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 THE CANADIAN
TRADE COMMISSIONER
SERVICE

Our Offices Abroad 2003-2004

500 professionals
in over 140 cities

www.infoexport.gc.ca



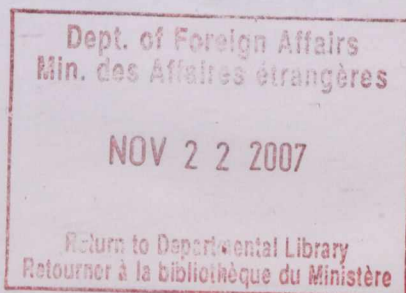
OUR OFFICES ABROAD

2003-2004

Our Service Commitment

- We provide six core services at all of our trade offices abroad
- We acknowledge receipt of service requests within five working days
 - We treat all requests confidentially

The Trade Commissioner Service welcomes your feedback!
Please contact us with your comments by phone at 1 800 551-4946
or email infoexport@dfait-maeci.gc.ca



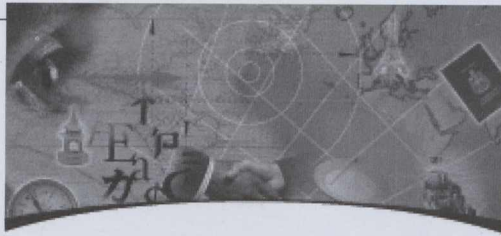


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A WORLDWIDE NETWORK OF PROFESSIONALS

Over 500 members of the Canadian Trade Commissioner Service work for Canadian business in over 140 cities around the world. As part of the Department of Foreign Affairs and International Trade, trade commissioners work alongside commercial officers who know local customs and business practices. Their job is to promote the economic interests of Canada in the global marketplace. Details are available at www.infoexport.gc.ca.

Our Core Services

Market Prospect — We'll help you assess your potential in your target market. *Should you need additional market research, we can refer you to local firms.*

Visit Information — Once you decide to visit the country you want to do business in, we can provide practical advice on timing and organizing your trip. *Please use your travel agent to make appropriate hotel and travel arrangements.*

Key Contacts Search — Need a list of qualified contacts in your target market? We can get it. *We'll let you know of any charges for access to specialized databases.*

Face-to-face Briefing — One of our officers will meet with you personally to discuss the most recent developments in your target market and your future needs. *Simply notify our office of your visit at least two weeks before your departure.*

Local Company Information — We'll provide information on local organizations or companies you have identified. *Credit checks are generally referred to specialized agencies.*

Troubleshooting — Do you have an urgent business or market access problem? Call us for help. *We cannot enter into private disputes or act as customs brokers, sales agents, collection agents or lawyers.*

Additional Services

For the following services, our offices will refer you to third parties who generally charge a fee. In markets where this is not possible, our offices will arrange for these services at a cost: extensive program of appointments, logistical support, business support services, participation in events, temporary office or display space.



HELPING COMPANIES THAT HAVE RESEARCHED AND SELECTED THEIR TARGET MARKETS

The Canadian Trade Commissioner Service works with Canadian companies that can demonstrate their commitment to succeed in the global marketplace. Whether you're a small or large company, new or experienced in foreign markets, you need to prepare for the challenges of international business. Trade commissioners can help you.

1. Research and select your target markets

Call Team Canada Inc 1 888 811-1119 or visit exportsource.ca

Get in touch with the Team Canada Inc network to access the Government of Canada's full range of international business development services available in Canada. An officer can answer your questions about trade missions and events, market reports, export education, and financing, or can direct you to the right contact.

2. Obtain a Virtual Trade Commissioners at www.infoexport.gc.ca

If you have researched and selected target markets for your products, services or technologies, we invite you to register as a client of the Trade Commissioner Service to receive your **free** Virtual Trade Commissioner. By registering you will:

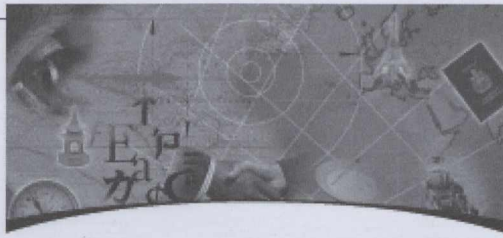
- receive a **personalized**, password protected Web page containing market information and business leads that match your international business interests
- be able to request **services online** from the trade officers responsible for your industry in the markets of interest to you
- be informed of **new information** related to your industry and target markets as it becomes available
- make information about **your company** available to the 500 trade commissioners in our 140 offices abroad.

To obtain your Virtual Trade Commissioner, register at www.infoexport.gc.ca

3. Help us serve you better

Make sure you describe your company and your plans when contacting our offices abroad. To help you prepare, the following are typical questions asked by foreign clients and contacts:

- What is unique or special about your company, product or service? Where is your product manufactured?
- Who are the end-users of your product or service? Who do you sell to in Canada and abroad, and how?
- Which countries or regional markets (e.g. Northwestern U.S.) are you targeting and why? What do you know about your target market?
- How do you plan to enter the market: export, license, joint venture or investment?
- How would you describe the typical buyer, distributor, agent or partner you want to work with in your target market?
- When do you plan to visit the market? Have you considered adapting your product or service literature to the market at that time?



WIN IN FOREIGN MARKETS

Many companies compete and win in foreign markets every day. Here are their tips for success.

Zoom in on the most promising markets

Successful companies concentrate on entering one foreign market at a time, moving on to the next only after succeeding in the last.

Learn from successful companies

Talk to Canadian companies that have succeeded in your target market. Many are willing to share what works and what doesn't. Contact your industry association to find names of successful companies.

Plan the financial resources you'll need

Exploring foreign markets can take longer and cost more than expected. Be prepared for significant costs for market research, product launchings and several personal visits.

Gear up for demand

Be prepared to meet the increased demand from a successful foreign sale. Don't forget to plan how you will adapt your products or services to the needs and tastes of the target market.

Make personal visits

Building business relationships in foreign markets is best done face to face. Faxes, e-mails and phone calls are great for follow-ups but nothing beats meeting in person.

Study the market and the culture

Business people and customers in most foreign markets will appreciate and reward your efforts to learn about their country and their culture.

Set realistic expectations

Developing foreign markets is a long-term commitment. It takes time, effort and money. Make sure senior management is committed. Be prepared for the long haul and make perseverance your critical success factor.

Your opinion counts!

We're always interested in your feedback, so that we can continuously improve our services.

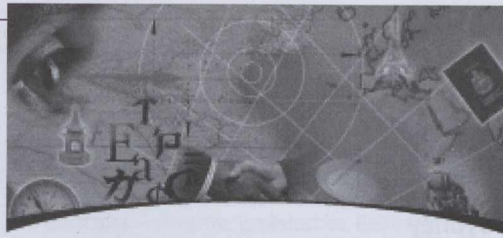
Call our feedback line at 1 800 551-4946.



TO SAVE TIME AND MONEY, OBTAIN INFORMATION IN CANADA

**Contact Team Canada Inc
1 888 811-1119
exportsource.ca
for**

- **Skills development**
- **Market information**
- **Counselling and advice**
- **Market entry services**
- **Trade financing**



THE CANADIAN TRADE COMMISSIONER SERVICE

OUR OFFICES ABROAD

NOTE: All time differences are based on Eastern Standard Time (E.S.T.). Canada observes Daylight Savings Time from the first Sunday in April to the last Sunday in October. Consideration should be given to this Canadian custom when placing overseas calls. Not all provinces in Canada nor all countries in the world observe Daylight Savings Time.

Afghanistan

see *Pakistan*

Albania

see *Italy*

Algeria

The Canadian Embassy in Algeria

Street Address:
18 Mustapha Khalef Street, Ben Aknoun
Algiers, Algeria

Mailing Address:
P.O. Box 48, Alger-Gare
Algiers, Algeria, 16035

Tel: (011-213-21) 91-49-51/91-49-60
Fax: (011-213-21) 91-47-20
E-Mail: alger-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/dz>

Territories/Responsibilities : Algeria

Office Hours: Sun-Wed: 0800-1630; Thurs: 0800-1330

Time Difference (E.S.T.): +5

Mr. Richard Belliveau

Ambassador
E-mail: richard.belliveau@dfait-maeci.gc.ca

Mr. Gilles F. Poirier

Counsellor (Commercial)
Trade Commissioner
Aerospace and Defence
E-mail: gilles.f.poirier@dfait-maeci.gc.ca

Ms. Geneviève Dionne

Second Secretary (Development/Commerce)
Trade Commissioner
Environmental Industries; Building Products
E-mail: genevieve.dionne@dfait-maeci.gc.ca

Mr. Rachid Benhacine

Trade Officer
Aerospace and Defence; Electric Power Equipment and Services; Oil and Gas Equipment and Services; Information and Communications Technologies; Rail and Urban Transit
E-mail: rachid.benhacine@dfait-maeci.gc.ca

Ms. Farida Amiri

Trade Program Assistant
E-mail: farida.amiri@dfait-maeci.gc.ca

Mr. Malik Nouali

Commercial Assistant / Info Centre Administrator
E-mail: malik.nouali@dfait-maeci.gc.ca

Ms. Henda Yahiaoui

Trade Officer
Agriculture, Food and Beverages; Building Products
E-mail: henda.yahiaoui@dfait-maeci.gc.ca

Andorra

see *Spain*

Angola

see *Zimbabwe*

Anguilla

see *Barbados*

Antigua and Barbuda

see *Barbados*

Argentina

The Canadian Embassy in Argentina

Street Address:
Tagle 2828 (C1425EEH)
Buenos Aires, Argentina

Mailing Address:
Casilla de Correo 1598 (C1000WAP)
Buenos Aires, Argentina

Tel: (011-54-11) 4808-1000
Fax: (011-54-11) 4808-1111
E-Mail: bairs-commerce@dfait-maeci.gc.ca
Web: <http://www.buenosaires.gc.ca>

Territories/Responsibilities : Argentina, Paraguay

Office Hours: Mon-Thurs: 0830-1730; Fri: 0830-1400

Time Difference (E.S.T.): +1

Mr. Tom MacDonald

Head of Mission
Ambassador

Ms. Larissa Pergat

Counsellor (Commercial and Economic)
Economic and Trade Policy; Market Access
E-mail: bairs-commerce@dfait-maeci.gc.ca

Mr. Mario Gariépy

First Secretary (Economic and Commercial)
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Economic and Trade Policy; Fish and Seafood Products; Market Access
E-mail: bairs-commerce@dfait-maeci.gc.ca

Mr. Alejandro D'Agostino

Trade Commissioner
Automotive; Chemicals; Electric Power Equipment and Services; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Rail and Urban Transit
E-mail: bairs-commerce@dfait-maeci.gc.ca

Ms. Barbara Brito

Trade Commissioner
Advanced Manufacturing Technologies; Aerospace and Defence; Information and Communications Technologies; Science and Technology
E-mail: bairs-commerce@dfait-maeci.gc.ca

Mr. Mario Di Cola

Trade Commissioner
Bio-Industries; Building Products; Forest Industries; Health Industries; Liaison with International Financial Institutions
E-mail: bairs-commerce@dfait-maeci.gc.ca

Ms. Monica Helft-Brummer

Senior Commercial Assistant
E-mail: bairs-commerce@dfait-maeci.gc.ca

Ms. Roxana Francile

Head of the Information Centre
Consumer Products
E-mail: bairs-commerce@dfait-maeci.gc.ca

Mrs. Kathleen E. Gittins

Commercial Assistant
Consumer Products
E-mail: bairs-commerce@dfait-maeci.gc.ca

Armenia

see Russia

Aruba

see Venezuela

Australia

Canberra

The Canadian High Commission in Australia

Street Address:

Commonwealth Avenue
Canberra, ACT, Australia, 2600

Tel: (011-61-2) 6270-4000
Fax: (011-61-2) 6270-4069
E-Mail: cnbra-td@dfait-maeci.gc.ca
Web: http://www.canada.org.au

Territories/Responsibilities: The High Commission in Canberra helps Canadian firms to identify market opportunities in the following sectors: Commonwealth government and defence procurement; the aerospace industry; agriculture, food and beverages; biotechnology (agriculture); fish and seafood products; natural resource commodities including minerals, oil and gas. It facilitates the development of strategic alliances and investment in these sectors.

Canberra has primary responsibility for market access problems, trade and policy issues, as well as the development of economic cooperation with Australia.

The office in Canberra is responsible for business development across all sectors in Papua New Guinea, Vanuatu and the Solomon Islands.

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): +14

Mr. Jean T Fournier

High Commissioner

Mr. Roger D. Chan

Counsellor (Commercial/Economic)
Senior Trade Commissioner
Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access
E-mail: roger.chan@dfait-maeci.gc.ca

Mr. Pierre Desmarais

Second Secretary (Commercial/Economic)
Trade Commissioner
Agriculture, Food and Beverages; Bio-Industries; Economic and Trade Policy; Fish and Seafood Products; Market Access
E-mail: pierre.desmarais@dfait-maeci.gc.ca

Mr. Gregory Luz

Business Development Officer
Aerospace and Defence
E-mail: greg.luz@dfait-maeci.gc.ca

Mrs. Sarah Powles

Business Development Officer
Agriculture, Food and Beverages; Market Access; Metals, Minerals and Related Equipment, Services and Technology
E-mail: sarah.powles@dfait-maeci.gc.ca

Mr. Alastair Phillips

Trade Research Assistant
E-mail: alastair.phillips@dfait-maeci.gc.ca

Mrs. Sue Jude

Business Development Assistant
E-mail: sue.jude@dfait-maeci.gc.ca

Sydney

Consulate General of Canada in Sydney

Street Address:

Level 5, Quay West Building, 111 Harrington St.
Sydney, NSW, Australia, 2000

Tel: (011-61-2) 9364-3000
Fax: (011-61-2) 9364-3097
E-Mail: sydney-td@dfait-maeci.gc.ca
Web: http://www.canada.org.au

Territories/Responsibilities: New South Wales, Northern Territory, Queensland, Victoria, Western Australia, South Australia, Tasmania & New Zealand (BioTech sector only).

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +14

Mr. L Richard Kohler

Consul General
E-mail: richard.kohler@dfait-maeci.gc.ca

Mr. Jeff Blackstock

Consul and Senior Trade Commissioner 9364-3044
Investment Promotion / Strategic Alliances
E-mail: sydney-td@dfait-maeci.gc.ca

Mr. Robert G. Gow

Business Development Manager 9364-3045
Advanced Manufacturing Technologies; Advanced Materials; Electric Power Equipment and Services; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services
E-mail: sydney-td@dfait-maeci.gc.ca

Mr. Geoff S. Fox

Business Development Manager 9364-3047
Automotive; Bio-Industries; Chemicals; Health Industries; Ocean Technologies; Rail and Urban Transit
E-mail: sydney-td@dfait-maeci.gc.ca

Mr. Nigel Sabin

Business Development Manager 9364-3042
Information and Communications Technologies; Science and Technology
E-mail: sydney-td@dfait-maeci.gc.ca

Ms. Kishani Navaratnam

Business Development Manager 9364-3049
Agricultural Technology and Equipment; Building Products; Consumer Products; Plastics; Service Industries and Capital Projects
E-mail: sydney-td@dfait-maeci.gc.ca

Mr. Brian Emsley

Commercial Officer - Auckland (011-64-9) 309-3690
Forest Industries
E-mail: brian.emsley@dfait-maeci.gc.ca

Ms. Sharon Pinney

Public Affairs, Culture and Communications Officer 9364-3011
Arts and Cultural Industries
E-mail: sharon.pinney@dfait-maeci.gc.ca

Ms. Marissa Pena

Business Development Assistant 9364-3043
E-mail: sydney-td@dfait-maeci.gc.ca

Ms. Debbie Linden

Infocentre Manager 9364-3046
E-mail: sydney-td@dfait-maeci.gc.ca

Mrs. Liliana Capacchione

Business Development Assistant & Web Content Manager
9364-3048
E-mail: liliana.capacchione@dfait-maeci.gc.ca

Austria

The Canadian Embassy in Austria

Street Address:

Laurenzerberg 2
A-1010 Vienna, Austria

Tel: (011-43-1) 531-38-3355
Fax: (011 43 1) 531 38 3906
E-Mail: vienn-td@dfait-maeci.gc.ca
Web: http://www.kanada.at

Territories/Responsibilities: Austria

Office Hours: Mon-Fri: 0800-1700

Time Difference (E.S.T.): +6

Ms. Ingrid M. Hall

Ambassador

Mr. Christopher MacLean

Counsellor (Commercial)
Senior Trade Commissioner
Economic and Trade Policy; Investment Promotion / Strategic Alliances
E-mail: christopher.macleam@dfait-maeci.gc.ca

Mr. Roland J. Rossi

Business Development Officer
Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Automotive; Investment Promotion / Strategic Alliances; Rail and Urban Transit; Service Industries and Capital Projects; Space
E-mail: roland.rossi@dfait-maeci.gc.ca

Mrs. Susanne Weissenhofer-Knobloch

Marketing and Communications Officer
Agriculture, Food and Beverages; Building Products; Consumer Products; Fish and Seafood Products; Investment Promotion / Strategic Alliances
E-mail: susanne.weissenhofer-knobloch@dfait-maeci.gc.ca

Mr. Nikolaus Hottenroth

Business Development Officer
Bio-Industries, Chemicals, Electric Power, Equipment and Services, Environmental Industries, Forest Industries, Health Industries, Investment Promotion/Strategic Alliances, Metals, Minerals and Related Equipment, Services and Technology, Oil and Gas Equipment and Services, Plastics, Science and Technology
E-mail: nikolaus.hottenroth@dfait-maeci.gc.ca

Ms. Gerda Rehling

Business Development Assistant
E-mail: gerda.rehling@dfait-maeci.gc.ca

Ms. Nicole Mothes

Investment Analyst
Arts and Cultural Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances
E-mail: nicole.mothes@dfait-maeci.gc.ca

Azerbaijan

see Turkey

Bahamas*see Jamaica***Bahrain***see Saudi Arabia***Bangladesh****The Canadian High Commission in Bangladesh**

Street Address:
House CWN 16/A, Road 48, Gulshan
Gulshan-2
Dhaka, Bangladesh

Mailing Address:
G.P.O. Box 569
Dhaka, Bangladesh

Tel: (011-88-02) 988-7091 / 97
Fax: (011-88-02) 882-3043
E-Mail: dhaka-td@dfait-maeci.gc.ca
Web: <http://www.chcdhaka.org>

Territories/Responsibilities: Bangladesh

Office Hours: Sun-Thurs: 0800-1600

Time Difference (E.S.T.): +10

Mr. Gerry Campbell

High Commissioner
E-mail: gerry.campbell@dfait-maeci.gc.ca

Mr. Syed Kabir

Senior Commercial Advisor
E-mail: syed.kabir@dfait-maeci.gc.ca

Barbados**The Canadian High Commission in Barbados**

Street Address:
Bishop's Court Hill
Bridgetown, Barbados

Mailing Address:
P.O. Box 404
Bridgetown, Barbados

Tel: (246) 429-3550
Fax: (246) 437-8474
E-Mail: bdgtn-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/bb>

Territories/Responsibilities: Barbados, Anguilla, Antigua, Barbuda, British Virgin Islands, Dominica, Grenada, Guadeloupe, Martinique, Montserrat, St. Kitts and Nevis, St. Lucia, St. Maarten, St. Vincent and the Grenadines

Office Hours: Mon-Thurs: 0730-1600; Fri: 07:30-1:00

Major Holidays: 2003-11-30, 2003-12-25, 2003-12-26 2004-01-01, 2004-01-21, 2004-04-09, 2004-04-12, 2004-04-28, 2004-05-01, 2004-05-31, 2004-08-02, 2004-08-03, 2004-11-30, 2004-12-25, 2004-12-27

Time Difference (E.S.T.): 0

Mr. Jan Scazighino

First Secretary
Senior Trade Commissioner
Economic and Trade Policy; Investment Promotion / Strategic Alliances
E-mail: bdgtn-td@dfait-maeci.gc.ca

Mr. Richard Franklin

Business Development Officer
Advanced Manufacturing Technologies; Advanced Materials; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Automotive; Bio-Industries; Building Products; Consumer Products; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Market Access; Plastics; Science and Technology; Service Industries and Capital Projects; Tourism
E-mail: bdgtn-td@dfait-maeci.gc.ca

Mrs. Elizabeth Clarke

Business Development Assistant
Liaison with International Financial Institutions
E-mail: bdgtn-td@dfait-maeci.gc.ca

Belarus*see Poland***Belgium****The Canadian Embassy in Belgium**

Street Address:
2 Tervuren Avenue
Brussels, Belgium, 1040

Mailing Address: (same as above)

Tel: (011-32-2) 741-0620
Fax: (011-32-2) 741-0606
E-Mail: bru.commerce@dfait-maeci.gc.ca
Web: <http://www.ambassade-canada.be> ;
<http://www.infoexport.gc.ca/be>

Territories/Responsibilities: Belgium, Luxemburg

Office Hours: Mon-Fri: 0830-1730

Major Holidays: 2003-12-25, 2003-12-26, 2004-01-01, 2004-04-09, 2004-04-12, 2004-05-01, 2004-05-20, 2004-05-31, 2004-07-01, 2004-07-21, 2004-08-15, 2004-09-06, 2004-10-11, 2004-11-11

Time Difference (E.S.T.): +6

Mr. Jacques Bilodeau

Ambassador

Ms. Sylvia Cesaratto

Counsellor (Commercial and Economic Affairs)
Aerospace and Defence; Economic and Trade Policy; Investment Promotion / Strategic Alliances
E-mail: sylvia.cesaratto@dfait-maeci.gc.ca

Mr. Francis Keymolen

Senior Commercial Officer
Aboriginal Products, Services and Technologies; Agriculture, Food and Beverages; Arts and Cultural Industries; Bio-Industries; Building Products; Consumer Products; Fish and Seafood Products; Forest Industries; Investment Promotion / Strategic Alliances
E-mail: francis.keymolen@dfait-maeci.gc.ca

Mr. Bart Roefmans

Commercial Officer
Advanced Manufacturing Technologies; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Science and Technology; Service Industries and Capital Projects
E-mail: bart.roefmans@dfait-maeci.gc.ca

Ms. Fabienne De Kimpe

Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials; Agricultural Technology and Equipment; Automotive; Bio-Industries; Chemicals; Electric Power Equipment and Services; Environmental Industries; Investment Promotion / Strategic Alliances; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit
E-mail: fabienne.de-kimpe@dfait-maeci.gc.ca

Mrs. Pascale Dehon

Commercial Assistant
E-mail: pascale.dehon@dfait-maeci.gc.ca

Mrs. Mylène M. Nyst

Commercial Assistant
E-mail: mylene.nyst@dfait-maeci.gc.ca

Mrs. Christiane Decker

Commercial Assistant
E-mail: christiane.decker@dfait-maeci.gc.ca

Belize*see Jamaica***Benin***see Côte d'Ivoire***Bermuda***see United States of America***Bhutan***see India***Bolivia***see Peru***Bosnia and Herzegovina***see Hungary***Botswana***see Zimbabwe***Brazil****Brasilia****The Canadian Embassy in Brazil**

Street Address:
SES Avenida das Nações, Quadra 803, Lote 16
Brasilia, Brazil, 70410-900

Mailing Address:
C.P. 341
Brasilia, Brazil, 70359-900

Tel: (011-55-61) 424-5400
Fax: (011-55-61) 424-5492
E-Mail: brsla-td@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/brazil>

Territories/Responsibilities: The Canadian Embassy in Brasilia is primarily involved in trade policy matters, market access issues, the development of industrial, economic and scientific co-operation, and trade enquiries with respect to government procurement.

Office Hours: Monday-Thursday: 0830-1730; Friday: 0830-1400

Time Difference (E.S.T.): +1

Ms. Goldie Schermann

Counsellor
Counsellor (Commercial and Economic)
Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access
E-mail: goldie.schermann@dfait-maeci.gc.ca

Ms. Krista Robertson

Third Secretary
Trade Commissioner
Aerospace and Defence; Arts and Cultural Industries; Automotive; Economic and Trade Policy; Environmental Industries; Forest Industries; Government Procurement; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Market Access; Service Industries and Capital Projects
E-mail: krista.robertson@dfait-maeci.gc.ca

Ms. Angela Ruth Ferraz A. dos Santos

Senior Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Chemicals; Economic and Trade Policy; Fish and Seafood Products; Government Procurement; Health Industries; Investment Promotion / Strategic Alliances; Market Access
E-mail: angela.santos@dfait-maeci.gc.ca

Ms. Susan Cesar

Trade Policy Officer
Advanced Manufacturing Technologies; Advanced Materials; Bio-Industries; Economic and Trade Policy; Electric Power Equipment and Services; Government Procurement; Investment Promotion / Strategic Alliances; Market Access; Science and Technology; Space
E-mail: susan.cesar@dfait-maeci.gc.ca

Ms. Mirtes Barbedo

Assistant (Commercial/Economic)
E-mail: mirtes.barbedo@dfait-maeci.gc.ca

Belo Horizonte

Canadian Government Trade Office in Belo Horizonte

Street Address:
Edifício Américo Renée Giannetti, Rua Timbiras 1200, 4th Floor
Rua Timbiras, 1200 - 4 andar / sala 412
Belo Horizonte, M.G., Brazil, 30.140-060

Mailing Address:
Rua Rio Grande do Norte 1164 conj. 502
Rua Timbiras, 1200 - 4 andar / sala 412
030130-131 Belo Horizonte, M.G., Brazil

Tel: (011-55-31) 3213-1651/3213-8899
Fax: (011-55-31) 3213-1647
E-Mail: infocentre-spalo@dfait-maeci.gc.ca
Web: http://www.dfait-maeci.gc.ca/brazil/

Office Hours: Mon-Thurs: 0800-1700; Fri: 0800-1330

Time Difference (E.S.T.): +1

Mr. Franz Brandenberger

Business Development Officer
Metals, Minerals and Related Equipment, Services and Technology
E-mail: infocentre-spalo@dfait-maeci.gc.ca

Ms. Carmen Taboada

Business Development Assistant
E-mail: infocentre-spalo@dfait-maeci.gc.ca

Rio de Janeiro

Consulate General of Canada in Rio de Janeiro

Street Address:
Av. Atlantica 1130, 5th Floor, Copacabana
Atlantica Business Center, Copacabana
Rio de Janeiro, RJ, Brazil, 22021-000

Tel: (011-55-21) 2543-3004
Fax: (011-55-21) 2275-2195
E-Mail: rio@dfait-maeci.gc.ca
Web: http://www.canada.org.br

Territories/Responsibilities: The Consulates General in Rio de Janeiro and Sao Paulo are responsible for trade development activities while the Embassy in Brasilia is responsible for government procurement and trade policy issues. Business development inquiries should be directed to the Consulate responsible for your sector of interest.

Office Hours: Mon-Thurs: 0830-1700; Fri: 0830-1430

Time Difference (E.S.T.): +1

Mr. James Hill

Consul General
E-mail: james.k.hill@dfait-maeci.gc.ca

Ms. Christine Laberge

Vice-Consul and Trade Commissioner
Aerospace and Defence; Electric Power Equipment and Services
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Mr. Luiz Azevedo

Business Development Officer
Oil and Gas Equipment and Services
E-mail: luiz.azevedo@dfait-maeci.gc.ca

Ms. Ana Penalva

Business Development Assistant
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Sao Paulo

Consulate General of Canada in Sao Paulo

Street Address:
Avenida das Nações Unidas, 12901 CENU Torre Norte, 16th floor
São Paulo, Brazil, 04578-000

Tel: (011-55-11) 5509-4321
Fax: (011-55-11) 5509-4317
E-Mail: infocentre.brazil@dfait-maeci.gc.ca
Web: http://www.canada.org.br

Territories/Responsibilities: The Consulates General in Rio de Janeiro and São Paulo are responsible for trade development activities while the Embassy in Brasilia is responsible for government procurement and trade policy issues. Business development inquiries should be directed to the Consulate responsible for your sector of interest.

Office Hours: Mon-Thurs: 0800-1700; Fri: 0800-1330

Time Difference (E.S.T.): +1

Mr. Ron Davidson

Consul General
E-mail: ron.davidson@dfait-maeci.gc.ca

Mr. Kenneth Johnston

Consul and Senior Trade Commissioner (55 11 5509 4302)
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Mr. Daniel Vezina

Consul and Trade Commissioner (55 11 5509 4354)
Arts and Cultural Industries; Rail and Urban Transit
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Nathalie Bradbury

Vice Consul and Trade Commissioner (55 11 5509 4352)
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Mr. William A. Jackson

Senior Business Development Officer (55 11 5509 4355)
Information and Communications Technologies
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Mariangela O. Lima

Business Development Officer (55 11 5509 4358)
Environmental Industries; Science and Technology
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Mr. Charles E. Perry

Business Development Officer (55 11 5509 4359)
Advanced Manufacturing Technologies; Automotive; Consumer Products; Plastics
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Mr. Marcio A. Francesquine

Business Development Officer (55 11 5509 4356)
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Fish and Seafood Products; Health Industries
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Mr. Paulo Limas

Business Development Officer (55 11 5509 3370)
Building Products; Forest Industries; Service Industries and Capital Projects; Tourism
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Fernanda Whitaker

Business Development Officer (55 11 5509 4363)
Advanced Manufacturing Technologies; Information and Communications Technologies
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Débora Bromberg

Information Centre Manager
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Ana Sudo

Research and Information Analyst
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Eliana Russi

Senior Commercial Assistant
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Simone Araujo

Information Centre Assistant
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Miriam Pinheiro

Business Development Assistant
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Ms. Ana Paula Saraiva

Business Development Assistant
E-mail: infocentre.brazil@dfait-maeci.gc.ca

Brunei Darussalam**The Canadian High Commission in Brunei Darussalam**

Street Address:
Fifth Floor, Jalan McArthur Building
No. 1, Jalan McArthur
Bandar Seri Begawan, Brunei Darussalam

Mailing Address:
P.O. Box 2808
Bandar Seri Begawan
Brunei Darussalam, BS8711

Tel: (011-673-2) 220043
Fax: (011-673-2) 220040
E-Mail: bsbgn@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/brunei>

Territories/Responsibilities: Brunei Darussalam

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +12

Mr. Paul S. H. Lau

High Commissioner
E-mail: paul.lau@dfait-maeci.gc.ca

Ms. Mew Yee Yap

Commercial Officer
Aerospace and Defence; Chemicals; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Tourism
E-mail: mewyee.yap@dfait-maeci.gc.ca

Ms. Celestina Leong

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Building Products; Consumer Products; Fish and Seafood Products; Forest Industries; Health Industries; Information and Communications Technologies
E-mail: celestina.leong@dfait-maeci.gc.ca

Ms. Esther Tang Mee Ling

Commercial Assistant
E-mail: esther.tangmeeling@dfait-maeci.gc.ca

Bulgaria**Consulate of Canada in Sofia**

Street Address:
11, Assen Zlatarov St., 1st Floor
Sofia, Bulgaria, 1504

Tel: (011-359-2) 988-72-75
Fax: (011-359-2) 946-19-13
E-Mail: bucst-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/bg>

Office Hours: Mon-Thu: 0830-1300 and 1330-1700; Fri: 0830-1400

Time Difference (E.S.T.): +7

Position Vacant

Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Economic and Trade Policy; Electric Power Equipment and Services;

Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Space; Tourism
E-mail: bucst-td@dfait-maeci.gc.ca

Burkina Faso**The Canadian Embassy in Burkina Faso**

Street Address:
Ave. Agostino Neto
Ouagadougou, Burkina Faso

Mailing Address:
01 P.O. Box 548, Ouagadougou 01
Ave. Agostino Neto
Ouagadougou, Kadiogo Province, Burkina Faso

Tel: (011-226) 31 18 94
Fax: (011-226) 31 19 00
E-Mail: ouaga@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/bf>

Territories/Responsibilities: Burkina Faso

Office Hours: Mon-Thurs: 08h00-13h00 & 14h00-17h00; Fri: 08h00-13h30

Time Difference (E.S.T.): +4

Mr. Denis Briand

Ambassador
E-mail: denis.briand@dfait-maeci.gc.ca

Mr. Abdoul Aziz Diallo

Trade Officer
E-mail: abdoulaziz.diallo@dfait-maeci.gc.ca

Burundi

see Kenya

Cambodia**The Canadian Embassy in Cambodia**

Street Address:
#9 R.V. Senei Vinnavaut Oum (Street 254)
Sangkat Chaktamouk, Khan Daun Penh
Phnom Penh, Cambodia

Tel: (011-855-23) 213-470 x 426
Fax: (011-855-23) 211-389
E-Mail: pnmpn@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/cambodia/>

Territories/Responsibilities: Cambodia

Time Difference (E.S.T.): +11

Ms. Stefanie Beck

Ambassador
E-mail: pnmpn@dfait-maeci.gc.ca

Mr. San Sarana

Commercial Officer
E-mail: pnmpn@dfait-maeci.gc.ca

Cameroon**The Canadian High Commission in Cameroon**

Street Address:
Immeuble Stamatziades, Place de l'Hôtel de Ville
Yaoundé, Cameroon

Mailing Address:
P.O. Box 572
Yaoundé, Cameroon

Tel: (011-237) 223-2311
Fax: (011-237) 222-1090
E-Mail: honore.mondomobe@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/cm>

Territories/Responsibilities: Cameroon, Central African Republic, Chad

Office Hours: Mon-Thurs: 0730-1630; Fri: 0730-1300

Time Difference (E.S.T.): +5

Mr. Jules Savaria

High Commissioner
Head of Mission
E-mail: jules.savaria@dfait-maeci.gc.ca

Mr. Honoré Justin Mondomobe

Senior Commercial Officer And Head of Trade Program
Aerospace and Defence, Economic and Trade Policy, Electric Power Equipment and Services, Health Industries, Information and Communications Technologies, Investment Promotion / Strategic Alliances, Liaison with International Financial Institutions, Market Access, Metals, Minerals and Related Equipment, Services and Technology, Oil and Gas Equipment and Services, Rail and Urban Transit
E-mail: honore.mondomobe@dfait-maeci.gc.ca

Mr. Jude Bijingsi

Deputy Commercial Officer
Environmental Industries; Health Industries; Forest Industries; Government Procurement; Advanced Materials; Plastics; Metals, Minerals and Related Equipment, Services and Technology; Fish and Seafood Products; Chemicals; Building Products; Science and Technology; Information and Communications Technologies; Ocean Technologies; Tourism
E-mail: jude.bijingsi@dfait-maeci.gc.ca

Cape Verde

see Senegal

Cayman Islands

see Jamaica

Central African Republic

see Cameroon

Chad

see Cameroon

Chile**The Canadian Embassy in Chile**

Street Address:
Nueva Tajamar 481, 12th Floor, Torre Norte, Las Condes
Santiago, Chile

Mailing Address:

Casilla 139, Correo 10
Santiago, Chile

Tel: (011-56-2) 362-9660
Fax: (011-56-2) 362-9664
E-Mail: santiago.commerce@dfait-maeci.gc.ca
Web: <http://www.santiago.gc.ca>

Territories/Responsibilities: Chile

Office Hours: Mon-Thurs: 08:30-17:30; Fri: 08:30-13:00

Time Difference (E.S.T.): 0

Mr. Bernard Giroux

Ambassador

Ms. Andrée Vary

Counsellor (Commercial/Economic)
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions
E-mail: santiago.commerce@dfait-maeci.gc.ca

Ms. Victoria Coffin

Second Secretary (Commercial)
Trade Commissioner
Economic and Trade Policy
E-mail: santiago.commerce@dfait-maeci.gc.ca

Ms. Tracy Diehl

Second Secretary (Commercial)
Trade Commissioner
Arts and Cultural Industries; Information and
Communications Technologies
E-mail: santiago.commerce@dfait-maeci.gc.ca

Mr. Gonzalo Munoz

Trade Commissioner
Advanced Manufacturing Technologies; Aerospace and
Defence; Chemicals; Electric Power Equipment and
Services; Metals, Minerals and Related Equipment, Services
and Technology; Oil and Gas Equipment and Services;
Plastics
E-mail: santiago.commerce@dfait-maeci.gc.ca

Ms. Margot Edwards

Trade Commissioner / Infocentre Manager
Environmental Industries; Health Industries; Tourism
E-mail: santiago.commerce@dfait-maeci.gc.ca

Mr. Patricio Canete

Trade Commissioner
Building Products; Forest Industries; Rail and Urban Transit;
Service Industries and Capital Projects
E-mail: santiago.commerce@dfait-maeci.gc.ca

Ms. Renée Plouffe

Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Automotive; Bio-Industries; Consumer
Products; Fish and Seafood Products; Market Access;
Ocean Technologies
E-mail: santiago.commerce@dfait-maeci.gc.ca

China

Beijing

The Canadian Embassy in China

Street Address:
19 Dong Zhi Men Wai Street, Chao Yang District
Chaoyang District
Beijing, People's Republic of China, 100600

Tel: (011-86-10) 6532-3536
Fax: (011-86-10) 6532-4072

E-Mail: beijing-td@dfait-maeci.gc.ca
Web: <http://www.beijing.gc.ca>

Territories/Responsibilities : China (Beijing and Tianjin);
Provinces/Regions of Gansu, Hebei, Heilongjiang, Henan,
Hubei, Hunan, Jilin, Liaoning, Nei Monggol (Inner Mongolia),
Ningxia, Qinghai, Shaanxi, Shandong, Shanxi, Jiangzi,
Xinjiang, Xizang (Tibet); Mongolia; People's Democratic
Republic of Korea.

