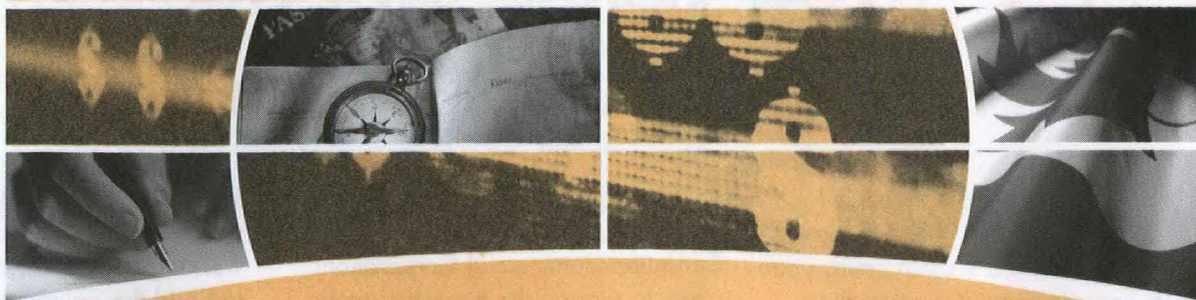


CanadaExpo



NAFTA Commission joint statement released

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Canada and its North American Free Trade Agreement (NAFTA) partners announced in October several practical steps to ensure that the Agreement continues to stimulate trade and investment in North America.

International Trade Minister Pierre Pettigrew, U.S. Trade Representative Robert B. Zoellick and Mexican Secretary of the Economy Fernando Canales announced the steps in a joint statement released following the annual meeting of the NAFTA Commission, held this year in Montreal. The main theme of the meeting was a

celebration of 10 years of success since NAFTA entered into force on January 1, 1994.

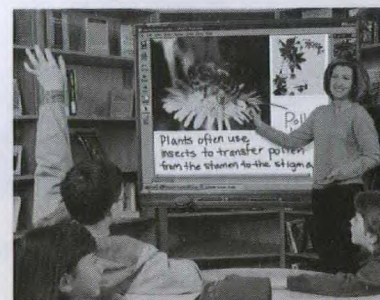
"NAFTA has been a great success for Canada, and it has brought economic growth for all three member countries," said Minister Pettigrew. "I am pleased that, once again, my colleagues and I have been able to agree on a number of practical steps to enhance trade and investment in the NAFTA region. This demonstrates the ongoing value of NAFTA as an important instrument for building Canada's future prosperity."

continued on page 4 — NAFTA

"Smart" advice from Canada Export Award winner

When Nancy Knowlton and her husband David Martin started Calgary-based **SMART Technologies Inc.** in 1987, few people would have expected it to become a major player in the world technology industry within a decade. But, today, with over \$100 million in sales and 450 employees, their SMART Board™ interactive whiteboard is the standard in presentation hardware.

continued on page 5 — SMART advice



The SMART Board™ interactive whiteboard in an educational setting

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November 3, 2003

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Min. des Affaires étrangères
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CCC's progress payments help exporters generate greater sales

You have just signed the export contract of a lifetime, only now you have to find a way to cover your costs until delivery. It is often the case in such transactions that the exporter doesn't get paid until the product or service is delivered to the buyer.

For small to medium-sized businesses, the time between when a contract is signed and when payment is received can cause a cash crunch. The Progress

Payment Program (PPP) is a unique financing program that CCC (the Canadian Commercial Corporation) offers to support the financing needs of Canadian exporters. Since its introduction, almost \$500 million in export sales have been facilitated through the PPP.

There was a time when the customers of **IMW Industries (IMW)** of Chilliwack, British Columbia, lived "just down the road."

Roughly a century ago, the company first opened its doors for business as a blacksmith shop serving the farming community of Chilliwack. Today, with the world as its marketplace and as an ISO 9001-2000 registered company, IMW is doing business in more than 20 countries. IMW designs, manufactures and builds state-of-the-art roll forming equipment, natural gas and hydrogen refueling stations for environmentally friendly alternative fuel vehicles.

