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ExportUSA design mission a hit in New York

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The *International Contemporary Furniture Fair (ICFF)*, held in May 2003 in New York City, is an annual trade event and international design showcase that targets the high-end, contemporary furniture market. This year's event attracted some 17,000 attendees and included designers, manufacturers and retailers.

The Canadian Consulate General in New York contributed to the ICFF attendance figures—particularly the Canadian numbers—through its ExportUSA Contemporary Design Mission to ICFF. Jeffrey Crossman, *continued on page 5 — Design mission*



The ICFF 2003 ExportUSA mission participants included (back row standing, from left): Nadé Nixon, Nadé; Julie Hing; Marie-Josée Salvas, Kläss & Co.; (front row seated, from left) F. Javier Espinal, K.I.+ Co.; Jeffrey Crossman, Canadian Consulate General in New York; Tara Walker, Plastic Buddha Design; Omer Arbel, some; Danielle Prpich, Ontario Exports; and Michael O'Byrne, International Trade Centre in Toronto.

From Magog to the world

A Canada Export Award success story

When things were lean in the late 1980s for water-control gate maker **H. Fontaine Ltd.** of the small Eastern Townships community of Magog, Quebec, CEO André Fontaine decided to take a risk—he sought out export markets in the United States.

The company, founded in 1964 by his father Henri, had a new plant that was underused and a dwindling workforce of 40 people. In addition, the company had to deal with a change of

*continued on page 5 —
Canada Export Award*

Going, going...gone

Privatization in Turkey goes full steam ahead

As one of the fundamental tools of a free market economy, privatization has been on Turkey's agenda since 1984. To date, the Turkish government has completely withdrawn from a variety of industries including the cement industry, animal feed production, dairy and forest products, civil airport handling, catering services and the petroleum distribution sector, and has partially withdrawn from the ports and petroleum refinery sector.

More than 50% of government shares in the tourism, iron and steel, textiles, sea freight and meat processing sectors have been sold.

Also, four public banks have been privatized so far; the May 1998 international and domestic offering for the state's 12.3% shares in Is Bank was the largest public offering in Turkey ever, and was recorded as one of the largest in terms of privatization proceeds among the emerging European markets. As well, public shares in Netas (Nortel Turkey) and Turkish automaker Tofas were sold to foreign investors through international public offering.

Since 1985, total revenues from privatization have totalled some US \$10 billion. Some important public

enterprises included in the privatization portfolio are the Black Sea Copper Works, the monopoly for tobacco products and alcoholic beverages, the petrochemical industry, the Turkish Port Authority, Turkey's pulp and paper production plants, Turkish Airlines and Turk Telecom.

Turk Telecom, for example, will sell 5% of its shares to employees and 45 to 55% to foreign individual or legal entities. The Turkish government is planning to announce a tender for the privatization of Turk Telecom before the end of 2003.

For more information on tender dates and the ratio of public shares to be sold in a variety of sectors, go to www.oib.gov.tr/portfoy/portfolio_general.htm. For more information on privatization in Turkey, contact the Commercial Section of the Canadian Embassy in Ankara, tel.: (011-90-312) 459-92-00, e-mail: ankra-td@dfait-maeci.gc.ca. For more information on Turkey's 1994 Privatization Law, go to www.oib.gov.tr/index_eng.htm.

Paris Air Show a high-flying success

Despite the aerospace industry's troubles, participants at the **Paris Air Show** held in June 2003, agreed that the event was a success in terms of business transactions. In fact, orders totalling \$70 billion were signed at the event, and to date, **Bombardier** has received \$2.2 billion worth of firm orders for its regional aircraft. Some 60 Canadian firms, including numerous small and medium-sized enterprises, participated in this year's show, most of them as exhibitors at the Canadian pavilion organized by the **Aerospace Industries Association of Canada**. The pavilion was visited by International Trade Minister Pierre Pettigrew, Industry

Minister Allan Rock and Canada's Ambassador to France Raymond Chrétien. Several trade and investment agreements were also the subject of official announcements, such as the acquisition of British Columbia's **Ebco Aerospace** by Belgian Asco Industries and the sale of Montreal-based **CAE's** flight simulators to Emirates Airline.

The next Paris Air Show will be held in 2005.

For more information, contact Léopold Battel, Counsellor (Commercial Affairs), Canadian Embassy in Paris, tel.: (011-33) 44-43-29-00, fax: (011-33) 44-43-29-98, e-mail: leopold.battel@dfait-maeci.gc.ca.

