70-8066

Organic and inorganic chemicals. Fertilizers, pesticides and herbicides. Natural and artificial flavours, essences and dyes. Articles for the rubber industry.

### TRACTOIMPORT

(Empresa Cubana Importadora de Maquinarias y Equipos Agrícolas)

Ave. R. Boyeros y Calle 100

P.O. Box 6301

Havana, Cuba

Telex: 051-1162 TRACTOIMPORT

Tel: 44-2411

Agricultural machinery. Pest control equipment. Harvesting equipment. Spare parts for agricultural equipment. Water pumps, aluminum tubes, generating sets, stationary motors, drilling equipment and spare parts for irrigation.

### TRANSIMPORT

(Empresa Cubana Importadora de Transporte — Vehiculos y Equipos)

Calle 105 y Ave. 63

Marianao

P.O. Box 6665

Havana, Cuba

Telex: 051-1150 TRANSIMPORT

Tel: 20-0325

Transport equipment of more than 2.2 tonnes (2.5 tons), lift trucks, hoists, tires, tubes, batteries, brake fluids. Engines and replacement parts. Garage and service station equipment.

## **B) Importing/Exporting Empresas**

### **CARIBEX**

(Empresa Exportadora e Importadora de Pescados y Mariscos)

Ensenada de Pote y Atarés

Puerto Pesquero

Havana, Cuba

Telex: 051-1189 MIP-CU

Tel: 99-1561

Imports: Frozen and salted fish, fish products.

Exports: Fresh frozen and canned seafoods, frogs legs.  
Sponges and other marine products.

### **CONSUMIMPORT**

(Empresa Cubana Importadora y Exportadora de Productos de Consumo General)

Calle 23 No. 55

P.O. Box 6427

Havana 4, Cuba

Telex: 051-1174 CONSUMIMPORT

051-1175 CONSUMIMPORT

Tel: 70-3571

Imports: Consumer durable goods. Commercial, hotel and kitchen equipment. Small electric appliances, electric equipment for household and apartment installations up to 6000 V, office and school supplies, sporting goods, small household items, lighting equipment.

Exports: Cuban-made consumer products such as plastic buckets, sporting goods, toys, perfumes, portable radios.

### **CUBAMETALES**

(Empresa Cubana Importadora y Exportadora de Metales)

Infanta No. 16

P.O. Box 6917

Havana, Cuba

Telex: 051-1452 CUBAMETALES

Tel: 70-2561

Imports: Ferrous and non-ferrous metals, fuels, lubricants, greases and additives, non-electrical wire and tubes, tin plates, stainless steel, copper and zinc bars, aluminum.

Exports: Grinding balls, metal scraps.

## CUBATEX

(Empresa Cubana Importadora y Exportadora de Tejidos,  
Fibras, Cueros y Sus Derivados)

Calle 23 No. 55

P.O. Box 6528

Havana, Cuba

Telex: 051-1174 CUBATEX

051-1175 CUBATEX

Tel: 70-2591/70-8890

Imports: Yarns and fibres, cordage, footwear, hides,  
leathers, papermakers' felts, felt textiles, plastic  
fabrics and canvas, textiles and clothing.

Exports: Leather and leather products, footwear, baler  
twine.

## C) Exporting Empresas

### CUBAEXPORT

(Empresa Cubana Exportadora de Alimentos y Productos  
Varios)

Calle 23 No. 55

P.O. Box 6719

Havana, Cuba

Telex: 051-1178 CUBAEXPORT

Tel: 70-4521

Honey, rums and liqueurs, candies and coffee.

### CUBAFRUTA

(Empresa Cubana Exportadora de Frutas y Conservas)

Calle 23 No. 55

P.O. Box 6719

Havana, Cuba

Telex: 051-1178 CUBAFRUTA

Tel: 70-4521

Citrus fruits, pineapples and fresh vegetables. Preserved  
fruits.