Office Hours: Mon-Fri: 0800-1630

Time Difference (E.S.T.): +12

Mr. Joseph Caron

Ambassador
E-mail: beijing-td@dfait-maeci.gc.ca

Mr. Michael Martin

Minister (Commercial)
E-mail: beijing-td@dfait-maeci.gc.ca

Ms. Stacy Xiao

Commercial Officer
Arts and Cultural Industries
E-mail: beijing-td@dfait-maeci.gc.ca

Ms. Alison Nankivell

Counsellor (Commercial), Export Development Canada
E-mail: alison.nankivell@dfait-maeci.gc.ca

Ms. Kate Wang

Assistant to Regional Director, Export Development Canada
E-mail: kate.wang@dfait-maeci.gc.ca

Mr. André Leblanc

Counsellor (Commercial) and Senior Trade Commissioner
Electric Power Equipment and Services; Investment
Promotion / Strategic Alliances; Oil and Gas Equipment and
Services
E-mail: andre.leblanc@dfait-maeci.gc.ca

Ms. Qi Chen

Senior Commercial Officer
Electric Power Equipment and Services; Oil and Gas
Equipment and Services
E-mail: qi.chen@dfait-maeci.gc.ca

Mr. Pierre Pyun

Second Secretary (Commercial), Trade Commissioner
Aerospace and Defence; Automotive; Rail and Urban Transit
E-mail: pierre.pyun@dfait-maeci.gc.ca

Ms. Wen Ding

Commercial Officer
Aerospace and Defence; Automotive; Rail and Urban Transit
E-mail: wen.ding@dfait-maeci.gc.ca

Mr. Rouben Khatchadourian

Second Secretary (Commercial)
Trade Commissioner
Environmental Industries; Metals, Minerals and Related
Equipment, Services and Technology
E-mail: rouben.khatchadourian@dfait-maeci.gc.ca

Ms. Yvonne Chin

Third Secretary (Commercial)
Trade Commissioner
Information and Communications Technologies
E-mail: yvonne.chin@dfait-maeci.gc.ca

Ms. Hai Xia Cui

Commercial Officer
Information and Communications Technologies
E-mail: haixia.cui@dfait-maeci.gc.ca

Ms. Yi Jin

Commercial Assistant
E-mail: yi.jin@dfait-maeci.gc.ca

Mr. Gordon Parsons

Counsellor (Commercial)
Senior Trade Commissioner
Agriculture, Food and Beverages
E-mail: beijing-td@dfait-maeci.gc.ca

Mr. Andrew Lam

First Secretary (Commercial)
Agriculture, Food and Beverages; Market Access
E-mail: beijing-td@dfait-maeci.gc.ca

Ms. Pei Wang

Senior Commercial Officer
Agriculture, Food and Beverages
E-mail: pei.wang@dfait-maeci.gc.ca

Ms. Yao Xu

Commercial Officer
Agriculture, Food and Beverages; Fish and Seafood
Products

Mr. Alain Gendron

First Secretary (Commercial)
Trade Commissioner
Building Products; Chemicals; Forest Industries; Plastics;
Service Industries and Capital Projects
E-mail: alain.gendron@dfait-maeci.gc.ca

Ms. Jun Xia Jiang

Commercial Officer
Building Products; Forest Industries; Health Industries;
Service Industries and Capital Projects
E-mail: jun-xia.jiang@dfait-maeci.gc.ca

Mr. Adam Dunnett

Natural Resources Specialist
E-mail: adam.dunnett@dfait-maeci.gc.ca

Ms. Su Yun Geithner

Third Secretary (Commercial)
Trade Commissioner
Consumer Products; Service Industries and Capital Projects
E-mail: suyun.geithner@dfait-maeci.gc.ca

Ms. Xiao-Jie Zhang

Commercial Officer
Consumer Products; Service Industries and Capital Projects
E-mail: xiao-jie.zhang@dfait-maeci.gc.ca

Ms. Chaofeng Zhang

Commercial Assistant
E-mail: chaofeng.zhang@dfait-maeci.gc.ca

Mr. Martin Moen

First Secretary (Economic)
Economic and Trade Policy
E-mail: martin.moen@dfait-maeci.gc.ca

Ms. Cynthia Bernier

Third Secretary and Vice-Consul
Trade Commissioner
Economic and Trade Policy; Service Industries and Capital
Projects
E-mail: cynthia.bernier@dfait-maeci.gc.ca

Mr. Hongjin Zhou

Commercial Officer
Economic and Trade Policy
E-mail: hongjin.zhou@dfait-maeci.gc.ca

Mr. Patrice Dallaire

First Secretary
Managing Director, Representative - Quebec
E-mail: patrice.dallaire@dfait-maeci.gc.ca

Mr. Tongbo Liu

Commercial officer

Aerospace and Defence; Agriculture, Food and Beverages; Automotive; Bio-Industries; Building Products; Electric Power Equipment and Services; Environmental Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Oil and Gas Equipment and Services; Rail and Urban Transit
E-mail: tongbo.liu@dfait-maeci.gc.ca

Ms. Catherine Zhang

Commercial Assistant - Quebec

Government Procurement; Service Industries and Capital Projects
E-mail: catherine.zhang@dfait-maeci.gc.ca

Mr. David Wong

Counsellor (Commercial)

Managing Director - Alberta

E-mail: albertabeijing@dfait-maeci.gc.ca

Mr. Rob Hand

First Secretary - Alberta

Advanced Manufacturing Technologies; Agricultural Technology and Equipment; Agriculture, Food and Beverages

E-mail: albertabeijing@dfait-maeci.gc.ca

Ms. Yajie Luo

Commercial Officer-Alberta

Advanced Manufacturing Technologies

E-mail: albertabeijing@dfait-maeci.gc.ca

Ms. Ru Bing Li

Commercial Assistant - Alberta

Service Industries and Capital Projects

E-mail: albertabeijing@dfait-maeci.gc.ca

Ms. Wei Yan Sun

Commercial Assistant - Alberta

Building Products; Environmental Industries; Forest Industries

E-mail: albertabeijing@dfait-maeci.gc.ca

Ms. Lin Jiang

Commercial Assistant - Alberta

Tourism

E-mail: albertabeijing@dfait-maeci.gc.ca

Ms. Alice Zhai

Commercial Assistant-Alberta

Health Industries; Information and Communications Technologies

E-mail: albertabeijing@dfait-maeci.gc.ca

Chongqing**Consulate of Canada in Chongqing**

Street Address:

Suite 1705, Metropolitan Tower, Wu Yi Road
Yu Zhong District
Chongqing, People's republic of China, 400010

Tel: (011-86-23) 6373-8007

Fax: (011-86-23) 6373-8026

E-Mail: chonq@dfait-maeci.gc.ca

Web: http://www.chongqing.gc.ca

Territories/Responsibilities : Chongqing, Sichuan, Guizhou and Yunnan

Office Hours: Mon-Fri: 8:30-17:00

Time Difference (E.S.T.): +12

Mr. Philippe Rheault

Consul and Trade Commissioner

E-mail: philippe.rheault@dfait-maeci.gc.ca

Mr. Peter Liao

Senior Commercial Officer

Automotive; Information and Communications Technologies; Rail and Urban Transit; Science and Technology; Space
E-mail: peter.liao@dfait-maeci.gc.ca

Ms. Aice Xiong

Commercial Officer

Building Products; Electric Power Equipment and Services; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services

E-mail: aice.xiong@dfait-maeci.gc.ca

Ms. Dorothy Hu

Commercial Assistant

Agriculture, Food and Beverages; Environmental Industries

E-mail: dorothy.hu@dfait-maeci.gc.ca

Ms. Coco Wen

Commercial Assistant

Arts and Cultural Industries

E-mail: coco.wen@dfait-maeci.gc.ca

Guangzhou**Consulate General of Canada in Guangzhou**

Street Address:

Suite 801, China Hotel Office Tower, Liu Hua Lu
Guangzhou, People's Republic of China, 510015

Tel: (011-86-20) 8666-0569

Fax: (011-86-20) 8667-2401

E-Mail: ganzu@dfait-maeci.gc.ca

Web: http://www.guangzhou.gc.ca

Territories/Responsibilities : Provinces of Guangdong, Guangxi, Fujian, Hainan

Office Hours: Mon-Thurs: 0900-1700 Friday: 0900-1300

Time Difference (E.S.T.): +12

Mr. Jim Feir

Consul General

E-mail: jim.feir@dfait-maeci.gc.ca

Ms. Gretchen Bozak

Consul and Senior Trade Commissioner

Economic and Trade Policy; Government Procurement; Liaison with International Financial Institutions; Market Access

E-mail: gretchen.bozak@dfait-maeci.gc.ca

Mr. James Kim

Trade Commissioner

Advanced Manufacturing Technologies; Advanced Materials; Investment Promotion / Strategic Alliances; Science and Technology

E-mail: james.kim@dfait-maeci.gc.ca

Mr. Victor He

Commercial Officer

Forest Industries; Service Industries and Capital Projects

E-mail: victor.he@dfait-maeci.gc.ca

Ms. Eileen Lao

Commercial Officer

Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Bio-Industries; Health Industries; Tourism

E-mail: eileen.lao@dfait-maeci.gc.ca

Ms. Connie Li

Commercial Officer

Metals, Minerals and Related Equipment, Services and

Technology; Ocean Technologies; Oil and Gas Equipment and Services

E-mail: connie.li@dfait-maeci.gc.ca

Mr. Minster Li

Commercial Officer

Consumer Products

E-mail: minster.li@dfait-maeci.gc.ca

Ms. Susie Wei

Commercial Officer

Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products

E-mail: susie.wei@dfait-maeci.gc.ca

Ms. Cathy Yao

Commercial Officer

Aerospace and Defence; Automotive; Space; Advanced Manufacturing Technologies; Information and Communications Technologies; Rail and Urban Transit

E-mail: cathy.yao@dfait-maeci.gc.ca

Ms. Leanne Yi

Commercial Assistant

E-mail: leanne.yi@dfait-maeci.gc.ca

Shanghai**Consulate General of Canada in Shanghai**

Street Address:

West Tower 4, Suite 604, 1376 Nanjing Xi Lu
Shanghai Centre

Shanghai, People's Republic of China, 200040

Tel: (011-86-21) 6279-8400

Fax: (011-86-21) 6279-7456

E-Mail: info@shanghai.gc.ca

Web: http://www.shanghai.gc.ca

Territories/Responsibilities : Municipality of Shanghai, provinces of Anhui, Jiangsu and Zhejiang

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +12

Mr. Robert Mackenzie

Consul General

E-mail: info@shanghai.gc.ca

Mr. Neil Clegg

Deputy Consul General

Senior Trade Commissioner

Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Economic and Trade Policy; Investment

Promotion / Strategic Alliances; Market Access; Tourism

E-mail: neil.clegg@dfait-maeci.gc.ca

Mr. Murray King

Consul and Trade Commissioner

Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Information and Communications

Technologies; Rail and Urban Transit; Science and Technology; Space

E-mail: murray.king@dfait-maeci.gc.ca

Mr. Henry Deng

Senior Commercial Officer

Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products

E-mail: henry.deng@dfait-maeci.gc.ca

Ms. Elizabeth Tang

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Fish and Seafood Products
E-mail: elizabeth.tang@dfait-maeci.gc.ca

Ms. Shirlie Wu

Commercial Assistant
Agricultural Technology and Equipment; Agriculture, Food and Beverages
E-mail: shirlie.wu@dfait-maeci.gc.ca

Ms. Michelle Ng

Commercial Advisor
Information and Communications Technologies
E-mail: michelle.ng@dfait-maeci.gc.ca

Ms. Jamie Shen

Commercial Officer
Aerospace and Defence; Automotive; Chemicals; Electric Power Equipment and Services; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit
E-mail: jamie.shen@dfait-maeci.gc.ca

Mr. John Zimmerman

Second Secretary (Commercial)
Vice Consul & Trade Commissioner
Building Products; Forest Industries
E-mail: john.zimmerman@dfait-maeci.gc.ca

Ms. Claire Zhang

Senior Commercial Officer
Building Products; Environmental Industries; Liaison with International Financial Institutions; Service Industries and Capital Projects
E-mail: claire.zhang@dfait-maeci.gc.ca

Ms. Aster Chen

Commercial Assistant
Building Products
E-mail: aster.chen@dfait-maeci.gc.ca

Ms. Christine Zhou

Senior Commercial Assistant
Consumer Products; Economic and Trade Policy; Health Industries
E-mail: christine.zhou@dfait-maeci.gc.ca

Mr. Yijun Song

Consul (Ontario Office)
E-mail: yijun.song@dfait-maeci.gc.ca

Ms. Catherine Hu

Commercial Officer
E-mail: catherine.hu@dfait-maeci.gc.ca

Mr. Rene Milot

Consul (Affaires économiques du Québec)
E-mail: rene.milot@dfait-maeci.gc.ca

Ms. Lydia Xu

Commercial Assistant
E-mail: lydia.xu@dfait-maeci.gc.ca

Colombia

The Canadian Embassy in Colombia

Street Address:
Carrera 7, No. 115-33, 14th floor
Bogota, Colombia

Mailing Address:

Apartado Aereo 110067
Bogota, Colombia

Tel: (011-57-1) 657-9857
Fax: (011-57-1) 657-9915
E-Mail: bgota-td@dfait-maeci.gc.ca
Web: www.bogota.gc.ca

Territories/Responsibilities : Colombia

Office Hours: Mon.-Thurs.: 08:00-17:00; Fri.: 08:00-13:30

Major Holidays: 2003-10-13, 2003-11-03, 2003-11-17, 2003-12-08, 2003-12-25, 2003-12-26

Time Difference (E.S.T.): 0

Mr. Jean-Marc Duval

Ambassador

Ms. Monica Heron

Counsellor (Commercial)
Aerospace and Defence

Mr. Nigel Neale

Second Secretary (Commercial)
Trade Commissioner
Arts and Cultural Industries; Environmental Industries; Liaison with International Financial Institutions

Mr. Carlos Rivera

Commercial Officer
Electric Power Equipment and Services; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Rail and Urban Transit

Mr. Andres Supelano

Commercial Officer
Agriculture, Food and Beverages; Consumer Products; Fish and Seafood Products; Forest Industries

Mr. Aaron Malka

Commercial Officer
Advanced Manufacturing Technologies; Building Products; Chemicals; Health Industries; Information and Communications Technologies; Plastics

Comoros

see Tanzania

Cook Islands

see New Zealand

Costa Rica

The Canadian Embassy in Costa Rica

Street Address:
Oficentro Ejecutivo La Sabana
Sabana Sur, detrás de la Contraloría
San José, Costa Rica

Mailing Address:
Apartado 351-1007 Centro Colon
San José, Costa Rica

Tel: (011-506) 242-4400
Fax: (011-506) 242-4415
E-Mail: sjose-td@dfait-maeci.gc.ca
Web: http://www.dfait-maeci.gc.ca/sanjose

Territories/Responsibilities : Costa Rica, Honduras, Nicaragua

Office Hours: Mon-Thurs: 0800-1630; Fri: 0800-1330

Time Difference (E.S.T.): -2

Ms. Louise Léger

Ambassador
E-mail: louise.leger@dfait-maeci.gc.ca

Ms. Sylvy Gariépy

First Secretary (Commercial)
Trade Program Manager
Economic and Trade Policy; Market Access
E-mail: sylvy.gariepy@dfait-maeci.gc.ca

Mr. Manuel Ruiz

Commercial Officer (also covers Nicaragua)
Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Automotive; Bio-Industries; Chemicals; Consumer Products; Fish and Seafood Products; Forest Industries; Health Industries; Metals, Minerals and Related Equipment, Services and Technology; Plastics; Rail and Urban Transit; Service Industries and Capital Projects; Tourism
E-mail: manuel.ruiz@dfait-maeci.gc.ca

Mr. Adolfo Quesada

Commercial Officer (also covers Honduras)
Advanced Manufacturing Technologies; Building Products; Electric Power Equipment and Services; Environmental Industries; Information and Communications Technologies; Oil and Gas Equipment and Services
E-mail: adolfo.quesada@dfait-maeci.gc.ca

Ms. Marjorie Flores

Senior Commercial Assistant
E-mail: marjorie.flores@dfait-maeci.gc.ca

Ms. Flor Romero

Commercial Assistant
Arts and Cultural Industries
E-mail: flor.romero@dfait-maeci.gc.ca

Côte d'Ivoire

The Canadian Embassy in Côte d'Ivoire

Street Address:
Immeuble Trade Centre, 6th and 7th Floors
23 Nagues Avenue, Plateau
Abidjan, Côte d'Ivoire, 01

Mailing Address:
P.O. Box 4104
Abidjan, Côte d'Ivoire

Tel: (011-225) 20.30.07.00
Fax: (011-225) 20 30 07 21
E-Mail: abdjn-td@dfait-maeci.gc.ca
Web: http://www.dfait-maeci.gc.ca/abidjan

Territories/Responsibilities : Côte d'Ivoire, Benin, Liberia, Niger

Office Hours: Mon-Tues/Thurs: 07h30-13h00 & 14h00-17h30; Wed: 07h30-13h00; Fri: 07h30-12h30

Time Difference (E.S.T.): +4

Ms. Michele Levesque

Ambassador

Mr. Jean-Claude Diplo

Commercial Officer and Trade Program Manager
Advanced Manufacturing Technologies; Aerospace and Defence; Building Products; Chemicals; Economic and Trade Policy; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies;

Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Tourism
E-mail: jean-claude.diplo@dfait-maeci.gc.ca

Ms. Fanta Ouattara

Trade assistant
E-mail: fanta.ouattara@dfait-maeci.gc.ca

Croatia

The Canadian Embassy in Croatia

Street Address:
Prilaz Gjire Dezelica #4
Zagreb, Croatia, 10 000

Tel: (011-385-1) 488-1212
Fax: (011-385-1) 488-1230
E-Mail: synthia.dodig@dfait-maeci.gc.ca
Web: <http://www.canadaeurope.gc.ca/croatia>

Territories/Responsibilities: Croatia

Office Hours: Mon-Thurs: 0800-1600, Fri: 0800-1300

Time Difference (E.S.T.): +6

Mr. Dennis Snider

Ambassador
E-mail: dennis.snider@dfait-maeci.gc.ca

Andreja Kocijan

Commercial Officer
Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Economic and Trade Policy; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Space; Tourism
E-mail: andreja.kocijan@dfait-maeci.gc.ca

Cuba

The Canadian Embassy in Cuba

Street Address:
Calle 30 No. 518 esquina 7ma
Miramar
La Habana, Cuba, 11300

Mailing Address:
(Envelopes only)
P.O. Box 500 (HAVAN), Station A
Ottawa, ON, Canada, K1N 8T7

Tel: (011-537) 204-2516/204-2517/204-2527
Fax: (011-537) 204-2044
E-Mail: havan-td@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/cuba>

Territories/Responsibilities: Cuba

Office Hours: Mon -Thurs: 0830-1700; Fri: 0830-1400

Time Difference (E.S.T.): 0

Mr. Sylvain Fabi

First Secretary
Senior Trade Commissioner
Economic and Trade Policy; Investment Promotion / Strategic Alliances
E-mail: havan-td@dfait-maeci.gc.ca

Mrs. Sylvie-Michèle Racicot

Third Secretary
Trade Commissioner
Economic and Trade Policy; Market Access
E-mail: havan-td@dfait-maeci.gc.ca

Mr. Antinógenes L. (Tino) Romaguera

Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Building Products; Chemicals; Electric Power Equipment and Services; Fish and Seafood Products; Forest Industries; Oil and Gas Equipment and Services; Plastics
E-mail: havan-td@dfait-maeci.gc.ca

Mr. Francisco Rodriguez

Trade Commissioner
Advanced Manufacturing Technologies; Advanced Materials; Arts and Cultural Industries; Automotive; Bio-Industries; Consumer Products; Environmental Industries; Health Industries; Information and Communications Technologies; Metals, Minerals and Related Equipment, Services and Technology; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Tourism
E-mail: havan-td@dfait-maeci.gc.ca

Mrs. Alicia M. Gonzalez

Commercial Assistant
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Building Products; Chemicals; Electric Power Equipment and Services; Fish and Seafood Products; Forest Industries; Oil and Gas Equipment and Services; Plastics
E-mail: havan-td@dfait-maeci.gc.ca

Mrs. Virginia Ayala

Commercial Assistant
Advanced Manufacturing Technologies; Advanced Materials; Arts and Cultural Industries; Automotive; Bio-Industries; Consumer Products; Environmental Industries; Health Industries; Information and Communications Technologies; Metals, Minerals and Related Equipment, Services and Technology; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Tourism
E-mail: havan-td@dfait-maeci.gc.ca

Cyprus

see Syria

Czech Republic

The Canadian Embassy in the Czech Republic

Street Address:
Muhova 6
160 00 Prague 6, Czech Republic

Tel: (011-420) 272 101 800
Fax: (011-420) 272 101 894
E-Mail: prgue@dfait-maeci.gc.ca
Web: <http://www.canada.cz>

Territories/Responsibilities : Czech Republic, Slovak Republic. The Canadian Embassy in Prague, Czech Republic has primary responsibility for market access

problems, trade and policy issues, as well as the development of economic cooperation with Slovakia (see www.canada.cz). However, the Office of the Canadian Embassy in Bratislava can help Canadian companies develop their business in the country.

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): +6

Mr. Georges Lemieux

Counsellor (Commercial)
Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions
E-mail: georges.lemieux@dfait-maeci.gc.ca

Mrs. Ilona Boldova

Commercial Officer
Agriculture, Food and Beverages; Bio-Industries; Chemicals; Electric Power Equipment and Services; Fish and Seafood Products; Health Industries; Oil and Gas Equipment and Services; Plastics
E-mail: ilona.boldova@dfait-maeci.gc.ca

Mrs. Jitka Hoskova

Commercial Officer
Advanced Manufacturing Technologies; Building Products; Environmental Industries; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Service Industries and Capital Projects
E-mail: jitka.hoskova@dfait-maeci.gc.ca

Ms. Martina Taxova

Commercial Officer
Aerospace and Defence; Automotive; Information and Communications Technologies; Rail and Urban Transit; Space
E-mail: martina.taxova@dfait-maeci.gc.ca

Ms. Kamila Ceska

Commercial Assistant
Arts and Cultural Industries; Consumer Products
E-mail: kamila.ceska@dfait-maeci.gc.ca

Denmark

The Canadian Embassy in Denmark

Street Address:
Kr. Bernikowsgade 1
Copenhagen, Denmark, DK-1105

Tel: (011-45) 33-48-32-00
Fax: (011 45 33) 48 32 21
E-Mail: copen-td@dfait-maeci.gc.ca
Web: <http://www.canada.dk/>

Territories/Responsibilities: Denmark, Faroe Islands, Greenland, Øresund Region of Southern Sweden

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): +6

Mr. Thierry Weissenburger

Counsellor (Commercial)
Economic and Trade Policy; Investment Promotion / Strategic Alliances
E-mail: copen-td@dfait-maeci.gc.ca

Mr. David S. Horup

Senior Business Development Officer
Aerospace and Defence; Bio-Industries; Health Industries
E-mail: copen-td@dfait-maeci.gc.ca

Ms. Bernadette Luscombe-Thomsen

Senior Business Development Officer
Agriculture, Food and Beverages; Forest Industries; Plastics
E-mail: copen-td@dfait-maeci.gc.ca

Ms. Tania Groth

Business Development Officer
Consumer Products; Environmental Industries; Oil and Gas
Equipment and Services
E-mail: copen-td@dfait-maeci.gc.ca

Ms. Astrid Haaeman

Commercial Administrative Assistant
E-mail: copen-td@dfait-maeci.gc.ca

Djibouti

see Ethiopia

Dominica

see Barbados

Dominican Republic

The Canadian Embassy in the Dominican Republic

Street Address:
Capitán Eugenio de Marchena # 39, La Esperilla
Santo Domingo, Dominican Republic

Mailing Address:
P.O. Box 2054
Santo Domingo, Dominican Republic

Tel: (809) 685-1136
Fax: (809) 682-2691
E-Mail: sdmgo@dfait-maeci.gc.ca
Web: <http://www.santodomingo.gc.ca>

Territories/Responsibilities: Dominican Republic

Office Hours: Mon-Thurs: 0900-1600; Fri: 0900-1300

Time Difference (E.S.T.): 0

Mr. Adam Blackwell

Ambassador
Economic and Trade Policy; Metals, Minerals and Related
Equipment, Services and Technology; Service Industries
and Capital Projects
E-mail: adam.blackwell@dfait-maeci.gc.ca

Ms. Cristina Amiama

Commercial Officer
Automotive; Building Products; Chemicals; Electric Power
Equipment and Services; Forest Industries; Liaison with
International Financial Institutions; Ocean Technologies; Rail
and Urban Transit
E-mail: cristina.amiama@dfait-maeci.gc.ca

Ecuador

The Canadian Embassy in Ecuador

Street Address:
Avda. 6 de Diciembre 2816 and Paul Rivet, Edificio Josueth
Gonzalez, 4th Floor
Quito, Ecuador

Mailing Address:
Apartado 17-11-6512
Quito, Ecuador

Tel: (011-593-2) 250-6162 / 223-2114
Fax: (011-593-2) 250-3108
E-Mail: quito@dfait-maeci.gc.ca
Web: <http://www.quito.gc.ca>

Territories/Responsibilities: Ecuador

Office Hours: From 07:30 am to 04:00pm, Monday to
Thursday and from 07:30 to 01:00pm on Friday

Time Difference (E.S.T.): -1

Mr. Otfried Von Finckenstein

Ambassador
Government Procurement; Investment Promotion / Strategic
Alliances; Liaison with International Financial Institutions; Oil
and Gas Equipment and Services
E-mail: o.von-finckenstein@dfait-maeci.gc.ca

Mr. Mark Richardson

Second Secretary and Vice Consul
Trade Commissioner
Aboriginal Products, Services and Technologies; Advanced
Manufacturing Technologies; Advanced Materials;
Aerospace and Defence; Arts and Cultural Industries;
Automotive; Chemicals; Economic and Trade Policy;
Environmental Industries; Forest Industries; Information and
Communications Technologies; Ocean Technologies;
Plastics; Science and Technology; Space; Tourism
E-mail: mark.richardson@dfait-maeci.gc.ca

Mr. Ricardo Valdez

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Bio-Industries; Building Products; Consumer
Products; Economic and Trade Policy; Electric Power
Equipment and Services; Fish and Seafood Products; Health
Industries; Market Access; Metals, Minerals and Related
Equipment, Services and Technology; Rail and Urban
Transit; Service Industries and Capital Projects
E-mail: ricardo.valdez@dfait-maeci.gc.ca

Egypt

The Canadian Embassy in Egypt

Street Address:
#26 Kamel El Shenawy Street, Garden City
Cairo, Egypt

Mailing Address:
P.O. Box 1667
Cairo, Egypt
Tel: (011-20-2) 794-3110
Fax: (011 20 2) 794-7659
E-Mail: cairo-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/eg/>

Territories/Responsibilities: Egypt, Sudan

Office Hours: Sun-Thurs: 0830-1630

Time Difference (E.S.T.): +7

Mr. Michel De Salaberry

Ambassador
Head of Mission

Mr. Bertrand Desjardins

Counsellor (Commercial)
Economic and Trade Policy; Investment Promotion /
Strategic Alliances; Market Access; Service Industries and
Capital Projects
E-mail: bertrand.desjardins@dfait-maeci.gc.ca

Mr. Magdy Ghazal

Senior Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Bio-Industries; Economic and Trade Policy;
Fish and Seafood Products; Forest Industries; Health
Industries; Investment Promotion / Strategic Alliances;
Market Access; Metals, Minerals and Related Equipment,
Services and Technology; Ocean Technologies
E-mail: magdy.ghazal@dfait-maeci.gc.ca

Mr. Joseph Tadros

Commercial Officer
Advanced Manufacturing Technologies; Aerospace and
Defence; Economic and Trade Policy; Environmental
Industries; Information and Communications Technologies;
Investment Promotion / Strategic Alliances; Market Access;
Metals, Minerals and Related Equipment, Services and
Technology; Oil and Gas Equipment and Services; Plastics;
Science and Technology
E-mail: joseph.tadros@dfait-maeci.gc.ca

Dr. Tarek Abdel Meguid

Commercial Officer
Aboriginal Products, Services and Technologies; Arts and
Cultural Industries; Automotive; Building Products;
Consumer Products; Economic and Trade Policy; Electric
Power Equipment and Services; Government Procurement;
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions; Market Access; Rail and
Urban Transit; Science and Technology; Service Industries
and Capital Projects; Tourism
E-mail: tarek.meguid@dfait-maeci.gc.ca

El Salvador

Office of the Canadian Embassy in El Salvador

Street Address:
Centro Financiero Gigante, Lobby 2, Local 6
63 Avenida Sur y Alameda Roosevelt
San Salvador, El Salvador

Tel: (011-503) 279-4655
Fax: (011-503) 279-0765
E-Mail: romeo.calderon@dfait-maeci.gc.ca
Web: <http://www.sansalvador.gc.ca>

Territories/Responsibilities: The Canadian Embassy in
Guatemala has primary responsibility for market access
problems, trade and policy issues, as well as the
development of economic cooperation with El Salvador (see
Guatemala). However, the Office of the Canadian Embassy
in El Salvador can help Canadian companies develop their
business in the country. David Marshall, Trade Program
Manager resident in Guatemala, is responsible for the
following sectors in El Salvador: Economic and Trade Policy,
Liaison with International Financial Institutions, and Market
Access. Mr. Marshall can be contacted at:
david.marshall@dfait-maeci.gc.ca

Office Hours: Mon-Thurs: 0800-1630; Fri: 0800-1330

Time Difference (E.S.T.): -2

Mr. Romeo Calderon

Commercial Officer
Aboriginal Products, Services and Technologies; Advanced
Manufacturing Technologies; Advanced Materials;
Aerospace and Defence; Agricultural Technology and
Equipment; Agriculture, Food and Beverages; Arts and
Cultural Industries; Automotive; Bio-Industries; Building
Products; Chemicals; Consumer Products; Economic and
Trade Policy; Electric Power Equipment and Services;
Environmental Industries; Fish and Seafood Products;
Forest Industries; Government Procurement; Health
Industries; Information and Communications Technologies;
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions; Market Access; Metals,
Minerals and Related Equipment, Services and Technology;
Ocean Technologies; Oil and Gas Equipment and Services;
Plastics; Rail and Urban Transit; Science and Technology;
Service Industries and Capital Projects; Space; Tourism
E-mail: romeo.calderon@dfait-maeci.gc.ca

Equatorial Guinea*see Gabon***Eritrea***see Kenya***Estonia***see Latvia***Ethiopia****The Canadian Embassy in Ethiopia**

Street Address:
Old Airport Area, Wereda 23, Kebele 12, House No. 122
Addis Ababa, Ethiopia

Mailing Address:
P.O. Box 1130
Addis Ababa, Ethiopia

Tel: (011-251-1) 71-30-22
Fax: (011-251-1) 71-30-33
E-Mail: addis@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/et/>

Territories/Responsibilities : Ethiopia and Djibouti

Office Hours: Mon-Thurs: 0800-1700; Fri: 0800-1230

Time Difference (E.S.T.): +7

Ms. Rosaline Murray
Ambassador

Mr. Richard Le Bars
Third Secretary & Vice-Consul
Political and Trade officer
E-mail: richard.lebars@dfait-maeci.gc.ca

Mr. Telahun Workeneh
Commercial Officer
Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Economic and Trade Policy
E-mail: telahun.workeneh@dfait-maeci.gc.ca

Faroe Islands*see Denmark***Fiji***See New Zealand***Finland****The Canadian Embassy in Finland**

Street Address:
Pohjoisesplanadi 25 B
Helsinki, Finland, FIN-00100

Mailing Address:
P.O. Box 779
Helsinki, Finland, FIN-00101

Tel: (011-358-9) 22-85-30
Fax: (011-358-9) 60-10-60

E-Mail: hsnki-td@dfait-maeci.gc.ca
Web: <http://www.canada.fi/>

Territories/Responsibilities : Finland

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): +7

Ms. Adèle Dion
Ambassador

Ms. Cathy Patton
Counsellor (Administration) and Consul
Senior Trade Commissioner
Arts and Cultural Industries; Investment Promotion / Strategic Alliances
E-mail: cathy.patton@dfait-maeci.gc.ca

Mr. Seppo Vihersaari
Business Development Officer
Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Chemicals; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Health Industries; Investment Promotion / Strategic Alliances; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Science and Technology; Space
E-mail: seppo.vihersaari@dfait-maeci.gc.ca

Mr. Johan Nyman
Business Development Officer
Advanced Manufacturing Technologies; Automotive; Building Products; Consumer Products; Information and Communications Technologies; Rail and Urban Transit
E-mail: johan.nyman@dfait-maeci.gc.ca

Mrs. Nina M. Pennanen
Business Development Assistant
Consumer Products; Tourism
E-mail: nina.pennanen@dfait-maeci.gc.ca

France**The Canadian Embassy in France**

Street Address:
35-37, avenue Montaigne
Paris, France, 75008

Tel: (011-33) 1.44.43.29.00
Fax: (011-33) 1.44.43.29.98
E-Mail: paris-td@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/canadaeuropa/france/>

Territories/Responsibilities : France, Monaco

Office Hours: Mon-Fri: 0900-1730

Time Difference (E.S.T.): +6

Mr. Jean Saint-Jacques
Minister-Counsellor (Economic/Commercial Affairs)
E-mail: jean.saint-jacques@dfait-maeci.gc.ca

Ms. Lucie Tremblay
First Secretary (Commercial)
Agriculture, Food and Beverages; Consumer Products; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology
E-mail: lucie.tremblay@dfait-maeci.gc.ca

Mr. Yannick Dheilly
Commercial Officer
Agriculture, Food and Beverages; Fish and Seafood Products; Agricultural Technology and Equipment
E-mail: yannick.dheilly@dfait-maeci.gc.ca

Mrs. Cécile Bourdages

Commercial Officer
Forest Industries; Electric Power Equipment and Services; Oil and Gas Equipment and Services; Building Products
E-mail: cecile.bourdages@dfait-maeci.gc.ca

Mr. Leopold Battel
Commercial Counsellor
Aerospace and Defence; Automotive; Environmental Industries; Health Industries
E-mail: leopold.battel@dfait-maeci.gc.ca

Mr. Guy Ladequis
Commercial Officer
Aerospace and Defence; Space
E-mail: guy.ladequis@dfait-maeci.gc.ca

Mr. Musto Mitha
Commercial Officer
Automotive; Bio-Industries; Environmental Industries; Health Industries; Plastics; Chemicals; Rail and Urban Transit
E-mail: musto.mitha@dfait-maeci.gc.ca

Mr. François Gauthé
Commercial Officer
Information and Communications Technologies
E-mail: francois.gauthe@dfait-maeci.gc.ca

Mr. Jean-Yves Dionne
Counsellor (Investments)
Investment Promotion / Strategic Alliances
E-mail: jean-yves.dionne@dfait-maeci.gc.ca

Mr. Patrice Hidalgo
Investment Officer
Service Industries and Capital Projects
E-mail: patrice.hidalgo@dfait-maeci.gc.ca

Mrs. Chantal Bouche
Investment Officer
Service Industries and Capital Projects
E-mail: chantal.bouche@dfait-maeci.gc.ca

Ms. Brigitte Léger
Counsellor
Science and Technology
E-mail: brigitte.leger@dfait-maeci.gc.ca

Mr. André Dubois
Counsellor (Commercial)
Arts and Cultural Industries
E-mail: andre.dubois@dfait-maeci.gc.ca

Mr. Florian Guertin
Counsellor (Space)
E-mail: florian.guertin@dfait-maeci.gc.ca

French Polynesia*See New Zealand***Gabon****The Canadian Embassy in Gabon**

Street Address:
Quartier Batterie IV
Libreville, Gabon

Mailing Address:
P.O. Box 4037
Libreville, Gabon

Tel: (011-241) 73-73-54
Fax: (011-241) 73-73-88
E-Mail: lbrve@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca>

Territories/Responsibilities : Gabon, Equatorial Guinea, Sao Tome and Principe

Office Hours: Mon-Thurs: 07:30-12:30; 14:30-17:30; Fri: 07:30-13:00

Time Difference (E.S.T.): +5

Mr. Louis Guay
Ambassador

Mrs. Marie-France Lebreton

Commercial Officer
Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Economic and Trade Policy; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Space; Tourism
E-mail: marie-france.lebreton@dfait-maeci.gc.ca

Gambia

see Senegal

Georgia

see Turkey

Germany

Berlin

The Canadian Embassy in Germany

Street Address:
Friedrichstrasse 95
Internationales Handelszentrum, 12th floor
Berlin, Germany, 10117

Tel: (011-49-30) 20312 - 0
Fax: (011-49-30) 20312 -115
E-Mail: brlin-td@dfait-maeci.gc.ca
Web: www.kanada.de

Territories/Responsibilities: Commercial/Economic: Germany

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +6

Mrs. Marie Bernard-Meunier
Ambassador
Head of Mission

Mr. Robert Vanderloo
Minister
E-mail: robert.vanderloo@dfait-maeci.gc.ca

Mr. Len St. Aubin
Minister-Counsellor (Commercial/Economic)
E-mail: len.staubin@dfait-maeci.gc.ca

Ms. Dorothea Greiff
Economic Policy Analyst
Economic and Trade Policy; Forest Industries
E-mail: dorothea.greiff@dfait-maeci.gc.ca

Ms. Jutta Convey
Assistant (Commercial and Economic Affairs)
E-mail: brlin-td@dfait-maeci.gc.ca

Mr. David Weiner
Counsellor (Investment)
E-mail: david.weiner@dfait-maeci.gc.ca

Ms. Mary-Catherine Courtright
Third Secretary (Investment)
Investment Promotion / Strategic Alliances
E-mail: mary-catherine.courtright@dfait-maeci.gc.ca

Mr. Detlef Engler
Senior Investment Officer
Investment Promotion / Strategic Alliances
E-mail: detlef.engler@dfait-maeci.gc.ca

Mr. Peter Zumbusch
Junior Investment Officer
E-mail: peter.zumbusch@dfait-maeci.gc.ca

Mrs. Astrid Lüders
Assistant (Investment)
E-mail: brlin-td@dfait-maeci.gc.ca

Ms. Antonia Pichler
Assistant (Investment)
E-mail: antonia.kuenzel@dfait-maeci.gc.ca

Ms. Nathalie Niedoba
First Secretary (Commercial)
Aerospace and Defence; Electric Power Equipment and Services; Government Procurement; Rail and Urban Transit
E-mail: nathalie.niedoba@dfait-maeci.gc.ca

Mr. Thorsten Henke
Commercial Officer
Agricultural Technology and Equipment; Building Products; Information and Communications Technologies
E-mail: thorsten.henke@dfait-maeci.gc.ca

Ms. Claudia Seeber
Commercial Officer
Arts and Cultural Industries; Information and Communications Technologies
E-mail: claudia.seeber@dfait-maeci.gc.ca

Dr. Henry Mantsch
Counsellor (Science & Technology)
E-mail: henry.mantsch@dfait-maeci.gc.ca

Dr. Bruno Wiest
Technology Development Officer
Advanced Manufacturing Technologies; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Science and Technology
E-mail: bruno.wiest@dfait-maeci.gc.ca

Dr. Steffen Preusser
Technology Development Officer
Advanced Materials; Bio-Industries; Environmental Industries; Investment Promotion / Strategic Alliances; Science and Technology
E-mail: steffen.preusser@dfait-maeci.gc.ca

Düsseldorf

Consulate of Canada in Düsseldorf

Street Address:
Benrather Strasse 8
Düsseldorf, Germany, D-40213

Mailing Address: (same as street address)

Tel: (011-49-211) 17-21-70
Fax: (011-49-211) 35-91-65
E-Mail: ddorf@dfait-maeci.gc.ca
Web: http://www.canada.de

Territories/Responsibilities: Agri-food; seafood products; oil and gas; mining, metals and minerals; primary and secondary industry machinery (excl. agricultural machinery); industrial automation/instrumentation; health industries; medical devices; transportation (excl. aerospace, automotive and rail); chemicals and chemical products; market access; plastics.