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

The Virtual Trade Commissioner

"My Virtual Trade Commissioner gives me qualified leads, key contacts, trade show updates and market research," says Bill Joyce. "I'm notified whenever there are market access changes or new opportunities for my company. When I use my Virtual Trade Commissioner to request a service on-line, I get a timely response and the information I need from a real live trade commissioner abroad, who knows my product and my market. I find the whole thing very useful and the trade commissioners phenomenal."

The People

Joyce credits these trade commissioners abroad for supplying him with valuable information that helped him save time and money. In one instance, Joyce received pinpoint market research that shaved months of research time from his schedule. In another case, he received timely advice regarding a foreign business policy that helped him avoid unnecessary costs to his company.

The Benefits

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

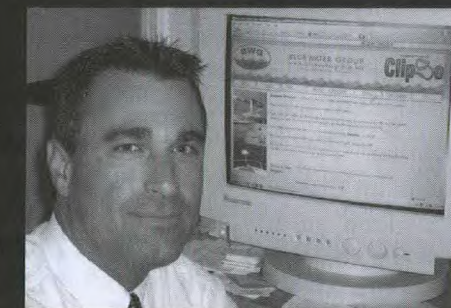
Why I use it. Why I like it.

Canadian exporters like Bill Joyce say the Virtual Trade Commissioner is not only convenient, it's indispensable!

Joyce owns **Bluewater Group Inc.**, a Calgary-based company that sells Canadian-made specialty marine products. Shortly after Bluewater began exporting, a private consultant advised Joyce to register for the Virtual Trade Commissioner. He now finds his new on-line business tool has revolutionized his approach to exporting.

"The Virtual Trade Commissioner is an imperative service for Canadian exporters. It saves time and money."

Bill Joyce, CEO/Owner
 Bluewater Group Inc.
www.bluewatergroup.biz



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

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

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For more information on the Virtual Trade Commissioner, visit:

www.infoexport.gc.ca

A "mass" of opportunity

Canada at the heart of biotech capital

BOSTON, MASSACHUSETTS — October 27-28, 2003 — The Canadian Consulate General in Boston, in partnership with BioQuébec, the Government of Ontario, Investissement Québec, Nova Scotia Business Inc., and the Québec Government Office in Boston, will be the major sponsor of the upcoming 5th annual **MASS Opportunities Biotechnology Investment Conference**.

MASS Opportunities is New England's largest investor forum and will allow more than 75 public and private companies to showcase their technologies and products in front of portfolio managers, analysts, venture capitalists and other investment professionals. The event is expected to attract 1,000 biotechnology and finance industry executives including pharmaceutical executives, biotechnology healthcare analysts and executives and international investors in addition to a number of companies from other countries.

Canadian presence

Ronald Irwin, Canadian Consul General to New England, said: "Canada's goal at this conference is to enhance the awareness of Canada's bioscience industry expertise and the remarkable investment opportunities that Canada offers, both from a cost and quality point of view. Mass Opportunities is certainly an important venue where we can reinforce that message."

Canada will sponsor a roundtable entitled "Innovators and Inventors Journey into the Future," with eminent inventors from Canada and the U.S. at

the opening plenary session on the morning of October 27. Panellists will include: Dr. John Bergeron, expert in proteomics and cell biology at McGill University; Dr. Ivar Mendez, innovator in neural transplantation and Chair of the Brain Repair Centre at Dalhousie University; and Dr. Molly Shoichet, leading researcher in bone and spinal cord repair at the University of Toronto.

The speakers will discuss the latest research in bioscience, the challenges they faced, the products they envision in the future and the obstacles that the industry needs to overcome to succeed. In sharing their perspectives, these inventors will demonstrate some of Canada's genius in the biosciences. Canada will also have a sponsor table that will highlight the benefits of investing in Canada.

"Given the richness of the biomedical sector in both Massachusetts and Canada, and the fact that Canada and the U.S. are each other's leading trading partner, it makes perfect sense that the Canadian

Consulate General in Boston has become such a key player at this conference," said Janice Bourque, President and CEO of the Massachusetts Biotechnology Council.

The mission of this conference is to increase the pool of investors in biotechnology by providing them with objective information about the business of biotechnology and the companies that form this industry, provide a neutral forum where CEOs, investors and researchers can come together to do business and highlight opportunities for local academic and medical technology transfer.