### CUBAINDUSTRIA

(Empresa Cubana Exportadora de Productos Industriales)

Calle 19 No. 667 e/A y B

Vedado

Havana, Cuba

Telex: 051-1677 CUBAINDUSTRIA

Tel: 30-3796

Cement and all other industrial products.



### CUBANIQUEL

(Empresa Cubana Exportadora de Minerales y Metales)

Calle 23 No. 55

P.O. Box 6719

Vedado

Havana, Cuba

Telex: 051-1178 CUBANIQUEL

Tel: 70-4521

Nickel oxide and sinter and all other solid metals and minerals produced in Cuba.

### CUBARTESANIA

(Empresa Cubana de Artesania)

Calle L y 25

P.O. Box 230

Vedado

Havana, Cuba

Cable: CUBARTESANIA

Tel: 32-1822

Handicrafts, cosmetics, leather products including footwear, hides, ropes and twines, wools, textile garments, furniture.

### CUBATABACO

(Empresa Cubana del Tabaco)

Aguiar No. 360

P.O. Box 6557

Havana, Cuba

Telex: 051-1174 CUBATABACO

051-1175 CUBATABACO

Tel: 62-1857

Cigars, cigarettes, leaf tobacco and semiprocessed tobacco.

### CUBAZUCAR

(Empresa Cubana Exportadora de Azúcar y Sus Derivados)

Calle 23 No. 55

P.O. Box 6647

Vedado

Havana, Cuba

Telex: 051-1147 CUBAZUCAR

Tel: 70-3526

Crude and refined sugar, sugar for animal feeds, molasses, high-test molasses, syrups, anhydrous ethyl, butyl and amyl alcohols.

## **D) Cuban State Committee for Economic Collaboration (CECE)**

### **ECIMACT**

(Empresa Comercial para la Industria de Materiales,  
Construcción, Turismo e Industrias Químicas)

19 de Mayo y Rancho

Boyeros

Havana, Cuba

Telex: 051-1404 ECIMACT

Tel: 79-6081

**Imports:** Construction materials industry equipment. Industrial buildings and structures, residential houses and complexes, buildings for scientific educational, cultural, medical, trading and other public service institutions. Machines, equipment and installations for drilling and exploitation of wells and for geological prospecting. Cranes, battery and gasoline-powered trucks and other industrial vehicles, road and road-building equipment and machines. Complete plants and installations for chemical, oil and petrochemical industries. Complete plants and installations for the mining geological industry.

**Exports:** Construction materials industry equipment. Industrial buildings and structures, residential houses and complexes, buildings for scientific educational, cultural, medical, trading and other public service institutions.

### **ECIMETAL**

(Empresa Comercial para la Industria Metalúrgica y  
Metalmeccánica)

19 de Mayo y Rancho

Boyeros

Havana, Cuba

Telex: 051-1555 ECIMETAL

Tel: 70-2094

**Imports and Exports:** Plants for shaping and milling metals. Steel plants. Development of mining fields.

### **IMEXIN**

(Empresa Importadora y Exportadora de Infraestructura)

Calle 12 No. 308 e/3a. y 5a Ave.

Miramar

Havana, Cuba

Telex: 051-1404 IMEXIN

Tel: 22-2426

Imports: Complete plants and individual equipment for the textile, leather and leather by-products, plastics and pharmaceutical industries. Port and airport installations, and installations for railroads, communications and transport.

Exports: Projects, supplies and complete services for hydraulic, railroad, and highway installations. Complete installations for light industry. Complete plants and turnkey construction of educational centres, as well as centres of technological and professional education and hospitals. Complete projects for computer systems, price analysis and consulting services in the selection of complete industrial plants and in the selection of the best offer.

#### IMEXPAL

(Empresa Importadora y Exportadora de Plantas Alimenticias Sus Implementos y Derivados)

Calle 22 No. 313 e/3a. y 5a. Ave.

Miramar

Havana, Cuba

Telex: 051-1404 IMEXPAL

Tel: 29-1671

Imports: Engineering services and supply of food processing plants, plants for the sugar industry and accessories. Agricultural and fish processing plants.