IMW took advantage of the PPP to provide some additional working capital for a project in Asia. As Canada's only manufacturer of compressed natural gas (CNG) refuelling equipment, IMW was awarded a contract to build 18 CNG stations that fuel taxis, micro buses, and privately owned vehicles which have been converted to operate on natural gas.

In this particular case, a large gas utility (the buyer) provided IMW with a purchase order with no provision for payment until delivery. Kirk Livingston, IMW's Vice-President of Operations, says: "The exposure for the company was a little more than

we would have liked. Through CCC, we were able to arrange additional working capital which assisted IMW to build the equipment without negatively affecting the company's cash position throughout the production phase of the project."

Don Olsen, Senior Project Officer for CCC, says the performance of IMW was excellent. However, Livingston indicated that at the beginning his buyer wondered who CCC was and what their involvement would be. "Once the customer understood the role of CCC to assist exporters

to facilitate working capital, they not only became comfortable, they realized that the Canadian government was also in full support of the deal and the relationship of IMW with its customer."

CCC designed the PPP to provide small Canadian exporters with the working capital they need to cover production costs associated with an export contract. CCC works in partnership with 19 financial institutions across Canada to access commercial sources of pre-shipment financing. In 2002-2003, CCC provided interim financing to Canadian companies to support over \$50 million in exports.

Does your company qualify for the PPP? Answers and assistance are just a phone call away. Contact your financial institution, or CCC at **1-800-748-8191**, or go to **www.ccc.ca**.



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VIRTUAL TRADE COMMISSIONER PERSONALIZED INFORMATION AND SERVICES



The Virtual Trade Commissioner puts a world of resources at your fingertips - literally! Password-protected, private and secure, the Virtual Trade Commissioner creates an online workspace for you to identify and investigate trade prospects in your industry sector and target markets. Take advantage of personalized services from Canada's trade commissioners all over the globe.

The Virtual Trade Commissioner

"I heard about the advantages of the Virtual Trade Commissioner at a conference last spring and registered for it on the spot. I've been using it ever since for everything from key contact searches to market research," says Manuel Brambila. "I use it most often to contact my trade commissioners abroad and to get news and leads on my markets. I also use it to order services on-line, such as the Market Prospect service, which helped us determine whether to pursue a particular market, and the Visit Information service, which helped me plan a business trip to Argentina."

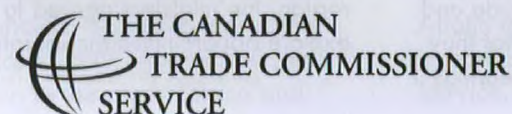
The People

Through the Virtual Trade Commissioner, Brambila developed a close working relationship with a trade commissioner in Argentina. "This person has helped me enormously and has become a valuable contact in my company's pursuit of this market," says Brambila. "I have also sent product information to trade commissioners in our selected target markets. In markets where our product didn't fit, the trade commissioners told us the truth right away, which saved us from wasting time and money."

The Benefits

When registering for the Virtual Trade Commissioner, Brambila completed a detailed company profile that trade commissioners access every time he orders a service from them. The result is faster, better service in every market Numerox pursues abroad.

**How does your company use its Virtual Trade Commissioner?
Call (613) 944-0123 to let us know.**



Why I use it. Why I like it.

Manuel Brambila of Numerox Inc., knows what kind of help he needs to advance his company's exports. More importantly, he knows where to find it. "The Virtual Trade Commissioner provides a credible source of information and help from a team of people you can trust."

While the Virtual Trade Commissioner is new to Numerox, exporting is not. This Quebec-based company has been exporting since 1986 and now holds 80% of the U.S. dry-cleaning tag market. Numerox also exports to Portugal, Mexico and Chile, and is intent upon cracking new markets in South America.