The Government of Canada has been a major sponsor of this event for the past two years, and has successfully branded Canada as a prime location for bioscience research and development and manufacturing. In fact, several Canadian companies will present at the 2003 conference—a significant opportunity for companies to demonstrate their expertise in biotechnology and to make valuable contacts.

For more information, contact Christine Sarkisian, Business Development Officer, Canadian Consulate General in Boston, tel.: **(617) 262-3760**, e-mail: christine.sarkisian@dfait-maeci.gc.ca, or go to www.massopps.com to register. ★

The Americas Business Forum

Bringing growth to the Americas

MIAMI, FLORIDA — November 17-19, 2003 — The **Americas Business Forum (ABF)** will be held on the margins of the Free Trade Area of the Americas (FTAA) Ministerial Meeting. The ABF provides an opportunity for business persons from throughout the Western Hemisphere to examine the status of FTAA negotiations and to formulate the positions of the private sector through proposals, recommendations or approaches to be presented to the Ministers of Trade of the Americas, including Canada's Minister for International Trade.

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Design mission to U.S.

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Cultural Trade Commissioner at the Consulate, organized the mission for Canadian companies interested in expanding into the U.S.

The three-day mission's activities included tours of the major design showrooms of New York, meetings with the owners and buyers of design retailers in Soho and Tribeca, and a briefing and tour of the ICFF with the show manager.

The day didn't end there. New York is, after all, the city that never sleeps. Participants were invited to attend the many evening receptions held in the design boutiques of Soho and Tribeca, where they had the opportunity to network with ICFF participants and continue to build relationships with design retailers.

Pure Canadian, a showcase featuring the work of 25 Canadian

designers of furniture and home accessories, was held during ICFF. Hosted by Totem Design Group in Soho, the exhibit was well attended as were the two evening receptions. Totem, a significant design engine in New York and a strong supporter of the international design scene, is a well-known tastemaker in New York City. Pure Canadian was a project resulting from a partnership between *Azure Magazine*, Totem Design Group and the Governments of Canada and Ontario. *Wallpaper**, design magazine and arbiter of what's "in", selected one of the Canadian designers featured in Pure Canadian in its list of top 15 young designers to watch.

Overall, the mission was a success and the participants left with an understanding of the market, valuable knowledge and experience. Designer

Daniel Raiche of **Snowlab** in Montreal said, "This year's participation at ICFF has been very successful for us, allowing us to work with several new stores in the U.S. And we think being featured at Totem may have greatly helped our visibility. I hope this event will lead to future collaboration between Canadian designers and the Canadian Consulate."

For more information, contact Jeffrey Crossman, Cultural Trade Commissioner, Canadian Consulate General in New York, tel.: **(212) 596-1650**, e-mail: commerce@canapple.com or go to www.icff.com. ★

Export USA Calendar

For information about:

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

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

Canada Export Award

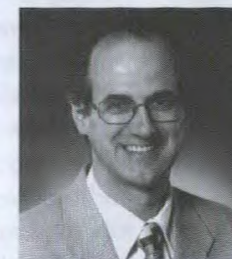
— continued from page 1

government in Quebec that resulted in cutbacks on environmental projects. So André Fontaine set out to sell the company's products in California, where stricter environmental controls and what he calls "a culture that welcomed innovation" opened up opportunities.

A little more than a decade later, H. Fontaine boasts a workforce of 166 employees, and 85% of its business is done abroad. There are three subsidiaries in Europe, and the company is targeting markets in Asia, South America and the Middle East. With the increasing need for clean water everywhere, the

company is growing with the demand for its sluice gates for water and wastewater treatment facilities, as well as for energy, irrigation and flood control. Fontaine also manufactures submersible pumps, mixers and a variety of specialized equipment for the water and wastewater industry.

Fontaine says it was not easy expanding into the U.S., and advises companies planning to export to take into account all the details, like the role of government regulations "that can complicate things" in foreign markets. "We ran into some unforeseen problems over the prepayment of taxes in California,



André Fontaine, CEO of H. Fontaine Ltd. in Magog, Quebec

which we should have known about in advance."

When the company began to penetrate other foreign markets, it called on the Department of Foreign Affairs and International Trade's Canadian Trade Commissioner Service, which "helped enormously" two years ago when the company won a contract in Egypt for the largest water purification plant in the world.

Winning a Canada Export Award in 2002 has also helped business, especially in Europe. For example, the award opened doors with city authorities in Paris. Looking back on the lean times, Fontaine is clearly very proud of the distance that his company has travelled in such a short time—and exports have been the source of its success.