Exports: Engineering services and supply of food processing plants, sugar and sugar by-products processing industries, general agricultural processing industries, fish processing plants, wood processing facilities.

### **E) Other Cuban Commercial Empresas**

#### CUBACONTROL

(Empresa Cubana de Control)

Calle 23 y P

Vedado

P.O. Box 35

Havana, Cuba

Telex: 051-1210 CUBACONTROL

Tel: 70-1706

This agency undertakes the supervision and control of import and export shipments; it also performs all manner of



inspection assignments in ports, factories or warehouses as required by the Cuban empresa concerned or at the request of foreign clients.

#### CUFLET

(Empresa Cubana de Fletes)

San Pedro No. 1

Havana, Cuba

Telex: 051-1167 CUFLET

051-1471 CUFLET

Tel: 6-7355

This agency leases foreign vessels as required for handling Cuba's commercial traffic and programs all maritime transport operations. It acts both as commission agent and shipping agent.

#### CUBALSE

(Cuba al Servicio del Extranjero)

Calle 68 No. 503 e/ 5ta. y 5a A

Miramar

Havana, Cuba

Telex: 051-1235 CUBALSE

Tel: 22-5542

Services for foreign diplomats. Operates a food and dry goods store for foreign technicians working in Cuba, as well as for the diplomatic community in Havana.

#### MAMBISA

(Empresa de Navegación Mambisa)

San Ignacio No. 104

Havana, Cuba

Telex: 051-1810 MAMBISA

Tel: 61-7901

Mambisa operates the country's oceangoing merchant fleet, co-ordinating and providing transportation for the seaborne cargos imported and exported by the various state trading companies. It also purchases ships and naval equipment generally, other than for fishing operations, and all required spare parts.

#### ESICUBA

(Empresa de Seguros Internacionales de Cuba)

Obispo 257

Havana, Cuba

Telex: 051-1616 ESICUBA

Tel: 61-8906

The responsibility of this agency is to provide maritime insurance coverage, both on an f.o.b. and c.i.f. basis, for

the cargos imported by the various Empresas, as well as c.i.f. insurance coverage for Cuba's exports.

#### EMPRESA CONSOLIDADA CUBANA DE AVIACIÓN

Calle 23 esq. a Infanta

La Rampa

Vedado

P.O. Box 6215

Havana, Cuba

Tel: 7-4911

CUBANA, the state airline, provides passenger and cargo service on its international flights which connect with the world's principal airlines.

#### INTUR

(Instituto Nacional de Turismo)

Malecon y G

Vedado

Havana, Cuba

Telex: 051-1238 INTUR

Tel: 32-0571

INTUR is the tourist bureau and offers hotel and transportation reservations, tours and excursions on either an individual or group basis. It also operates all hotels and restaurants in Cuba and handles all international tourism. These services are provided by a branch of INTUR known as Cubatour.

#### ICAIC

(Distribuidora Internacional de Peliculas ICAIC)

Calle 23 No. 1155

Vedado

Havana, Cuba

Telex: 051-1419 ICAIC

Tel: 3-4400

Printed films both full length and short films, cartoons.

#### COPREFIL

(Empresa Comercial Filatélica y Prensa)

O'Reilly No. 624

Havana, Cuba

Telex: 051-1666 COPREFIL

Tel: 61-3384

Postage stamps for collectors, first-day covers.

EGREM

(Empresa de Grabaciones y Ediciones Musicales)

San Miguel No. 410

Havana, Cuba

Telex: 051-2171 EGREM

Tel: 61-5939

Musical recordings (tapes), sheet music, phonograph records, musical instruments.

INSTITUTO CUBANO DEL LIBRO

(Empresa Cubana Importadora/Exportadora de Libros)

Calle 19 No. 1002

Vedado

Havana, Cuba

Tel: 30-5531

Books, cultural and technical publications, educational publications.