"The Virtual Trade Commissioner is like a window on your market where you know there is someone supporting you on the other side of the screen."

Manuel Brambila
International Trade Commissioner
Numerox Inc.
www.numerox.com



Canadian exporters want information they can use, and advice they can rely on, from professionals working in their target markets. For Brambila, that's what the Virtual Trade Commissioner delivers.



Register now for your Virtual Trade Commissioner at www.infoexport.gc.ca and find out why Manuel Brambila and thousands of other Canadians already have!

For more information on the Virtual Trade Commissioner, visit:

www.infoexport.gc.ca

Canada opens new consulates in U.S.

On September 17, 2003, the Government of Canada announced a major new expansion of its official representation in the United States that will include the upgrade of existing offices, the opening of new consulates and the appointment of new honorary consuls throughout the country.

Slated for completion by the fall of 2004, this expansion will strengthen Canada's capacity to advocate its interests in vital economic, political and security matters, and to develop innovative strategic partnerships in emerging U.S. economic power centres. After all, Canada's bilateral trade with the U.S. currently tops \$560 billion per year.

Mandated in the September 2002 Throne Speech and funded in the February 2003 budget, the Enhanced Representation Initiative calls for Canada to open a new consulate general in Denver and new consulates in Houston, Raleigh-Durham, San Diego, Philadelphia, Phoenix and Anchorage, bringing Canada's representation in the U.S. to 22 offices.

In addition, Canadian representation will be strengthened through the upgrade of the existing consulates in Miami and San Francisco to consulates general. For those important centres without Canadian government offices, 20 new honorary consuls will be appointed as champions of our interests throughout the U.S. In all, this initiative will strengthen Canada's presence in the U.S. and fill important gaps in our current representation, particularly in the Southeast, Southwest and Midwest.

The economic and political realities of the U.S. have changed over the past decade with the emergence of

regional business power centres in the Southwest, Southeast, California and Florida. For example, Florida alone has an economy equal in size to South Korea. The Department of Foreign Affairs and International Trade (DFAIT), in close partnership with Industry Canada and Agriculture and Agri-food Canada, is working to develop a more regionally focused representation of Canada and services to exporters that will better reflect these regional power centres.

By expanding Canadian representation in these areas, Canada will improve the resources it has on the ground to build effective market intelligence networks and relationships with influential players, making its officers

better placed to identify new opportunities for partnering, joint ventures and technology transfer, investment promotion, trade policy and political advocacy.

For more information on the Enhanced Representation Initiative and updates on the opening of the new offices, go to www.dfait-maeci.gc.ca/can-am. For more information on how to enter the U.S. market, contact your nearest International Trade Centre. For a complete listing of International Trade Centres, go to <http://strategis.ic.gc.ca/SSG/ig00006e.html> and click on "Contact Us".

Export USA Calendar

For information about:

- trade missions to the U.S.
- seminars on the U.S. market

Visit the Export USA Calendar at: www.dfait-maeci.gc.ca/can-am/export.

NAFTA Commission joint statement released — continued from page 1

Among the key outcomes of the Montreal meeting were the following:

- To further improve the transparency and efficiency of the Chapter 11 (Investment) dispute settlement process, the three ministers approved guidelines for submissions from non-disputing parties and a standardized form for Notice of Intent to submit a claim. These important steps build upon the Notes of Interpretation issued in July 2001. Ministers also directed officials to continue seeking ways to improve implementation of the investment chapter.
- As an additional step to enhance transparency of the Chapter 11 dispute settlement process, Canada and the United States affirmed that they will consent to open public hearings

in all Chapter 11 arbitrations to which either is a party, and will request the consent of disputing investors to such open hearings. Canada and the United States will continue to work with Mexico on this matter.

