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 THE CANADIAN
TRADE COMMISSIONER
SERVICE

Our Offices Abroad 2002

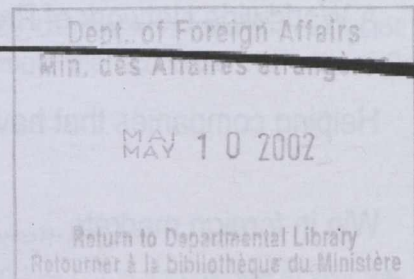
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Department of Foreign Affairs
and International Trade

Ministère des Affaires étrangères
et du Commerce international

Canada



OUR OFFICES ABROAD

January 2002

Our Service Commitment

- We will contact you within five working days of receiving your inquiry
 - We treat all requests confidentially
 - All of our trade offices abroad provide six core services

The Trade Commissioner Service welcomes your feedback!

Please provide us with your comments.

1 888 306-9991 or feedback.tcs@dfait-maeci.gc.ca.



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A WORLDWIDE NETWORK OF PROFESSIONALS

Over 300 Canadian Trade Commissioners work for Canadian business in 140 cities around the world. As part of the Department of Foreign Affairs and International Trade, these Canadian 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

Core Services

Market Prospect — We'll help you assess your potential in your target market. We may have market reports available for some sectors. *Should you need additional market research, we can refer you to local firms.*

Key Contacts Search — Need a list of qualified contacts in your target market? We can get it. These sources have the local knowledge you need to refine and implement your market entry strategy. *We'll let you know of any charges for access to specialized databases.*

Local Company Information — We'll provide information on local organizations or companies you have identified. *You will always be informed of any access charges to specialized databases. Credit checks are generally referred to specialized agencies.*

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.*

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.*

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: extensive program of appointments, logistical support, business support services, participation in events, temporary office or display space. In markets where this is not possible, our offices will arrange for these services at a cost.



HELPING COMPANIES THAT HAVE RESEARCHED AND SELECTED THEIR TARGET MARKETS

The Canadian Trade Commissioner Service works with 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.

To maximize your results with trade commissioners, follow these three simple steps:

1. Research and select your target markets

Call Team Canada Inc 1 888 811-1119 or do your research at exportsource.ca

Get in touch with Team Canada Inc network to access the Government of Canada's full range of international business development services. 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. Register with WIN Exports — 1 888 811-1119 or www.infoexport.gc.ca/winexports

Trade commissioners use WIN Exports as their client management database. It's your chance to let them know about your company. By registering with WIN, you will also make sure that trade commissioners can send you timely business leads.

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?
- 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 1 888 306-9991 or e-mail us at feedback.tcs@dfait-maeci.gc.ca.



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

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Territories/Responsibilities : Algeria

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Major Holidays: 2002-2-24, 2002-2-25, 2002-3-31, 2002-5-1,
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2002-12-25

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

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Angola

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Anguilla

see *Barbados*

Antigua and Barbuda

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Territories/Responsibilities : Argentina, Paraguay

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see *Russian Federation*

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Territories/Responsibilities : The High Commission in Canberra is primarily involved in market access issues and the development of industrial, economic and scientific cooperation with Australia. It also handles business development and trade enquiries with respect to government and defence procurement, aerospace, agriculture and food products, fisheries and sea products, power and energy, oil and gas products, forest products and mining, metals and minerals, plus trade promotion and business development in Papua New Guinea, the Solomon Islands, Nauru, Vanuatu and New Caledonia. All other market enquiries are handled by the Consulate General of Canada in Sydney.