Office Hours: Mon-Fri: 0830-1700

Major Holidays: 2003-12-25; 2003-12-26; 2004-01-01; 2004-02-23; 2004-04-09; 2004-04-12; 2004-05-31; 2004-07-01; 2004-08-02; 2004-09-06; 2004-10-11

Time Difference (E.S.T.): +6

Mr. Harold McNairnay
Consul
Senior Trade Commissioner
E-mail: harold.mcnairnay@dfait-maeci.gc.ca

Mr. Andrew Haswell
Vice-Consul
Trade Commissioner
Advanced Manufacturing Technologies; Health Industries; Oil and Gas Equipment and Services
E-mail: andrew.haswell@dfait-maeci.gc.ca

Mr. Jens-Peter Otto
Commercial Officer
Chemicals; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Plastics
E-mail: jens-peter.otto@dfait-maeci.gc.ca

Mr. Stephan Rung
Commercial Officer - Agricultural Products
Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: stephan.rung@dfait-maeci.gc.ca

Mrs. Ilse Bertram
Administrative/Commercial Assistant
Advanced Manufacturing Technologies
E-mail: ilse.bertram@dfait-maeci.gc.ca

Ms. Nora Gruetters
Commercial Assistant - Agricultural Products
Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: nora.gruetters@dfait-maeci.gc.ca

Hamburg

Consulate of Canada in Hamburg

Street Address:
Ballindamm 35
Hamburg, Germany, 20095
Tel: (011-49-40) 46-00-27-0
Fax: (011-49-40) 46-00-27-20
E-Mail: hamburg@dfait-maeci.gc.ca
Web: http://www.kanada.de

Territories/Responsibilities: Residential housing and housing components; Processed and semi-processed wood products and associated machinery; forest products (pulp, paper and wood); fish - dealing with fish importers (processed products and food service industry relations managed by Dusseldorf) marine industries and marine transport.

Office Hours: Mon-Fri: 0900-1700

Time Difference (E.S.T.): +6

Mr. Michael Scott-Harston

Consul
Senior Trade Commissioner
Ocean Technologies
E-mail: michael.scott-harston@dfait-maeci.gc.ca

Mr. Wolfgang Schefczyk

Commercial Officer
Building Products; Forest Industries
E-mail: wolfgang.schefczyk@dfait-maeci.gc.ca

Ms. Martina Beyer

Commercial Assistant
E-mail: martina.beyer@dfait-maeci.gc.ca

Munich**Consulate of Canada in Munich**

Street Address:
Tal 29
Munich, Germany, D-80331

Mailing Address: (same as above)

Tel: (011-49-89) 21-99-57-0
Fax: (011-49-89) 21-99-57-57
E-Mail: munic-td@dfait-maeci.gc.ca
Web: http://www.kanada.de

Territories/Responsibilities: Automotive and surface transportation equipment, computers, computer software and hardware, telecommunications equipment and services, consumer products and services.

Office Hours: Mon-Thurs: 0900-1700; Fri: 0900-1530

Time Difference (E.S.T.): +6

Mr. Brian Young

Acting Consul
Information and Communications Technologies
E-mail: brian.young@dfait-maeci.gc.ca

Mr. Cliff Singleton

Commercial Officer
Automotive; Information and Communications Technologies
E-mail: cliff.singleton@dfait-maeci.gc.ca

Mrs. Frieda Saleh

Commercial Officer
Aboriginal Products, Services and Technologies; Consumer Products
E-mail: frieda.saleh@dfait-maeci.gc.ca

Ghana**The Canadian High Commission in Ghana**

Street Address:
42 Independence Avenue
Accra, Ghana

Mailing Address:
P.O. Box 1639
Accra, Ghana

Tel: (011-233-21) 228555; 228566; 773791
Fax: (011-233-21) 773792
E-Mail: accra-td@dfait-maeci.gc.ca
Web: http://www.dfait-maeci.gc.ca/accra

Territories/Responsibilities: Ghana, Togo

Office Hours: Mon-Thurs: 0730-1600; Fri: 0730-1300

Time Difference (E.S.T.): +5

Mr. Jean-Pierre Bolduc

High Commissioner

Mr. Wayne A. McKenzie

Counsellor (Commercial)
Program Manager
Aboriginal Products, Services and Technologies; Aerospace and Defence; Economic and Trade Policy; Electric Power Equipment and Services; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Rail and Urban Transit; Service Industries and Capital Projects
E-mail: wayne.mckenzie@dfait-maeci.gc.ca

Mr. Samuel B Martin-Daniels

Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Automotive; Bio-Industries; Building Products; Chemicals; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Service Industries and Capital Projects; Tourism
E-mail: samuel.martin-daniels@dfait-maeci.gc.ca

Mr. Samuel Ampem-Asare

Political and Trade Assistant
Arts and Cultural Industries; Consumer Products; Government Procurement; Market Access; Service Industries and Capital Projects
E-mail: samuel.ampem-asare@dfait-maeci.gc.ca

Greece**The Canadian Embassy in Greece**

Street Address:
4 Ioannou Ghennadiou St.
Athens, Greece, 115 21

Tel: (011-30) 210-727-3352 /53
Fax: (011-30) 210-727-3460
E-Mail: athns-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/gr & http://www.dfait-maeci.gc.ca/canadaeuropa/greece/

Territories/Responsibilities: Greece

Office Hours: Mon-Fri: 0800 - 1600

Major Holidays: 2003-10-28, 2003-12-25, 2003-12-26, 2004-01-01, 2004-01-06, 2004-02-23, 2004-03-25, 2004-04-09, 2004-04-12, 2004-08-15, 2004-10-28, 2004-12-25, 2004-12-26

Time Difference (E.S.T.): +7

Mr. Philip R.L. Somerville

Ambassador
Head of Mission

Mr. Ben Gailor

Commercial Counsellor
E-mail: ben.gailor@dfait-maeci.gc.ca

Mrs. Marianna Saropoulos

Commercial Program Officer
Aboriginal Products, Services and Technologies; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Bio-Industries; Building Products; Chemicals; Consumer Products; Environmental Industries; Fish and Seafood Products; Forest Industries; Health Industries; Metals, Minerals and

Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics
E-mail: marianna.saropoulos@dfait-maeci.gc.ca

Mr. George Dimitriou

Commercial Program Officer
Advanced Manufacturing Technologies; Aerospace and Defence; Automotive; Electric Power Equipment and Services; Information and Communications Technologies; Rail and Urban Transit; Space
E-mail: george.dimitriou@dfait-maeci.gc.ca

Mrs. Marguerita Niada - Vamvakari

Commercial Assistant
E-mail: marguerita.niada@dfait-maeci.gc.ca

Ms. Maria-Louise Economou

Commercial Assistant
E-mail: maria-louise.economou@dfait-maeci.gc.ca

Greenland

see Denmark

Grenada

see Barbados

Guadeloupe

see Barbados

Guam

see Philippines

Guatemala**The Canadian Embassy in Guatemala**

Street Address:
13 Calle 8-44, Zona 10
Edyma Plaza, Nivel 8
Ciudad de Guatemala, Guatemala, C.A., 01010

Mailing Address:
P.O. Box 400
Ciudad de Guatemala, Guatemala, C.A.

Tel: (502) 363-4348
Fax: (502) 365-1215
E-Mail: gtmla-td@dfait-maeci.gc.ca
Web: www.infoexport.gc.ca

Territories/Responsibilities: Guatemala, El Salvador. The Canadian Embassy in Guatemala has overall responsibility for trade relations with El Salvador. However, inquiries for commercial information about this country should be directed to the office of the Canadian Embassy in El Salvador.

Office Hours: Mon-Thurs: 0800-1700 Fri: 0800-1330

Major Holidays: 2003-10-13, 2003-11-11, 2003-12-25/26

Time Difference (E.S.T.): -2

Mr. James Lambert

Ambassador

Mr. David Marshall

First Secretary (Commercial)
Aerospace and Defence; Automotive; Bio-Industries; Chemicals; Economic and Trade Policy; Government Procurement; Health Industries; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Ocean Technologies; Plastics;

Rail and Urban Transit; Service Industries and Capital Projects; Tourism
E-mail: gtmla-td@dfait-maeci.gc.ca

Ms. Christine Luttmann

Trade Officer
Market Access; Agriculture, Food and Beverages; Bio-Industries; Environmental Industries; Forest Industries; Electric Power Equipment and Services; Oil and Gas Equipment and Services; Metals, Minerals and Related Equipment, Services and Technology; Fish and Seafood Products; Science and Technology; Information and Communications Technologies; Agricultural Technology and Equipment
E-mail: gtmla-td@dfait-maeci.gc.ca

Ms. Claudia Hernandez

Trade Assistant
Building Products; Market Access
E-mail: gtmla-td@dfait-maeci.gc.ca

Guinea

The Canadian Embassy in Guinea

Street Address:
Comiche Sud, quartier Coléah, Commune Matam
Conakry, Guinea

Mailing Address:
P.O. Box 99
Conakry, Guinea

Tel: (011-224) 46-23-95, 46-44-48, 46-37-32, 46-32-90, 46-32-91, 25-46-79, 21-17-55, 21-73-72, 407548
Fax: (011-224) 46-42-35, 40-91-89
E-Mail: cnaky@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/gn/>

Territories/Responsibilities : Guinea, Sierra Leone

Office Hours: Mon-Thurs: 0800-1645; Fri: 0800-1300

Time Difference (E.S.T.): +4

Mr. Philippe Beaulne

Ambassador
E-mail: cnaky@dfait-maeci.gc.ca

Mr. Souleymane N'Diaye

Development Officer (Commercial/Cooperation)
E-mail: souleymane.ndiaye@dfait-maeci.gc.ca

Guinea-Bissau

see Senegal

Guyana

The Canadian High Commission in Guyana

Street Address:
High and Young Streets
Georgetown, Guyana

Mailing Address:
P.O. Box 10880
Georgetown, Guyana

Tel: (011-592) 227-2081/2085
Fax: (011-592) 225-8380
E-Mail: grgn-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/>

Territories/Responsibilities: Guyana, Suriname

Office Hours: Mon-Thu: 0800-1630; Fri: 0800-1330

Time Difference (E.S.T.): 0

Mr. Serge Marcoux

High Commissioner

Ms. Lyris A. Primo

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Chemicals; Economic and Trade Policy
E-mail: lyris.primo@dfait-maeci.gc.ca

Mr. Frankie Bobb-Semple

Commercial Assistant/Public Affairs
Building Products; Electric Power Equipment and Services
E-mail: frankie.bobbsemp@dfait-maeci.gc.ca

Haiti

The Canadian Embassy in Haiti

Street Address:
Édifice Banque de Nouvelle-Écosse,
Angle de Delmas 18
Port-au-Prince, Haiti

Mailing Address:
P.O. Box 826
Port-au-Prince, Haiti

Tel: (011-509) 298-3050 / 3060
Fax: (011-509) 298-3008 / 3801
E-Mail: nathalie.gissel@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ht/>; www.port-au-prince.ca

Territories/Responsibilities: Haiti

Office Hours: Mon-Thurs: 0700-1530; Fri: 0700-1230

Time Difference (E.S.T.): -1

Mr. Kenneth Cook

Ambassador
E-mail: pmce@dfait-maeci.gc.ca

Ms. Kim Girtel

First Secretary
E-mail: kim.girtel@dfait-maeci.gc.ca

Mrs. Nathalie Gissel

Commercial Officer
Agriculture, Food and Beverages; Arts and Cultural Industries; Government Procurement; Health Industries; Liaison with International Financial Institutions; Market Access; Service Industries and Capital Projects
E-mail: nathalie.gissel@dfait-maeci.gc.ca

Honduras

see Costa Rica

Hong Kong, SAR

Consulate General of Canada in Hong Kong

Street Address:
8 Connaught Place
11-14th Floors, Tower 1, Exchange Square
Hong Kong S.A.R., People's Republic of China

Mailing Address:
G.P.O. Box 11142
Central Hong Kong
Hong Kong S.A.R., People's Republic of China

Tel: (011-852) 2847-7414
Fax: (011-852) 2847-7441
E-Mail: canadatrade.hkong@dfait-maeci.gc.ca
Web: <http://www.hongkong.gc.ca>

Territories/Responsibilities: Hong Kong and Macao

Office Hours: Mon-Fri: 0830-1730

Major Holidays: 2003-10-01, 2003-12-25, 2003-12-26, 2004-01-01, 2004-01-22, 2004-01-23, 2004-04-09, 2004-04-12, 2004-06-22, 2004-07-01, 2004-09-29, 2004-10-01, 2004-10-22, 2004-12-27

Time Difference (E.S.T.): +12

Mr. Anthony Burger

Consul General

Mr. David McNamara

Consul
Senior Trade Commissioner
Economic and Trade Policy; Market Access
E-mail: david.mcnamara@dfait-maeci.gc.ca

Ms. Nancy Bernard

Vice-Consul
Trade Commissioner
Market Access; Government Procurement; Aboriginal Products, Services and Technologies
E-mail: nancy.bernard@dfait-maeci.gc.ca

Ms. Amy Yung

Trade Commissioner
Investment Promotion / Strategic Alliances; Service Industries and Capital Projects
E-mail: amy.yung@dfait-maeci.gc.ca

Mr. Endy Chung

Commercial Officer
Aerospace and Defence; Automotive; Chemicals; Electric Power Equipment and Services; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Space
E-mail: endy.chung@dfait-maeci.gc.ca

Ms. Fatima Lai

Commercial Officer
Bio-Industries; Consumer Products; Environmental Industries; Health Industries
E-mail: fatima.lai@dfait-maeci.gc.ca

Ms. Kitty Ko

Commercial Officer
Agriculture, Food and Beverages; Arts and Cultural Industries; Fish and Seafood Products
E-mail: kitty.ko@dfait-maeci.gc.ca

Mr. Brian Wong

Commercial Officer
Information and Communications Technologies
E-mail: brian.wong@dfait-maeci.gc.ca

Ms. Eunice Wong

Commercial Officer
Building Products; Forest Industries
E-mail: eunice.wong@dfait-maeci.gc.ca

Mr. Houston Wong

Commercial Officer (Agriculture and Agri-Food)
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: houston.wong@dfait-maeci.gc.ca

Hungary

The Canadian Embassy in Hungary

Street Address:
Zugligeti ut 51-53
Budapest, Hungary, 1121

Mailing Address:

Budakeszi út 32.

Budapest, Hungary, 1121

Tel: (011-36-1) 392-3360

Fax: (011-36-1) 392-3395

E-Mail: bpest-td@dfait-maeci.gc.ca

Web: http://www.canadaeuropa.gc.ca/hungary

Territories/Responsibilities: Hungary, Bosnia and Herzegovina, Croatia, Slovenia

Office Hours: Mon-Fri: 0800-1600

Time Difference (E.S.T.): +6

Mr. Ron Halpin

Ambassador

E-mail: ronald.halpin@dfait-maeci.gc.ca

Mr. Michael Danagher

Senior Trade Commissioner

Aboriginal Products, Services and Technologies; Aerospace and Defence; Arts and Cultural Industries; Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Science and Technology; Space; Tourism

E-mail: michael.danagher@dfait-maeci.gc.ca

Mrs. Julianna Szalontai

Commercial Assistant

E-mail: julia.szalontai@dfait-maeci.gc.ca

Mr. Béla Gyonyor

Commercial Officer

Agriculture, Food and Beverages; Chemicals; Fish and Seafood Products; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services

E-mail: bela.gyonyor@dfait-maeci.gc.ca

Ms. Eva Bosze

Commercial Officer

Aerospace and Defence; Automotive; Information and Communications Technologies; Rail and Urban Transit

E-mail: eva.bosze@dfait-maeci.gc.ca

Mr. Ernest Kiss

Commercial Officer

Building Products; Environmental Industries

E-mail: ernest.kiss@dfait-maeci.gc.ca

Mrs. Krisztina Molnar

Trade Assistant

Aerospace and Defence; Consumer Products; Tourism

E-mail: krisztina.molnar@dfait-maeci.gc.ca

Iceland**The Canadian Embassy in Iceland**

Street Address:

Tungata 14

101 Reykjavik, Iceland

Mailing Address:

P.O. Box 1510

121 Reykjavik, Iceland

Tel: (011-354) 575-6500

Fax: (011-354) 575-6501

E-Mail: rkjvk@dfait-maeci.gc.ca

Web: http://www.canada.is

Territories/Responsibilities: Iceland

Office Hours: Mon-Fri: 0800-1600

Time Difference (E.S.T.): +5

Mr. Richard Têtu

Ambassador

E-mail: rkjvk@dfait-maeci.gc.ca

Mr. Eric Petersson

Second Secretary and Consul

E-mail: rkjvk@dfait-maeci.gc.ca

Ms. Kristbjorg Agustsdottir

Commercial and Public Affairs Officer

E-mail: rkjvk@dfait-maeci.gc.ca

India**New Delhi****The Canadian High Commission in India**

Street Address:

7/8 Shantipath, Chanakyapuri

New Delhi, India

Mailing Address:

P.O. Box 5207

New Delhi, India, 110021

Tel: (011-91-11) 5178-2000

Fax: (011-91-11) 5178-2041

E-Mail: delhi.commerce@dfait-maeci.gc.ca

Web: 1) http://www.infoexport.gc.ca/in

2) http://www.newdelhi.gc.ca

Territories/Responsibilities: India, Bhutan, Nepal

Office Hours: Mon-Thurs: 0830-1730; Fri: 0830-1300

Time Difference (E.S.T.): +9.5

Ms. Lucie Edwards

High Commissioner

Mr. Benoit Préfontaine

Senior Counsellor (Commercial)

Government Procurement; Tourism

E-mail: delhi.commerce@dfait-maeci.gc.ca

Mr. W.G. (Gib) McEwen

Counsellor (Commercial)

Aerospace and Defence; Automotive; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Space

E-mail: gib.mcewen@dfait-maeci.gc.ca

Mr. Martin Barratt

Second Secretary (Commercial)

Advanced Materials; Chemicals; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Plastics

E-mail: martin.barratt@dfait-maeci.gc.ca

Mr. Eric Robinson

Second Secretary (Commercial)

Trade Commissioner

Economic and Trade Policy; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access

E-mail: eric.robinson@dfait-maeci.gc.ca

Mr. Ram Gupta

Senior Trade Advisor

Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products

E-mail: ram.gupta@dfait-maeci.gc.ca

Mr. Viney Gupta

Advisor (Trade)

Building Products; Environmental Industries

E-mail: viney.gupta@dfait-maeci.gc.ca

Mr. Ashwani Nanda

Advisor

Bio-Industries; Health Industries

E-mail: ashwani.nanda@dfait-maeci.gc.ca

Ms. Madhu Toshniwal

Advisor (Trade)

Information and Communications Technologies; Ocean Technologies; Oil and Gas Equipment and Services

E-mail: madhu.toshniwal@dfait-maeci.gc.ca

Mr. Saroj Mishra

Climate Change Officer

Electric Power Equipment and Services

E-mail: saroj.mishra@dfait-maeci.gc.ca

Ms. Sunita Punj

Senior Trade Assistant

Consumer Products

E-mail: sunita.punj@dfait-maeci.gc.ca

Ms. Alka Malik

Trade Assistant

Aboriginal Products, Services and Technologies; Arts and Cultural Industries

E-mail: alka.malik@dfait-maeci.gc.ca

Ms. Monica John

Trade Assistant

Advanced Manufacturing Technologies

E-mail: monica.john@dfait-maeci.gc.ca

Ms. Elizabeth Sharma

Registry Assistant

E-mail: elizabeth.sharma@dfait-maeci.gc.ca

Bangalore**Canadian Government Trade Office in Bangalore**

Street Address:

103 Prestige Meridian 1

1st Floor, Rear Wing

29 M.G. Road

Bangalore, Karnataka, India, 560001

Tel: (011-91-80) 559-9418, 558-1116

Fax: (011-91-80) 559-9424

E-Mail: maple@blr.vsnl.net.in, cto@vsnl.com

Web: http://www.infoexport.gc.ca/in/

Territories/Responsibilities: All sectors for Karnataka

Office Hours: Mon-Thurs: 0830-1730; Fri: 0830-1300

Time Difference (E.S.T.): +9.5

Mr. Vittal Nath

Trade Advisor

Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Economic and Trade Policy; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Space

E-mail: maple@blr.vsnl.net.in or/ou cto@vsnl.com

Sunitha Anand

Commercial Assistant
Health Industries; Service Industries and Capital Projects;
Tourism
E-mail: maple@blr.vsnl.net.in or/ou cto@vsnl.com

Chandigarh

Office of the High Commission in Chandigarh

Street Address:
SCO No. 33,34,35, Sector 17-A (Near Jagat Cinema)
Chandigarh, India

Tel: (011-91-172) 716-020-24
Fax: (011-91-172) 716-025
E-Mail: chchhd@glide.net.in
Web: http://www.infoexport.gc.ca/in/

Territories/Responsibilities: Punjab, Jammu & Kashmir,
Haryana, Himachal Pradesh

Time Difference (E.S.T.): +9.5

Mr. G.S. Sobti

Advisor (Trade)
Advanced Manufacturing Technologies; Agriculture, Food
and Beverages; Automotive; Bio-Industries; Building
Products; Electric Power Equipment and Services;
Environmental Industries; Forest Industries; Information and
Communications Technologies; Plastics; Rail and Urban
Transit

Mrs. Sandhu Urvashi

Commercial Assistant
Health Industries; Service Industries and Capital Projects;
Tourism

Mumbai

Consulate of Canada in Mumbai

Street Address:
41/42 Maker Chambers VI,
Jammalal Bajaj Marg
Nariman Point
Mumbai, Maharashtra, India, 400 021

Tel: (011-91-22) 2287-6028
Fax: (011-91-22) 2287-5514
E-Mail: mmbai@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/in/

Territories/Responsibilities: States of Maharashtra, Gujarat,
Goa, Kamataka and Kerala

Office Hours: Mon-Thurs: 0900-1730; Fri: 0900-1500

Time Difference (E.S.T.): +9.5

Ms. Ping Kitnikone

Consul and Senior Trade Commissioner
Aboriginal Products, Services and Technologies; Economic
and Trade Policy; Investment Promotion / Strategic
Alliances; Liaison with International Financial Institutions;
Market Access; Science and Technology
E-mail: ping.kitnikone@dfait-maeci.gc.ca

Mr. Francis Dorsemaine

Vice-Consul and Assistant Trade Commissioner
Aerospace and Defence; Arts and Cultural Industries;
Automotive; Ocean Technologies; Rail and Urban Transit;
Service Industries and Capital Projects; Space
E-mail: francis.dorsemaine@dfait-maeci.gc.ca

Mr. Apurva Mehta

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Building Products; Fish and Seafood
Products; Forest Industries; Information and
Communications Technologies
E-mail: apurva.mehta@dfait-maeci.gc.ca

Mr. Amitabh Arora

Commercial Officer
Advanced Manufacturing Technologies; Chemicals; Electric
Power Equipment and Services; Environmental Industries;
Metals, Minerals and Related Equipment, Services and
Technology; Oil and Gas Equipment and Services; Plastics
E-mail: amitabh.arora@dfait-maeci.gc.ca

Ms. Glynis D'Cunha

Commercial Assistant
Tourism
E-mail: glynis.dcunha@dfait-maeci.gc.ca

Ms. Meher Surty

Commercial Assistant
Bio-Industries; Consumer Products; Health Industries
E-mail: meher.surty@dfait-maeci.gc.ca

Indonesia

The Canadian Embassy in Indonesia

Street Address:
6th Floor, World Trade Centre,
Jl. Jend. Sudirman
Jakarta, Indonesia, 12920

Mailing Address:
P.O. Box 8324/JKS.MP
Jakarta, Indonesia, 12083

Tel: (011-62-021) 2550-7800
Fax: (01 -62 -021) 2550-7812
E-Mail: jkrt-ttd@dfait-maeci.gc.ca
Web: http://www.jakarta.gc.ca

Territories/Responsibilities: Indonesia, East Timor

Office Hours: Mon-Thurs: 0730-1615; Fri: 0730-1300

Time Difference (E.S.T.): +11

Mr. Randolph Mank

Ambassador
E-mail: jkrt-ttd@dfait-maeci.gc.ca

Mr. Graham Shantz

Counsellor (Commercial/Economic)
Senior Trade Commissioner
Aerospace and Defence; Investment Promotion / Strategic
Alliances; Service Industries and Capital Projects
E-mail: graham.shantz@dfait-maeci.gc.ca

Mr. Michael L. Clark

Counsellor (Commercial)
Counsellor Resources Industry
Metals, Minerals and Related Equipment, Services and
Technology; Oil and Gas Equipment and Services; Science
and Technology
E-mail: michael.clark@dfait-maeci.gc.ca

Mr. Nicolas Lepage

Third Secretary (Commercial/Economic)
Trade Commissioner
Liaison with International Financial Institutions
E-mail: nicolas.lepage@dfait-maeci.gc.ca

Mr. David Verbiwski

Third Secretary (Commercial)
Trade Commissioner
Arts and Cultural Industries; Information and
Communications Technologies
E-mail: david.verbiwski@dfait-maeci.gc.ca

Mr. Husni Djaelani

Commercial Officer
Environmental Industries; Information and Communications
Technologies; Service Industries and Capital Projects
E-mail: husni.djaelani@dfait-maeci.gc.ca

Mr. Tommy Ruslim

Commercial Officer
Aerospace and Defence; Electric Power Equipment and
Services; Ocean Technologies; Rail and Urban Transit
E-mail: tommy.ruslim@dfait-maeci.gc.ca

Mr. Hermawan Hermawan

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Bio-Industries; Fish and Seafood Products;
Health Industries
E-mail: hermawan@dfait-maeci.gc.ca

Mr. Immanuel Hasada Purba

Commercial Officer
Building Products; Forest Industries; Oil and Gas Equipment
and Services
E-mail: immanuel-hasada.purba@dfait-maeci.gc.ca

Iran

The Canadian Embassy in Iran

Street Address:
57 Shahid Sarafraz St.,
Ostad Motahari Avenue
Tehran, Iran, 15868

Mailing Address:
P.O.Box 11365-4647
Tehran, Iran, 15868

Tel: (011-98-21) 873-2623, 873-2624, 873-2625,
873-2626

Fax: (011-98-21) 875-7057
E-Mail: teran-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/ir

Territories/Responsibilities: Iran

Office Hours: Sun-Thurs: 0800-1600

Time Difference (E.S.T.): +7.5

Mr. Philip MacKinnon

Ambassador

Mr. John Rodney

Counsellor (Commercial)
Aerospace and Defence; Economic and Trade Policy;
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions
E-mail: john.rodney@dfait-maeci.gc.ca

Mr. Ali M. Mir

Second Secretary (Commercial) and Vice-Consul
Arts and Cultural Industries; Chemicals; Electric Power
Equipment and Services; Environmental Industries; Oil and
Gas Equipment and Services; Service Industries and Capital
Projects
E-mail: ali.mir@dfait-maeci.gc.ca

Mrs. Azar Zanganeh

Commercial Officer

Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products; Information and Communications Technologies

E-mail: azar.zanganeh@dfait-maeci.gc.ca

Mr. Majid Roshanfekr

Commercial Officer

Advanced Manufacturing Technologies; Automotive; Building Products; Consumer Products; Forest Industries; Health Industries; Metals, Minerals and Related Equipment, Services and Technology

E-mail: majid.roshanfekr@dfait-maeci.gc.ca

Mrs. Maryam Hatami

Trade Program Assistant

E-mail: maryam.hatami@dfait-maeci.gc.ca

Ms. Farnaz Almassi

Commercial Assistant

E-mail: famaz.almassi@dfait-maeci.gc.ca

Iraq

see Jordan

Ireland**The Canadian Embassy in Ireland**

Street Address:

65 St. Stephen's Green
Dublin 2, Ireland

Tel: (011-353-1) 417 4100

Fax: (011-353-1) 417 4101

E-Mail: dubln@dfait-maeci.gc.ca

Web: http://www.canada.ie

Territories/Responsibilities: Republic of Ireland

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +5

Ms. Marie A. Stamp

First Secretary (Commercial)

Arts and Cultural Industries; Economic and Trade Policy; Investment Promotion / Strategic Alliances; Service Industries and Capital Projects

E-mail: marie.stamp@dfait-maeci.gc.ca

Mr. John Sullivan

Senior Commercial Officer

Agriculture, Food and Beverages; Bio-Industries; Fish and Seafood Products; Health Industries; Information and Communications Technologies; Ocean Technologies; Science and Technology

E-mail: john.sullivan@dfait-maeci.gc.ca

Mrs. Gerry Mongey

Commercial Officer/SSA

Building Products; Consumer Products; Environmental Industries; Forest Industries; Government Procurement; Rail and Urban Transit

E-mail: gerry.mongey@dfait-maeci.gc.ca

Mrs. Jan Wheeler

Commercial/Financial Assistant

E-mail: jan.wheeler@dfait-maeci.gc.ca

Israel**The Canadian Embassy in Israel**

Street Address:

3 Nirim Street
Tel Aviv, Israel, 67060

Mailing Address:

P.O. Box 9442
Tel-Aviv, Israel

Tel: (011-972-3) 636-3357

Fax: (011-972-3) 636-3385

E-Mail: taviv-td@dfait-maeci.gc.ca

Web: http://www.dfait-maeci.gc.ca/telaviv

Territories/Responsibilities: Israel

Office Hours: Mon-thu: 0800-1630 - Fri:0800-1330

Time Difference (E.S.T.): +7

Ms. Suzanne Szukits

First Secretary (Commercial)

Economic and Trade Policy; Investment Promotion / Strategic Alliances; Market Access

E-mail: taviv-td@dfait-maeci.gc.ca

Ms. Mona Mansour-Ashkar

Business Development Officer

Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Health Industries; Science and Technology

E-mail: taviv-td@dfait-maeci.gc.ca

Ms. Jessica Nachlas

Business Development Officer

Advanced Manufacturing Technologies; Aerospace and Defence; Information and Communications Technologies; Ocean Technologies; Oil and Gas Equipment and Services; Rail and Urban Transit; Service Industries and Capital Projects; Space

E-mail: taviv-td@dfait-maeci.gc.ca

Ms. Rebecca Shafrir

Business Development Officer

Advanced Materials; Arts and Cultural Industries; Automotive; Building Products; Chemicals; Consumer Products; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Plastics; Tourism

E-mail: taviv-td@dfait-maeci.gc.ca

Ms. Anat Kaminski

Program Assistant - Commercial

E-mail: taviv-td@dfait-maeci.gc.ca

Italy**Rome****The Canadian Embassy in Italy**

Street Address:

Via G.B. de Rossi 27
Rome, Italy, 00161

Tel: (011-39-06) 44598.1

Fax: (011-39-06) 445983754

E-Mail: ital-td@dfait-maeci.gc.ca

Web: www.canada.it, www.infoexport.gc.ca/it

Territories/Responsibilities: The Embassy in Rome and the Consulate General in Milan are organised on an industry sector basis as opposed to a geographic basis. Please direct enquiries to the mission identified as having specific responsibility for your industry sector. Inquiries pertaining to

Albania, Malta, and San Marino should be directed to the Embassy in Rome.