- The ministers welcomed the establishment of the North American Steel Trade Committee. For governments and industries in the NAFTA countries, this will provide an opportunity to promote more openness and integration in the North American steel trade market.
- To further reduce export-related transaction costs in the NAFTA region, the ministers agreed to explore opportunities for liberalizing

continued on page 6 — NAFTA

CeBIT 2004 World's biggest ICT fair

HANNOVER, GERMANY — March 18-24, 2004 — CeBIT is the world's largest and most influential information and communications technology (ICT) trade show. CeBIT 2003 ran for eight days, hosted 6,526 exhibiting companies and welcomed 560,000 visitors and 10,711 journalists from 125 countries.

CeBIT Hannover, established in 1986, is the most widely known ICT trade fair in the world, covering the entire spectrum of information technology, telecommunications, software and services. In fact, each display category at CeBIT can be regarded as a leading trade show in its own right.

Exhibitors at CeBIT reach a vast professional audience and roughly 20% of the 560,000 visitors to CeBIT 2003 came from outside Germany. In other

words, CeBIT attracts the decision-making elite from all over the world. The show allows Canadian ICT companies to tap new market opportunities in the European Union, Asia, the Middle East and the Americas.

Canadian pavilion

As in 2003, there will be a Canadian software and services pavilion at CeBIT 2004 offering turn-key booth packages featuring shared amenities and services. For Canadian companies whose products fit into other categories—such as telecom, hardware and networking—all-inclusive packages including exhibit space, turn-key booth, and key services are available from show management. Naturally, independent exhibit space is also available for those companies who wish to tailor their exhibit with an existing booth or custom build.

The Department of Foreign Affairs and International Trade, in conjunction with Industry Canada, will have an information booth in the Canadian pavilion. In addition, a number of promotional activities are being prepared to promote the Canadian presence at this event. Canadian trade officers from several European posts will attend to advise exhibiting companies on opportunities in their respective markets. The provinces of Alberta, Quebec and Ontario are also planning to be active at the fair, supporting companies from their regions.

For more information on the Canadian presence, contact Cliff Singleton, Commercial Officer, Canadian Consulate in Munich, tel: (011-49-89) 2199-5717, fax: (011-49-89) 2199-5757, e-mail: cliff.singleton@dfait-maeci.gc.ca. For information on the complete range of exhibit options, contact Co-Mar Management Services, tel.: 1-800-727-4183, e-mail: info@hfcanda.com or go to www.hf-canada.com.

"Smart" advice — continued from page 1

In 1987, Knowlton, originally from Quebec's Eastern Townships, had completed the MBA program at Saint Mary's University in Halifax and her C.A. training in Alberta, and wanted to set up a business with her husband, a high-tech specialist. Initially, they imported projectors from the United States for sale in Canada. But as soon as they developed their interactive projection system in 1990, they began exporting it. Citing SMART's example, Knowlton says while some Canadian small businesses



Nancy Knowlton of Calgary-based SMART Technologies Inc.

may want to start selling at home, they should "export sooner rather than later. With volume you get traction in the marketplace and

world-wide references, and the price of your product goes down." Calgary is a great place to do business, she says, as the city has a real "can-do" attitude: "Calgary is an ideal location for a world-focused business. It is a positive, younger city with highly educated people." The company plant in Ottawa is only an hour from the U.S. border, and a few hours from Toronto and Montreal. As well, in the past few years, SMART has opened operations in Bonn, Tokyo, New York and Washington, D.C.

Knowlton says the assistance from the Department of Foreign Affairs and International Trade (DFAIT), in particular the Trade Commissioner Service, in breaking into the Japanese

market, has been superb. "We have lots of 'cheerleaders' among DFAIT staff," she adds.

Winning a Canada Export Award in 2002, as well as being the Exporter of the Year in 2000, has led to spontaneous help from DFAIT missions abroad, and given the company added credentials for dealing with major international organizations. "It is a feather in our cap that we can present to big companies," she says with obvious pride.