For more information, go to www.hfontaine.com. ★

The road to sweet success

Canada's Inniskillin takes on the world

Whether you are duty free shopping in Dubai, the Caribbean, Istanbul or Micronesia you will surely be reminded of home. That's because Inniskillin's renowned icewines have become the hottest items in duty free and liquor stores all over the world, occupying front-line spots on shelves everywhere and winning over fans and critics alike.

Inniskillin is one of the best-known success stories in Canada. Co-founded in 1975 by Karl Kaiser and Donald Ziraldo, Inniskillin was granted the first winery licence in Ontario since 1929, and now has estate wineries in both the Okanagan Valley in British Columbia and in Ontario's Niagara Peninsula.

The name Inniskillin derives from the famous Irish regiment, the Inniskilling Fusiliers, whose Colonel Cooper served in North America during the War of 1812. For his service, he was granted Crown land which he named the Inniskilling Farm.

Since its inception, Inniskillin has grown premium quality wines from the classic European wine grape, or *vitis vinifera*, and is recognized as the world leader in icewine production. To produce icewine, grapes are frozen on the vine and picked by hand when temperatures drop to between -10°C and -12°C. The frozen grapes are then pressed to release a highly concentrated nectar, rich in sugar, acids and flavour, making icewine the perfect dessert or after-dinner wine. Because of the extremely low yield and exceptionally high level of natural sugar in the

grapes, Vintners Quality Alliance (VQA) icewine is both rare and expensive.

After its unprecedented achievement in Bordeaux, France, when it won, in 1991, the Grand Prix d'Honneur for its 1989 icewine, Inniskillin has forged a world-wide distribution network which includes North America, Asia, and most recently Europe. Not only did Inniskillin win a "Gran Medaglia D'Oro" (Great Gold Medal) at Vinitaly 2003 for its 2001 Riesling icewine (VQA Niagara), but it was also awarded three gold medals at the 2003 *Concours Mondial de Bruxelles* in Belgium, winning with its VQA Okanagan 2001 Riesling icewine, 2000 Meritage and 2001 Pinot Noir.

Export advice

When asked how Inniskillin wines became one of the most highly recognized brands of wine in the world, Ziraldo advises: "Research the market and select a reputable distributor that is prepared to invest resources long term to build your brand. Once you select a target market, stay focused on key markets globally and service them regularly. Following up is crucial. You can send 10 people to introduce your product for distribution, but if you don't follow up, no one will remember you."

Keeping it simple has certainly paid off for Inniskillin, whose signature icewine is its only export.

"Staying focused is key. I would never try to sell red wine to Italians, so we kept it simple. In the U.S., for example, we hired one full-time person in New York, Miami, San Francisco, Chicago and Los Angeles to do one thing—sell Inniskillin icewine. Because of these

focused efforts, we now have more than 5,000 accounts across the U.S." Interestingly, Inniskillin's wines are also successful across Europe, particularly in Italy, the United Kingdom and Spain.

DFAIT help

The Department of Foreign Affairs and International Trade (DFAIT), through its embassies and consulates, has been a big help in exposing Inniskillin to an international audience. "DFAIT has always provided Inniskillin with a platform to promote our icewine," said Ziraldo. "The Canada Day festivities in Singapore this year was a perfect example; there were over 400 people attending the celebration and I had the opportunity to talk about our icewine. It was a big tasting. These events are very important for us; they go a long way in helping us internationally," he said.

According to Martin Moodie, Editor of *The MoodieReport.com*, "The big, and almost totally unexpected, wine success in duty free has been icewine. A decade ago, anyone predicting that Canadian "stickies" would be a front-line force would have had their sanity questioned. Yet that has been the remarkable achievement by Inniskillin."

Like all successful companies whose products started off as "fringe" items, it took leadership and vision to make icewine the big seller it has become today. Says Moodie: "Inniskillin is a unique case study in this industry. It has come from left field to occupy centre stage in the business. Along the way, it has lifted the whole wine category and proven there is a role for new sectors, for those who dare to be different, for those with imagination."