Office Hours: Monday-Friday: 09:00 - 17:30

Time Difference (E.S.T.): +6

Mr. Robert Fowler

Ambassador

E-mail: rome-gr@dfait-maeci.gc.ca

Mr. Gary Scott

Minister-Counsellor (Commercial/Economic)

Economic and Trade Policy; Investment Promotion / Strategic Alliances

Ms. Kate Starkey

Third Secretary

Chemicals; Electric Power Equipment and Services; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Oil and Gas Equipment and Services; Plastics

Ms. Patrizia Giuliotti

Business Development Officer

Agriculture, Food and Beverages; Economic and Trade Policy; Environmental Industries; Investment Promotion / Strategic Alliances; Market Access

Mr. John Picard

Senior Business Development Officer

Information and Communications Technologies; Investment Promotion / Strategic Alliances; Science and Technology

Ms. Joanne Smith

Business Development Officer

Aerospace and Defence; Automotive; Investment Promotion / Strategic Alliances; Ocean Technologies; Rail and Urban Transit; Space

Mrs. Franca Finamore

Information Center Manager

Ms. Marilisa Pigozzo

Information Center Assistant

Ms. Anna Sacco

Business Development Assistant

Milan**Consulate General of Canada in Milan**

Street Address:

Via Vittor Pisani 19
Milan, Italy, 20124

Tel: (011-39-02) 6758.1

Fax: (011-39-02) 6758.3900

E-Mail: ital-td@dfait-maeci.gc.ca

Web: www.canada.it, www.infoexport.gc.ca/it

Territories/Responsibilities: The Embassy in Rome and the Consulate General in Milan are organised on an industry sector basis as opposed to a geographic basis. Please consult the team list for each mission and direct enquiries to the mission identified as having specific responsibility for your industry sector. Inquiries pertaining to Albania, Malta, and San Marino should be directed to the Embassy in Rome.

Office Hours: Mon-Fri: 0845-1715; (Summer) Mon-Thurs 0830-1730; Fri: 0830-1300

Time Difference (E.S.T.): +6

Mr. Peter McGovern

Consul General

Government Procurement

Mrs. Stephanie Allard

Consul
Senior Trade Commissioner
Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Tourism

Ms. Sameena Qureshi

Vice Consul and Assistant Trade Commissioner
Education and e-learning
Service Industries and Capital Projects

Mr. Pier Paolo Chicco

Business Development Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products; Forest Industries; Investment Promotion / Strategic Alliances

Ms. Sandra Marchesi

Business Development Officer
Advanced Manufacturing Technologies; Advanced Materials; Bio-Industries; Health Industries; Investment Promotion / Strategic Alliances; Metals, Minerals and Related Equipment, Services and Technology

Ms. Lucia Tubaro

Business Development Officer
Building Products; Information and Communications Technologies; Investment Promotion / Strategic Alliances

Mrs. Carmen Travagin

Business Development Assistant
Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Consumer Products

Mrs. Paola Molteni

BDA-Education, educ./edutainment software, Business Immigration, Safety&Security, media relations
Service Industries and Capital Projects

Ms. Anna Marchetti

Business Development Assistant - Education, Business Immigration
Service Industries and Capital Projects

Ms. Silvia Fusé

Trade Information Centre Manager

Miss Anna Para

Consular and Business Development Assistant

Mrs. Wally D'Esposito

Information Centre Assistant

Jamaica

The Canadian High Commission in Jamaica

Street Address:
3 West Kings House Road
Kingston, Jamaica, 10

Mailing Address:
P.O. Box 1500
Kingston, Jamaica, 10
Tel: (876) 926-1500
Fax: (876) 511-3491
E-Mail: kngtn-td@dfait-maeci.gc.ca
Web: http://www.kingston.gc.ca

Territories/Responsibilities : Jamaica, Bahamas, Belize, Cayman Island, Turks and Caicos Islands

Office Hours: Mon-Thurs: 0730-1630; Fri: 0730-1300

Time Difference (E.S.T.): -1

Mr. Claudio Valle

Head Of Mission
High Commissioner
E-mail: claudio.valle@dfait-maeci.gc.ca

Mr. Robert G. Farrell

Counsellor (Commercial)
Trade Commissioner (ext. 3350)
Aerospace and Defence; Arts and Cultural Industries; Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances
E-mail: robert.farrell@dfait-maeci.gc.ca

Ms. Flavia Weir

Business Development Assistant (ext. 3351)
Aboriginal Products, Services and Technologies; Tourism
E-mail: flavia.weir@dfait-maeci.gc.ca

Miss Yasmin M. Chong

Business Development Officer (ext. 3352)
Agriculture, Food and Beverages; Economic and Trade Policy; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Rail and Urban Transit; Service Industries and Capital Projects
E-mail: yasmin.chong@dfait-maeci.gc.ca

Mr. Fabian Stewart

Business Development Officer (ext. 3353)
Advanced Manufacturing Technologies; Advanced Materials; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Forest Industries; Health Industries; Information and Communications Technologies; Plastics; Science and Technology
E-mail: fabian.stewart@dfait-maeci.gc.ca

Japan

Tokyo

The Canadian Embassy in Japan

Street Address:
7-3-38 Akasaka, Minato-ku
Tokyo, Japan, 107-8503

Mailing Address:
3-38 Akasaka, 7-Chome
Tokyo, Japan, 107-8503
Tel: (011-81-3) 5412-6200
Fax: (011-81-3) 5412-6327
E-Mail: tokyo-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/jp

Territories/Responsibilities: Japan

Office Hours: Mon-Fri: 0900-1730

Time Difference (E.S.T.): +13

Mr. Robert G. Wright

Ambassador

Mr. Mackenzie Clugston

Minister (Economic/Commercial)
Trade Commissioner
E-mail: tokyo-td@dfait-maeci.gc.ca

Mr. François Rivest

Counsellor (Commercial)
Trade Commissioner (81-3-5412-6223)
Agriculture, Food and Beverages; Building Products; Consumer Products; Electric Power Equipment and

Services; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services
E-mail: tokyo.er@dfait-maeci.gc.ca

Mr. Matthew Fraser

Second Secretary (Commercial) (81-3-5412-6267)
Trade Commissioner
Building Products; Forest Industries
E-mail: tokyo.construct@dfait-maeci.gc.ca

Mr. Masanobu Tsukada

Commercial Officer (81-3-5412-6426)
Electric Power Equipment and Services; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services
E-mail: tokyo.er@dfait-maeci.gc.ca

Ms. Masayo Umeda

Commercial Officer (81-3-5412-6440)
Building Products; Forest Industries
E-mail: tokyo.construct@dfait-maeci.gc.ca

Ms. Marimi Kasahara

Commercial Assistant (81-3-5412-6415)
Building Products; Electric Power Equipment and Services; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services
E-mail: tokyo.construct@dfait-maeci.gc.ca

Ms. Suzanne Lalonde

Counsellor (Commercial) (81-3-5412-6263)
Trade Commissioner
Agriculture, Food and Beverages; Consumer Products; Fish and Seafood Products
E-mail: tokyo.fn@dfait-maeci.gc.ca

Ms. Caroline Charette

Second Secretary (Commercial) (81-3-5412-6232)
Trade Commissioner
Agriculture, Food and Beverages
E-mail: tokyo.fn@dfait-maeci.gc.ca

Ms. Ruriko Koike

Commercial Officer (81-3-5412-6396)
Consumer Products
E-mail: tokyo.cons@dfait-maeci.gc.ca

Mr. Masao Nakai

Commercial Officer (81-3-5412-6272)
Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: tokyo.fn@dfait-maeci.gc.ca

Mr. Tsuneto Sasaki

Commercial Officer (81-3-5412-6481)
Agriculture, Food and Beverages
E-mail: tokyo.fn@dfait-maeci.gc.ca

Mr. Noboru Shimizu

Commercial Officer (81-3-5412-6482)
Agriculture, Food and Beverages
E-mail: tokyo.fn@dfait-maeci.gc.ca

Ms. Tamami Nakamura

Commercial Assistant (81-3-5412-6483)
Agriculture, Food and Beverages
E-mail: tokyo.fn@dfait-maeci.gc.ca

Ms. Kumiko Yamamoto

Commercial Assistant (81-3-5412-6377)
Agriculture, Food and Beverages; Consumer Products; Fish and Seafood Products
E-mail: tokyo.fn@dfait-maeci.gc.ca

Ms. Scarlett Si

Intern
Agriculture, Food and Beverages
E-mail: tokyo.fn@dfait-maeci.gc.ca

Ms. Deborah Lyons

Counsellor (Commercial), Trade Commissioner
(81-3-5412-6275)
Aerospace and Defence; Automotive; Environmental
Industries; Health Industries; Information and
Communications Technologies
E-mail: tokyo.htech@dfait-maeci.gc.ca

Mr. Noboru Aoki

Commercial Officer (81-3-5412-6486)
Environmental Industries
E-mail: tokyo.htech@dfait-maeci.gc.ca

Mr. Claude Demers

Second Secretary (Commercial) (81-3-5412-6264)
Trade Commissioner
Information and Communications Technologies
E-mail: tokyo.htech@dfait-maeci.gc.ca

Mr. Louis-Pierre Emond

Second Secretary (Commercial) (81-3-5412-6242)
Trade Commissioner
Bio-Industries; Environmental Industries; Health Industries
E-mail: tokyo.htech@dfait-maeci.gc.ca

Ms. Michiyo Horita

Program Planning and Advocacy Officer (81-3-5412-6452)
E-mail: tokyo.htech@dfait-maeci.gc.ca

Mr. Kojiro Ichikawa

Commercial Officer (81-3-5412-6403)
Automotive; Information and Communications Technologies
E-mail: tokyo.htech@dfait-maeci.gc.ca

Ms. Tomoki Kurihara

Commercial Officer (81-3-5412-6474)
Information and Communications Technologies
E-mail: tokyo.htech@dfait-maeci.gc.ca

Ms. June Shinagawa

Third Secretary (Commercial) (81-3-5412-6229)
Aerospace and Defence; Automotive; Space
E-mail: tokyo.htech@dfait-maeci.gc.ca

Mr. Yasujiro Yabe

Commercial Officer (81-3-5412-6292)
Aerospace and Defence; Health Industries
E-mail: tokyo.htech@dfait-maeci.gc.ca

Ms. Michiko Hasegawa

Commercial Assistant (81-3-5412-6226)
E-mail: tokyo.htech@dfait-maeci.gc.ca

Ms. Yumi Kaya

Commercial Assistant (81-3-5412-6379)
E-mail: tokyo.htech@dfait-maeci.gc.ca

Mr. Louis M. Gaëtan

Counsellor & Consul (Investment, S&T)
(81-3-5412-6270)
Trade Commissioner
E-mail: tokyo.its@dfait-maeci.gc.ca

Dr. Elizabeth Theriault

Counsellor (81-3-5412-6320)
Science and Technology
E-mail: tokyo.its@dfait-maeci.gc.ca

Mr. Duane Robson

Third Secretary (Commercial) (81-3-5412-6318)
Trade Commissioner
Investment Promotion / Strategic Alliances
E-mail: tokyo.its@dfait-maeci.gc.ca

Mr. Hiroyuki Kunitake

Commercial Officer (81-3-5412-6419)
Investment Promotion / Strategic Alliances
E-mail: tokyo.its@dfait-maeci.gc.ca

Mr. Avrom Salsberg

Technology Development Officer (81-3-5412-6350)
Bio-Industries; Information and Communications
Technologies; Investment Promotion / Strategic Alliances;
Science and Technology
E-mail: tokyo.its@dfait-maeci.gc.ca

Ms. Noriko Abe

Program Officer (81-3-5412-6430)
Science and Technology
E-mail: tokyo.its@dfait-maeci.gc.ca

Ms. Katsuko Kuroiwa

Research Officer (81-3-5412-6284)
Science and Technology
E-mail: tokyo.its@dfait-maeci.gc.ca

Ms. Yukiko Suzuki

Program Support Officer (81-3-5412-6340)
Investment Promotion / Strategic Alliances; Science and
Technology
E-mail: yukiko.suzuki@dfait-maeci.gc.ca

Ms. Mariko Takahashi

Commercial Assistant (81-3-5412-6437)
Investment Promotion / Strategic Alliances; Science and
Technology
E-mail: tokyo.its@dfait-maeci.gc.ca

Ms. Yumiko Koyama

Commercial Assistant (81-3-5412-6480)
Investment Promotion / Strategic Alliances; Science and
Technology
E-mail: tokyo.its@dfait-maeci.gc.ca

Ms. Louise Blais

Counsellor (Public Affairs) (81-3-5412-6282)
Arts and Cultural Industries
E-mail: louise.blais@dfait-maeci.gc.ca

Ms. Ryuko Iikubo

Cultural Officer (Performing and Visual Arts)
(81-3-5412-6347)
Arts and Cultural Industries
E-mail: ryuko.likubo@dfait-maeci.gc.ca

Ms. Taeko Nakayama

Cultural Officer (Film, TV & Publications) (81-3-5412-6454)
Arts and Cultural Industries
E-mail: taeko.nakayama@dfait-maeci.gc.ca

Mr. Kevin Canning

Cultural Officer (Music Promotion & Francophonie)
(81-3-5412-6421)
Arts and Cultural Industries
E-mail: kevin.canning@dfait-maeci.gc.ca

Fukuoka**Consulate of Canada in Fukuoka**

Street Address:
FT Bldg., 9F
4-8-28 Watanabe-Dori, Chuo-ku
Fukuoka, Fukuoka-ken, Japan, 810-0004
Tel: (011-81-92) 752-6055
Fax: (011-81-92) 752-6077
E-Mail: fkoka@dfait-maeci.gc.ca
Web: <http://www.fukuoka.gc.ca>

Territories/Responsibilities: Prefectures of Fukuoka,
Kagoshima, Kumamoto, Miyazaki, Nagasaki, Oita, Saga

Office Hours: Mon-Fri: 0900-1730

Time Difference (E.S.T.): +13

Ms. Josiane Simon

Consul and Trade Commissioner
Agriculture, Food and Beverages; Building Products;
Consumer Products

Mr. Kazuhiro Uemura

Trade Commissioner
Agriculture, Food and Beverages; Building Products;
Consumer Products

Ms. Noriko Hara

Office Manager

Hiroshima**Trade Section, Office of the Honorary Consul in Hiroshima**

Street Address:
#709, 5-44 Motomachi, Naka-ku,
Hiroshima, Japan, 730-0011
Tel: (011-81-82) 211-0505
Fax: (011-81-82) 211-0505
E-Mail: ctohiroshima@gol.com
Web: <http://www.dfait-maeci.gc.ca/ni-ka>

Time Difference (E.S.T.): +13

Mr. Scott McKeeman

Commercial Officer
Agriculture, Food and Beverages; Building Products;
Information and Communications Technologies; Service
Industries and Capital Projects; Tourism

Nagoya**Consulate of Canada in Nagoya**

Street Address:
Nakato Marunouchi Building, 6F
3-17-6 Marunouchi, Naka-Ku
Nagoya-Shi, Aichi Pref., Japan, 460-0002
Tel: (011-81-52) 972-0450
Fax: (011-81-52) 972-0453
E-Mail: ngoya@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/ni-ka/>

Territories/Responsibilities: Prefectures of Aichi, Gifu and
Mie

Office Hours: Mon-Fri: 0900-1730

Major Holidays: 2003-09-15, 2003-10-13, 2003-11-03,
2003-12-25

Time Difference (E.S.T.): +13

Mr. Jeff Kucharski

Consul and Trade Commissioner
Investment Promotion / Strategic Alliances
E-mail: jeff.kucharski@dfait-maeci.gc.ca

Ms. Maki Mizuhara

Commercial Officer (81-52-972-0450, Ext. 3350)
Agriculture, Food and Beverages; Bio-Industries; Building
Products; Consumer Products; Environmental Industries;
Fish and Seafood Products; Information and
Communications Technologies; Science and Technology
E-mail: maki.mizuhara@dfair-maeci.gc.ca

Mr. Charles Gardner

Commercial Officer
Agriculture, Food and Beverages; Fish and Seafood
Products
E-mail: charles.gardner@dfait-maeci.gc.ca

Ms. Shuko Nagase

Commercial Assistant
Arts and Cultural Industries
E-mail: shuko.nagase@dfait-maeci.gc.ca

Osaka

Consulate General of Canada in Osaka

Street Address:
Daisan Shoho Bldg., 12th Floor
2-2-3 Nishi-Shinsaibashi, Chuo-ku
Osaka, Osaka Pref., Japan, 542-0086

Mailing Address:
PO Box 150
Osaka Minami
Japan, 5428691

Tel: (011-81-6) 6212-4910
Fax: (011-81-6) 6212-4914
E-Mail: osaka-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/jp

Territories/Responsibilities: Prefectures of Osaka, Hyogo, Kyoto, Nara, Okayama, Shiga, Wakayama

Office Hours: Mon-Fri: 0900-1700

Time Difference (E.S.T.): +13

Ms. Tara Scheurwater

Consul and Trade Commissioner
Trade Program Manager
E-mail: osaka-td@dfait-maeci.gc.ca

Mr. Yoshio Horiuchi

Trade Commissioner
Building Products; Environmental Industries
E-mail: osaka-td@dfait-maeci.gc.ca

Mr. Kiyoji Hanasaki

Trade Commissioner
Bio-Industries; Health Industries; Information and Communications Technologies
E-mail: osaka-td@dfait-maeci.gc.ca

Mr. Toshihisa Seki

Trade Commissioner
Agriculture, Food and Beverages; Consumer Products; Fish and Seafood Products
E-mail: osaka-td@dfait-maeci.gc.ca

Ms. Junko Yo

Commercial Assistant
E-mail: osaka-td@dfait-maeci.gc.ca

Ms. Yoshiko Kimura

Commercial Assistant
E-mail: osaka-td@dfait-maeci.gc.ca

Sapporo

Trade Section, Office of the Honorary Consul in Sapporo

Street Address:
Tokyo Tatemono Bldg., 2F, Kita 7-jo Nishi 2-chome, 20-banchi, Kita-ku
20, Kita-7, Nishi-2
Sapporo City, Hokkaido, Japan, 060-0807

Mailing Address:
Tokyo Tatemono Sapporo Bldg., 2F, 20 Kita-7 Nishi 2, Kita-ku
20, Kita-7, Nishi-2
Sapporo City, Hokkaido, Japan, 060-0807

Tel: (011-81-11) 708-8702
Fax: (011-81-11) 708-8702
E-Mail: ctosapporo@gol.com
Web: http://www.infoexport.gc.ca/jp

Time Difference (E.S.T.): +13

Mr. Shinichi Tsujio

Commercial Officer
Agriculture, Food and Beverages; Bio-Industries; Building Products; Consumer Products; Information and Communications Technologies

Jordan

The Canadian Embassy in Jordan

Street Address:
Pearl of Shmeisani Bldg.
Abdul Hameed Shoman Street
Shmeisani, Amman, Jordan

Mailing Address:
P.O. Box 815403
Amman, Jordan, 11180

Tel: (011-962-6) 566-6124
Fax: (011-962-6) 567-3088
E-Mail: amman-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/jo

Territories/Responsibilities: Jordan

Office Hours: Sun-Wed: 0800-1630; Thurs: 0800-1330

Time Difference (E.S.T.): +7

Mrs. Hala R. Helou

Senior Commercial Officer

Mrs. Wafa T. Tabaishi

Commercial Officer

Kazakhstan

The Canadian Embassy in Kazakhstan

Street Address:
34 Karasai Batir (Vinogadov)
Almaty, Kazakhstan, 480100

Tel: (011-7-3272) 501151/52/53
Fax: (011-7-3272) 582493
E-Mail: almat@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/kz

Territories/Responsibilities : Kazakhstan, Kyrgyz Republic, Tajikistan

Office Hours: Mon-Fri: 0900-1730

Time Difference (E.S.T.): +11

Mr. Hector Cowan

Ambassador

Ms. Nira Shearer

Third Secretary and Vice-Consul
Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Building Products; Economic and Trade Policy; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Service Industries and Capital Projects
E-mail: nira.shearer@dfait-maeci.gc.ca

Mr. Arthur Iralin

Commercial Officer
Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Automotive; Building Products; Chemicals; Consumer Products; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Information and Communications Technologies; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Science and Technology
E-mail: arthur.iralin@dfait-maeci.gc.ca

Ms. Ada Terechshenko

Commercial Officer
Arts and Cultural Industries; Consumer Products; Economic and Trade Policy; Government Procurement; Health Industries; Liaison with International Financial Institutions; Tourism
E-mail: ada.terechshenko@dfait-maeci.gc.ca

Kenya

The Canadian High Commission in Kenya

Street Address:
Limuru Road, Gigiri
Nairobi, Kenya

Mailing Address:
P.O. Box 1013
00621 Nairobi, Kenya

Tel: (254 20) 366 3000
Fax: (011 254 20) 366-3916
E-Mail: nrobi-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/ke

Territories/Responsibilities: Kenya, Burundi, Rwanda, Somalia, Uganda, Eritrea

Office Hours: Mon-Thurs: 0730-1600; Fri: 0730-1300

Time Difference (E.S.T.): +7

Mr. Jim Wall

High Commissioner
E-mail: nrobi-td@dfait-maeci.gc.ca

Mr. Ronald Rose

Counsellor (Commercial)
E-mail: ronald.rose@dfait-maeci.gc.ca

Mr. Benjamin Wamahu

Commercial Officer
Aerospace and Defence; Advanced Materials; Chemicals; Advanced Manufacturing Technologies
E-mail: benjamin.wamahu@dfait-maeci.gc.ca

Ms. Abshiro Halake-Oyango

Commercial Officer
Agriculture, Food and Beverages; Bio-Industries; Consumer Products
E-mail: abshiro.halake-oyango@dfait-maeci.gc.ca

Ms. Charity Kabaya

Commercial Assistant
E-mail: charity.kabaya@dfait-maeci.gc.ca

Kiribati

See New Zealand

Korea, Republic**The Canadian Embassy in the Republic of Korea**

Street Address:
9th and 10th Floors, Kolon Building
45 Mugyo-Dong, Jung-gu
Seoul 100-170, Korea

Mailing Address:
P.O. Box 6299
Seoul 100-662, Korea
Tel: (011-82-2) 3455-6000
Fax: (011-82-2) 755-0686 / 774-6989
E-Mail: seoul@seoul.gc.ca
Web: <http://www.korea.gc.ca>

Office Hours: Mon-Fri: 0800-1630

Time Difference (E.S.T.): +13

Mr. Denis Comeau
Ambassador

Mr. Duane McMullen
Minister-Counsellor
Senior Trade Commissioner
E-mail: duane.mcmullen@seoul.gc.ca

Mr. Marcel R. Laneville
Counsellor
Trade Commissioner
E-mail: marcel.laneville@seoul.gc.ca

Mr. Maxim Berdichevsky
Second Secretary
Trade Commissioner
E-mail: maxim.berdichevsky@seoul.gc.ca

Mr. Y.H. Choi
Trade Commissioner
Aerospace and Defence; Automotive; Chemicals; Electric Power Equipment and Services; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Rail and Urban Transit
E-mail: yon-ho.choi@seoul.gc.ca

Mr. Sangmyun Kim
Trade Commissioner
Advanced Manufacturing Technologies; Advanced Materials; Information and Communications Technologies; Science and Technology; Space
E-mail: sangmyun.kim@seoul.gc.ca

Mr. Brooke Grantham
Third Secretary
Trade Commissioner
Building Products; Forest Industries
E-mail: brooke.grantham@seoul.gc.ca

Ms. Hyun-Ju Lim
Assistant Trade Commissioner (Fashion and Cosmetics)
Arts and Cultural Industries; Consumer Products
E-mail: hyun-ju.lim@seoul.gc.ca

Ms. Hyun-Mi Park
Assistant Trade Commissioner
Investment Promotion / Strategic Alliances; Service Industries and Capital Projects
E-mail: hyun-mi.park@seoul.gc.ca

Miss Sally Jorgensen
Counsellor & Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: sally.jorgensen@dfait-maeci.gc.ca

Mr. Jong-Hoon Kim
Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: jong-hoon.kim@seoul.gc.ca

Ms. Ok-Jin Cho
Assistant Trade Commissioner (Food and Beverages)
Consumer Products
E-mail: ok-jin.cho@seoul.gc.ca

Mr. Cliff Wulff
First Secretary (Economic Affairs - Alberta)
Managing Director - Alberta Korea Office
E-mail: cliff.wulff@seoul.gc.ca

Mr. Ha-Kyun Yoon
Commercial Officer - Alberta Korea Office
E-mail: ha-kyun.yoon@seoul.gc.ca

Kuwait**The Canadian Embassy in Kuwait**

Street Address:
Villa 24, Block 4, 24 Al-Mutawakel Street, Da'ayah
Kuwait City, Kuwait

Mailing Address:
P.O. Box 25281, Safat 13113
Kuwait City, Kuwait
Tel: (011-965) 256-3025
Fax: (011-965) 256-4167
E-Mail: kwait-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/kw>

Territories/Responsibilities: Kuwait, Qatar

Office Hours: Sat-Wed: 0730-1500

Time Difference (E.S.T.): +7

Mr. Richard Mann
Ambassador

Mr. George G. Sanderson
Counsellor (Commercial) and Consul
Program Manager
Aerospace and Defence; Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Service Industries and Capital Projects
E-mail: george.sanderson@dfait-maeci.gc.ca

Ms. Ibtissam Hajj
Senior Commercial Officer
Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Bio-Industries; Consumer Products; Fish and Seafood Products; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Ocean Technologies; Science and Technology; Service Industries and Capital Projects; Tourism

Ms. Arsenia Ferrer
Commercial Assistant

Kyrgyz Republic

see Kazakhstan

Laos

see Thailand

Latvia**The Canadian Embassy in Latvia**

Street Address:
20/22 Baznicas Street, 6th Floor
Riga, Latvia, LV 1010

Tel: (011-371) 722-6315
Fax: (011-371) 783-0140
E-Mail: irena.cirpuse@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/canadaeuropa/baltics/>

Territories/Responsibilities: Latvia, Estonia, Lithuania

Office Hours: Mon-Fri: 0900-1730

Time Difference (E.S.T.): +7

Mr. Dominique Rossetti
Counsellor (Commercial and Technical Cooperation) and Consul

Ms. Irena Cirpuse
Commercial Officer
Agriculture, Food and Beverages; Arts and Cultural Industries; Building Products; Information and Communications Technologies
E-mail: irena.cirpuse@dfait-maeci.gc.ca

Mrs. Marina Asari
Program Officer
E-mail: marina.asari@canada.ee

Mr. Egle Jurkeviciene
Consular Program Officer
E-mail: eglej@canada.lt

Lebanon**The Canadian Embassy in Lebanon**

Street Address:
43 Jal El Dib Highway, 1st Floor, Coolrite Building
Jal-el-Dib
Beirut, Lebanon

Mailing Address:
P.O. Box 60163, Jal-el-Dib
Beirut, Lebanon
Tel: (011-961) 4 - 713 900; (011-961) 4 - 710 591
Fax: (011-961) 4 - 710 595
E-Mail: berut-td@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/beirut/>

Territories/Responsibilities: Lebanon

Office Hours: Mon-Thurs:0800-1630; Fri:0800-1330

Time Difference (E.S.T.): +7

Mr. Michel Duval
Ambassador
E-mail: michel.duval@dfait-maeci.gc.ca

Mr. Carlos Miranda
First Secretary (Commercial)
Aerospace and Defence; Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access
E-mail: carlos.miranda@dfait-maeci.gc.ca

Ms. Grace Dib

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Building Products; Chemicals; Consumer Products; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Health Industries; Plastics
E-mail: grace.dib@dfait-maeci.gc.ca

Ms. Nathalie Nercessian

Information Centre Manager
Arts and Cultural Industries; Automotive; Service Industries and Capital Projects; Information and Communications Technologies
E-mail: nathalie.nercessian@dfait-maeci.gc.ca

Lesotho

see South Africa

Liberia

see Côte d'Ivoire

Libya

The Canadian Embassy in Libya

Street Address:
Al-Fateh Tower, 7th Floor
Tripoli, Libya

Mailing Address:
P.O.Box 93392, Al-Fateh Post Office
Tripoli, Libya

Tel: (011-218-21) 335-1633
Fax: (011-218-21) 335-1630
E-Mail: trpli@dfait-maeci.gc.ca

Territories/Responsibilities: Libya

Office Hours: Sun-Thurs: 0800-1530

Time Difference (E.S.T.): +6

Mr. David Viveash

Chargé d'affaires

Liechtenstein

see Switzerland

Lithuania

see Latvia

Luxembourg

see Belgium

Macao

see Hong Kong, SAR

Madagascar

see Tanzania

Malawi

see Zambia

Malaysia

The Canadian High Commission in Malaysia

Street Address:
Menara Tan & Tan, 17th Floor
207 Jalan Tun Razak
Kuala Lumpur, Malaysia

Mailing Address:
P.O. Box 10990
Kuala Lumpur, Malaysia, 50732

Tel: (011-603) 2718-3333
Fax: (011 6 03) 2718-3391
E-Mail: klmpr-td@dfait.maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/kualalumpur>

Territories/Responsibilities: Malaysia

Office Hours: Mon-Thur: 0800-1630; Fri: 0800-1330

Time Difference (E.S.T.): +12

Mr. Melvyn L. MacDonald

High Commissioner
E-mail: mel.macdonald@dfait-maeci.gc.ca

Mr. Ron Bollman

Counsellor (Commercial)
Senior Trade Commissioner
Economic and Trade Policy; Liaison with International Financial Institutions; Market Access; Science and Technology
E-mail: ronald.bollman@dfait-maeci.gc.ca

Mr. Jean-Philippe Linteau

Second Secretary (Commercial)
Trade Commissioner
Aerospace and Defence; Automotive; Environmental Industries; Government Procurement; Ocean Technologies; Rail and Urban Transit
E-mail: jean-philippe.linteau@dfait-maeci.gc.ca

Mr. Douglas A. Holland

Second Secretary (Commercial)
Trade Commissioner
Aboriginal Products, Services and Technologies; Building Products; Chemicals; Electric Power Equipment and Services; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Plastics; Service Industries and Capital Projects
E-mail: douglas.holland@dfait-maeci.gc.ca

Mr. John L. Nojey

Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials; Arts and Cultural Industries; Information and Communications Technologies
E-mail: john.nojey@dfait-maeci.gc.ca

Ms. Sharon Fam

Commercial Officer
Agriculture, Food and Beverages; Bio-Industries; Health Industries; Fish and Seafood Products; Consumer Products; Agricultural Technology and Equipment; Tourism
E-mail: sharon.fam@dfait-maeci.gc.ca

Maldives

see Sri Lanka

Mali

The Canadian Embassy in Mali

Street Address:
Route de Koulikoro, Immeuble Séméga
P.O. Box 198
Bamako, Mali

Tel: (011-223) 221-22-36
Fax: (011-223) 221-43-62
E-Mail: cheick-sadibou.keita@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ml>

Territories/Responsibilities: Mali

Office Hours: Mon-Thurs: 0730-1600; Fri: 0730-1300

Time Difference (E.S.T.): +4

Ms. Louise Ouimet

Ambassador

Mr. Cheick Sadibou Keita

Commercial Officer
E-mail: cheick-sadibou.keita@dfait-maeci.gc.ca

Malta

see Italy

Marshall Islands

see Philippines

Martinique

see Barbados

Mauritania

see Senegal

Mauritius

see South Africa

Mexico

Mexico, D.F.