The 2003 Canada Export Awards—its 20th anniversary—will take place in Toronto as part of the **Canadian Manufacturers and Exporters (CME)** conference "Leveraging Success: Winning Strategies for a Changing World" on **November 23 and 24, 2003**. For more information, contact CME, tel.: (613) 238-8888, or go to www.cme-mec.ca.

Exporting Canadian health services

Health is a global concern. In developing nations around the world, in-adequate medical equipment, supplies and training affect the future of over half the world's population. In the industrialized nations of the world, both sedentary and high-stress lifestyles combine with poor nutritional choices to create an unhealthy society.

Canada's reputation for medical research, services and technological expertise provides the foundation for exporting health services to foreign markets. Opportunities exist for general health services, education and training, specialized diagnostic equipment, nutritional consulting and the provision of health supplies such as vitamins, minerals and other supplements.

The high costs of pharmaceuticals for many developing nations also creates opportunities for Canadian firms that specialize in alternative and natural health practices. Whether delivering these therapies directly to patients or providing training to individuals within the foreign market, the potential for new and profitable ventures is exciting.

NAFTA — continued from page 4

rules of origin and harmonizing Most Favoured Nation tariffs. They called for consultations with domestic industries to determine which products could be covered by this initiative.

- The ministers agreed to work to rebuild momentum in the World Trade Organization negotiations following the setback at the Cancún Ministerial meeting. They re-affirmed their commitment to the Free Trade Area of the Americas process and the successful negotiation by January 2005 of a high-quality, comprehensive agreement.

The Commission meeting was preceded by a multi-stakeholder round table discussion on NAFTA and Canada's broader trade agenda, held on October 6. At the round table, Minister Pettigrew received a number of recommendations from representatives of Canadian business and non-governmental organizations for future work in the NAFTA context.

"The ideas I heard yesterday were very helpful because the three ministers agreed that we will continue to review opportunities for additional trilateral work to further stimulate trade and investment," said Minister Pettigrew. "I welcome the ideas of all Canadians in this regard."

The United States will host next year's NAFTA Commission meeting.

For more information, contact Sébastien Thériège, Director of Communications, Office of the Minister for International Trade, tel.: (613) 992-7332, e-mail: sebastien.theberge@dfait-maeci.gc.ca. The full text of the joint statement is available at www.dfait-maeci.gc.ca/trade/nafta-alena/statement-en.asp.

Export Forum 2003

MONTREAL — November 12-13, 2003 — Manufacturers and exporters from every region and industry sector in Eastern Canada will meet to network with manufacturers from American border states and Europe to develop export markets.

For more information, contact Robert Yelle, tel.: (514) 288-3931, e-mail: ryelle@martin-intl.com, Web site: www.forum-export.ca.

Canadian health service providers considering foreign markets must conduct thorough market research, including an analysis of any regulatory or legal barriers that may exist. Potential exporters interested in delivering health services in developing nations may wish to contact organizations such as the Canadian International Development Agency or the World Health Organization to explore existing programs and opportunities through these agencies.

If you are thinking about exporting and want to know more, call Team Canada Inc's Export Information Service at 1-888-811-1119, or go to www.exportsource.ca.

Huge turnout expected at Pollutec 2003

PARIS, FRANCE — December 2-5, 2003 — **Pollutec**, the largest European environmental exhibition, will feature over 1,500 exhibitors and 40,000 professional visitors. Canada will be represented by some 15 exhibitors. This year, Algeria will be the "guest country" and a large contingent from Eastern Europe is expected.

For more information, contact Musto Mitha, Commercial Officer, Canadian Embassy in Paris, tel.: (011-33) 01-44-43-23-56, fax: (011-33) 01-44-43-29-98, e-mail: musto.mitha@dfait-maeci.gc.ca.