For more information, contact Donald Ziraldo, Inniskillin Wines, tel.: **1-888-466-4754**, ext. **301**, e-mail: **dziraldo@inniskillin.com**, Web site: **www.inniskillin.com**. *

Trade events calendar

AEROSPACE & DEFENCE

DUBAI, UNITED ARAB EMIRATES — December 7-11, 2003 — The **Dubai Airshow** is one of the world's leading aerospace events and will include a Canadian pavilion. **For more information**, contact Anne Argyris, Consul and Senior Trade Commissioner, Canadian Embassy in Abu Dhabi, e-mail: **anne.argyris@dfait-maeci.gc.ca**, or Derek Staines, EAS Exhibition Services, e-mail: **derek@easexhibitions.com**, tel.: **(905) 837-5095**, Web site: **www.dubaiairshow.org**.

AGRICULTURE, FOOD & BEVERAGES

LONDON, ENGLAND — November 26-30, 2003 — The **BBC Good Food Show** is the largest consumer food and drink show in Europe. **For more information**, contact the show organizer, tel.: **(011-44-20) 8948-1666**, e-mail: **laura@consumer-exhibitions.co.uk**, or contact the Canadian High Commission in London, tel.: **(011-44-20) 7258-6663**, fax: **(011-44-20) 7258-6384**, e-mail: **ldn-td@dfait-maeci.gc.ca**, Web site: **www.bbcgoodfoodshow.co.uk/index.asp**.

HONG KONG — February 10-13, 2004 — The **10th Asian International Exhibition of Hospitality Equipment, Supplies and Technology, Food and Drink (HOFEX)** is a unique opportunity for Canadian food exporters to access buyers from Asian markets including Greater China, Korea, Taiwan, the Philippines and Macao, among others. **For more information**, contact Kitty Ko, Commercial Officer, Canadian Consulate General in Hong Kong, e-mail: **kitty.ko@dfait-maeci.gc.ca**, tel.: **(011-852) 2847-7448**, fax: **(011-852) 2847-7441**.

ARTS & CULTURAL INDUSTRIES

GUADALAJARA, MEXICO — November 29-December 7, 2003 — The **Guadalajara International Book Fair** is the largest Spanish-language book event in the world. **For more information**, contact Juan-Carlos Munoz, Canadian Consulate in Guadalajara, tel.: **(011-52) 3615-6215**, fax: **(011-52) 3615-8665**, e-mail: **juan-carlos.munoz@dfait-maeci.gc.ca**, Web site: **www.fil.com.mx**.

SYDNEY, AUSTRALIA — December 7-9, 2003 — The **Australian Effects & Animation Festival** will focus on the creative and technical secrets behind some of the biggest VFX and animation projects from Hollywood and around the world. **For more information**, contact Sharon Pinney, Culture and Communications Officer, Canadian Consulate General in Sydney, e-mail: **sharon.pinney@dfait-maeci.gc.ca**.

BUILDING PRODUCTS

DUBAI, UNITED ARAB EMIRATES — November 19-29, 2003 — **BIG 5** is the largest annual event for the booming construction industry in the Gulf and Middle East region. **For more information**, contact Sanam Shahani, Commercial Officer, Canadian Embassy in Dubai, e-mail: **sanam.shahani@dfait-maeci.gc.ca**, or Terry Gain, Big 5 Representative in Canada, e-mail: **cgain@interlog.com**.

SHANGHAI, CHINA — November 18-21, 2003 — Held on a biennial basis, **Building Shanghai 2003** is the leading Chinese exhibition for building materials and services as well as interior design. **For more information**, contact Claire Zhang, Senior Commercial Officer, Canadian Consulate General in Shanghai, e-mail:

claire.zhang@dfait-maeci.gc.ca, tel.: **(011-86-21) 6279-8400**, fax: **(011-86-21) 6279-7456**, Web site: **www.2456.com**.

ENVIRONMENTAL INDUSTRIES

ARUSHA, TANZANIA — November 17-19, 2003 — **Hydro Africa 2003** is an international hydro power conference. **For more information**, contact the Canadian High Commission in Tanzania, tel.: **(011-255-22) 211-2837**, e-mail: **dslam-td@dfait-maeci.gc.ca**, or go to **www.ich.no/hydroafrica.html**.

BEIJING, CHINA — December 8-19, 2003 — The **Trade Team Canada Environment Mission** will be a part of the **China International Environment Protection Exhibition and Conference** and will visit Hong Kong, the Pearl River Delta, Shanghai and Qingdao. The focus will be on sustainable urban infrastructure. **For more information**, contact John Beveridge, Environmental Affairs Branch, Industry Canada (Vancouver), e-mail: **beveridge.john@ic.gc.ca**, tel.: **(604) 666-1416**, fax: **(604) 666-8330**, or Nichole Tremblay, Environmental Affairs Branch, Industry Canada (Ottawa), tel.: **(613) 952-1572**, fax: **(613) 952-9564**, e-mail: **tremblay.nichole@ic.gc.ca**.