The Canadian Embassy in Mexico

Street Address:
Calle Schiller no. 529, Colonia Bosque de Chapultepec
Polanco
Mexico, D.F., Mexico, 11580

Mailing Address:
Apartado Postal 105-05
Mexico, D.F., Mexico, 11580

Tel: (011 52 55) 5724-7900
Fax: (011 52 55) 5724-7982
E-Mail: trade@canada.org.mx
Web: <http://www.canada.org.mx>

Territories/Responsibilities: Mexico

Office Hours: Mon-Fri: 0845-1715

Major Holidays: <http://www.HolidayFestival.com/>

Time Difference (E.S.T.): -1

Mr. Gaëtan Lavertu

Ambassador
Head of Mission

Mrs. Geneviève des Rivières

Minister-Counsellor (Commercial/Economic)
Head of Section
Economic and Trade Policy; Government Procurement;
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions; Science and Technology
E-mail: genevieve.desrivieres@dfait-maeci.gc.ca

Mr. Emmanuel Kamarianakis

First Secretary (Commercial)
Deputy Trade Program Manager / Head of the Trade Policy
Unit
Economic and Trade Policy; Market Access
E-mail: emmanuel.kamarianakis@dfait-maeci.gc.ca

Ms. Kim O'Neil

Counsellor (Agriculture)
Trade Commissioner
Agriculture, Food and Beverages; Bio-Industries; Fish and
Seafood Products
E-mail: kim.oneil@dfait-maeci.gc.ca

Mr. Rick Savone

First Secretary
Trade Commissioner
Electric Power Equipment and Services; Environmental
Industries; Metals, Minerals and Related Equipment,
Services and Technology; Oil and Gas Equipment and
Services
E-mail: rick.savone@dfait-maeci.gc.ca

Ms. Anouk Bergeron-Laliberte

Second Secretary (Commercial)
Trade Commissioner
Aboriginal Products, Services and Technologies; Aerospace
and Defence; Arts and Cultural Industries; Automotive;
Ocean Technologies; Rail and Urban Transit
E-mail: anouk.bergeron-laliberte@dfait-maeci.gc.ca

Ms. Mary-Carmen Fernandez

Commercial Officer
Building Products; Consumer Products; Service Industries
and Capital Projects
E-mail: mary-carmen.fernandez@dfait-maeci.gc.ca

Ms. Heather Brason

Commercial Officer
Economic and Trade Policy; Government Procurement;
Market Access
E-mail: heather.brason@dfait-maeci.gc.ca

Ms. Evelyne Alcalá

Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials;
Agricultural Technology and Equipment; Bio-Industries;
Chemicals; Consumer Products; Health Industries; Plastics;
Service Industries and Capital Projects; Tourism
E-mail: evelyne.alcala@dfait-maeci.gc.ca

Mr. Alejandro Ruiz

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Bio-Industries; Fish and Seafood Products;
Forest Industries
E-mail: alejandro.ruiz@dfait-maeci.gc.ca

Ms. Rosalba Cruz

Commercial Officer
Environmental Industries; Forest Industries
E-mail: rosalba.cruz@dfait-maeci.gc.ca

Mr. Guillermo Larios

Commercial Officer
Information and Communications Technologies
E-mail: guillermo.larios@dfait-maeci.gc.ca

Ms. Lorena Ochoa

Trade Assistant
Aerospace and Defence
E-mail: lorena.ochoa@dfait-maeci.gc.ca

Guadalajara**Consulate of Canada in Guadalajara**

Street Address:
Hotel Fiesta Americana, Local 31, Aurelio Aceves No. 225,
Vallarta Poniente
31 Col. Vallarta Poniente
Guadalajara, Jalisco, Mexico, 44100

Tel: (011-52-33) 3615-6215/6266/6270
Fax: (011-52-33) 3615-8665
E-Mail: guadalajara@canada.org.mx
Web: <http://www.infoexport.gc.ca/mx/gld>

Territories/Responsibilities : States of Aguascalientes,
Jalisco, Colima, Nayarit and Sinaloa

Office Hours: Mon-Fri: 0830-1400 and 1500-1700

Major Holidays: <http://www.HolidayFestival.com/>

Time Difference (E.S.T.): -1

Ms. Joanne Lemay

Consul
Trade Commissioner
Aboriginal Products, Services and Technologies; Arts and
Cultural Industries; Investment Promotion / Strategic
Alliances; Liaison with International Financial Institutions;
Service Industries and Capital Projects
E-mail: joanne.lemay@dfait-maeci.gc.ca

Mr. Fernando F. Baños

Senior Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials;
Building Products; Chemicals; Consumer Products;
Environmental Industries; Information and Communications
Technologies; Plastics; Science and Technology
E-mail: fernando.banos@dfait-maeci.gc.ca

Mr. Juan-Carlos Muñoz

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Automotive; Bio-Industries; Consumer
Products; Forest Industries; Health Industries; Service
Industries and Capital Projects
E-mail: juan-carlos.munoz@dfait-maeci.gc.ca

Monterrey**Consulate of Canada in Monterrey**

Street Address:
Edificio Kalos C-1, suite 108 A
Zaragoza 1300 Sur
Monterrey, Nuevo León, Mexico, 64000

Mailing Address:
1300 de la Calle Zaragoza
Piso C-1, Despacho 108-A
Monterrey, Nuevo León, Mexico, 64000

Tel: (011-52-81) 8344-3200/2753
Fax: (011-52-81) 8344-3048
E-Mail: monterrey@canada.org.mx
Web: <http://www.canada.org.mx>

Territories/Responsibilities: Nuevo León, Coahuila,
Tamaulipas

Office Hours: Mon-Fri: 0900-1730

Major Holidays: <http://www.HolidayFestival.com/>

Time Difference (E.S.T.): -1

Mr. Robert Langlois

Consul and Trade Commissioner
Aboriginal Products, Services and Technologies; Rail and
Urban Transit; Service Industries and Capital Projects
E-mail: robert.langlois@dfait-maeci.gc.ca

Ms. Veronica Fernandez

Commercial Officer
Arts and Cultural Industries; Bio-Industries; Building
Products; Chemicals; Consumer Products; Electric Power
Equipment and Services; Environmental Industries; Forest
Industries; Health Industries; Oil and Gas Equipment and
Services; Plastics; Space
E-mail: veronica.fernandez@dfait-maeci.gc.ca

Mr. David Valle

Commercial Officer
Advanced Manufacturing Technologies; Agricultural
Technology and Equipment; Agriculture, Food and
Beverages; Automotive; Bio-Industries; Fish and Seafood
Products; Information and Communications Technologies;
Metals, Minerals and Related Equipment, Services and
Technology; Plastics
E-mail: david-alejandro.valle-garza@dfait-maeci.gc.ca

Ms. Carolina Fernandez

Commercial Assistant

Moldova

see Romania

Monaco

see France

Mongolia

see China

Montserrat

see Barbados

Morocco**The Canadian Embassy in Morocco**

Street Address:
13 Bis Jaâfar As-Sadik
Agdal, Rabat, Morocco

Mailing Address:
P.O. Box 709
Agdal, Rabat, Morocco

Tel: (011-212-37) 68 74 00
Fax: (011 212 37) 68 74 15 / 16
E-Mail: rabat-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ma>

Territories/Responsibilities: Morocco

Office Hours: Mon-Thurs: 0800-1730; Fri: 0800-1330

Major Holidays: 2003-11-26, 2003-11-27, 2003-12-25,
2003-12-26

Time Difference (E.S.T.): +4

Mr. Yves M. Gagnon

Ambassador

Mr. Maurice Bernier

Counsellor (Commercial)
Trade Program Manager
Economic and Trade Policy; Service Industries and Capital Projects
E-mail: maurice.bernier@dfait-maeci.gc.ca

Mr. Zouhair Kanouni

Commercial Officer
Aerospace and Defence; Agriculture, Food and Beverages; Forest Industries; Electric Power Equipment and Services; Oil and Gas Equipment and Services; Metals, Minerals and Related Equipment, Services and Technology; Fish and Seafood Products; Rail and Urban Transit
E-mail: zouhair.kanouni@dfait-maeci.gc.ca

Mrs. Asmae Amrouche

Commercial Officer
Bio-Industries; Space; Environmental Industries; Health Industries; Service Industries and Capital Projects; Plastics; Chemicals; Building Products; Advanced Manufacturing Technologies; Information and Communications Technologies
E-mail: asmae.amrouche@dfait-maeci.gc.ca

Ms. Rim El Mkinssi

Trade Assistant
Service Industries and Capital Projects; Government Procurement; Consumer Products; Tourism
E-mail: rim.elmkinssi@dfait-maeci.gc.ca

Mrs. Jamila Bentamou

Trade Assistant
Government Procurement; Service Industries and Capital Projects
E-mail: jamila.bentamou@dfait-maeci.gc.ca

Mozambique

The Canadian High Commission in Mozambique

Street Address:
Avenida Julius Nyerere, No. 1128
Maputo, Mozambique

Mailing Address:
P.O. Box 1578
Maputo, Mozambique

Tel: (011-258-1) 492-623
Fax: (011-258-1) 492-667
E-Mail: mputo-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/mz

Office Hours: Mon-Thurs: 0800-1700; Fri: 0730-1300

Time Difference (E.S.T.): +6

Mr. Laurent Charette

Counsellor

Mr. Lino Jamise

Commercial Officer

Myanmar

see Thailand

Namibia

see South Africa

Nauru

see Australia

Nepal

see India

Netherlands

The Canadian Embassy in the Netherlands

Street Address:
Sophialaan 7
2514 JP The Hague, Netherlands
Tel: (011-31-70) 311-1600
Fax: (011-31-70) 311-1682
E-Mail: hague-td@dfait-maeci.gc.ca
Web: http://www.canada.nl

Territories/Responsibilities : Netherlands

Office Hours: Mon-Fri: 0900-1730

Time Difference (E.S.T.): +6

Mr. Serge April

Ambassador
Government Procurement

Mr. Ross Miller

Counsellor (Commercial)
Aerospace and Defence

Mr. David Gill

First Secretary
Departmental Coordinator, Public Diplomacy
Automotive; Chemicals; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Plastics
E-mail: hague-td@dfait-maeci.gc.ca

Mr. Chris Rowley

Commercial Officer
Advanced Manufacturing Technologies; Building Products; Electric Power Equipment and Services; Forest Industries; Information and Communications Technologies

Mr. Diederik Beutener

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Fish and Seafood Products

Ms. Judith Baguley

Commercial Officer
Bio-Industries; Consumer Products; Environmental Industries; Health Industries; Science and Technology

Mr. Florian Riahi

Investment Officer
Investment Promotion / Strategic Alliances; Service Industries and Capital Projects

Mr. Marcel Louwman

Cultural Attaché
Arts and Cultural Industries

Ms. Melanie Ter Meulen

Education Services Officer
Service Industries and Capital Projects

Ms. Helen Liong

Commercial Assistant

Ms. Marion Wingelaar

Commercial Assistant

Ms. Viola Pinto

Division secretary

Netherlands Antilles

see Venezuela

New Caledonia

see Australia

New Zealand

Wellington

The Canadian High Commission in New Zealand

Street Address:
61 Molesworth Street, 3rd Floor
Thorndon, Wellington, New Zealand, 7301

Mailing Address:
P.O. Box 12049
Thorndon, Wellington, New Zealand

Tel: (011-64-4) 473-9577
Fax: (011-64-4) 471-2082
E-Mail: wlgtn@dfait-maeci.gc.ca
Web: http://www.wellington.gc.ca/

Territories/Responsibilities: New Zealand, Cook Islands, Fiji, Kiribati, Niue, Tonga, Tuvalu, Samoa, French Polynesia (Consular only). The High Commission in Wellington is primarily involved in market access issues when discussed between governments. Enquiries from Canadian companies regarding export marketing, technology, joint ventures and investment should be directed to the Canadian Government Trade Office, Auckland.

Office Hours: Mon-Fri: 08.30h-16.30h

Major Holidays: 2003-10-27, 2003-12-25, 2003-12-26, 2004-01-01, 2004-02-06

Time Difference (E.S.T.): +18

Mr. John F. Donaghy

High Commissioner
Head of Mission

Auckland

Canadian Consulate - Trade Office in Auckland

Street Address:
48 Emily Place
Auckland, New Zealand

Mailing Address:
P.O. Box 6186
Wellesley Street
Auckland, New Zealand

Tel: (011-64-9) 309-3690
Fax: (011-64-9) 307-3111
E-Mail: akln@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/nz

Territories/Responsibilities: New Zealand, Cook Islands, Fiji, French Polynesia, Kiribati, Niue, Tonga, Tuvalu, Samoa

Office Hours: Monday-Friday: 08.30h-16.30h

Major Holidays: 2003-09-01, 2003-10-27, 2003-12-25, 2003-12-26, 2004-01-01, 2004-01-27, 2004-02-06

Time Difference (E.S.T.): +16

Mr. Pierre-André Cusson

Consul
Trade Commissioner
Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Automotive; Building Products; Chemicals; Electric Power Equipment and Services; Environmental Industries; Government Procurement; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Space
E-mail: pierre-andre.cusson@dfait-maeci.gc.ca

Mr. Brian Emsley

Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products; Forest Industries
E-mail: brian.emsley@dfait-maeci.gc.ca

Ms. Fabienne Bovis

Commercial Assistant
Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Consumer Products
E-mail: fabienne.bovis@dfait-maeci.gc.ca

Mr. Geoff S. Fox

Business Development Manager
Bio-Industries
E-mail: geoff.fox@dfait-maeci.gc.ca

Mr. Pierre Desmarais

Trade Commissioner
E-mail: pierre.desmarais@dfait-maeci.gc.ca

Nicaragua

see Costa Rica

Niger

see Côte d'Ivoire

Nigeria**Canadian Deputy High Commission in Lagos**

Street Address:
4, Anifowoshe Street, Victoria Island
Lagos, Nigeria

Mailing Address:
P.O. Box 54506, Ikoyi
Lagos, Nigeria

Tel: (011-234-1) 262-2512/3/5
Fax: (011-234-1) 262-2516/7
E-Mail: lagos@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/ng

Territories/Responsibilities: Nigeria

Office Hours: Mon-Thurs: 0800-1630; Fri: 0800-1330

Time Difference (E.S.T.): +5

Mr. Greg Bates

Counsellor (Commercial)
Trade Commissioner
E-mail: greg.bates@dfait-maeci.gc.ca

Ms. Sylvia Koleva

Commercial Officer
E-mail: sylvia.koleva@dfait-maeci.gc.ca

Mrs. Modupe Olaniyonu

Commercial Officer
E-mail: modupe.olaniyonu@dfait-maeci.gc.ca

Niue

See New Zealand

Northern Mariana Islands

See Philippines

Norway**The Canadian Embassy in Norway**

Street Address:
Wergelandsveien 7
0244 Oslo, Norway

Tel: (011-47) 2299-5300
Fax: (011-47) 2299-5301
E-Mail: oslo-td@dfait-maeci.gc.ca
Web: http://www.canada.no

Office Hours: (Sept 1/May 31) Mon-Fri: 0830-1645; (June 1-Aug 31) Mon-Fri: 0800-1530

Time Difference (E.S.T.): +6

Ms. Shirley W. Serafini

Ambassador

Mr. Rick Stephenson

Counsellor (Commercial) and Consul
Investment Promotion / Strategic Alliances; Oil and Gas Equipment and Services
E-mail: rick.stephenson@dfait-maeci.gc.ca

Mr. Bjorn Just Hanssen

Business Development Officer
Advanced Manufacturing Technologies; Bio-Industries; Building Products; Consumer Products; Electric Power Equipment and Services; Forest Industries; Health Industries; Information and Communications Technologies; Ocean Technologies
E-mail: bjorn.hanssen@dfait-maeci.gc.ca

Mr. John Winterbourne

Business Development Officer
Aerospace and Defence; Automotive; Chemicals; Environmental Industries; Investment Promotion / Strategic Alliances; Metals, Minerals and Related Equipment, Services and Technology; Rail and Urban Transit; Science and Technology; Space
E-mail: john.winterbourne@dfait-maeci.gc.ca

Mr. Bjorn Petter Hernes

Public Affairs Officer
Arts and Cultural Industries
E-mail: bjorn.hernes@dfait-maeci.gc.ca

Mrs. Barbara C. Thorjussen

Business Development Assistant
Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: barbara.thorjussen@dfait-maeci.gc.ca

Oman

see Saudi Arabia

Pakistan**Islamabad****The Canadian High Commission in Pakistan**

Street Address:
Diplomatic Enclave, Sector G-5
Islamabad, Pakistan

Mailing Address:
P.O. Box 1042
Islamabad, Pakistan

Tel: (011-92-51) 227-9100
Fax: (011-92-51) 227-9111
E-Mail: isbad-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/pk

Territories/Responsibilities: Pakistan, Afghanistan

Office Hours: Mon-Thurs: 0800-1700; Fri: 0800-1230

Major Holidays: 2003-10-13, 2003-11-26, 2003-12-25, 2004-01-01

Time Difference (E.S.T.): +9

Ms. Margaret Huber

High Commissioner
E-mail: margaret.huber@dfait-maeci.gc.ca

Mr. Jean Stephane Couture

Senior Trade Commissioner
Economic and Trade Policy; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access
E-mail: jean-stephane.couture@dfait-maeci.gc.ca

Mr. Ahsan Ulhaq

Program Officer
Market Access
E-mail: ahsan.ulhaq@dfait-maeci.gc.ca

Mr. Ali Khan

Program Officer
Market Access
E-mail: ali.khan@dfait-maeci.gc.ca

Mrs. Cerelina Gill

Trade Assistant
E-mail: cerelina.gill@dfait-maeci.gc.ca

Karachi**Canadian Commercial Office in Karachi**

Street Address:
Beach Luxury Hotel, Suite 336, M.T. Khan Road
Karachi, Pakistan, 74000

Tel: (011-92-21) 561-0672
Fax: (011-92-21) 561-0684
E-Mail: cancom@fascom.com
Web: http://www.infoexport.gc.ca/pk

Office Hours: Mon-Fri: 0900-1700

Major Holidays: 2003-10-13, 2003-11-26 & 27, 2003-12-25

Time Difference (E.S.T.): +9

Mr. Azhar Kirmani

Commercial Officer
Environmental Industries; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Service Industries and Capital Projects
E-mail: cancom@fascom.com

Palau

See Philippines

Panama

The Canadian Embassy in Panama

Street Address:

World Trade Centre, Calle 53 Este Marbella y Calle 5 B Sur
Urbanizacion Marbella
Galeria Comercial, piso 1
Panama City, Panama

Mailing Address:

Apartado Postal 0832-2446,
Estafeta World Trade Center
Panama, Panama

Tel: (011-507) 264-7115 / 264-9731 / 265-8281

Fax: (011-507) 263-8083

E-Mail: panam@dfait-maeci.gc.ca

Web: <http://www.dfait-maeci.gc.ca/panama/>

Territories/Responsibilities: Panama

Office Hours: Mon-Thurs: 0830-1630; Fri: 0830-1330

Time Difference (E.S.T.): -1

Mr. David Adam

Ambassador

Economic and Trade Policy

E-mail: david.adam@dfait-maeci.gc.ca

Mr. Abdiel Basto

Commercial Officer

Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Economic and Trade Policy

E-mail: abdiel.basto@dfait-maeci.gc.ca

Papua New Guinea

see Australia

Paraguay

see Argentina

Peru

The Canadian Embassy in Peru

Street Address:

Calle Libertad 130
Lima 18, Peru

Mailing Address:

Casilla 18-1126, correo Miraflores
Lima, Peru

Tel: (011-511) 444-4015, 444-3893, 444-3940

Fax: (011-511) 444-4347

E-Mail: lima.commerce@dfait-maeci.gc.ca

Web: <http://www.lima.gc.ca>

Territories/Responsibilities: Peru, Bolivia

Office Hours: Jan-Feb: Mon-Tues-Thurs: 0800-1700; Wed-Fri: 0800-1300 Mar-Dec: Mon-Tues-Thurs-Fri: 0800-1700; Wed: 0800-1300

Time Difference (E.S.T.): -1

Mr. Hugues Rousseau

Ambassador

Mr. Guy Edmond Salesse

Economic and Commercial Counsellor

Program Manager

Investment Promotion / Strategic Alliances; Science and Technology

E-mail: lima.commerce@dfait-maeci.gc.ca

Ms. Barbara Nadeau

Second Secretary (Commercial)

Trade Commissioner

Economic and Trade Policy; Liaison with International Financial Institutions; Market Access

E-mail: lima.commerce@dfait-maeci.gc.ca

Mr. Oscar G. Vasquez

Senior Business Development Officer

Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Automotive; Building Products; Chemicals; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology

E-mail: lima.commerce@dfait-maeci.gc.ca

Ms. Katia Rivadeneyra

Business Development Officer

Aboriginal Products, Services and Technologies; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Consumer Products; Government Procurement; Health Industries; Information and Communications Technologies; Service Industries and Capital Projects; Tourism

E-mail: lima.commerce@dfait-maeci.gc.ca

Mrs. Mary Carmen Thomas

Commercial Assistant

E-mail: lima.commerce@dfait-maeci.gc.ca

Ms. Ariana A. Vindrola

Commercial Assistant

E-mail: lima.commerce@dfait-maeci.gc.ca

Philippines

The Canadian Embassy in the Philippines

Street Address:

8/F, Tower 2, RCB Plaza
6819 Ayala Avenue

Makati City, Metro Manila, Philippines, 1200

Mailing Address:

P.O. Box 2168, Makati Central Post Office
Makati, Metro Manila, Philippines, 1261

Tel: (011-63-2) 867-0095; 867-0137; 867-0127

Fax: (011-63-2) 810-1699

E-Mail: manil-td@dfait-maeci.gc.ca

Web: <http://www.infoexport.gc.ca/ph/>

Territories/Responsibilities: Philippines, Guam, Marshall Islands, Federated States of Micronesia, Northern Marianas, Palau, Asian Development Bank Liaison

Office Hours: Mon-Thu: 0800-1630, Fri: 0800-1330

Time Difference (E.S.T.): +12

Mr. Richard Bale

Senior Trade Commissioner

Economic and Trade Policy; Market Access; Science and Technology

E-mail: richard.bale@dfait-maeci.gc.ca

Mr. Francis Uy

Trade Commissioner (ADB Liaison)

Liaison with International Financial Institutions; Service Industries and Capital Projects

E-mail: francis.uy@dfait-maeci.gc.ca

Mr. Robert McCubbing

Trade Commissioner

Aerospace and Defence; Arts and Cultural Industries;

Investment Promotion / Strategic Alliances; Service Industries and Capital Projects; Space; Tourism

E-mail: robert.mccubbing@dfait-maeci.gc.ca

Mr. Butch Dela Cruz

Trade Commissioner

Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Consumer Products; Fish and Seafood Products; Forest Industries; Health Industries

E-mail: butch.dela-cruz@dfait-maeci.gc.ca

Mr. Ramon Yazon

Trade Commissioner

Advanced Manufacturing Technologies; Advanced Materials; Building Products; Chemicals; Electric Power Equipment and Services; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics

E-mail: ramon.yazon@dfait-maeci.gc.ca

Ms. Evelyn Rothery

Trade Commissioner

Arts and Cultural Industries; Automotive; Information and Communications Technologies; Rail and Urban Transit

E-mail: evelyn.rothery@dfait-maeci.gc.ca

Ms. Catalina Blanco

Assistant Trade Commissioner (ADB Liaison)

Liaison with International Financial Institutions; Service Industries and Capital Projects

E-mail: katie.blanco@dfait-maeci.gc.ca

Poland

The Canadian Embassy in Poland

Street Address:

ul. J. Matejki 1/5

Warsaw, Poland, 00-481

Tel: (011-48-22) 584-3360

Fax: (011-48-22) 584-3195

E-Mail: wsaw-td@dfait-maeci.gc.ca

Web: <http://www.dfait-maeci.gc.ca/warsaw/>

Territories/Responsibilities: Poland, Belarus

Office Hours: Mon-Fri: 0830-1630

Major Holidays: 2003-10-13, 2003-11-01, 2003-11-11, 2003-12-25/26, 2004-01-01, 2004-04-9/12, 2004-05-03, 2004-06-10, 2004-07-01, 2004-09-06, 2004-10-11, 2004-11-01, 2004-11-11, 2004-12-25/26.

Time Difference (E.S.T.): +6

Mr. Ralph Lysyshyn

Ambassador

Mr. Mike Ward

Counsellor (Commercial)

Senior Trade Commissioner

Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Science and Technology

E-mail: mike.ward@dfait-maeci.gc.ca

Ms. Ramona Baksh

First Secretary (Commercial)
Climate Change (NRCan)
Agricultural Technology and Equipment; Automotive;
Building Products; Electric Power Equipment and Services;
Environmental Industries; Oil and Gas Equipment and
Services
E-mail: ramona.baksh@dfait-maeci.gc.ca

Ms. Mona Ip

Second Secretary (Commercial)
Trade Commissioner
Aerospace and Defence; Arts and Cultural Industries;
Automotive; Rail and Urban Transit; Service Industries and
Capital Projects; Space
E-mail: mona.ip@dfait-maeci.gc.ca

Ms. Hanna Mroz

Business Development Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Chemicals; Fish and Seafood Products;
Information and Communications Technologies; Plastics
E-mail: hanna.mroz@dfait-maeci.gc.ca

Ms. Ewa Gawron-Dobroczyńska

Business Development Officer
Bio-Industries; Consumer Products; Environmental
Industries; Forest Industries; Health Industries
E-mail: ewa.gawron-dobroczyńska@dfait-maeci.gc.ca

Mr. Arkadiusz Wysocki

Business Development Officer
Advanced Manufacturing Technologies; Building Products;
Electric Power Equipment and Services; Forest Industries;
Metals, Minerals and Related Equipment, Services and
Technology; Ocean Technologies; Oil and Gas Equipment
and Services
E-mail: arkadiusz.wysocki@dfait-maeci.gc.ca

Ms. Jolanta Widenka

Commercial Assistant
E-mail: jolanta.widenka@dfait-maeci.gc.ca

Ms. Teresa Zielinska

Secretary, Trade Section
E-mail: teresa.zielinska@dfait-maeci.gc.ca

Ms. Malgorzata Janasik

Trade Assistant
E-mail: malgorzata.janasik@dfait-maeci.gc.ca

Ms. Angelika Gronowska

Trade Assistant - Climate Change
E-mail: angelika.gronowska@dfait-maeci.gc.ca

Portugal**The Canadian Embassy in Portugal**

Street Address:
Avenida da Liberdade, 196-200, 3rd Floor
1269-121 Lisbon, Portugal

Tel: (011-351-21) 316-4651
Fax: (011-351-21) 316-4695
E-Mail: lsbon-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/pt>

Territories/Responsibilities: Portugal, Azores, Madeira

Office Hours: Mon-Fri: 08:30-17:00

Time Difference (E.S.T.): +5

Mr. Patrick Parisot

Ambassador

Mr. John H. Broadbent

Counsellor (Commercial)

Mr. Carlos Lindo da Silva

Commercial Officer
Bio-Industries; Environmental Industries; Health Industries;
Metals, Minerals and Related Equipment, Services and
Technology; Ocean Technologies; Oil and Gas Equipment
and Services; Space; Tourism

Mrs. Fátima Carvalho

Commercial Officer
Automotive; Building Products; Chemicals; Consumer
Products; Electric Power Equipment and Services; Forest
Industries; Investment Promotion / Strategic Alliances; Rail
and Urban Transit

Mr. José Araújo Correia

Commercial Officer
Advanced Manufacturing Technologies; Aerospace and
Defence; Agriculture, Food and Beverages; Fish and
Seafood Products; Information and Communications
Technologies

Puerto Rico

see *United States of America*

Qatar

see *Kuwait*

Romania**The Canadian Embassy in Romania**

Street Address:
36 Nicolae Iorga St.
010436 Bucharest, Romania

Mailing Address:
P.O. Box 117, Post Office No. 22
Bucharest, Romania

Tel: (011-4021) 307-5093
Fax: (011 40 21) 307-5015
E-Mail: bucst-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ro>

Territories/Responsibilities: Romania, Bulgaria, Moldova

Office Hours: Mon-Thu: 0830-1300 and 1330-1700; Fri:
0830-1400

Time Difference (E.S.T.): +7

Mr. Gilles Potvin

Counsellor (Commercial)
Service Industries and Capital Projects
E-mail: bucst-td@dfait-maeci.gc.ca

Mr. Octavian Bonea

Business Development Officer
Aerospace and Defence; Agricultural Technology and
Equipment; Agriculture, Food and Beverages; Automotive;
Bio-Industries; Building Products; Fish and Seafood
Products; Forest Industries; Health Industries; Liaison with
International Financial Institutions; Market Access; Ocean
Technologies; Plastics; Rail and Urban Transit; Science and
Technology
E-mail: bucst-td@dfait-maeci.gc.ca

Mr. Valeriu Costea

Business Development Officer
Advanced Manufacturing Technologies; Electric Power
Equipment and Services; Environmental Industries;

Information and Communications Technologies; Investment
Promotion / Strategic Alliances; Market Access; Metals,
Minerals and Related Equipment, Services and Technology;
Oil and Gas Equipment and Services; Science and
Technology

E-mail: bucst-td@dfait-maeci.gc.ca

Mrs. Corina Stanesco

Business Development Assistant
Arts and Cultural Industries; Consumer Products; Service
Industries and Capital Projects
E-mail: bucst-td@dfait-maeci.gc.ca

Russia**Moscow****The Canadian Embassy in Russia**

Street Address:
23 Starokonyushenny Pereulok
Moscow, Russia, 119002

Tel: (011-7-095) 105-6000
Fax: (011 7 095) 105-6051
E-Mail: mosco-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ru>

Territories/Responsibilities: Russia, Armenia, Uzbekistan

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +8

Mr. Chris Westdal

Ambassador
E-mail: mosco@dfait-maeci.gc.ca

Mr. Graham Rush

Minister-Counsellor (Commercial)
E-mail: graham.rush@dfait-maeci.gc.ca

Mr. H. Jacob Kunzer

Counsellor (Commercial)
Metals, Minerals and Related Equipment, Services and
Technology; Oil and Gas Equipment and Services
E-mail: jacob.kunzer@dfait-maeci.gc.ca

Mr. Steven Goodinson

First Secretary (Commercial)
Trade Commissioner
Economic and Trade Policy; Fish and Seafood Products;
Health Industries; Information and Communications
Technologies; Tourism
E-mail: steven.goodinson@dfait-maeci.gc.ca

Ms. Julia Drew-Watt

Second Secretary (Commercial)
Trade Commissioner
Aerospace and Defence; Arts and Cultural Industries; Rail
and Urban Transit; Science and Technology; Space
E-mail: julia.drew-watt@dfait-maeci.gc.ca

Ms. Irina Litvinova

Business Development Officer
Automotive; Consumer Products; Electric Power Equipment
and Services; Forest Industries
E-mail: irina.litvinova@dfait-maeci.gc.ca

Mr. Valery Makarov

Business Development Officer
Building Products; Investment Promotion / Strategic
Alliances
E-mail: valery.makarov@dfait-maeci.gc.ca

Ms. Lilya Panova

Business Development Officer
Advanced Manufacturing Technologies; Chemicals;
Environmental Industries; Plastics
E-mail: lilya.panova@dfait-maeci.gc.ca

Ms. Marina Fomitcheva

Business Development Officer
Agriculture, Food and Beverages; Fish and Seafood
Products
E-mail: marina.fomitcheva@dfait-maeci.gc.ca

Mrs. Natalia Churilova

Senior Administrative Assistant (Business Development)
E-mail: natalia.churilova@dfait-maeci.gc.ca

Mrs. Valentina Kalinkina

Administrative Assistant (Business Development)
E-mail: valentina.kalinkina@dfait-maeci.gc.ca

St. Petersburg

Consulate General of Canada in St. Petersburg

Street Address:
32B Malodetskosselsky Prospect
St. Petersburg, Russia, 190013

Tel: (011-7-812) 325-8448
Fax: (011-7-812) 325 83 93
E-Mail: spurg@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ru>

Territories/Responsibilities: North-West of Russian Federation including St. Petersburg, Republic of Karelia and the regions of Archangelsk, Leningrad, Murmansk, Novgorod, Pskov

Office Hours: Mon-Fri: 0900-1700

Time Difference (E.S.T.): +8

Ms. Anna Biolik

Consul General
E-mail: anna.biolik@dfait-maeci.gc.ca

Ms. Margarita Sandal

Commercial Officer
Agriculture, Food and Beverages; Building Products;
Consumer Products; Forest Industries; Health Industries
E-mail: margarita.sandal@dfait-maeci.gc.ca

Mr. Andrei Galaev

Commercial Officer
Aerospace and Defence; Electric Power Equipment and Services; Environmental Industries; Information and Communications Technologies; Oil and Gas Equipment and Services; Rail and Urban Transit
E-mail: andrei.galaev@dfait-maeci.gc.ca

Rwanda

see Kenya

Saint Christopher and Nevis

see Barbados

Saint Lucia

see Barbados

Saint Vincent and the Grenadines

see Barbados

San Marino

see Italy

Sao Tome and Principe

see Gabon

Saudi Arabia

The Canadian Embassy in Saudi Arabia

Street Address:
Diplomatic Quarter
P.O. Box 94321
Riyadh, Saudi Arabia

Mailing Address:
P.O. Box 94321
Riyadh 11693, Saudi Arabia
Tel: (011-966-1) 488-2288
Fax: (011-966-1) 488-0137
E-Mail: ryadh-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/sa>

Territories/Responsibilities: Saudi Arabia, Bahrain, Oman, Yemen

Office Hours: Sat-Wed: 0800-1600

Time Difference (E.S.T.): +7

Mr. Roderick Bell

Ambassador

Mr. René-François Désamoré

Minister-Counsellor (Commercial)
E-mail: Rene-Francois.Desamore@dfait-maeci.gc.ca

Mr. Michael Lazaruk

Second Secretary (Commercial)
Trade Commissioner
Aerospace and Defence; Electric Power Equipment and Services; Environmental Industries; Metals, Minerals and Related Equipment, Services and Technology
E-mail: michael.lazaruk@dfait-maeci.gc.ca

Mr. Keith Kan

Third Secretary
Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Bio-Industries; Fish and Seafood Products; Service Industries and Capital Projects
E-mail: keith.kan@dfait-maeci.gc.ca

Mr. Joe M. Fakhri

Senior Commercial Officer
Automotive; Building Products; Plastics; Rail and Urban Transit; Service Industries and Capital Projects
E-mail: joe.fakhri@dfait-maeci.gc.ca

Mr. Imad Arafat

Commercial Officer
Chemicals; Information and Communications Technologies; Oil and Gas Equipment and Services
E-mail: imad.arafat@dfait-maeci.gc.ca

Mrs. Rasha Serry

Commercial Officer
Consumer Products; Forest Industries; Health Industries; Investment Promotion / Strategic Alliances
E-mail: rasha.serry@dfait-maeci.gc.ca

Senegal

The Canadian Embassy in Senegal

Street Address:
Immeuble Sorano, 4e étage
45 - 47, boulevard de la République
Dakar, Senegal

Mailing Address:
P.O. Box 3373
Dakar, Senegal

Tel: (011-221) 889-4700
Fax: (011-221) 889-4720
E-Mail: dakar-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/sn>
<http://www.dfait-maeci.gc.ca/dakar>

Territories/Responsibilities : Senegal, Cape Verde, Gambia, Guinea-Bissau, Mauritania

Office Hours: Mon-Thurs: 0800-1230 and 1315-1700;
Fri: 0800-1230

Major Holidays: 2003-10-13, 2003-12-25, 2003-12-26

Time Difference (E.S.T.): +5

Mr. Denis Thibault

Ambassador
Head of Mission
E-mail: dakar-td@dfait-maeci.gc.ca

Ms. Christine Wong

Counsellor (Commercial)
Regional Trade Commissioner
Economic and Trade Policy; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access
E-mail: dakar-td@dfait-maeci.gc.ca

Ms. Aminata Ly

Business Development Officer
Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Arts and Cultural Industries; Automotive; Bio-Industries; Building Products; Chemicals; Consumer Products; Electric Power Equipment and Services; Environmental Industries; Fish and Seafood Products; Forest Industries; Government Procurement; Health Industries; Information and Communications Technologies; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Rail and Urban Transit; Science and Technology; Service Industries and Capital Projects; Space; Tourism
E-mail: dakar-td@dfait-maeci.gc.ca

Ms. Nerisse Yapele

Business Development Assistant
E-mail: dakar-td@dfait-maeci.gc.ca

Serbia and Montenegro

Canadian Embassy in Serbia and Montenegro

Street Address:
Kneza Milosa 75
11000 Belgrade, Serbia and Montenegro

Tel: (011-381-11) 306-3070
Fax: (011-381-11) 306-3035
E-Mail: bgrad-td@dfait-maeci.gc.ca

Territories/Responsibilities: Serbia and Montenegro

Office Hours: Mon-Fri: 0800-1600

Time Difference (E.S.T.): +6

Mr. Donald P. McLennan
Ambassador

Mrs. Djurdja Ceramilac
Commercial Officer
E-mail: djurdjevka.ceramilac@dfait-maeci.gc.ca

Ms. Tatjana Grujicic
Commercial Assistant
E-mail: tatjana.grujicic@dfait-maeci.gc.ca

Seychelles

see Tanzania

Sierra Leone

see Guinea

Singapore

The Canadian High Commission in Singapore

Street Address:
14th and 15th Floors, 80 Anson Road
Singapore, Singapore, 079907

Mailing Address:
P.O. Box 845, Robinson Road
Singapore, 901645

Tel: (011-65) 6325-3200
Fax: (011-65) 6325-3294

E-Mail: spore-td@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/singapore/>

Territories/Responsibilities: Singapore

Office Hours: Mon-Thurs: 0800-1630, Fri: 0800-1330

Time Difference (E.S.T.): +12

Mr. Steven Gawreletz
Counsellor (Commercial)
Senior Trade Commissioner
Economic and Trade Policy; Investment Promotion /
Strategic Alliances; Liaison with International Financial
Institutions; Market Access

Mr. Gordon Richardson
Counsellor (Agriculture)
Regional Counsellor - ASEAN (Agriculture, Food and
Agbiotech)
Market Access; Agriculture, Food and Beverages; Fish and
Seafood Products

Mr. James Stone
Counsellor (Economic)
Regional ASEAN Economic Counsellor
Economic and Trade Policy

Ms. Anne Malepart
First Secretary (Commercial)
Cultural Trade Development Officer, Asia-Pacific Region
Arts and Cultural Industries

Mr. Jason LaTorre
Third Secretary (Commercial)
Trade Commissioner
Automotive; Environmental Industries; Investment

Promotion / Strategic Alliances; Rail and Urban Transit;
Science and Technology

Mr. Frank S.H. Quah
Business Development Officer
Aerospace and Defence; Electric Power Equipment and
Services; Building Products

Mr. Francis Chan
Business Development Officer
Agriculture, Food and Beverages; Bio-Industries; Health
Industries; Fish and Seafood Products; Consumer Products

Ms. Esther Ho
Business Development Officer
Advanced Manufacturing Technologies; Information and
Communications Technologies

Ms. Norliyah Jamal
Commercial Assistant

Ms. Pee Hong Low
Commercial Assistant

Ms. Jovina Tan
Commercial Assistant

Ms. Susan S.Y. Loke
Commercial Assistant

Miss Angela Go
Commercial Assistant

Slovak Republic

Office of the Canadian Embassy in the Slovak Republic

Street Address:
Carlton Savoy & Courtyard Buildings
7th Floor, Mostova 2
Bratislava, Slovak Republic, 811 02

Tel: (011-421-2) 5920-4031
Fax: (011-421-2) 5443-4227
E-Mail: milan.harustiak@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/prague>

Time Difference (E.S.T.): +6

Mr. Milan Harustiak
Commercial Officer
E-mail: milan.harustiak@dfait-maeci.gc.ca

Slovenia

see Hungary

Solomon Islands

see Australia

Somalia

see Kenya

South Africa

The Canadian High Commission Trade Office in Johannesburg

Street Address:
Cradock Place, 1st Floor, 10 Arnold Street, Rosebank
Johannesburg, South Africa

Mailing Address:
P.O. Box 1394, Parklands
Johannesburg, South Africa, 2121
Tel: (011-27-11) 442-3130
Fax: (011-27-11) 442-3325
E-Mail: jobrg@dfait-maeci.gc.ca
Web: <http://www.canada.co.za>

Territories/Responsibilities: South Africa, Lesotho, Mauritius,
Namibia, Swaziland

Office Hours: Mon-Thurs: 0800-1645; Fri: 0800-1330

Time Difference (E.S.T.): +6

Ms. Barbara Giacomini
Counsellor (Commercial)
Senior Trade Commissioner

Mr. Kenneth H.K. Wong
Third Secretary
Trade Commissioner

Aerospace and Defence; Agriculture, Food and Beverages;
Arts and Cultural Industries; Automotive; Consumer
Products; Fish and Seafood Products; Rail and Urban
Transit; Service Industries and Capital Projects
E-mail: jobrg@dfait-maeci.gc.ca

Mr. Israel Noko
Business Development Officer
Building Products; Environmental Industries; Health
Industries; Information and Communications Technologies
E-mail: jobrg@dfait-maeci.gc.ca

Ms. Gwenaele Coubrough
Business Development Officer
Advanced Manufacturing Technologies; Chemicals; Electric
Power Equipment and Services; Forest Industries; Metals,
Minerals and Related Equipment, Services and Technology;
Oil and Gas Equipment and Services; Plastics
E-mail: jobrg@dfait-maeci.gc.ca