## **F) Other Useful Addresses in Canada and Cuba**

### **In Canada**

Cuban Embassy

388 Main Street

Ottawa, Ontario

K1S 1E3

Tel: (613) 563-0141

Cuban Consulate

Suite 406

372 Bay Street

Toronto, Ontario

M5H 2W9

Tel: (416) 362-7704,

362-3622

Cuban Consulate General

1415 Pine Avenue, West

Montreal, Quebec

H3G 1B2

Tel: (514) 843-8897

Cuban Trade Commission

1415 Pine Avenue, West

Montreal, Quebec

H3G 1B2

Tel: (514) 845-0191

Galax Inc.

Suite 813

5250 Ferrier Street

Montreal, Quebec

H4P 1L3

Telex: 05-268894

Tel: (514) 735-5141

### **In Cuba**

Canadian Embassy

Calle 30, No. 518

Esquina 7a Avenida

Miramar, Havana, Cuba

Telex: 51-1586 (Destination  
Code 28)

Answerback: CAN CU

Tel: 2-6422/23 or

29-3392/29-3892

Mailing Address:

P.O. Box 500 (HAVAN)

Ottawa, Ontario

K1N 8T7



Ministry of Foreign Trade  
Infanta No. 16  
Vedado  
Havana, Cuba  
Telex: 1174 and 1175  
MINCEX  
Tel: 702841  
793546 Canadian Desk

Camara de Comercio de la  
Republica de Cuba  
Calle 21, No. 661  
Esquina a A  
Vedado  
Havana, Cuba  
Telex: 1752 CAMARCU  
Tel: 303356, 303357, 303358

Comité Estatal de Col-  
aboración Económica  
(CECE)  
Calle Primera  
Esquina a B  
Vedado  
Havana, Cuba  
Telex: 28-511341 CECE  
Tel: 3-6661

## DRIE OFFICES

If you have not previously marketed abroad, we suggest you contact either the Business Centre in Ottawa or the Trade Director at any of the Regional Offices of the Department of Regional Industrial Expansion (DRIE) at the addresses listed below.

### **Business Centre**

Department of Regional In-  
dustrial Expansion  
235 Queen Street  
Ottawa, Ontario K1A 0H5  
Tel.: (613) 995-5771

### **Alberta**

Cornerpoint Building, Suite  
505  
10179 — 105th Street  
Edmonton, Alberta T5J 3S3  
Tel: (403) 420-2944  
Telex: 037-2752

### **British Columbia**

Bentall Centre — Tower IV  
1055 Dunsmuir Street, Suite  
1101  
P.O. Box 49178  
Vancouver, British Columbia  
V7X 1K8  
Tel: (604) 661-2265  
Telex: 045-1191

### **Manitoba**

P.O. Box 981  
Winnipeg, Manitoba  
R3C 2V2  
Tel: (204) 949-4540  
Telex: 075-7624

### **New Brunswick**

Assumption Place  
770 Main Street  
P.O. Box 1210  
Moncton, New Brunswick  
E1C 3P9  
Tel: (506)  
857-6452/1-800-332-3801

### **Newfoundland and Labrador**

90 O'Leary Avenue  
P.O. Box 8950  
St. John's, Newfoundland  
A1B 3R9  
Tel: (709) 772-5511  
Telex: 016-4749

## **Northwest Territories**

P.O. Box 6100  
Yellowknife,  
Northwest Territories  
X1A 1C0  
Tel: (403) 920-8571  
Telex: 074-2742

## **Nova Scotia**

P.O. Box 940, Station "M"  
Halifax, Nova Scotia  
B3J 2V9  
Tel: (902) 426-6125  
Telex: 019-22525 FACS:  
(403) 668-5003

## **Ontario**

1 First Canadian Place,  
Suite 4840  
P.O. Box 98  
Toronto, Ontario M5X 1B1  
Tel: (416) 365-3737  
Telex: 065-24378

## **Prince Edward Island**

Confederation Court Mall  
134 Kent Street, Suite 400  
P.O. Box 1115  
Charlottetown,  
Prince Edward Island  
C1A 7M8  
Tel: (902) 566-7400  
Telex: 014-44129