Trade event calendar

ADVANCED MANUFACTURING TECHNOLOGIES

HAMBURG, GERMANY — January 21-24, 2004 — **NORTEC** is an international manufacturing technology trade fair. **For more information**, contact the Canadian Consulate in Hamburg, e-mail: hamburg@dfait-maeci.gc.ca, or go to www.hamburg-messe.de/nortec.

AEROSPACE & DEFENCE

SYDNEY, AUSTRALIA — February 3-6, 2004 — **Pacific 2004** is an international maritime and naval exposition for the Asia-Pacific region. **For more information**, contact Greg Luz, Business Development Manager, Canadian High Commission in Canberra, e-mail: greg.luz@dfait-maeci.gc.ca, Web site: www.pacific2004.com.au.

AGRICULTURE, FOOD & BEVERAGES

NEW DELHI, INDIA — January 7-9, 2004 — **IFE India 2004** is an international food, drink and hospitality exhibition. **For more information**, go to www.ife-india.co, or contact Ram Gupta, Senior Trade Advisor, Canadian High Commission in New Delhi, tel.: (011-91-11) 2687-6500, fax: (011-91-11) 2687-5387, e-mail: ram.gupta@dfait-maeci.gc.ca.

NEW DELHI, INDIA — January 8-10, 2004 — **IFOWS 2004** is an international food and wine show and seminar. **For more information**, contact Lotus Exhibitions & Marketing Services, e-mail: lotusgroup@vsnl.net, Web site: www.ifows.com, or contact Ram Gupta, Senior Trade Advisor, Canadian High Commission in New Delhi, tel.: (011-91-11) 2687-6500, fax: (011-91-11) 2687-5387, e-mail: ram.gupta@dfait-maeci.gc.ca.

BUILDING PRODUCTS

BEIJING, CHINA — February 16-18, 2004 — **Stadia China 2004** is an international exhibition on stadiums, arenas, sports and leisure infrastructure supplies and services. **For more information**, contact Derek Complin, UNILINK, tel.: (613) 549-0404, fax: (613) 549-2528, e-mail: dc@unilinkfairs.com, Web site: www.stadiachina.com.

CONSUMER PRODUCTS

LONDON, ENGLAND — January 18-20, 2004 — The **DIY & Garden Show** is the United Kingdom's one-stop shop for the do-it-yourself and garden industry. **For more information**, contact Derek Complin, UNILINK, tel.: (613) 549-0404, fax: (613) 549-2528, e-mail: dc@unilinkfairs.com, Web site: www.diyandgardenshow.com.

ENVIRONMENTAL INDUSTRIES

ACCRA, GHANA — February 16-19, 2004 — The **12th Union of Africa Water Supplies Congress and Exhibition** is a vital gathering of decision makers and officials from 35 African countries on a variety of water-related issues. **For more information**, contact Samuel B. Martin-Daniels, Canadian Embassy in Accra, tel.: (011-233-21) 228-555, e-mail: samuel.martin-daniels@dfait-maeci.gc.ca.

NEW DELHI, INDIA — February 4-6, 2004 — The **International Conference on Water Resources Development** focuses on flood control, irrigation, drinking water, waterways, hydro electric power and its transmission system. **For more information**, e-mail: info@IndiaCore.com or go to www.indiacore.com/ic-conf/10-feb2004-cpu-water-india.

ATHENS, GREECE — February 26-29, 2004 — **CHEM 2004** is an international exhibition on chemistry, environment and water. **For more information**, e-mail kee-expo@otenet.gr or go to www.chem-expo.gr.

HEALTH INDUSTRIES

DUBAI, UNITED ARAB EMIRATES — January 18-21, 2004 — **ARAB HEALTH 2004** is the region's most important health exhibition. **For more information**, contact Fouad Soueid, Canadian Embassy in Dubai, e-mail: fouad.soueid@dfait-maeci.gc.ca, or Venky Rao, e-mail: arabhealth@rogers.com, tel.: (905) 896-7815, Web site: www.arabhealthonline.com.