Spain

Madrid

The Canadian Embassy in Spain

Street Address:
Calle Núñez de Balboa, 35
Madrid, Spain, 28001

Mailing Address:
Apartado 587
Madrid, Spain, 28080

Tel: (011-34) 91-423-32-50
Fax: (011 34) 91-423-3252
E-Mail: madrid.commerce@dfait-maeci.gc.ca
Web: <http://www.canada-es.org>

Territories/Responsibilities: Spain, Andorra

Office Hours: Mon-Fri: 0830-1730

Time Difference (E.S.T.): +6

Mr. Alain Dudoit
Ambassador
E-mail: madrid.commerce@dfait-maeci.gc.ca

Mr. Marcel Lebleu
Commercial Counsellor
E-mail: madrid.commerce@dfait-maeci.gc.ca

Mr. Isidro Garcia
Senior Commercial Officer
Bio-Industries; Building Products; Electric Power Equipment
and Services; Environmental Industries;

Investment Promotion / Strategic Alliances; Oil and Gas Equipment and Services; Science and Technology; Space
E-mail: madrid.commerce@dfait-maeci.gc.ca

Mrs. Amaya Jauregui

Commercial Officer
Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Forest Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Metals, Minerals and Related Equipment, Services and Technology; Tourism
E-mail: madrid.commerce@dfait-maeci.gc.ca

Mr. Marc L Gagnon

Commercial Officer
Advanced Manufacturing Technologies; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions; Market Access; Service Industries and Capital Projects
E-mail: madrid.commerce@dfait-maeci.gc.ca

Mr. Maximo Hurtado

Commercial Officer
Chemicals; Consumer Products; Plastics; Rail and Urban Transit; Service Industries and Capital Projects
E-mail: madrid.commerce@dfait-maeci.gc.ca

Ms. Nina Martinez

Commercial Assistant
E-mail: madrid.commerce@dfait-maeci.gc.ca

Ms. Chrystelle Carrillo

Commercial Assistant
E-mail: madrid.commerce@dfait-maeci.gc.ca

Barcelona

Consulate of Canada in Barcelona - Trade Office

Street Address:
Plaça de Catalunya 9, 1o, 2a
Barcelona, Spain, 08002
Tel: (011-34) 93-412-7236
Fax: (011 34) 93-317-0541
E-Mail: bcna@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/es

Territories/Responsibilities: The Autonomous Community of Catalonia (Spain)

Office Hours: Monday to Thursday: 08:30 - 17:30 Friday: 08:30 - 14:30

Major Holidays: 2003-12-08, 2003-12-25, 2003-12-26

Time Difference (E.S.T.): +6

Ms. Roberta O. Cross

Consul
Trade Commissioner
Investment Promotion / Strategic Alliances; Science and Technology
E-mail: bcna@dfait-maeci.gc.ca

Ms. Judit Hidalgo

Commercial Officer
Arts and Cultural Industries; Automotive; Chemicals; Environmental Industries
E-mail: bcna@dfait-maeci.gc.ca

Ms. Anne-Marie Gimeno

Receptionist / Admin. Assistant
E-mail: bcna@dfait-maeci.gc.ca

Sri Lanka

The Canadian High Commission in Sri Lanka

Street Address:
6 Gregory's Road, Cinnamon Gardens
Colombo, Sri Lanka, 07

Mailing Address:
P.O.Box 1006
Colombo, Sri Lanka, 07

Tel: (94-1) 2695841/42/43/45
Fax: (94-1) 2687049
E-Mail: clmbo@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/lk

Territories/Responsibilities: Sri Lanka, Maldives

Office Hours: Mon-Thurs: 0800-1635; Fri: 0800-1310

Time Difference (E.S.T.): +10

Ms. Valerie Raymond

High Commissioner
E-mail: clmbo@dfait-maeci.gc.ca

Mr. Sanjeeva Sellahewa

Commercial Officer
E-mail: sanjeeva.sellahewa@dfait-maeci.gc.ca

Mrs. Shyama Suraweera

Commercial Assistant
E-mail: shyama.suraweera@dfait-maeci.gc.ca

St. Martin

see Barbados

St. Pierre and Miquelon

see United States of America

Sudan

see Ethiopia

Suriname

see Guyana

Swaziland

see South Africa

Sweden

The Canadian Embassy in Sweden

Street Address:
Tegelbacken 4, 7th Floor
Stockholm, Sweden

Mailing Address:
P.O. Box 16129
Stockholm, Sweden, 103 23

Tel: (011-46-8) 453-3000
Fax: (011-46-8) 453 3016
E-Mail: stkhm-commerce@dfait-maeci.gc.ca
Web: http://www.canadaemb.se

Territories/Responsibilities: Sweden

Office Hours: Mon-Fri: 08:30-17:00, closed at lunch 12:00-13:00

Time Difference (E.S.T.): +6

Mr. Lorenz Friedlaender
Ambassador

Mr. Michael G. Virr

Counsellor (Commercial)
Aerospace and Defence; Investment Promotion / Strategic Alliances
E-mail: michael.virr@dfait-maeci.gc.ca

Ms. Inga-Lill Olsson

Business Development Officer
Advanced Manufacturing Technologies; Chemicals; Electric Power Equipment and Services; Environmental Industries; Plastics
E-mail: inga-lill.olsson@dfait-maeci.gc.ca

Ms. Maria Stenberg

Business Development Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Building Products; Consumer Products; Fish and Seafood Products; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology
E-mail: maria.stenberg@dfait-maeci.gc.ca

Mr. Euan Scott

Business Development Officer
Information and Communications Technologies
E-mail: euan.scott@dfait-maeci.gc.ca

Mr. Christian Ekström

Business Development Officer
Arts and Cultural Industries; Automotive; Bio-Industries; Health Industries; Rail and Urban Transit
E-mail: christian.ekstrom@dfait-maeci.gc.ca

Ms. Johanna Tjeder

Business Development Assistant
E-mail: johanna.tjeder@dfait-maeci.gc.ca

Ms. Frida Bjorklund

Business Development Assistant
E-mail: frida.bjorklund@dfait-maeci.gc.ca

Switzerland

The Canadian Embassy in Switzerland

Street Address:
Kirchenfeldstrasse 88
CH-3005 Berne, Switzerland

Mailing Address:
P.O. Box
CH-3000 Berne 6, Switzerland

Tel: (011-41-31) 357-32-00
Fax: (011-41-31) 357-32-10
E-Mail: bern-td@dfait-maeci.gc.ca
Web: http://www.canada-ambassade.ch

Territories/Responsibilities: Switzerland, Liechtenstein

Office Hours: (Winter) Mon-Fri: 0800-1700;(Summer) Mon-Fri: 0800-1630

Time Difference (E.S.T.): +6

Mr. Jean-Paul Hubert

Ambassador
E-mail: jean-paul.hubert@dfait-maeci.gc.ca

Mr. Gregory Kostyrsky

Counsellor (Commercial) and Consul
Economic and Trade Policy; Investment Promotion /
Strategic Alliances
E-mail: gregory.kostyrsky@dfait-maeci.gc.ca

Mr. Werner Naef

Business Development Officer
Agriculture, Food and Beverages; Bio-Industries; Building
Products; Chemicals; Electric Power Equipment and
Services; Environmental Industries; Fish and Seafood
Products; Forest Industries; Health Industries; Metals,
Minerals and Related Equipment, Services and Technology;
Oil and Gas Equipment and Services; Plastics
E-mail: werner.naef@dfait-maeci.gc.ca

Mr. Hugo Klein

Business Development Officer
Advanced Manufacturing Technologies; Aerospace and
Defence; Automotive; Information and Communications
Technologies; Rail and Urban Transit; Space
E-mail: hugo.klein@dfait-maeci.gc.ca

Mrs. Marianne Burkhard

Commercial Assistant
Consumer Products
E-mail: marianne.burkhard@dfait-maeci.gc.ca

Mrs. Lakshmi Kern

Commercial Assistant
Arts and Cultural Industries
E-mail: lakshmi.kern@dfait-maeci.gc.ca

Syria**The Canadian Embassy in Syria**

Street Address:
Mezzeh Autostrade, Lot 12
Damascus, Syria

Mailing Address:
Mezzeh Autostrade, Lot 12
P.O. Box 3394
Damascus, Syria

Tel: (011-963-11) 611-6692, 611 6851, 611 6870
Fax: (011-963-11) 611-2761, 611-4000
E-Mail: dmcus-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/sy>

Office Hours: Sun-Wed: 0800-1630; Thurs: 0800-1330

Major Holidays: 2003-10-06, 2003-11-25/26/27, 2003-12-
25, 2004-01-01, 2004-02-04/05/06/07, 2004-02-21, 2004-03-
08, 2004-03-21, 2004-04-11, 2004-04-17, 2004-05-01, 2004-
05-03, 2004-05-06, 2004-10-06

Time Difference (E.S.T.): +7

Mr. Brian Davis

Head of Mission
Ambassador
E-mail: brian.davis@dfait-maeci.gc.ca

Mr. Tracy Reynolds

Counsellor (Commercial)
Trade Commissioner
Advanced Manufacturing Technologies; Advanced Materials;
Aerospace and Defence; Agricultural Technology and
Equipment; Agriculture, Food and Beverages; Automotive;
Bio-Industries; Building Products; Chemicals; Consumer
Products; Economic and Trade Policy; Electric Power
Equipment and Services; Environmental Industries; Fish and
Seafood Products; Forest Industries; Health Industries;
Information and Communications Technologies; Market
Access; Metals, Minerals and Related Equipment, Services
and Technology; Ocean Technologies; Oil and Gas

Equipment and Services; Plastics; Rail and Urban Transit;
Science and Technology; Service Industries and Capital
Projects; Space
E-mail: tracy.reynolds@dfait-maeci.gc.ca

Mr. Nidal Bitar

Commercial Officer
Advanced Manufacturing Technologies; Agricultural
Technology and Equipment; Agriculture, Food and
Beverages; Bio-Industries; Building Products; Chemicals;
Electric Power Equipment and Services; Environmental
Industries; Forest Industries; Government Procurement;
Health Industries; Information and Communications
Technologies; Metals, Minerals and Related Equipment,
Services and Technology; Oil and Gas Equipment and
Services; Plastics; Rail and Urban Transit; Science and
Technology
E-mail: nidal.bitar@dfait-maeci.gc.ca

Ms. Rouba Khouri

Commercial Assistant
Arts and Cultural Industries; Tourism
E-mail: rouba.khouri@dfait-maeci.gc.ca

Taiwan**Canadian Trade Office in Taipei**

Street Address:
365 Fu Hsing North Road, 13th Floor
Taipei, Taiwan, 105

Tel: (011-886-2) 2544-3000
Fax: (011-886-2) 2544-3595
E-Mail: tapei-td@dfait-maeci.gc.ca
Web: <http://www.canada.org.tw>

Territories/Responsibilities: Taiwan

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +12

Mr. Edward (Ted) Lipman

Executive Director

Mr. Dave Murphy

Director, Trade & Investment
Economic and Trade Policy; Service Industries and Capital
Projects; Tourism
E-mail: dave.murphy@dfait-maeci.gc.ca

Ms. Candy Wang

Senior Commercial Assistant
E-mail: candy.wang@dfait-maeci.gc.ca

Ms. Venus, C Chen

Commercial Assistant & Information Coordinator
E-mail: venus.chen@dfait-maeci.gc.ca

Mr. Jordan Reeves

Deputy Director, (Agriculture, Fish and Seafood, Natural
Resources)
Agricultural Technology and Equipment; Market Access
E-mail: jordan.reeves@dfait-maeci.gc.ca

Ms. Angie So

Senior Commercial Officer, Agriculture & Agri-food
Agriculture, Food and Beverages; Fish and Seafood
Products
E-mail: angie.so@dfait-maeci.gc.ca

Ms. Sonia Su Fen Lee

Commercial Officer, Construction, resources and energy
Building Products; Chemicals; Electric Power Equipment
and Services; Forest Industries; Metals, Minerals and

Related Equipment, Services and Technology; Oil and Gas
Equipment and Services; Plastics
E-mail: sonia.lee@dfait-maeci.gc.ca

Ms. Pauline Chung

Commercial Assistant
E-mail: pei-ling.chung@dfait-maeci.gc.ca

Ms. Marie-Louise Hannan

Deputy Director, Advanced Technology
Aerospace and Defence; Arts and Cultural Industries;
Automotive; Ocean Technologies; Rail and Urban Transit
E-mail: marie-louise.hannan@dfait-maeci.gc.ca

Mr. James Lee

Senior Commercial Officer, Advanced Technology
Advanced Manufacturing Technologies; Advanced Materials;
Information and Communications Technologies; Space
E-mail: james.lee@dfait-maeci.gc.ca

Ms. Karen Huang

Senior Commercial Officer, Trade
Bio-Industries; Environmental Industries; Health Industries
E-mail: karen.huang@dfait-maeci.gc.ca

Ms. Sophia Tsay

Commercial Assistant
E-mail: sophia.tsay@dfait-maeci.gc.ca

Mr. Majid Dellah

Deputy Director, Investment
Investment Promotion / Strategic Alliances; Science and
Technology
E-mail: majid.dellah@dfait-maeci.gc.ca

Ms. Sylvia Shih

Commercial Officer, Investment
Government Procurement; Investment Promotion / Strategic
Alliances; Liaison with International Financial Institutions
E-mail: sylvia.shih@dfait-maeci.gc.ca

Ms. Lian Chen

Representative, Alberta Office
E-mail: lian.chen@dfait-maeci.gc.ca

Ms. Christina Yeh

Commercial Assistant, Alberta Office
E-mail: christina.yeh@dfait-maeci.gc.ca

Tajikistan

see Kazakhstan

Tanzania**The Canadian High Commission in Tanzania**

Street Address:
38 Mirambo St., Garden Ave.
Dar es Salaam, Tanzania

Mailing Address:
P.O. Box 1022
Dar es Salaam, Tanzania

Tel: (011-255-22) 211-2831
Fax: (011-255-22) 211-6897
E-Mail: dslam-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/tz>

Territories/Responsibilities : Tanzania, Comoros,
Madagascar, Seychelles

Office Hours: Mon-Thu: 0730-1600 Friday 0730-1300

Time Difference (E.S.T.): +7

Mrs. Janet Graham

High Commissioner

Mr. Jeffrey McLaren
First Secretary

Mr. Gaspar Tarimo
Senior Commercial Officer
Oil and Gas Equipment and Services
E-mail: gaspar.tarimo@dfait-maeci.gc.ca

Mr. Noel Amos
Commercial Officer
Environmental Industries; Health Industries
E-mail: noel.amos@dfait-maeci.gc.ca

Mrs. Cecilia Kiondo
Commercial Assistant
E-mail: cecilia.kiondo@dfait-maeci.gc.ca

Thailand

The Canadian Embassy in Thailand

Street Address:
15th Floor, Abdulrahim Place, 990 Rama IV Road
Bangkok, Thailand, 10500

Mailing Address:
P.O. Box 2090
Bangkok, Thailand, 10501

Tel: (011-66-2) 636-0540
Fax: (011-66-2) 636-0568
E-Mail: bngkk-td@dfait-maeci.gc.ca
Web: http://www.bangkok.gc.ca

Territories/Responsibilities: Thailand, Burma/Myanmar, Laos

Office Hours: Mon-Thurs: 0730-1615; Fri: 0730-1300

Time Difference (E.S.T.): +12

Mr. Andrew McAlister
Ambassador
E-mail: bngkk@dfait-maeci.gc.ca

Mr. Roger Bélanger
Senior Trade Commissioner
Aerospace and Defence; Economic and Trade Policy;
Investment Promotion / Strategic Alliances; Market Access
E-mail: bngkk-td@dfait-maeci.gc.ca

Mr. John Clapp
Counsellor (Commercial)
Agricultural Technology and Equipment; Bio-Industries;
Chemicals; Forest Industries; Metals, Minerals and Related
Equipment, Services and Technology; Oil and Gas
Equipment and Services
E-mail: bngkk-td@dfait-maeci.gc.ca

Ms. Colleen Baker
Third Secretary (Commercial)
Arts and Cultural Industries; Automotive; Information and
Communications Technologies; Liaison with International
Financial Institutions; Rail and Urban Transit; Service
Industries and Capital Projects
E-mail: bngkk-td@dfait-maeci.gc.ca

Mr. Thawee Thaiprasithiporn
Senior Commercial Officer
Agriculture, Food and Beverages; Plastics; Metals, Minerals
and Related Equipment, Services and Technology; Fish and
Seafood Products
E-mail: bngkk-td@dfait-maeci.gc.ca

Ms. Veena Ngaoharoenchitr
Commercial Officer
Electric Power Equipment and Services; Information and
Communications Technologies; Ocean Technologies;
Science and Technology
E-mail: bngkk-td@dfait-maeci.gc.ca

Mr. Surin Thanalerktul
Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials;
Automotive; Environmental Industries; Health Industries;
Tourism
E-mail: bngkk-td@dfait-maeci.gc.ca

Ms. Patarawan Dechaboonako
Market Information Co-ordinator
E-mail: bngkk-td@dfait-maeci.gc.ca

Ms. Thawewan Chaikyakul
Senior Commercial Assistant & Business Centre Co-
ordinator
E-mail: bngkk-td@dfait-maeci.gc.ca

Ms. Praphimphan Dumrisomkul
Commercial Assistant
E-mail: bngkk-td@dfait-maeci.gc.ca

Ms. Niparat Pornruangsap
Commercial Assistant
E-mail: bngkk-td@dfait-maeci.gc.ca

Togo

see Ghana

Tonga

See New Zealand

Trinidad and Tobago

The Canadian High Commission in Trinidad and Tobago

Street Address:
Maple House, 3-3A Sweet Briar Road
St. Clair
Port of Spain, Trinidad and Tobago

Mailing Address:
P.O. Box 1246
Port of Spain, Trinidad and Tobago

Tel: 1 (868) 622-6232
Fax: 1 (868) 628-2576
E-Mail: pspan-commerce@dfait-maeci.gc.ca
Web: http://www.portofspain.gc.ca

Office Hours: Mon-Thurs: 0730-1600; Fri: 0730-1300

Time Difference (E.S.T.): 0

Mr. Simon Wade
High Commissioner
Head of Mission
Economic and Trade Policy
E-mail: simon.wade@dfait-maeci.gc.ca

Mr. Dexter Bishop
Counsellor (Commercial)
Trade Commissioner
Economic and Trade Policy; Investment Promotion /
Strategic Alliances; Oil and Gas Equipment and Services
E-mail: dexter.bishop@dfait-maeci.gc.ca

Ms. Michaeline Narcisse
Business Development Officer
Agriculture, Food and Beverages; Building Products;
Environmental Industries; Health Industries; Information and
Communications Technologies
E-mail: michaeline.narcisse@dfait-maeci.gc.ca

Ms. Jacqueline Tardieu
Commercial Assistant
E-mail: jacqueline.tardieu@dfait-maeci.gc.ca

Tunisia

The Canadian Embassy in Tunisia

Street Address:
3 rue du Sénégal, Place d'Afrique
Tunis-Belvédère, Tunisia, 1002

Mailing Address:
P.O. Box 31
Tunis-Belvédère, Tunisia, 1002

Tel: (011-216) 71-104-050
Fax: (011-216) 71-104-193
E-Mail: tunis-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/tn

Territories/Responsibilities: Tunisia

Office Hours: Mon-Thurs: 0800-1700; Fri: 0800-1330

Time Difference (E.S.T.): +5

Mr. Jacques Simard
Ambassador
E-mail: jacques.simard@dfait-maeci.gc.ca

Mr. André Laurent Potvin
Counsellor (Commercial) and Consul
Senior Trade Commissioner
Aboriginal Products, Services and Technologies, Advanced
Manufacturing Technologies, Advanced Materials,
Aerospace and Defence, Agricultural Technology and
Equipment, Agriculture, Food and Beverages, Arts and
Cultural Industries, Automotive, Bio-Industries, Building
Products, Chemicals, Consumer Products, Economic and
Trade Policy, Electric Power Equipment and Services,
Environmental Industries, Fish and Seafood Products,
Forest Industries, Government Procurement, Health
Industries, Information and Communications Technologies,
Investment Promotion / Strategic Alliances, Liaison with
International Financial Institutions, Market Access, Metals,
Minerals and Related Equipment, Services and Technology,
Ocean Technologies, Oil and Gas Equipment and Services
Plastics, Rail and Urban Transit, Science and Technology,
Service Industries and Capital Projects, Space, Tourism
E-mail: andre.potvin@dfait-maeci.gc.ca

Mr. Eric Pelletier
Trade Commissioner
Liaison with International Financial Institutions
E-mail: eric.pelletier@dfait-maeci.gc.ca

Mr. Lassaâd Bourguiba
Senior Commercial Officer
Market Access; Aerospace and Defence; Agriculture, Food
and Beverages; Arts and Cultural Industries; Automotive;
Bio-Industries; Space; Environmental Industries; Health
Industries; Forest Industries; Service Industries and Capital
Projects; Liaison with International Financial Institutions;
Government Procurement; Advanced Materials; Electric
Power Equipment and Services; Oil and Gas Equipment and
Services; Plastics; Metals, Minerals and Related Equipment,
Services and Technology; Fish and Seafood Products;
Economic and Trade Policy; Chemicals; Consumer
Products; Building Products; Aboriginal Products, Services
and Technologies; Investment Promotion / Strategic
Alliances; Science and Technology; Advanced
Manufacturing Technologies; Information and
Communications Technologies; Ocean Technologies;
Agricultural Technology and Equipment; Tourism; Rail and
Urban Transit
E-mail: lassaad.bourguiba@dfait-maeci.gc.ca

Ms. Rachida Knaissi

Commercial Assistant
E-mail: rachida.knaissi@dfait-maeci.gc.ca

Mrs. Nathalie Ben Halima

Commercial Assistant
Office of Liaison with the African Development Bank
E-mail: nathalie.benhalima@dfait-maeci.gc.ca

Turkey**The Canadian Embassy in Turkey**

Street Address:
Nenehatun Caddesi 75
Gaziosmanpasa
06700 Ankara, Turkey

Tel: (011-90-312) 459-9200
Fax: (011-90-312) 459-9365
E-Mail: ankra-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/tr>

Territories/Responsibilities: Azerbaijan, Georgia, Turkmenistan

Office Hours: Mon-Thurs: 0830-1745; Fri: 0830-1300

Time Difference (E.S.T.): +7

Mr. Michael R. Leir

Ambassador
E-mail: michael.leir@dfait-maeci.gc.ca

Ms. Jennifer Barbarie

Counsellor (Commercial)
Program Manager
Arts and Cultural Industries; Economic and Trade Policy
E-mail: jennifer.barbarie@dfait-maeci.gc.ca

Mr. François Lasalle

Second Secretary (Commercial)
Trade Commissioner
Liaison with International Financial Institutions
E-mail: francois.lasalle@dfait-maeci.gc.ca

Mr. Can Ozguc

Senior Commercial Officer
Aboriginal Products, Services and Technologies; Advanced Manufacturing Technologies; Aerospace and Defence; Agricultural Technology and Equipment; Agriculture, Food and Beverages; Automotive; Consumer Products; Fish and Seafood Products; Information and Communications Technologies; Ocean Technologies; Rail and Urban Transit; Science and Technology; Space
E-mail: can.ozguc@dfait-maeci.gc.ca

Mr. Akin Kosetorunu

Commercial Officer
Advanced Materials; Bio-Industries; Building Products; Chemicals; Electric Power Equipment and Services; Environmental Industries; Forest Industries; Health Industries; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services; Plastics; Tourism
E-mail: akin.kosetorunu@dfait-maeci.gc.ca

Mrs. Selva Ozturk

Commercial Assistant & Win Manager
E-mail: selva.ozturk@dfait-maeci.gc.ca

Mrs. Aysel Isin

Commercial Assistant
E-mail: aysel.isin@dfait-maeci.gc.ca

Turkmenistan

see Turkey

Turks and Caicos Islands

see Jamaica

Tuvalu

See New Zealand

Uganda

see Kenya

Ukraine**The Canadian Embassy in Ukraine**

Street Address:
31 Yaroslaviv Val Street
Kyiv, Ukraine, 01 90 1

Mailing Address:
P.O. Box 205
Kyiv, Ukraine, 01034
Tel: (011-380-44) 464-1144
Fax: (011-380-44) 464-1133
E-Mail: kyiv-td@dfait-maeci.gc.ca
Web: <http://www.kyiv.gc.ca>

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): +7

Mr. Andrew Robinson

Ambassador

Ms. Terry Brophy

Counsellor (Commercial)
Senior Trade Commissioner
E-mail: terry.brophy@dfait-maeci.gc.ca

Mr. George Grushchenko

Senior Commercial Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Bio-Industries; Electric Power Equipment and Services; Fish and Seafood Products; Market Access; Oil and Gas Equipment and Services
E-mail: george.grushchenko@dfait-maeci.gc.ca

Mr. Yury Mardak

Commercial Officer
Advanced Manufacturing Technologies; Advanced Materials; Aerospace and Defence; Automotive; Building Products; Electric Power Equipment and Services; Environmental Industries; Forest Industries; Information and Communications Technologies; Market Access; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Rail and Urban Transit; Space
E-mail: yury.mardak@dfait-maeci.gc.ca

Mrs. Victoria Vinogradova

Assistant/Secretary
Bio-Industries; Consumer Products; Health Industries; Liaison with International Financial Institutions; Science and Technology
E-mail: victoria.vinogradova@dfait-maeci.gc.ca

Mrs. Natalia Melnichenko

Secretary
Arts and Cultural Industries; Chemicals; Consumer Products; Plastics; Tourism
E-mail: natalia.melnichenko@dfait-maeci.gc.ca

Mrs. Inna Tsarkova

Political/Economic Program Officer
Arts and Cultural Industries

United Arab Emirates**Abu Dhabi****The Canadian Embassy in the United Arab Emirates**

Street Address:
Villa No. 440, 26th Street
Rowdah District
Abu Dhabi, United Arab Emirates

Mailing Address:
P.O. Box 6970
Abu Dhabi, United Arab Emirates

Tel: (011-971-2) 407-1300
Fax: (011-971-2) 407-1399
E-Mail: abdbi@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ae>

Territories/Responsibilities: Emirate of Abu Dhabi, UAE

Office Hours: Sat-Wed: 0800-1600

Time Difference (E.S.T.): +8

Mr. David Hutton

Ambassador
E-mail: david.hutton@dfait-maeci.gc.ca

Mr. Shaun Wedick

First Secretary (Commercial)
Senior Trade Commissioner
(971-2-407-1331)
Aerospace and Defence; Health Industries; Investment Promotion / Strategic Alliances
E-mail: shaun.wedick@dfait-maeci.gc.ca

Ms. Nicole AbiAad Zaroubi

Senior Commercial Officer (971-2-407-1334)
Building Products; Electric Power Equipment and Services; Environmental Industries; Oil and Gas Equipment and Services
E-mail: nicole.zaroubi@dfait-maeci.gc.ca

Ms. Margaret Hogan

Education and Tourism Officer (971-2-407-1333)
Service Industries and Capital Projects
E-mail: margaret.hogan@dfait-maeci.gc.ca

Dubai**Consulate of Canada in Dubai**

Street Address:
Juma Al Majid Building,
Suite 708
Khalid Bin Al Waleed Street
Dubai, United Arab Emirates

Mailing Address:
P.O. Box 52472
Dubai, United Arab Emirates

Tel: (011-971) 4- 314-5555
Fax: (011-971) 4- 314-5556
E-Mail: dubai-td@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca/ae>

Territories/Responsibilities: Dubai and the Northern Emirates

Office Hours: Sat-Wed: 0800-1600

Time Difference (E.S.T.): +8

Ms. Anne Argyris

Head of Consulate
Consul and Senior Trade Commissioner
E-mail: anne.argyris@dfait-maeci.gc.ca

Mr. James Hannah

Consul and Trade Commissioner
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Economic and Trade Policy; Fish and Seafood Products; Market Access
E-mail: james.hannah@dfait-maeci.gc.ca

Mr. Romeo Rojas

Consul and Trade Commissioner
Aerospace and Defence; Arts and Cultural Industries; Chemicals; Consumer Products; Investment Promotion / Strategic Alliances; Plastics; Rail and Urban Transit; Service Industries and Capital Projects; Tourism
E-mail: romeo.rojas@dfait-maeci.gc.ca

Mr. Fouad Soueid

Senior Commercial Officer
Advanced Materials; Bio-Industries; Health Industries; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Metals, Minerals and Related Equipment, Services and Technology; Ocean Technologies; Science and Technology; Service Industries and Capital Projects
E-mail: fouad.soueid@dfait-maeci.gc.ca

Mrs. Sanam Shahani

Commercial Officer
Automotive; Building Products; Consumer Products; Forest Industries; Investment Promotion / Strategic Alliances; Service Industries and Capital Projects
E-mail: sanam.shahani@dfait-maeci.gc.ca

Ms. Heather Wynen

Agri-Food Program Assistant
Agricultural Technology and Equipment; Agriculture, Food and Beverages
E-mail: heather.wynen@dfait-maeci.gc.ca

Ms. Von Ries Affleck

Commercial & Public Affairs Assistant
E-mail: von.affleck@dfait-maeci.gc.ca

United Kingdom

The Canadian High Commission in the United Kingdom

Street Address:
Macdonald House
1 Grosvenor Square
London, United Kingdom
W1K 4AB

Tel: (011-44-20) 7258-6600
Fax: (011-44-20) 7258-6384
E-Mail: ldn-td@dfait-maeci.gc.ca
Web: http://www.dfait-maeci.gc.ca/canadaeuropa/united_kingdom/

Territories/Responsibilities: England, Scotland, Wales, Northern Ireland, Channel Islands, Gibraltar

Office Hours: Mon-Fri: 0900-1700

Major Holidays: 2003-12-25/26, 2004-01-01, 2004-04-09/11, 2004-05-03, 2004-05-31, 2004-07-01, 2004-08-30, 2004-09-06

Time Difference (E.S.T.): +5

Mr. Mel Cappe

High Commissioner
E-mail: mel.cappe@dfait-maeci.gc.ca

Mr. David Plunkett

Minister (Commercial/Economic)
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Michel Tetu

Counsellor (Commercial and Economic)
Economic and Trade Policy; Government Procurement; Investment Promotion / Strategic Alliances; Market Access
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Doug Nevison

Counsellor (Finance)
Liaison with International Financial Institutions
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Alex McNiven

Counsellor (Economic)
E-mail: ldn-td@dfait-maeci.gc.ca

Mrs. Nancy McNiven

First Secretary (Commercial)
Trade Commissioner
Aerospace and Defence; Automotive; Government Procurement; Ocean Technologies; Rail and Urban Transit
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Michel Côté

Second Secretary (Commercial)
Aboriginal Products, Services and Technologies; Arts and Cultural Industries
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. George Edwards

Senior Business Development Officer
Information and Communications Technologies
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Patrick Mattern

Business Development Officer
Investment Promotion / Strategic Alliances
E-mail: ldn-td@dfait-maeci.gc.ca

Ms. Michelle Gartland

Business Development Officer
Consumer Products; Environmental Industries; Health Industries
E-mail: ldn-td@dfait-maeci.gc.ca

Dr. Robert Daniel

Technology Development Officer
Advanced Manufacturing Technologies; Advanced Materials; Bio-Industries
E-mail: ldn-td@dfait-maeci.gc.ca

Ms. Louise Rousseau

Counsellor (Commercial)
Forest Industries
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Jason Kee

Business Development Officer
Building Products; Plastics; Service Industries and Capital Projects
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Simon Smith

Commercial Officer
Chemicals; Electric Power Equipment and Services; Metals, Minerals and Related Equipment, Services and Technology; Oil and Gas Equipment and Services
E-mail: ldn-td@dfait-maeci.gc.ca

Mr. Rick Cooper

Counsellor (Agriculture & Fisheries)
Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: ldn-td@dfait-maeci.gc.ca

Ms. Janet Farmer

Business Development Officer
Agricultural Technology and Equipment; Agriculture,

Food and Beverages; Fish and Seafood Products
E-mail: ldn-td@dfait-maeci.gc.ca

Ms. Ros Burrige

Business Development Officer
Agriculture, Food and Beverages
E-mail: ldn-td@dfait-maeci.gc.ca

United States of America

Washington

The Canadian Embassy in the United States of America

Street Address:
501 Pennsylvania Ave., NW
Washington, D.C., United States of America, 20001-2111
Tel: (202) 682-1740
Fax: (202) 682-7795 - (202) 682-7619

E-Mail: wshdc.infocentre@dfait-maeci.gc.ca
Web: <http://www.can-am.gc.ca/washington/>

Territories/Responsibilities: Eastern Pennsylvania, Delaware, Maryland, District of Columbia, Virginia

Office Hours: Mon-Fri: 0830-1700

Time Difference (E.S.T.): 0

Mr. Michael Kergin

Ambassador
E-mail: michael.kergin@dfait-maeci.gc.ca

Mr. Bertin Côté

Minister (Economic) and Deputy Head of Mission
E-mail: bertin.cote@dfait-maeci.gc.ca

Ms. Lynda Watson

Minister-Counsellor (Commercial)
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Lisette Ramcharan

Counsellor
Science and Technology
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Mr. Leslie Reissner

Counsellor (Commercial)
Bio-Industries; Health Industries; Investment Promotion / Strategic Alliances
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Audrey Tomick

Counsellor (Transportation Policy)
Economic and Trade Policy
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Mr. Richard Malloy

Business Development Officer (Defence)
Advanced Materials; Aerospace and Defence; Chemicals; Electric Power Equipment and Services; Ocean Technologies; Oil and Gas Equipment and Services; Plastics; Space
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Sandra Shaddick

Third Secretary (Commercial)
Agricultural Technology and Equipment; Automotive; Building Products; Environmental Industries; Forest Industries; Metals, Minerals and Related Equipment, Services and Technology; Rail and Urban Transit
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Cynthia Stevenson

Business Development Officer
Aboriginal Products, Services and Technologies;
Agriculture, Food and Beverages; Consumer Products;
Fish and Seafood Products; Service Industries and
Capital Projects
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Julie Wallace

Business Development Officer
Liaison with International Financial Institutions
E-mail: IFIWashington@dfait-maeci.gc.ca

Ms. Christine Briscoe

Program Assistant
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Mrs. Ruth Currier

Program Assistant
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Julie Mann

Program Assistant
Liaison with International Financial Institutions
E-mail: IFIWashington@dfait-maeci.gc.ca

Mrs. Helen Getka

Program Assistant
Aerospace and Defence
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Elizabeth Higgs

Program Assistant
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Ms. Janissa Wagner

Information Systems Administrator
E-mail: wshdc.infocentre@dfait-maeci.gc.ca

Mr. William Crosbie

Minister-Counsellor (Economic and Trade Policy)
Head of Section
Economic and Trade Policy
E-mail: william.crosbie@dfait-maeci.gc.ca

Mr. Paul Bailey

Counsellor (Deputy Head of Section & Softwood Lumber)
Economic and Trade Policy
E-mail: paul.bailey@dfait-maeci.gc.ca

Mr. Paul Connors

Counsellor (Energy)
Economic and Trade Policy
E-mail: paul.connors@dfait-maeci.gc.ca

Mr. Jean-Pierre Gombay

Counsellor (Minerals & Metals, Sanctions, Textiles)
Economic and Trade Policy
E-mail: jean-pierre.gombay@dfait-maeci.gc.ca

Ms. Christine Hanson

Third Secretary (Congressional / Energy)
Economic and Trade Policy
E-mail: christine.hanson@dfait-maeci.gc.ca

Mr. Douglas Heath

First Secretary (Services, Investment and Intellectual Property)
Economic and Trade Policy
E-mail: douglas.heath@dfait-maeci.gc.ca

Mr. Ron Krystynak

Counsellor (Agriculture) : Grains, oilseeds, crops
Economic and Trade Policy
E-mail: ron.krystynak@dfait-maeci.gc.ca

Mr. John Masswohl

First Secretary (Agriculture & Fisheries)
Economic and Trade Policy
E-mail: john.masswohl@dfait-maeci.gc.ca

Ms. Birgit Matthiesen

Commercial Officer (Market Access / Customs)
Economic and Trade Policy; Market Access
E-mail: birgit.matthiesen@dfait-maeci.gc.ca

Mr. Ron McMorran

Counsellor (Finance)
Economic and Trade Policy
E-mail: ron.mcmorran@dfait-maeci.gc.ca