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Bahrain

see Saudi Arabia

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Office Hours: Mon-Fri: 0800-1600

Major Holidays: 2002-03-29, 2002-04-01, 2002-04-28, 2002-05-01, 2002-05-20, 2002-08-01, 2002-08-05, 2002-11-30, 2002-12-25, 2002-12-26

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Office Hours: Mon-Fri: 0830-1730

Major Holidays: 2001-03-29, 2002-04-1, 2002-05-1, 2002-05-9, 2002-05-20, 2002-07-1, 2002-08-15, 2002-09-2, 2002-10-14, 2002-11-1, 2002-11-11, 2002-12-25, 2002-12-26

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see Côte d'Ivoire

Bermuda

see United States of America (New York)

Bhutan

see India

Bolivia

see Peru

Bosnia and Herzegovina

see Hungary

Botswana

see Zimbabwe

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Territories/Responsibilities : The Canadian Embassy in
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scientific co-operation, and trade enquiries with respect to
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Office Hours: Monday-Thursday: 0830-1730; Friday: 0830-1400

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Major Holidays: 2002-02-11, 2002-02-12, 2002-03-29, 2002-04-01, 2002-05-30, 2002-07-01, 2002-10-14, 2002-12-25, 2002-12-26, 2002-12-27

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Territories/Responsibilities : The Canadian Consulate General in Sao Paulo is responsible for trade development activities in all of Brazil, while the Embassy in Brasilia is responsible for government procurement and trade policy issues. Business development inquiries for all regions should therefore be directed to the Consulate General in Sao Paulo.

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

Major Holidays: 2002-01-01, 2002-02-11, 2002-02-12, 2002-03-29, 2002-04-01, 2002-05-30, 2002-07-01, 2002-10-14, 2002-12-25, 2002-12-26, 2002-12-27.

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Territories/Responsibilities : Gabon, Congo (Brazzaville), Equatorial Guinea, Sao Tome and Principe

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Major Holidays: 2002-02-11, 2002-03-29, 2002-04-01, 2002-05-20, 2002-07-01, 2002-08-05, 2002-09-02, 2002-10-02, 2002-12-25, 2002-12-26

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

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However, all inquiries for commercial information about New
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Time Difference (E.S.T.): -1

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Time Difference (E.S.T.): -3

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Mr. Francis Uy

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Senior Trade Commissioner
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Virgin Islands (British)

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Virgin Islands (U.S.)

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Wales

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West Bank and Gaza Strip

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Mr. Steve Hibbard

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Territories/Responsibilities : Zambia, Malawi

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Territories/Responsibilities : Zimbabwe, Angola, Botswana, Mozambique

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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 DFAIT's 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:

The Asian Development Bank

- see Phillippines

The African Development Bank

- see Côte d'Ivoire

The Caribbean Development Bank

- see Barbados

The European Bank for Reconstruction and Development

- see Britain

FAO/Food and Agriculture Organization of the United Nations

- see Italy

IAPSO/Interagency Procurement Services Office

- see Denmark

IBD/Inter-American Development Bank

- see Washington, DC (U.S.A.)

OLIFI/Office for Liaison with International Financial Institutions

- see Washington, DC (U.S.A.)

PAHO/Pan-American Health Organization

- see Washington, DC (U.S.A.)

UNOPS/United Nations Office for Project Services

- see New York (USA) Permanent mission to the UN

UNDP/United Nations Development Program and UNPDT/United Nations Purchase and Transportation Service

- see New York (USA) Permanent mission to the UN

UNPFA/United Nations Population Fund

- see New York (USA) Permanent mission to the UN

UNICEF/United Nations International Childrens Emergency Fund

- see Denmark

UNHCR/United Nations High Commissioner for Refugees

- see Switzerland

World Bank Group

- see Washington, DC (U.S.A.)

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.

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Armenia, Yerevan

(Russian Federation, Moscow)
Emin, Artashes
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F: (011-3741) 567-903
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267 St. George's Terrace, 3rd Floor
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Bahamas, Nassau

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Brooks, Monique (Vice-Consul)
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Nassau, The Bahamas
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Belize, Belize City

(Jamaica, Kingston)
Quallo-Rosberg, Jewel
Consulate of Canada
85 North Front Street
Belize City, Belize
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Bermuda, Hamilton

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Hamilton, Bermuda HMAX
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35 15 81
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59 El Horria Street
Alexandria, Egypt
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Lesotho, Maseru

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