FOREST INDUSTRIES

SHANGHAI, CHINA — December 16-19, 2003 — The **South China International Exhibition for Timber, Plywood, Veneer and Related Equipment**. **For more information**, contact Sarah Wu, Commercial Officer, Canadian Consulate General in Guangzhou, e-mail: **sarah.wu@dfait-maeci.gc.ca**, Web site: **www.globalwood.org/ads/chinafair.htm**.

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Trade events calendar

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HEALTH INDUSTRIES

CAIRO, EGYPT — December 13-15, 2003 — **LAB-RAD EXPO** is the first international exhibition and conference on medical diagnostic equipment. **For more information**, contact the Canadian Embassy in Egypt, tel.: **(011-20-2) 794-3110**, e-mail: **cairo-td@dfait-maeci.gc.ca**, Web site: **www.igmfairs.com**.

ICT

BEIJING, CHINA — November 12-16, 2003 — **PT/Wireless & Networks China 2003** is one of the largest shows in China focused on the mobile and networking technologies markets. Trade Team Canada will be organizing a national pavilion, technical seminar and reception and will prepare a Canadian exhibitors' booklet. **For more information**, contact Dale Forbes, Industry Canada, tel.: **(613) 990-9092**, e-mail: **forbes.dale@ic.gc.ca**, or Agnes Cui, Canadian Embassy in China, tel.: **(011-86-10) 6532-3536**, e-mail: **haixia.cui@dfait-maeci.gc.ca**.

MARINE INDUSTRIES

SHANGHAI, CHINA — December 2-5, 2003 — **Marintec China 2003** is the largest and most important maritime trade exhibition in China. **For more information**, contact Ginnie Koay, e-mail: **ginniekoay@cmpasia.com**, Web site: **www.marintecchina.com**, or

contact Tina Shih, Trade Commissioner, China and Mongolia Division, DFAIT, tel.: **(613) 996-3607**, e-mail: **tina.shih@dfait-maeci.gc.ca**.

METALS & MINERALS

TORONTO AND QUEBEC CITY — November 24-28, 2003 — A **Brazilian Federal Mining Mission** will be coming to Canada. **For more information**, contact Franz Brandenberger, Business Development Officer, Canadian Government Trade Office in Belo Horizonte, tel.: **(011-55-31) 213-1651**, e-mail: **infocentre-spalo@dfait-maeci.gc.ca**.

PLASTICS AND CHEMICALS

BEIJING, CHINA — December 4-7, 2003 — **Chinaplas 2003** is the

largest plastics trade show in China, with over 400 exhibitors and 35,000 visitors from more than 20 countries. There will be a Canadian pavilion, and companies have the opportunity to either be direct exhibitors at the show or have their literature displayed within the pavilion. **For more information**, contact John Margeson, Industry Canada, tel.: **(613) 954-3016**, e-mail: **margeson.john@ic.gc.ca**.

RAIL & URBAN TRANSIT

SYDNEY, AUSTRALIA — November 16-19, 2003 — **AusRail 2003 Conference and Exhibition** is Australia's premier rail industry event. **For more information**, contact Geoff Fox, Commercial Officer, Canadian Consulate General in Sydney, e-mail: **geoff.fox@dfait-maeci.gc.ca**, Web site: **www.ausrail.com**. *

The Americas Business Forum

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Over the years, the ABF has become one of the premier events for open and focused discussions among business representatives on the potential benefits and challenges of regional trade integration. As a gateway to the Americas, Miami provides a unique setting for Canadian firms looking to network and forge new partnerships to expand their export opportunities into Latin American markets.

For more information on this event and **to register**, go to **www.abfmiami2003.com**, or contact Claudio Ramirez, DFAIT, tel.: **(613) 944-0770**, fax: **(613) 944-7981**, e-mail: **claudio.ramirez@dfait-maeci.gc.ca**. *

Enquiries Service

DFAIT's Enquiries Service provides counselling, publications and referral services to Canadian exporters. Trade-related information can be obtained by calling **1-800-267-8376** (Ottawa region: **(613) 944-4000**) or by fax at **(613) 996-9709**; by calling the Enquiries Service FaxLink (from a fax machine) at **(613) 944-4500**; or by accessing the DFAIT Web site at **www.dfait-maeci.gc.ca**.

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