Mr. Sean Sunderland

First Secretary (Economic)
Economic and Trade Policy
E-mail: sean.sunderland@dfait-maeci.gc.ca

Mrs. Anne Delaney

Counsellor (Cultural Affairs)
E-mail: anne.delaney@dfait-maeci.gc.ca

Ms. Anna Gibbs

Cultural Affairs Officer
Arts and Cultural Industries
E-mail: anna.gibbs@dfait-maeci.gc.ca

Atlanta**Consulate General of Canada in Atlanta**

Street Address:
1175 Peachtree Street N.E., 100 Colony Square, Suite 1700
Atlanta, Georgia, United States of America, 30361-6205

Tel: (404) 532-2000
Fax: (404) 532-2050
E-Mail: atnta-td@dfait-maeci.gc.ca
Web: <http://www.atlanta.gc.ca>

Territories/Responsibilities: Georgia, Alabama, Mississippi,
North Carolina, South Carolina, Tennessee

Office Hours: Mon-Fri: 0830-1645

Major Holidays: 2003-10-13, 2003-11-27, 2003-12-25,
2003-12-26

Time Difference (E.S.T.): 0

Mr. Malcolm McKechnie

Consul General
E-mail: malcolm.mckechnie@dfait-maeci.gc.ca

Mr. Greg Goldhawk

Deputy Consul General and Senior Trade Commissioner
Investment Promotion / Strategic Alliances
E-mail: greg.goldhawk@dfait-maeci.gc.ca

Mr. Michael Flaherty

Consul
Trade Commissioner and Investment Officer
Automotive; Rail and Urban Transit
E-mail: michael.flaherty@dfait-maeci.gc.ca

Mr. Steve Flamm

Business Development Officer
Aerospace and Defence; Information and Communications
Technologies; Oil and Gas Equipment and Services; Service
Industries and Capital Projects
E-mail: steve.flamm@dfait-maeci.gc.ca

Ms. Mary Louise Goodie

Business Development Officer
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Bio-Industries; Fish and Seafood Products;
Health Industries; Ocean Technologies
E-mail: mary.louise.goodie@dfait-maeci.gc.ca

Mr. William Stolz

Business Development Officer
Advanced Manufacturing Technologies; Building Products;
Environmental Industries; Forest Industries
E-mail: william.stolz@dfait-maeci.gc.ca

Ms. Sylvie Racine

Market Information Coordinator
Consumer Products
E-mail: sylvie.racine@dfait-maeci.gc.ca

Mr. Roderick Macneil

Market Information Specialist
E-mail: roderick.macneil@dfait-maeci.gc.ca

Boston**Consulate General of Canada in Boston**

Street Address:
3 Copley Place, Suite 400
Boston, Massachusetts, United States of America, 02116

Tel: (617) 262-3760
Fax: (617) 262-3415
E-Mail: boston.commerce@dfait-maeci.gc.ca
Web: <http://www.boston.gc.ca>

Territories/Responsibilities: Massachusetts, Maine, New
Hampshire, Rhode Island, Vermont; Other: Saint-Pierre-et-
Miquelon

Office Hours: Mon-Fri: 0845-1700

Time Difference (E.S.T.): 0

Hon. Ronald Irwin

Consul General

Mr. Robert Noble

Deputy Consul General and Senior Trade Commissioner

Mr. Bruno Hamel

Consul, Investment
Investment Promotion / Strategic Alliances

Ms. Dina Santos

Vice Consul and Assistant Trade Commissioner

Mr. Martin Robichaud

Business Development Officer
Aerospace and Defence; Automotive; Environmental
Industries; Forest Industries; Oil and Gas Equipment and
Services; Metals, Minerals and Related Equipment, Services
and Technology; Building Products; Advanced
Manufacturing Technologies; Rail and Urban Transit

Ms. Christine Sarkisian

Business Development Officer
Arts and Cultural Industries; Bio-Industries; Health Industries

Ms. Colette Leborg

Business Development Officer
Agriculture, Food and Beverages; Consumer Products; Fish
and Seafood Products

Mr. John Rodolico

Business Development Officer
Information and Communications Technologies; Ocean
Technologies

Ms. Blaire Driscoll

Coordinator, Market Information Centre

Ms. Jean Gillis

Business Development Assistant

Ms. Linda Mazurek

Business Development Assistant

Buffalo

Consulate General of Canada in Buffalo

Street Address:
HSBC Center, Suite 3000
Buffalo, New York, United States of America, 14203-2884
Tel: (716) 858-9500
Fax: (716) 852-4340
E-Mail: bfalo-td@dfait-maeci.gc.ca
Web: <http://www.can-am.gc.ca/buffalo>

Territories/Responsibilities: Upstate New York, Western Pennsylvania, West Virginia

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): 0

Mr. Roger Marsham

Consul General
Head of Mission

Mr. Tom Bearss

Consul and Senior Trade Commissioner
Economic and Trade Policy; Investment Promotion / Strategic Alliances

Mrs. Marcia Grove

Business Development Officer
Agriculture, Food and Beverages; Building Products

Ms. Mary Mokka

Business Development Officer
Bio-Industries; Environmental Industries; Health Industries

Mr. Jay Mileham

Business Development Officer
Advanced Manufacturing Technologies; Advanced Materials; Information and Communications Technologies; Plastics

Mrs. Josephine Corneck

Sr. Business Development Assistant
Arts and Cultural Industries; Consumer Products; Service Industries and Capital Projects

Mr. Andrew Beaton

Business Development Assistant
Consumer Products

Chicago

Consulate General of Canada in Chicago

Street Address:
180 North Stetson Avenue, Suite 2400
Chicago, Illinois, United States of America, 60601
Tel: (312) 616-1860
Fax: (312) 616-1878
E-Mail: chcgo-td@dfait-maeci.gc.ca
Web: <http://www.dfait-maeci.gc.ca/chicago>

Territories/Responsibilities: Illinois, Missouri, Wisconsin

Office Hours: Mon-Fri: 0830-1630

Major Holidays: 2003-10-14, 2003-11-27, 2003-11-28, 2003-12-25, 2003-12-26, 2004-01-01, 2004-04-09, 2004-05-31, 2004-07-01, 2004-07-04

Time Difference (E.S.T.): -1

Ms. Anne Charles

Consul General
E-mail: anne.charles@dfait-maeci.gc.ca

Mr. Thomas Marr

Deputy Consul General and Senior Trade Commissioner
Economic and Trade Policy
E-mail: thomas.marr@dfait-maeci.gc.ca

Mr. Murray Hardie

Consul and Trade Commissioner (Investment Promotion)
Investment Promotion / Strategic Alliances
E-mail: murray.hardie@dfait-maeci.gc.ca

Ms. Ann Rosen

Business Development Officer
Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Consumer Products; Rail and Urban Transit
E-mail: ann.rosen@dfait-maeci.gc.ca

Ms. Chris Bigall

Business Development Officer
Bio-Industries; Environmental Industries; Health Industries
E-mail: chris.bigall@dfait-maeci.gc.ca

Ms. Cathy Cameron

Business Development Officer
Agricultural Technology and Equipment; Agriculture, Food and Beverages; Fish and Seafood Products
E-mail: cathy.cameron@dfait-maeci.gc.ca

Ms. Deborah Ceilin

Investment Development Officer
Investment Promotion / Strategic Alliances
E-mail: deborah.ceilin@dfait-maeci.gc.ca

Mr. Trevor Smith

Sr. Business Development Officer
Advanced Manufacturing Technologies; Aerospace and Defence; Building Products; Chemicals; Electric Power Equipment and Services; Oil and Gas Equipment and Services; Plastics; Service Industries and Capital Projects
E-mail: trevor.j.smith@dfait-maeci.gc.ca

Ms. Connie Erickson

Senior Business Development Assistant
E-mail: connie.erickson@dfait-maeci.gc.ca

Ms. Holly Inoshita

Business Development Assistant
E-mail: holly.inoshita@dfait-maeci.gc.ca

Dallas

Consulate General of Canada in Dallas

Street Address:
750 North St. Paul Street
Suite 1700
Dallas, Texas, United States of America, 75201
Tel: (214) 922-9806
Fax: (214) 922-9815
E-Mail: dalas-td@dfait-maeci.gc.ca
Web: <http://www.can-am.gc.ca/dallas>

Territories/Responsibilities: Texas, Arkansas, Kansas, Louisiana, New Mexico, Oklahoma

Office Hours: Mon-Fri: 0830-1700

Major Holidays: 2003-10-13, 2003-11-27, 2003-11-28, 2003-12-25, 2003-12-26

Time Difference (E.S.T.): -1

Mr. Jean-Michel Roy

Consul General
HOM
E-mail: jean-michel.roy@dfait-maeci.gc.ca

Ms. Marcy Grossman

Senior Trade Commissioner
Investment Promotion / Strategic Alliances
E-mail: marcy.grossman@dfait-maeci.gc.ca

Mr. Richard Crouch

Trade Commissioner and Consul
Aerospace and Defence; Automotive; Health Industries; Rail and Urban Transit
E-mail: richard.crouch@dfait-maeci.gc.ca

Mr. Michael Mendoza

Business Development Officer
Advanced Materials; Information and Communications Technologies; Investment Promotion / Strategic Alliances; Service Industries and Capital Projects
E-mail: michael.mendoza@dfait-maeci.gc.ca

Ms. Laura Aune

Business Development Officer
Agriculture, Food and Beverages; Arts and Cultural Industries; Forest Industries; Consumer Products; Building Products; Agricultural Technology and Equipment
E-mail: laura.aune@dfait-maeci.gc.ca

Ms. Maryanne Tidwell

Business Development Officer
Environmental Industries; Oil and Gas Equipment and Services
E-mail: maryanne.tidwell@dfait-maeci.gc.ca

Ms. Gloria Coley

Business Development Assistant
E-mail: gloria.coley@dfait-maeci.gc.ca

Ms. Annie-Pier Bourdeau

Business Development Assistant
E-mail: annie-pier.bourdeau@dfait-maeci.gc.ca

Denver

Consulate of Canada in Denver

Street Address:
Suite 400, 1400 16th Street
Denver, Colorado, United States of America, 80202
Tel: (720) 932-8222
Fax: (720) 932-8271
E-Mail: doug.paterson@dfait-maeci.gc.ca
Web: <http://www.infoexport.gc.ca>

Territories/Responsibilities: Colorado, Montana, Wyoming, Utah

Mr. Douglas Paterson

Consul and Senior Trade Commissioner
E-mail: doug.paterson@dfait-maeci.gc.ca

Detroit

Consulate General of Canada in Detroit

Street Address:
600 Renaissance Center, Suite 1100
Detroit, Michigan, United States of America, 48243-1798
Tel: (313) 567-2340
Fax: (313) 567-2164
E-Mail: dtrot-td@dfait-maeci.gc.ca
Web: <http://www.can-am.gc.ca/detroit>

Territories/Responsibilities: Michigan, Indiana, Kentucky, Ohio

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): 0

Mr. Rocco Delvecchio

Consul General
E-mail: rocco.delvecchio@dfait-maeci.gc.ca

Mr. Douglas Bingeman

Consul and Senior Trade Commissioner
Economic and Trade Policy
E-mail: douglas.bingeman@dfait-maeci.gc.ca

Mr. John Schofield

Consul and Trade Commissioner
Consul, Deputy Program Manager
Consumer Products
E-mail: john.schofield@dfait-maeci.gc.ca

Mr. Ralph Reich

International Trade Officer (313-446-7016)
Aerospace and Defence; Bio-Industries; Environmental
Industries; Health Industries
E-mail: ralph.reich@dfait-maeci.gc.ca

Ms. Anne Cascadden

Business Development Officer (313-446-7017)
Automotive; Rail and Urban Transit
E-mail: anne.cascadden@dfait-maeci.gc.ca

Mr. Keith Jozwik

International Trade Officer (313-446-7022)
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Fish and Seafood Products
E-mail: keith.jozwik@dfait-maeci.gc.ca

Mr. Thomas Quinn

International Trade Officer (313-446-7024)
Government Procurement; Information and Communications
Technologies; Service Industries and Capital Projects
E-mail: tom.quinn@dfait-maeci.gc.ca

Mr. John Bufton

Investment Officer (313-446-7023)
Investment Promotion / Strategic Alliances
E-mail: john.bufton@dfait-maeci.gc.ca

Mr. Rainer Kunau

International Trade Officer (313-446-7015)
Advanced Manufacturing Technologies; Advanced Materials;
Plastics
E-mail: rainer.kunau@dfait-maeci.gc.ca

Mr. Drew Dilkens

International Trade Officer (313-446-7026)
Building Products; Forest Industries
E-mail: drew.dilkens@dfait-maeci.gc.ca

Los Angeles**Consulate General of Canada in Los Angeles**

Street Address:
550 South Hope Street, 9th Floor
Los Angeles, California
United States of America, 90071-2627

Tel: (213) 346-2700
Fax: (213) 346-2767
E-Mail: lngls-td@dfait-maeci.gc.ca
Web: http://www.losangeles.gc.ca

Territories/Responsibilities: California, Arizona, Hawaii,
Nevada, Utah

Office Hours: Mon-Thurs: 0830-1630

Time Difference (E.S.T.): -3

Mr. Colin Robertson

Consul General
E-mail: cal.info@dfait-maeci.gc.ca

Ms. Nancy Bresolin

Deputy Consul General
Senior Trade Commissioner
E-mail: cal.info@dfait-maeci.gc.ca

Mr. Zulfi Sadeque

Consul and Trade Commissioner
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions
E-mail: cal.info@dfait-maeci.gc.ca

Mr. David Bostwick

Consul and Trade Commissioner
Aboriginal Products, Services and Technologies; Advanced
Materials; Automotive; Building Products; Chemicals;
Economic and Trade Policy; Electric Power Equipment and
Services; Environmental Industries; Forest Industries;
Market Access; Metals, Minerals and Related Equipment,
Services and Technology; Ocean Technologies; Oil and Gas
Equipment and Services; Plastics; Rail and Urban Transit;
Service Industries and Capital Projects
E-mail: cal.info@dfait-maeci.gc.ca

Ms. Jennifer Price

Trade Commissioner
Arts and Cultural Industries
E-mail: cal.info@dfait-maeci.gc.ca

Mr. Carl Light

Business Development Officer
Aboriginal Products, Services and Technologies; Agriculture,
Food and Beverages; Consumer Products; Fish and
Seafood Products
E-mail: cal.info@dfait-maeci.gc.ca

Mr. Jeffrey Gray

Business Development Officer
Advanced Manufacturing Technologies; Aerospace and
Defence; Government Procurement; Space
E-mail: cal.info@dfait-maeci.gc.ca

Mr. Thomas Palamides

Business Development Officer
Health Industries; Information and Communications
Technologies
E-mail: cal.info@dfait-maeci.gc.ca

Ms. Caroline Busch

InfoCentre Coordinator
Agricultural Technology and Equipment; Automotive;
Building Products; Chemicals; Electric Power Equipment
and Services; Environmental Industries; Forest Industries;
Metals, Minerals and Related Equipment, Services and
Technology; Oil and Gas Equipment and Services; Rail and
Urban Transit
E-mail: cal.info@dfait-maeci.gc.ca

Ms. Cristina Decastro

Business Development Assistant
E-mail: cal.info@dfait-maeci.gc.ca

Ms. Lise Gauthier

Business Development Assistant
E-mail: cal.info@dfait-maeci.gc.ca

Ms. Linda Leszczynski

Business Development Assistant
E-mail: cal.info@dfait-maeci.gc.ca

Miami**Consulate General of Canada in Miami**

Street Address:
200 South Biscayne Boulevard
Suite 1600, Wachovia Financial Center
Miami, Florida, United States of America, 33131

Tel: (305) 579-1600
Fax: (305) 374-6774
E-Mail: miami-td@dfait-maeci.gc.ca
Web: http://www.dfait-maeci.gc.ca/can-am/miami/

Territories/Responsibilities: Florida

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): 0

Mr. Anthony Knill

Consul General
E-mail: anthony.knill@dfait-maeci.gc.ca

Ms. Sophie Legendre

Consul
Senior Trade Commissioner
Health Industries; Information and Communications
Technologies
E-mail: sophie.legendre@dfait-maeci.gc.ca

Ms. Margaret Cullen

Trade Commissioner
Agriculture, Food and Beverages; Building Products; Fish
and Seafood Products; Service Industries and Capital
Projects
E-mail: margaret.cullen@dfait-maeci.gc.ca

Mrs. Jennifer Schneider

Assistant Trade Commissioner
Consumer Products
E-mail: jennifer.schneider@dfait-maeci.gc.ca

Minneapolis**Consulate General of Canada in Minneapolis**

Street Address:
701 Fourth Avenue South, Suite 900
Minneapolis, Minnesota, U.S.A., 55415-1899

Tel: (612) 333-4641
Fax: (612) 332-4061
E-Mail: mnpls-td@dfait-maeci.gc.ca
Web: http://www.minneapolis.gc.ca

Territories/Responsibilities: Minnesota, Colorado, Iowa
(except the Quad-Cities), Montana, Nebraska, North Dakota,
South Dakota, Wyoming

Office Hours: Mon-Fri: 0830-1630

Time Difference (E.S.T.): -1

Mr. Christopher Thomson

Consul General
E-mail: christopher.thomson@dfait-maeci.gc.ca

Mr. Roman Borowyk

Deputy Consul General and Senior Trade Commissioner
(612-492-2909)
E-mail: roman.borowyk@dfait-maeci.gc.ca

Mr. Aladin Legault D'Auteuil

Consul and Trade Commissioner (612-492-2913)
Aerospace and Defence; Electric Power Equipment and
Services; Investment Promotion / Strategic Alliances;
Metals, Minerals and Related Equipment, Services and
Technology; Oil and Gas Equipment and Services
E-mail: aladin.legault-dauteuil@dfait-maeci.gc.ca

Ms. Dana Boyle

Business Development Officer (612-492-2916)
Bio-Industries; Environmental Industries; Health Industries
E-mail: dana.boyle@dfait-maeci.gc.ca

Mr. Kent Jensen

Business Development Officer (612-492-2915)
Agriculture, Food and Beverages; Building Products; Fish and Seafood Products
E-mail: kent.jensen@dfait-maeci.gc.ca

Ms. Katherine Saba

Business Development Officer (612-492-2914)
Information and Communications Technologies
E-mail: katherine.saba@dfait-maeci.gc.ca

Ms. Karla Beeck

Senior Business Development Assistant (612-492-2910)
Advanced Manufacturing Technologies; Agricultural Technology and Equipment; Automotive; Plastics; Rail and Urban Transit
E-mail: karla.beeck@dfait-maeci.gc.ca

Ms. Gayle Mohrbacker

Business Development Assistant (612-492-2912)
Aboriginal Products, Services and Technologies; Arts and Cultural Industries; Consumer Products
E-mail: gayle.mohrbacker@dfait-maeci.gc.ca

New York

Consulate General of Canada in New York

Street Address:
1251 Ave. of the Americas
New York, New York, United States of America, 10020-1175
Tel: (212) 596-1650
Fax: (212) 596-1793
E-Mail: commerce@canapple.com
Web: http://www.can-am.gc.ca/cngny

Territories/Responsibilities: Eastern and Southern parts of New York State, Connecticut, New Jersey; Other: Bermuda

Office Hours: Mon-Fri: 0845-1700

Time Difference (E.S.T.): 0

Ms. Pamela Wallin

Consul General

Mr. Brian Schumacher

Deputy Consul General
E-mail: commerce@canapple.com

Mr. Alan Minz

Consul (Investment and Corporate Relations)
Investment Promotion / Strategic Alliances
E-mail: commerce@canapple.com

Mr. Jeffrey Crossman

Consul & Trade Commissioner
Arts and Cultural Industries
E-mail: commerce@canapple.com

Mr. Philippe Wahba

Business Development Officer
Information and Communications Technologies
E-mail: commerce@canapple.com

Mr. Robert Bult

Investment Officer
Investment Promotion / Strategic Alliances
E-mail: commerce@canapple.com

Mr. John McCabe

Business Development Officer
Consumer Products
E-mail: commerce@canapple.com

Mr. Eric Cloutier

Business Development Officer
Agriculture, Food and Beverages; Building Products; Fish and Seafood Products
E-mail: commerce@canapple.com

Ms. Nancy Kwong

Business Development Coordinator
Automotive; Building Products
E-mail: commerce@canapple.com

Ms. Patricia Palao

Business Development Assistant -Cultural Industries/Info
E-mail: commerce@canapple.com

Ms. Doris Quinde

Investment Program Assistant
Investment Promotion / Strategic Alliances
E-mail: commerce@canapple.com

Ms. Régine Clement

Business Development Officer
Bio-Industries; Health industries
E-mail: commerce@canapple.com

Princeton

Canadian Government Trade Office in Princeton

Street Address:
10 Skyfield Drive
Princeton, New Jersey
United States of America, 08540-7403
Tel: (609) 333-9940
Fax: (609) 333-9943
E-Mail: cngny-td@dfait-maeci.gc.ca
Web: http://newyork.gc.ca

Office Hours: Mon-Fri: 0845-1700

Time Difference (E.S.T.): 0

Mr. Tab Borden

Consul and Trade Commissioner
Bio-Industries
E-mail: commerce@canapple.com

Raleigh-Durham

Consulate of Canada in Raleigh-Durham

Street Address:
3737 Glenwood Ave., Suite 104
Raleigh, North Carolina
United States of America, 27612
Tel: (919) 573-1808
Fax: (919) 573-1808
E-Mail: atnta-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca

Mr. Louis Boisvert

Consul and Senior Trade Commissioner
Investment Promotion / Strategic Alliances; Liaison with International Financial Institutions

San Francisco / Silicon Valley

Canadian Consulate Trade Office - San Francisco/Silicon Valley

Street Address:
555 Montgomery St., #1288, San Francisco, CA 94111
333 W. San Carlos St., #945, San Jose, CA 95110
United States of America

Tel: San Francisco: (415) 834-3180
Silicon Valley: (408) 289-1157
Fax: San Francisco: (415) 834-3189
Silicon Valley: (408) 289-1168
E-Mail: sfran@dfait-maeci.gc.ca
sjusa@dfait-maeci.gc.ca
Web: http://sanfrancisco.gc.ca
http://siliconvalley.gc.ca

Time Difference (E.S.T.): -3

Ms. Darcee Munroe

Consul and Trade Commissioner (415) 834-3180 x3200
E-mail: darcee.munroe@dfait-maeci.gc.ca

Mr. Andrew Keenan

Consul & Trade Commissioner (408) 289-1157 x3200
Investment Promotion / Strategic Alliances
E-mail: andrew.keenan@dfait-maeci.gc.ca

Mr. Andrew Scouler

Business Development Officer (408) 394-6143
Information and Communications Technologies
E-mail: andrew.scouler@dfait-maeci.gc.ca

Mr. Andrew Thompson

Public Affairs Officer (415) 834-3180 x3250
E-mail: andrew.thompson@dfait-maeci.gc.ca

Mr. Arash Davallou

Business Development Officer (415) 834-3180 x3350
Bio-Industries; Health Industries
E-mail: arash.davallou@dfait-maeci.gc.ca

Mr. Dario Cruz

Business Development Assistant (408) 289-1157 x3000
E-mail: dario.cruz@dfait-maeci.gc.ca

Ms. Lisa Stockley

Business Development Assistant (415) 834-3180 x 3352
E-mail: lisa.stockley@dfait-maeci.gc.ca

Ms. Céline Beaugard

Business Development Assistant (415) 834-3180 x3356
E-mail: celine.beaugard@dfait-maeci.gc.ca

Seattle

Consulate General of Canada in Seattle

Street Address:
412 Plaza 600 Building
Sixth Ave. and Stewart St.
Seattle, Washington
United States of America, 98101-1286
Tel: (206) 443-1777
Fax: (206) 443-9735
E-Mail: seatl-td@dfait-maeci.gc.ca
Web: http://www.can-am.gc.ca/seattle

Territories/Responsibilities: Washington, Alaska, Idaho, Oregon

Office Hours: Mon-Fri: 0800-1630

Major Holidays: 2003-10-13, 2003-11-27, 2003-12-25
2003-12-26, 2004-01-01

Time Difference (E.S.T.): -3

Mr. Brian Parrott

Consul
Senior Trade Commissioner
Electric Power Equipment and Services; Oil and Gas Equipment and Services
E-mail: brian.parrott@dfait-maeci.gc.ca

Mr. Allan Edwards

Consul
 Manager, Investment Development
 Automotive; Investment Promotion / Strategic Alliances
 E-mail: allan.edwards@dfait-maeci.gc.ca

Ms. Martine Moreau

Vice-Consul
 Trade Commissioner
 Advanced Materials; Aerospace and Defence; Rail and
 Urban Transit; Service Industries and Capital Projects;
 Space
 E-mail: martine.moreau@dfait-maeci.gc.ca

Mr. Doug McCracken

Business Development Officer
 Agricultural Technology and Equipment; Agriculture, Food
 and Beverages; Consumer Products; Fish and Seafood
 Products; Ocean Technologies
 E-mail: doug.mccracken@dfait-maeci.gc.ca

Ms. Jane Shaw

Business Development Officer
 Aboriginal Products, Services and Technologies; Arts and
 Cultural Industries; Bio-Industries; Consumer Products;
 Environmental Industries; Health Industries; Science and
 Technology
 E-mail: jane.shaw@dfait-maeci.gc.ca

Mr. Jim Sheehan

Business Development Officer
 Building Products; Chemicals; Consumer Products; Forest
 Industries; Government Procurement; Metals, Minerals and
 Related Equipment, Services and Technology
 E-mail: jim.sheehan@dfait-maeci.gc.ca

Mr. Brian Vescovi

Business Development Officer
 Advanced Manufacturing Technologies; Information and
 Communications Technologies; Plastics
 E-mail: brian.vescovi@dfait-maeci.gc.ca

Mrs. Colette Quenzer

Business Development Assistant
 E-mail: colette.quenzer@dfait-maeci.gc.ca

Ms. Treena Colby

Business Development Assistant
 E-mail: treena.colby@dfait-maeci.gc.ca

Uruguay**The Canadian Embassy in Uruguay**

Street Address:
 Plaza Independencia 749, suite 102
 C.P. 11100
 Montevideo, Uruguay

Mailing Address:
 Edificio Torre Libertad
 11100 Montevideo, Uruguay

Tel: (011-598-2) 902-2030
 Fax: (011-598-2) 902-2029
 E-Mail: mvdeo@dfait-maeci.gc.ca
 Web: http://www.montevideo.gc.ca

Office Hours: Mon-Thurs: 0830-1730; Fri: 0830-1400

Time Difference (E.S.T.): +1

Ms. Susan Harper

Ambassador

Ms. Patricia Wilson

Commercial Officer
 Agriculture, Food and Beverages; Consumer Products;
 Electric Power Equipment and Services; Environmental
 Industries; Forest Industries; Government Procurement;
 Health Industries
 E-mail: patricia.wilson@dfait-maeci.gc.ca

Uzbekistan

see Russia

Vanuatu

see Australia

Venezuela**The Canadian Embassy in Venezuela**

Street Address:
 Av. Francisco de Miranda con Av. Sur Altamira
 Caracas, Venezuela

Mailing Address:
 P. O. Box 62.302
 Caracas, Venezuela, 1060-A
 Tel: (011-58-212) 600-3000
 Fax: (011-58-212) 263-5349
 E-Mail: crcas-td@dfait-maeci.gc.ca
 Web: http://www.infoexport.gc.ca and
 http://www.caracas.gc.ca

Territories/Responsibilities: Venezuela, Aruba, Netherlands
 Antilles (Bonaire and Curaçao)

Office Hours: Mon-Thurs: 0730-1630; Fri: 0730-1300

Time Difference (E.S.T.): +1

Mr. Allan Culham

Ambassador
 E-mail: crcas-td@dfait-maeci.gc.ca

Mr. Grant Manuge

Counsellor (Commercial)
 Economic and Trade Policy; Investment Promotion /
 Strategic Alliances; Market Access
 E-mail: crcas-td@dfait-maeci.gc.ca

Ms. Karra-Lee Gerrits

Third Secretary (Commercial)
 Deputy Trade Program Manager
 Liaison with International Financial Institutions
 E-mail: crcas-td@dfait-maeci.gc.ca

Mr. David Ramirez

Business Development Officer
 Agricultural Technology and Equipment; Agriculture, Food
 and Beverages; Bio-Industries; Consumer Products; Fish
 and Seafood Products; Health Industries; Plastics
 E-mail: crcas-td@dfait-maeci.gc.ca

Mr. Victor Stott

Business Development Officer
 Aerospace and Defence; Automotive; Information and
 Communications Technologies; Rail and Urban Transit;
 Space
 E-mail: crcas-td@dfait-maeci.gc.ca

Mr. José Paez

Business Development Officer
 Advanced Manufacturing Technologies; Building Products;
 Electric Power Equipment and Services; Forest Industries;

Metals, Minerals and Related Equipment, Services and
 Technology
 E-mail: crcas-td@dfait-maeci.gc.ca

Ms. Daniela De Oyague

Business Development Officer
 Chemicals; Environmental Industries; Oil and Gas
 Equipment and Services
 E-mail: crcas-td@dfait-maeci.gc.ca

Ms. Elvira Dentes

Business Development Assistant (InfoCentre)
 E-mail: crcas-td@dfait-maeci.gc.ca

Ms. Eneida Sanchez

Business Development Assistant (InfoCentre)
 E-mail: crcas-td@dfait-maeci.gc.ca

Ms. Nancy Cozzolino

Business Development Assistant (InfoCentre)
 E-mail: crcas-td@dfait-maeci.gc.ca

Vietnam**Hanoi****The Canadian Embassy in Vietnam**

Street Address:
 31 Hung Vuong Street
 Hanoi, Vietnam

Tel: (011-84-4) 734-5000
 Fax: (011-84-4) 734-5049
 E-Mail: hanoi-td@dfait-maeci.gc.ca
 Web: http://www.infoexport.gc.ca/vn

Territories/Responsibilities: Northern Vietnam, including Da
 Nang province

Office Hours: Monday-Thursday, 0800-1700; Friday 0800-
 1330

Time Difference (E.S.T.): +11

Mr. Richard Lecoq

Ambassador
 E-mail: richard.lecoq@dfait-maeci.gc.ca

Mr. Pierre Delorme

Counsellor (Commercial)
 Trade Commissioner, ADB
 Aerospace and Defence; Economic and Trade Policy;
 Liaison with International Financial Institutions; Service
 Industries and Capital Projects
 E-mail: pierre.delorme@dfait-maeci.gc.ca

Ms. Hoang Thanh Ngan

Commercial Officer
 Advanced Manufacturing Technologies; Advanced Materials;
 Automotive; Building Products; Chemicals; Electric Power
 Equipment and Services; Information and Communications
 Technologies; Oil and Gas Equipment and Services;
 Plastics; Rail and Urban Transit; Service Industries and
 Capital Projects
 E-mail: thanh-ngan.hoang@dfait-maeci.gc.ca

Mrs. Dang-anh Thu

Commercial Officer
 Agricultural Technology and Equipment; Agriculture, Food
 and Beverages; Bio-Industries; Environmental Industries;
 Fish and Seafood Products; Forest Industries; Metals,
 Minerals and Related Equipment, Services and Technology;
 Ocean Technologies

Mrs. Tam Anh Nguyen

Trade Program Assistant
 E-mail: tamanh.nguyen@dfait-maeci.gc.ca

Ho Chi Minh City

Consulate General of Canada in Ho Chi Minh

Street Address:

The Metropolitan Building,
235 Dong Khoi Street,
Suite 1002, District 1
Ho Chi Minh City, Vietnam

Tel: (011-84-8) 824-5025
Fax: (011-84-8) 829-4528
E-Mail: hochi-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/vn

Territories/Responsibilities: Ho Chi Minh City and southern region

Office Hours: Mon-Thu 08:00 - 17:00; Fri: 08:00 - 13:30

Time Difference (E.S.T.): +11

Mr. Sanjeev Chowdhury

Consul General

Mr. Robert Coleman

Trade Commissioner

Aerospace and Defence; Economic and Trade Policy;
Government Procurement; Investment Promotion / Strategic
Alliances; Liaison with International Financial Institutions; Oil
and Gas Equipment and Services; Service Industries and
Capital Projects
E-mail: hochi-td@dfait-maeci.gc.ca

Mr. Trung Nhan Huynh

Commercial Officer

Advanced Manufacturing Technologies; Advanced Materials;
Agricultural Technology and Equipment; Agriculture, Food
and Beverages; Automotive; Bio-Industries; Building
Products; Chemicals; Electric Power Equipment and
Services; Environmental Industries; Fish and Seafood
Products; Forest Industries; Health Industries; Information
and Communications Technologies; Metals, Minerals and
Related Equipment, Services and Technology; Ocean
Technologies; Plastics; Rail and Urban Transit
E-mail: hochi-td@dfait-maeci.gc.ca

Miss Tu Nguyen

Trade Program Assistant

Aboriginal Products, Services and Technologies; Arts and
Cultural Industries; Consumer Products; Tourism
E-mail: hochi-td@dfait-maeci.gc.ca

Virgin Islands (British)

see Barbados

Virgin Islands (U.S.)

see United States of America

West Bank and Gaza Strip

Canadian Representative Office, Ramallah

Street Address:

Sahem Building
12 Mahfal Street
Ramallah, West Bank and Gaza

Mailing Address:
P.O. Box 18604
Jerusalem, 91184

Tel: (011-972-2) 295-8604
Fax: (011-972-2) 295-8606
E-Mail: rmlah@dfait-maeci.gc.ca

Web: http://www.infoexport.gc.ca/wbg

Territories/Responsibilities: West Bank and Gaza Strip

Office Hours: Mon-Thurs: 0800-1630; Fri: 0800-1330

Time Difference (E.S.T.): +7

Mr. Steve Hibbard

Head of Mission

Mr. Nedal Ismail

Public Affairs and Trade Officer

Yemen

see Saudi Arabia

Zambia

The Canadian High Commission in Zambia

Street Address:

5199 United Nations Avenue
Lusaka, Zambia

Mailing Address:

P.O. Box 31313
Lusaka, Zambia, 10101

Tel: (011-260-1) 25-08-33
Fax: (011-260-1) 25-41-76
E-Mail: lsaka@dfait-maeci.gc.ca

Territories/Responsibilities: Zambia, Malawi

Office Hours: Mon-Thurs: 0800-1630; Fri: 0800-1330

Major Holidays: 2003-10-24, 2003-12-25, 2003-12-26
2004-01-01

Time Difference (E.S.T.): +6

Mr. David Stockwell

High Commissioner

Head of Mission

E-mail: david.stockwell@dfait-maeci.gc.ca

Mr. Simon Pomel

Third Secretary

Trade Program Manager

E-mail: simon.pomel@dfait-maeci.gc.ca

Mr. Solomon Milimbo

Trade Officer

Aboriginal Products, Services and Technologies; Advanced
Manufacturing Technologies; Advanced Materials;
Aerospace and Defence; Agricultural Technology and
Equipment; Agriculture, Food and Beverages; Arts and
Cultural Industries; Automotive; Bio-Industries; Building
Products; Chemicals; Consumer Products; Economic and
Trade Policy; Electric Power Equipment and Services;
Environmental Industries; Fish and Seafood Products;
Forest Industries; Government Procurement; Health
Industries; Information and Communications Technologies;
Investment Promotion / Strategic Alliances; Liaison with
International Financial Institutions; Market Access; Metals,
Minerals and Related Equipment, Services and Technology;
Ocean Technologies; Oil and Gas Equipment and Services;
Plastics; Rail and Urban Transit; Science and Technology;
Service Industries and Capital Projects; Space; Tourism
E-mail: solomon.milimbo@dfait-maeci.gc.ca

Zimbabwe

The Canadian High Commission in Zimbabwe

Street Address:

45 Baines Avenue
Harare, Zimbabwe

Mailing Address:

P.O. Box 1430
Harare, Zimbabwe

Tel: (011-263-4) 252-181/5
Fax: (011-263-4) 252-186
E-Mail: hrare-td@dfait-maeci.gc.ca
Web: http://www.infoexport.gc.ca/zw

Territories/Responsibilities: Zimbabwe, Angola, Botswana,
Mozambique

Office Hours: Mon-Thurs: 0730-1630; Fri: 0730-1200

Time Difference (E.S.T.): +6

Mr. John Schram

High Commissioner

E-mail: john.schram@dfait-maeci.gc.ca

Mr. Terrance Mooney

Counsellor

E-mail: terrance.mooney@dfait-maeci.gc.ca

Mr. Mark Vcislo

Third Secretary (Political and Commercial)

E-mail: mark.vcislo@dfait-maeci.gc.ca

Ms. Bertha Faranisi

Commercial Officer

E-mail: bertha.faranisi@dfait-maeci.gc.ca



THE CANADIAN TRADE COMMISSIONER SERVICE HEADQUARTERS

125 Sussex Drive
Ottawa, On K1A 0G2

Senior Management

Marie-Lucie Morin

Assistant Deputy Minister, International Business and Chief Trade Commissioner

Tel: 613-944-0504

Fax: 613-944-3214

E-Mail: marie-lucie.morin@dfait-maeci.gc.ca

Roger Ferland

Assistant Chief Trade Commissioner

Tel: 613-943-0912

Fax: 613-944-3214

E-Mail: roger.ferland@dfait-maeci.gc.ca

Vacant

Director General, International Business Development
Policy and Innovation Bureau

Ken Sunquist

Director General, Trade Commissioner Service
Operations and Services Bureau

Tel: 613-992-8785

Fax: 613-995-5773

E-Mail: ken.sunquist@dfait-maeci.gc.ca

Robert Déry

Director General, Trade Commissioner Service
Market Development Bureau

Tel: 613-944-2798

Fax: 613-944-3214

E-Mail: robert.dery@dfait-maeci.gc.ca



INTERNATIONAL ORGANIZATIONS

The activities of a large number of international organizations provide substantial procurement opportunities for Canadian exporters. Most prominent among these institutions are the World Bank and a number of regional development banks which together lend more than US\$40 billion per year for development projects in developing countries. A number of specific agencies of the United Nations also provide opportunities for Canadian suppliers and consultants, who are experienced exporters. These contracts are usually awarded to companies who have international experience.