MANUFACTURING

ATHENS, GREECE — March 5-9, 2004 — **SYSKEVASIA 2004** is a biennial international packaging, machinery, printing and storage exhibition. **For more information**, e-mail kee-expo@otenet.gr or go to www.syskevasia-expo.gr/genikaen.html.

MULTI-SECTOR

MISHREF, KUWAIT — January 19-23, 2004 — **Rebuild Iraq 2004** is an exhibition that will connect international suppliers with the decision makers overseeing the rebuilding of Iraq. **For more information**, contact George Sanderson, Canadian Embassy in Kuwait, e-mail: george.sanderson@dfait-maeci.gc.ca, Web site: www.rebuild-iraq-expo.com.

OIL & GAS

CAIRO, EGYPT — February 10-14, 2004 — **Intergas 2004** is an international conference and exhibition for the gas industry in the Middle East and North Africa. **For more information**, go to www.eif-eg.com or www.intergas.eif-eg.com, or call (202) 405-1818/1919.

Investment and export opportunities in Ghana

ACCRA, GHANA — November 18-20, 2003 — The United Nations Industrial Development Organization (UNIDO) and the Ghana Investment Promotion Centre are collaborating on an **Investment Forum**, and UNIDO is looking for Canadian companies to participate.

This event will bring together senior government officials, representatives

of all stakeholders in investment promotion in Ghana, as well as local and foreign entrepreneurs and institutions concerned with trade and investment. UNIDO has identified specific investment opportunities in Ghana, where Ghanaian partners are looking for foreign partners or investor to expand their business, acquire new technology or start a new project.

British IT in education show a must-attend

LONDON, ENGLAND — January 7-10, 2004 — **BETT**, the British Education Technology and Trade Show, is an annual international event that promotes the effective use of information and communication technologies in education.

Be part of the "Canada@BETT 2004 Pavilion: The World of Education Under One Roof," which will showcase Canadian expertise, products and services in the education sector. The Canadian pavilion offers the best in education, training and lifelong learning content, e-learning applications, systems, curriculum and global delivery solutions with world-class technology solutions, education services and learning products. The pavilion will showcase the quality, experience and innovation in education delivery

and solutions that make Canada a world leader in school connectivity and in the education technology sector.

For more information on pavilion registration, contact Maria Pantazi-Peck, Education Marketing Unit, DFAIT, tel.: **(613) 992-6289**, fax: **(613) 992-3238**, e-mail: **maria.pantazi-peck@dfait-maeci.gc.ca**. For more information on the U.K. education market or BETT 2004, contact George Edwards, Senior Business Development Officer, Canadian High Commission in London, tel.: **(011-44-0) 20-7258-6680**, fax: **(011-44-0) 20-7258-6384**, e-mail: **george.edwards@dfait-maeci.gc.ca**, Web site: **www.bett.canadauk.com**, or **www.bettshow.com**. ✪

As a stable African country, a major supporter of the NEPAD initiative, and close to other markets such as Nigeria, Ghana is an excellent country in which to do business.

For more information on investment and export opportunities in Ghana, contact Brennen Young, DFAIT's Sub-Saharan Africa Trade Division, tel.: **(613) 944-6575**, e-mail: **brennen.young@dfait-maeci.gc.ca**, or go to **www.unido.org/ghanaforum**. ✪

CMHC trade mission to China

SHANGHAI AND BEIJING, CHINA — November 17-29, 2003 — Under the theme of Canadian healthy housing systems, the **Canada Mortgage and Housing Corporation (CMHC)** trade mission will be focused on match-making sessions between Canadian construction and building products and services providers and Chinese developers, importers and distributors. The mission will also participate in the **Building Shanghai** trade show to be held from **November 18 to 21**.

For more information, contact Nellie Cheng, CMHC International, tel: **(604) 737-4128**, fax: **(604) 737-4127**, e-mail: **ncheng@cmhc.ca**, Web site: **www.cmhc.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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