## **Quebec**

800 Victoria Place  
P.O. Box 247  
Montreal, Quebec H4Z 1E8  
Tel: (514) 283-8185  
Telex: 055-60768

## **Saskatchewan**

6th Floor  
105 — 21st Street East  
Saskatoon, Saskatchewan  
S7K 0B3  
Tel: (306) 975-4343/(306)  
975-4353  
Telex: 074-2742

## **Yukon**

Suite 301  
108 Lambert Street  
Whitehorse, Yukon Y1A 1Z2  
Tel: (403) 668-4655  
FACS: (403) 668-5003  
Telex: 014-2200

# EXPORT DEVELOPMENT CORPORATION

## **Head Office**

151 O'Connor Street,  
Ottawa, Ontario  
*Mailing Address:*  
Export Development  
Corporation  
P.O. Box 655  
Ottawa, Ontario K1P 5T9  
Tel: (613) 598-2500  
Cable: EXCREDCORP  
Telex: 053-4136  
Facsimile: (613) 237-2690

## **British Columbia and Yukon Region**

General Manager, British  
Columbia and Yukon  
Region  
Export Development  
Corporation  
Suite 1030, One Bentall  
Centre  
505 Burrard Street  
Vancouver, British Columbia  
V7X 1M5

Tel: (604) 688-8658  
Telex: 04-54223  
Facsimile: (604) 688-3710

### **Prairie and Northern Region**

General Manager, Prairie  
and Northern Region  
Export Development  
Corporation  
Bow Valley Square III, Suite  
2140  
255-5th Avenue S.W.  
Calgary, Alberta  
T2P 3G6  
Tel: (403) 294-0928  
Facsimile: (403) 294-1133

### **Manitoba/Saskatchewan District Office**

District Manager, Manitoba  
and Saskatchewan  
Export Development  
Corporation  
330 Portage Avenue  
Winnipeg, Manitoba  
R3C 0C4  
Tel: (204) 943-3938  
Telex: 07-57624  
Facsimile: (204) 949-2187

### **Ontario Region**

General Manager, Ontario  
Region  
Export Development  
Corporation  
Suite 810, National Bank  
Building  
P.O. Box 810  
150 York Street  
Toronto, Ontario M5H 3S5  
Tel: (416) 364-0135  
Telex: 06-22166  
Facsimile: (416) 862-1287

### **Ottawa District Office**

District Manager, Eastern  
Ontario and Western  
Quebec  
Export Development  
Corporation  
151 O'Connor Street  
Ottawa, Ontario K1P 5T9  
Tel: (613) 598-2992  
Telex: 053-4136  
Facsimile: (613) 237-2690

### **London District Office**

District Manager,  
South Western Ontario  
Export Development  
Corporation  
451 Talbot Street, Suite 503  
London, Ontario N6A 5C9  
Tel: (519) 679-6723  
Facsimile: (519) 679-4483

### **Quebec Region**

General Manager, Quebec  
Region  
Export Development  
Corporation  
Suite 2724, 800 Victoria  
Square  
P.O. Box 124  
Tour de la Bourse Postal  
Station  
Montreal, Quebec H4Z 1C3  
Tel: (514) 878-1881  
Facsimile: (514) 878-9891

### **Atlantic Region**

General Manager, Atlantic  
Region  
Export Development  
Corporation  
Toronto-Dominion Bank  
Bldg.  
Suite 1003, 1791 Barrington  
Street  
Halifax, Nova Scotia  
B3J 3L1  
Tel: (902) 429-0426  
Telex: 019-21502



## DEPARTMENT OF EXTERNAL AFFAIRS

Caribbean and Central  
America Trade  
Development Division  
Department of External  
Affairs  
125 Sussex Drive  
Ottawa, Ontario  
K1A 0G2  
Tel: (613) 996-7059  
Telex: 053-3745 (LCT)  
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Export Programs Division  
(TPE)