The most significant of these institutions are listed below. For additional information on specific procurement activities and bidding guidelines, please refer to the IFInet Web site (www.infoexport.gc.ca/ifinet). Some trade commissioners abroad will also have responsibility for monitoring specific institutions. The corresponding mission, therefore, is provided in the list that follows:

Asian Development Bank

- see Philippines

African Development Bank

- see Tunisia

Caribbean Development Bank

- see Barbados

European Bank for Reconstruction and Development

- see United Kingdom

FAO/Food and Agriculture Organization of the United Nations

- see Italy

IAPSO/Interagency Procurement Services Office

- see Denmark

IDB/Inter-American Development Bank

- see Washington, D.C. (USA)

North American Development Bank

- see Dallas (USA)

PAHO/Pan-American Health Organization

- see Washington, D.C. (USA)

UNOPS/United Nations Office for Project Services

- see New York (USA) Consulate General

UNDP/United Nations Development Programme

- see New York (USA) Consulate General

UNPD/United Nations Procurement Division

- see New York (USA) Consulate General

UNFPA/United Nations Population Fund

- see New York (USA) Consulate General

UNICEF/United Nations Children's Fund

- see Denmark

UNHCR/United Nations High Commissioner for Refugees

- see Switzerland

World Bank Group

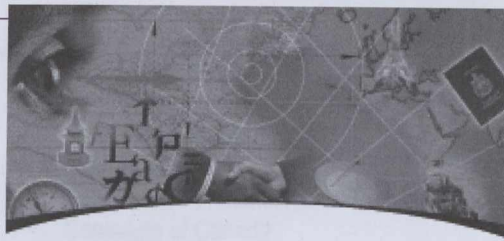
- see Washington, D.C. (USA)

WFP/World Food Program

- see Italy

WHO/World Health Organization

- see Switzerland



HONORARY CONSULS

Canadian business travellers can obtain urgent consular assistance from honorary consuls whose names, addresses and telephone numbers are listed below. For trade enquiries, please first contact the supervising mission noted in brackets.

Angola, Luanda

(Zimbabwe, Harare)
Cain, Allan
Consulate of Canada
113, Rei Katyavala Street
P.O. Box 3360
Luanda, Angola
T: (011-244- 2) 448 371/377/366
F: (011-244- 2) 449 494
E: consul.can@angonet.org

Armenia, Yerevan

(Russian Federation, Moscow)
Emin, Artashes
Consulate of Canada
25 Demirjian Street
#22 Yerevan, Armenia
T: (011-3741) 567-903
F: (011-3741) 567-903
E: canrep@arminco.com

Australia, Melbourne

(Australia, Canberra)
Appleby, Lois
Consulate of Canada
Level 50, 101 Collins Street
Melbourne, Victoria 3000
Australia
T: (011-61-03) 9653 9674

Australia, Perth

(Australia, Canberra)
Blake, Roger B.
Consulate of Canada
267 St. George's Terrace, 3rd Floor
Perth, Western Australia 6000
Australia
T: (011-61-8) 9322-7930
F: (011-61-8) 9261-7706

Bahamas, Nassau

(Jamaica, Kingston)
Nihon, Robert A. (Consul)
Brooks, Monique (Vice-Consul)
Consulate of Canada
Shirley Street Plaza
Nassau, The Bahamas
Postal Address:
P.O. Box SS-6371
Nassau, The Bahamas
T: (011-242) 393-2123/4
F: (011-242) 393-1305
E: cdncon@bahamas.net.bs

Belgium, Antwerpen

(Belgium, Brussels)
Achten, Eliane
Consulate of Canada
Van Doosselaere & Achten
St. Pietersvliet, 15
B-2000 Antwerpen
Belgium
T: (011-03) 220 0211
F: (011-03) 220 0204

Belize, Belize City

(Jamaica, Kingston)
Young, Lester
Consulate of Canada
80 Prince Margaret Drive
Belize City, Belize
Postal Address:
P.O. Box 610
Belize City, Belize
T: (011-501) 2 31-060
F: (011-501) 2 30-060
E: cdcon.bze@btl.net

Bermuda, Hamilton

(United States, New York)
Froomkin, Saul
Consulate of Canada
Mr. Saul Froomkin, O.B.E., Q.C.
"Reid House"
31 Church Street
Hamilton, Bermuda HMAX
Postal Address:
P.O. Box HM140
Hamilton, Bermuda
T: (011-441) 294-3611
F: (011-441) 296-4229

Botswana, Gaborone

(Zimbabwe, Harare)
Bookbinder, Anne
Consulate of Canada
Vision Hire Building
Plot 182, Queens Rd.
Gaborone, Botswana
Postal Address:
Canadian Consulate
P.O. Box 882
Gaborone, Botswana
T: (011-267) 30 44 11
F: (011-267) 30 44 11
E: canada.consul@info.bw

Brazil, Belo Horizonte

(Brazil, Brasilia)
Hampartzoumian, Levon
Consulate of Canada
Rua Paraiíba, Room 1122, 9th Floor
Belo Horizonte, Minas Gerais 30130-918
Brazil
T: (011-55-31) 3261-1799
F: (011-55-31) 3293-1799
E: walter_taveira@uol.com.br

Cameroon, Douala

(Cameroon, Yaoundé)

Le Guerrier, Luc

Consulate of Canada

c/o PRO-PME

1726, Charles de Gaulle Avenue

Bonanjo, Douala, Cameroon

Postal Address:

P.O. Box 2373

Douala, Cameroon

T: (011-237) 43 29 34

F: (011-237) 42 31 09

E: leguerrier@propne.con

T: (011-56-41) 36-9705

F: (011-56-41) 36-8185

E: ca.consul.concep@emol.com

Colombia, Cartagena

(Colombia, Bogota)

Mendez, Zillah E.

Consulate of Canada

Edificio Centro Ejecutivo Bocagrande

Av. 3, No. 8-129 Room 1103

Cartagena, Colombia

T: (011-57-5) 6655-838

F: (011-57-5) 6655-837

E: honcartagena@ctgred.net.co

Cuba, Guardalavaca

(Cuba, Havana)

Di Tomasso, Louise

Consulate of Canada

Villa Cabanas 13-14

Guardalavaca, Holguin, Cuba

T: (011-53) 24 30320

F: (011-53) 24 30321

E: luisa@guard.gvc.cyt.cu

Cuba, Varadero

(Cuba, Havana)

Leduc, Sylvie

Consulate of Canada

Calle 13E, Primera y Camino

Del Mar Avenue

Varadero, Mantanzas, Cuba

T: (011-535) 61-2078

F: (011-535) 66-7395

Cyprus, Nicosia

(Syria, Damascus)

Chrysostomides, Eleni

Consulate of Canada

1, Lambousa St.

Nicosia 1095, 1517 Cyprus

Postal Address:

P.O. Box 22115-1517

Nicosia, Cyprus

T: (011-357-2) 775 508

F: (011-357-2) 779 905

E: canada@cytanet.com.cy

Djibouti, Djibouti

(Ethiopia, Addis Ababa)

Georgalis, Nicolas

Consulate of Canada

P.O. Box 1188

Place Lagarde

Djibouti, Republic of Djibouti

T: (011-253) 35 38 59/35 59 50/

F: (011-253) 35 00 14

E: georgalis@intnet.dj

Dominican Republic, Puerto Plata

(Venezuela, Caracas)

Hall, Timothy

Consulate of Canada

Calle Virginia E. Ortea

Edificio Isabel de Torres, Suite 311-C

Puerto Plata, Dominican Republic

T: (809) 586-5761

F: (809) 586-5762

E: pplat.canada@codetel.net.do

Ecuador, Guayaquil

(Ecuador, Quito)

Echeveriro, Felipe José Costa

Consulate of Canada

Avenida General Cordova 810 y

Victor Mauel Rendon

Torres de la Merced Building, 4th floor

P.O. Box 4662

Guayaquil, Ecuador

T: (011-593-4) 563-580

F: (011-593-4) 314-562

E: consulc1@tesat.net

Eritrea, Asmara

(Ethiopia, Addis Ababa)

Kusmu, Mulugheta

Consulate of Canada

Warsay Street, House No. 87/89

Postal Address:

P.O. Box 3962

Asmara, Eritrea

T: (011-291-1) 18-19-40 / 18-64-90

F: (011-291-1) 18-64-88

E: mkcca@cts.com.er

Fiji Islands, Suva

(New Zealand, Wellington)

Vyas, Jana

Consulate of Canada

c/o Canadian Airlines International

P.O. Box 10690

Nadi Airport

Suva, Fiji

T: (011-679) 6722-400 / 6721-936

F: (011-679) 6721-936

France, Lille

(France, Paris)

Aymé, Marie José

Consulate of Canada

30 Emile Zola Avenue

59800 Lille, France

T: (011-33-3) 20-14-05-78

F: (011-33-3) 20-14-36-96

E: consulatcanadalille@wanadoo.fr

Central African Republic, Bangui

(Cameroon, Yaoundé)

Pelletier, Lucie

Consulate of Canada

P.O. Box 973, Quartier Assana

Stade Barthelemy Boganda St.

Bangui, Central African Republic

T: (011-236) 61 09 73

F: (011-236) 61 40 74

E: oxfamrca@yahoo.fr

Chad, N'Djamena

(Cameroon, Yaoundé)

Whithouse, Lynn

Consulate of Canada

Rue 5041, Porte 964, Quartier Moursal

N'Djamena, Chad

T: (011-236) 61-09-73

F: (011-236) 61-40-74

E: honconca@intnet.td

E: nigel.whiteho@intnet.td

Chile, Antofagasta

(Chile, Santiago)

Osorio-Gausachs, Isabel

Consulate of Canada

Travesia del Mirador 03075

Departamento 3-A

Antofagasta, Chile

T: (011-56-55) 24-7652

F: (011-56-55) 24-7652

E: ca.consul.antofa@emol.com

Chile, Concepción

(Chile, Santiago)

Trucco, Fernando Burrows

Consulate of Canada

Caupolicán 245

Chiguayante

Concepción, Chile

Postal Address:

P.O. Box Casilla 425

Concepción, Chile

France, Lyon

(France, Paris)

Dubois, Michel M.

Consulate of Canada

21 Bourgelat Street

69002 Lyon, France

T: (011-33-4) 72-77-64-07

F: (011-33-4) 72-77-65-09

E: consulatcanadalyon@wanadoo.fr

France, Nice

(France, Paris)

Felizzola, Michèle

Consulate of Canada

10 Lamartine Street

06000 Nice, France

T: (011-33 4) 93-92-93-22

F: (011-33 4) 93-92-55-51

E: canons.nce@club-internet.fr

France, Saint-Pierre and Miquelon

(France, Paris)

Park, Felix

Consulate of Canada

P.O. Box 4370

16 Jacques Debon Street

Saint-Pierre

Saint-Pierre et Miquelon 97500, France

Postal Address:

P.O. Box 4370

Saint-Pierre

Saint-Pierre et Miquelon 97500

France

T: (011-508) 41-55-10

F: (011-508) 41-55-10

E: consulat.canada@cheznoo.com

France, Toulouse

(France, Paris)

Paillé, Pierre

Consulate of Canada

10, Jules de Rességuier

31000 Toulouse, France

T: (011-335-61) 52-19-06

F: (011-335-61) 55-40-32

E: consulat.Canada.toulouse@wanadoo.fr

Germany, Stuttgart

(Germany, Bonn)

Schweiker, Theo R.

Consulate of Canada

Lange Strasse 51

70174 Stuttgart, Germany

T: (011-49-711) 223-9678

F: (011-49-711) 223-9679

E: hcons.stuttgart@consulates-canada.de

Greece, Thessaloniki

(Greece, Athens)

Yakoumis, Konstantionos

Consulate of Canada

c/o Bank of Nova Scotia

17 Tsimiski Street

Thessaloniki, Greece 546 24

T: (011-30-031) 256 350

F: (011-30-031) 256 351

E: yakoumis_canada@profinet.gr

Greenland, Nuuk

(Denmark, Copenhagen)

Danielsen, Lars Peter

Consulate General of Canada

Groenlandsfly A/S Nukk Airport

Postal Address:

P.O. Box 1012

3900 Nuuk, Greenland

T: (011-299) 32-88-88

F: (011-299) 34-34-34

E: gohtsh@greenlandair.gl

India, Kolkata (formerly Calcutta)

(India, New Delhi)

Goenka, Sanjiv

Consulate of Canada

c/o RPG Enterprises

Duncan House

31 Netaji Subhas Road

Calcutta 700 001

West Bengal, India

T: (011-91-033) 242-6820

F: (011-91-033) 242-6828

E: ccklkta@rpgnet.com

Indonesia, Surabaya (East Java)

(Indonesia, Jakarta)

Markus, Alim

Consulate of Canada

c/o Wisma Dharmala

2nd Floor, Suite 2

Jl. Panglima Sudirman 101-103

Surabaya, 60271

T: (011-61-31) 546-3419

F: (011-62-31) 546-3420

E: canada@sby.prima.net.id

Italy, Naples

(Italy, Rome)

de Nigris, Marinella

Consulate of Canada

Via G. Carducci, 29

80121, Naples, Italy

T: (011-39-081) 401-338

F: (011-39-081) 410-4210

E: cancons.nap@tiscalinet.it

Italy, Padova

(Italy, Milan)

Tabacchi, Giuliano

Consulate of Canada

Riviera Ruzzante, 25

35123 Padova, Italy

T: (011-39-049) 876-4833

F: (011-39-049) 878-1147

E: consolato.padova@canada.it

Italy, Sulmona

(Italy, Rome)

Leone, Laureano

Consulate of Canada

Via Panfilo Mazara 26

67039 Sulmona (Aquila), Italy

T: (011-39-0864) 212-341

F: (011-39-0864) 210-158

E: consolato.canadese@tin.it

Jamaica, Montego Bay

(Jamaica, Kingston)

Crichton, Lillian Jean

Consulate of Canada

29 Gloucester Street

Montego Bay, Jamaica

T: (876) 952-6198

F: (876) 952-3953

E: cancon@cwjamaica.com

Japan, Hiroshima

(Japan, Tokyo)

Tada, Koki

Consulate of Canada

c/o Chugoku Electric Power Co. Inc.

4-33 Komachi, Naka-ku

Hiroshima 730-8701, Japan

T: (011-81-82) 246-0057

F: (011-81-82) 246-0057

Japan, Sapporo

(Japan, Tokyo)

Fujita, Tsuneo

Consulate of Canada

Tokyo Tatemono Sapporo Building 2F

20 Kita-7 Nishi-2

Kita-ku, Sapporo 060-0807, Japan

T: (011-81-11) 726-2863

F: (011-81-11) 726-2863

Japan, Sendai

(Japan, Tokyo)

Akema, Teruyuki (Consul)

Consulate of Canada

c/o Tohoku Electric Power Co. Inc.

1-7-1 Hon-cho, Aoba-ku

Sendai, 980-8550, Japan

T: (011-81-22) 268-5030
F: (011-81-22) 268-5030

Korea (South), Pusan

(Republic of Korea, Seoul)

Koo, Hyung-Woo

Consulate of Canada
c/o Bumin Mutual Savings and Finance
Corporation
Suite 32-1, 2-GA Daecheung-Dong
Chung-Ku
Pusan 600-092 Korea
T: (011-8251) 246-7024 / 3205
F: (011-8251) 247-8443 or 246-5658
E: ha4022@chollian.net

Kyrgyz Republic, Bishkek

(Kazakhstan, Almaty)

Tazabekov, Marat

Consulate of Canada
Moskovskaya Street 189
720010, Bishkek
Kyrgyz Republic
T: (011-996-312) 65-05-06 / 01-01
F: (011-996-312) 65-01-01/02-04
E: canada_honcon@infotel.kg

Lesotho, Maseru

(South Africa, Pretoria)

Nkoala, Barbara,

Consulate of Canada
LNDC Kingsway road
Block D, 5th floor
Maseru, Lesotho
Postal Address:
P.O. Box 1191
Maseru 100
Lesotho
T: (011-09-266) 316-435 / 314-187
F: (011-09-266) 314-187
E: canada@lesoff.co.za

Luxembourg

(Belgium, Brussels)

Goller, Marie-Claire

Consulate of Canada
15 Guillaume Schneider Street
L-2522 Luxembourg
G. D. Luxembourg
T: (011-352-26) 270 570
F: (011-352-26) 270 670
C: canada@pt.lu

Madagascar, Antananarivo

(Tanzania, Dar-es-Salaam)

Lachapelle, Serge Pierre

Consulate of Canada
c/o QIT Madagascar Minerals Ltd.

Villa 3H - Lot II J 169, Ivandry
Antananarivo 101, Madagascar

Postal Address:

P.O. Box 4003
Antananarivo 101
Madagascar

T: (011-261-20) 22-425-59 /
423-22
F: (011-261-20) 22-425-06
E: consulat.canada@dts.mg

Malawi, Blantyre-Limbe

(Zambia, Lusaka)

Okhai, Kassam

Consulate of Canada
Accord Centre
M. Chirembene Highway
P.O. Box 51146
Blantyre-Limbe, Malawi
T: (011-265-1) 645-441 / 641-612 /
643-277
F: (011-265-1) 643-446
E: kokhai@malawibiz.com

Malaysia, Penang

(Malaysia, Kuala Lumpur)

Tan, Yew Thong

Consulate of Canada
3007, Tingkat Perusahaan 5 Prai
Industrial Park
13600 Prai, Penang, Malaysia
T: (011-6-04) 390-6000
F: (011-6-04) 390-6000
E: tyt@lbsb.com.my

Malta, Valletta

(Italy, Rome)

Demajo, Joseph M.

Consulate of Canada
Demajo House
103 Archbishop Street
Valletta, Malta
T: (011-356) 233-121 / 126
F: (011-356) 243-147
E: canhcon@malta.net

Mauritania, Nouakchott

(Senegal, Dakar)

Taya, Jemila

Consulate of Canada
Centre commercial Abass
Av. Charles de Gaulle
Îlot "O", n. 34, 1er étage
Bureau 2, Nouakchott
Mauritania
Postal Address:
P.O. Box 428
Nouakchott, Mauritania

T: (011-222-2) 92 697
F: (011-222-2) 92 698

Mauritius, Port Louis

(South Africa, Pretoria)

Birger, Philippe Marc

Consulate of Canada
18 Jules Koenij St.
c/o Blanche Birger Co. Ltd.
P.O. Box 209
Port Louis, Mauritius
T: (011-230) 212-5500
F: (011-230) 208-3391
E: canada@intnet.mu

Mexico, Acapulco

(Mexico, Mexico City)

de Huerta, Diane Mclean

Consulate of Canada
Centro Comercial Marbella
Local 23
Esq. Prolongacion Farallon
y Miguel Aleman
Acapulco, Guerrero 39690, Mexico
T: (011-52-74) 84-1305 / 81-1349
F: (011-52-74) 84-1306
E: acapulco@canada.org.mx

Mexico, Cancún

(Mexico, Mexico City)

Lavoie, Daniel

Consulate of Canada
Plaza Caracol 11, 3er piso
Local 330
Boulevard Kukulcan km 8.5
Zona Hotelera
77500 Cancun, Quintana Roo
Mexico
T: (011-52-98) 83 3360/3361
F: (011-52-98) 83 3232
E: cancun@canada.org.mx

Mexico, Mazatlán

(Mexico, Mexico City)

De Romero, Maria Fernando

Consulate of Canada
Avenida Playa Gaviotas, No. 202
Zona Dorada
82110 Mazatlán, Sinaloa, Mexico
Postal Address:
P.O. Box 614
82110 Mazatlan, Sinaloa
Mexico
T: (011-52-69) 13-73-20
F: (011-52-69) 14-66-55
E: mazatlan@canada.org.mx

Mexico, Oaxaca

(Mexico, Mexico City)

May, Frances

Consulate of Canada

Pino Suarez 700, Local 11B

Multiplaza Brena, Colonia Centro

68000 Oaxaca, Oaxaca, Mexico

Postal Address:

Apartado Postal 29

Succursal C

68050 Oaxaca, Mexico

T: (011-52-951) 33-777

F: (011-52-951) 52-147

E: oaxaca@canada.org.mx

Mexico, Puerto Vallarta

(Mexico, Mexico City)

Benoit, Lyne

Consulate of Canada

Edificio Obelisco Local 108

Avenida Francisco Medina Ascencio

No. 1951

Zona Hotelera Las Glorias

Puerto Vallarta, Jalisco, México

Postal Address:

P.O. Box 48300, Mexico

T: (011-52-322) 293-0098 / 0099

F: (011-52-322) 293-2894

E: vallarta@canada.org.mx

Mexico, San José del Cabo

(Mexico, Mexico City)

Dilman, Peggy

Consulate of Canada

Plaza José Green, Local 9

Blvd. Mijares s/n, Colonia Centro

San José del Cabo, Baja California Sur

23400 Mexico

T: (011-52-624) 142-4333

F: (011-52-624) 142-4262

E: loscabos@canada.org.mx

Mexico, Tijuana

(Mexico, Mexico City)

Encinas, Roberto

Consulate of Canada

German Gedovius No. 10411-101

Condominio del Parque, Zona Rio

22320 Tijuana, Baja California Norte

Mexico

T: (011-52-664) 684-0461

F: (011-52-664) 684-0301

E: tijuana@canada.org.mx

Monaco, Monte Carlo

(France, Paris)

Brochu, Liliane Roy

Consulate of Canada

Palais de la Scala

1 Henry Dunant Avenue, Room 1178

98000, Monaco

T: (011-37-7) 97-70-62-42

F: (011-37-7) 97-70-62-52

E: consul-canada@monte-carlo.mc

Mongolia, Ulaanbaatar

(China, Beijing)

Johnstone, Christopher

Consulate of Canada

Diplomatic Services Building, Suite 56

Ulaanbaatar, Mongolia

Postal Address:

P.O. Box 243

Ulaanbaatar 210644

Mongolia

T: (011-976-11) 328-285

F: (011-976-11) 328-289

Namibia, Windhoek

(South Africa, Pretoria)

Uys, François

Consulate of Canada

c/o Metje & Ziegler Ltd., 8th Floor

Metje-Behnsen Building

Independence Avenue

Windhoek, Namibia

Postal Address:

P.O. Box 239

Windhoek, Namibia

T: (011-264-61) 227-417

F: (011-264-61) 222-859

Netherlands Antilles, Curaçao

(Venezuela, Caracas)

Fabro, William H.L.

Consulate of Canada

Maduro and Curiels Bank, N.V.

Plaza Jojo Correa 2-4

Willemstad, Curaçao

Netherlands Antilles

Postal Address:

P.O. Box 305

Willemstad, Curaçao,

Netherlands Antilles

T: (599) 9 466-1115 / 1121

F: (599) 9 466-1122 / 1130

Netherlands Antilles, St. Maarten

(Barbados, Bridgetown)

Carbonneau, Michel

Consulate of Canada

Lot 95, Terres Basses

St. Maarten, Netherlands Antilles

T: (011-599) 544-2168

T: (after hours) (011-599) 557-5202

F: (011-599) 544-2268

E: mcarbonneau@wanadoo.fr

Norway, Bergen

(Norway, Oslo)

Pittman, Karin Anna

Consulate General of Canada

P.O. Box 2439 Solheimsviken

5824 Bergen, Norway

T: (011-47) 55-29-71-30

F: (011-47) 55-29-71-31

E: honconbergen@canada.no

Oman, Muscat

(Saudi Arabia, Riyadh)

Mossa, Mohamed Bin Abdulla Moosa Al-Raeesi

Consulate of Canada

Flat No. 310, Bldg 477, Way 2907

Moosa Abdul Rahman Hassan Building

A'Noor Street,

Ruwi, Oman

Postal Address:

P.O. Box 1275

Muttrah 114, Oman

T: (011-968) 791-738

F: (011-968) 791-740

E: canada_consulate@hotmail.com

Pakistan, Karachi

(Pakistan, Islamabad)

Avari, Byram

Consulate of Canada

c/o Beach Luxury Hotel, 3rd Floor

Room 120

Moulvi Tamiz Uddin Khan Road

Karachi 0227, Pakistan

T: (011-92-21) 561-0685 / 1031-7

F: (011-92-21) 561-0673/0647

E: honcon@khi.comsats.net.pk

Paraguay, Asunción

(Chile, Santiago)

Speratti, Juan A.

Consulate of Canada

Prof. Ramirez at Juan de Salazar

(between Peru and Padre Pucheu)

Asuncion, Paraguay

T: (011-595-21) 227-207

F: (011-595-21) 227-208

E: honconpy@conexion.com.py

Philippines, Cebu

(Manila, Philippines)

Lee, Robert

45-L Andres Abellana Street

Cebu City 6000, Philippines

T: (011-063-32) 256-3320
F: (011-063-32) 255-3068
E: canada-consulate-cebu@mozcom.com

Portugal, Faro

(Portugal, Lisbon)
Afonso, Luis Filipe Alves
Consulate of Canada
1 Frei Lourenço de Sta Maria Street
1st Floor
Faro, Portugal
Postal Address:
P.O. Box 79
8001-957 Faro, Portugal
T: (011-351-289) 80 37 57
F: (011-351-289) 88 08 88
E: consul.faro.canada@mail.net4b.pt

Portugal, Ponta Delgada (Azores)

(Portugal, Lisbon)
de Sousa Lima, Filipe
Consulate of Canada
Rua Antonio Jose De Almeida
27, 1st floor Esquerdo
Ponta Delgada 9500-053
Sao Miguel, Azores, Portugal
T: (011-351-296) 28 14 88
F: (011-351-296) 28 14 89
E: canadapdl@mail.telepac.pt

Russia, Vladivostok

(Russian, Moscow)
Demenok, Tatyana
Consulate of Canada
59, Krasnog0 Znameny Pr., 7th Floor
Vladivostok, 690002 Russia
T: (011-7-4232) 49-11-88
F: (011-7-4232) 49-11-88
E: cbcfe@mail.ru

Saudi Arabia, Jeddah

(Saudi Arabia, Riyadh)
Attar, Sheikh Mohammed M.
Consulate of Canada
11th floor, Ali Reza Tower
Madinah Road, Jeddah
Saudi Arabia
Postal Address:
P.O. Box 9484
Jeddah 21413
Saudi Arabia
T: (011-966-2) 653-0597/
0434
F: (011-966-2) 653-0538
E: canada.consulate.jeddah@nazer.com

Slovenia, Ljubljana

(Hungary, Budapest)
Obersnel, Joze
Consulate of Canada
Maple Leaf
C/o Slovenijales Business Centre
Dunajska 22
1511 Ljubljana, Slovenia
T: (011-386-1) 430-3570
F: (011-386-1) 430-3575
E: canada.consul.ljubljana@siol.net

South Africa, Durban

(South Africa, Pretoria)
McElligott, Richard D.
Consulate of Canada
14 Nuttal Gardens, Morningside
Durban 4001, South Africa
Postal Address:
P.O. Box 712
Durban 4000
South Africa
T: (011-27-031) 303-9695
F: (011-27-031) 303-9694
E: vnaidu@trematon.co.za

Spain, Barcelona

(Spain, Madrid)
Calmet, Jose Maria
Consulate of Canada
Elisenda de Pinos 10
08034 Barcelona, Spain
T: (011-34-93) 204-2700
F: (011-34-93) 204-2701
E: bcncon@sefes.es

Spain, Malaga

(Spain, Madrid)
Schwarzmann, John
Consulate of Canada
Horizonte Building
2 Plaza de la Malagueta
1st Floor
29016 Malaga, Spain
Postal Address:
P.O. Box 99
29080 Malaga
Spain
T: (011-345) 222-3346
F: (011-345) 222-4023
E: cancon@microcad.es

Suriname, Paramaribo

(Guyana, Georgetown)
Smit, Anton Freddy
Consulate of Canada
Wagenwegstraat 50 Boven

Paramaribo, Suriname
Postal Address:
P.O. Box 1449
Paramaribo
Suriname
T: (011-597) 424-527
F: (011-597) 425-962
E: cantim@sr.net

Sweden, Malmo

(Sweden, Stockholm)
Rantén, Anders
Consulate of Canada
c/o Canadian Oil Co. AB
Verkstadsgatan 4
233 51 Svedala, Sweden
T: (011-46-40) 40 23 51
F: (011-46-40) 40 31 12

Syria, Aleppo

(Syria, Damascus)
Ismail, Mohammed Hisham
Consulate of Canada
Al Sabi Street No. 2
Al Rabat Ave. - Sector 12
Postal Address:
P.O. Box 1250
Aleppo, Syria
T: (011-963-21) 268-4160
F: (011-963-21) 268-4100
E: mhismail@net.sy

Thailand, Chiang Mai

(Thailand, Bangkok)
Wangviwat, Nit
Consulate of Canada
151 Super Highway
Tambon Tahsala
Muang, Chiang Mai 50000, Thailand
T: (011-66-53) 850-147/ 242-292
F: (011-66-53) 850-147/242-616
E: cancon@loxingo.co.th

Togo, Lomé

(Ghana, Accra)
Favreau, Francyne
Consulate of Canada
SOCODEVI
115, rue 120
Lomé Togo
Postal Address:
P.O. Box 12734
Lomé Togo
T: (011-228) 22-59-13
F: (011-228) 22-40-81
E: honcontogo@caramail.com

Turkey, Istanbul

(Turkey, Ankara)

Tesal, Banu

Consulate of Canada

373/5 Istiklal Caddesi

Beyoglu, 80050

Istanbul, Turkey

T: (011-90-212) 251-9838

F: (011-90-212) 251-9888

Uganda, Kampala

(Kenya, Nairobi)

Campbell, Donald

Consulate of Canada

IPS Bldg., 14 Parliament Road

Kampala, Uganda

Postal Address:

P.O. Box 20115

Kampala, Uganda

T: (011-256-41) 258-141/ 758-141

(011-256-31) 260-511

T: (after hours) (011-256-75) 758-141

F: (011-256-41) 349-484

E: Canada.consulate@utlonline.co.ug

Ukraine, Lviv

(Ukraine, Kyiv)

Wynnyckyj, Oksana

Consulate of Canada

2 Bohomoltstia St., Suite 4

79005 Lviv, Ukraine

T: (011-380-322) 97-17-72

F: (011-380-322) 97-81-54

E: oksmyr@link.lviv.ua

United Kingdom, Belfast

(United Kingdom, London)

Zeller, Lynn

Consulate of Canada

Unit 3, Ormeau Business Park

8, Cromac Avenue

Belfast, Northern Ireland

BT7 2JA United Kingdom

Postal Address:

P.O. Box 405

Belfast, BT9 5BL

United Kingdom

T: (011-44-2891) 272-060

United Kingdom, Birmingham

(United Kingdom, London)

Birch, David

Consulate of Canada

55 Colmore Row

Birmingham, United Kingdom

B3 2AS

T: (011-44-121) 236-6474

F: (011-44-121) 214-1099

United Kingdom, Cardiff

(United Kingdom, London)

Jones, Dan Clayton

Canadian Consulate - Wales

c/o Wales Airport Hotel

Port Road, Rhoose

Vale of Glamorgan CF62 3BT

T: (011-446) 71-91-72

F: (011-446) 71-08-56

United Kingdom, Edinburgh

(United Kingdom, London)

Bell, Alexander Scott

Consulate of Canada

Standard Life House

30 Lothian Road

Edinburgh, Scotland

United Kingdom

EH1 2DH

T: (011-44-131) 220-4333

F: (011-44-131) 245-6010

Uzbekistan, Tashkent

(Russian Federation, Moscow)

Antonov, Alexander

Consulate of Canada

Centre 5, No. 64, Apt. 21

Tashkent 700017, Uzbekistan

T: (011-998-71) 120-7270 / 137-6728

F: (011-998-71) 120-7270

Venezuela, Isla de Margarita

(Venezuela, Caracas)

Bannon, Terrence Fredrick

Consulate of Canada

C/o Oficinas Mosquito Coast C.A.

Final Avda. Santiago Marino cruce con

Paseo Guaraguao

Porlamar, Isla de Margarita, Venezuela

T: (011-58-295) 2-61-3475

F: (011-58-295) 2-63-4818

E: mcoast@intercon.net.ve

Yemen, Sanaa

(Saudi Arabia, Riyadh)

Zabarah, Abdulmalik A.

Consulate of Canada

Yemen Computer Co. Ltd.

Building 4, Street 11 off Hadda Street

Sanaa, Yemen

Postal Address:

P.O. Box 340

Sanaa, Yemen

T: (011-967-1) 20-8814

F: (011-967-1) 20-9523

E: canconsulye@hotmail.com



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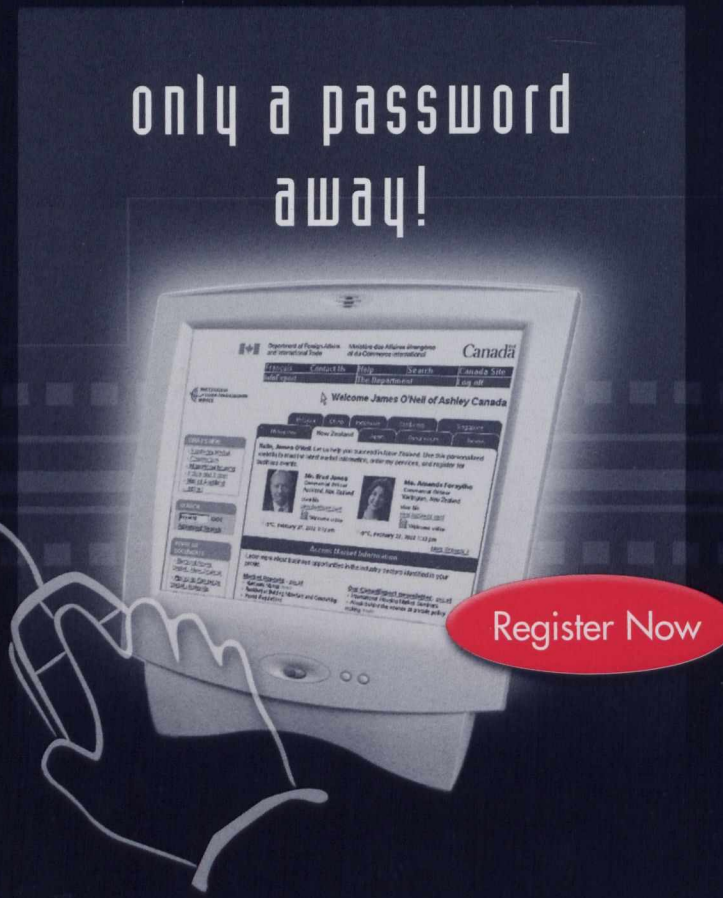


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