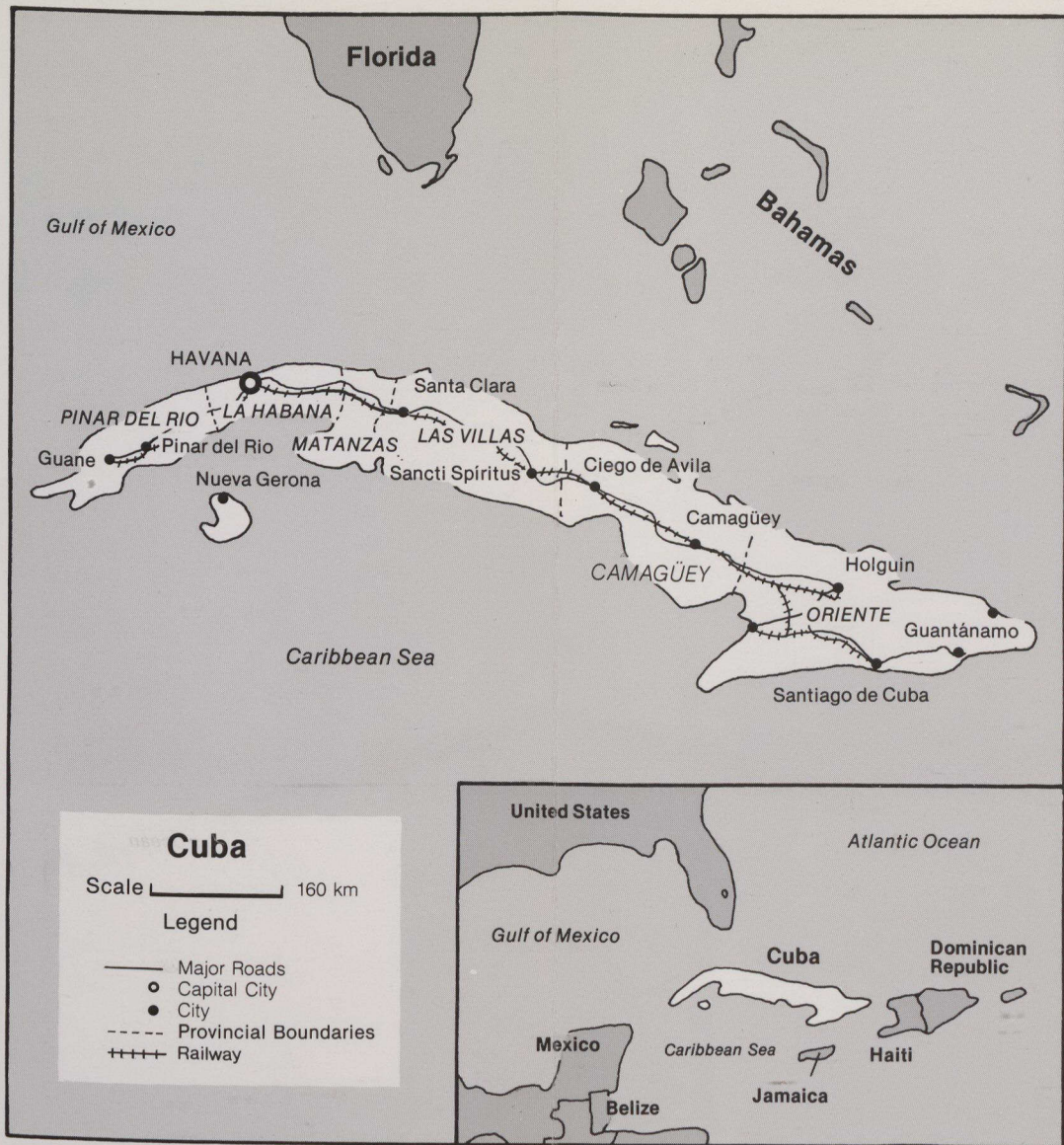
Department of External  
Affairs  
125 Sussex Drive  
Ottawa, Ontario  
K1A 0G2  
Tel: (613) 996-8708  
Telex: 053-3745 (TPE)  
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(Toll-free service)  
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