



CANADIAN  
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FREIGHT FORWARDERS  
ASSOCIATION, INC.

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**MINUTES**  
**72<sup>nd</sup> ANNUAL GENERAL MEETING**  
**May 20, 2021**  
**Posted to CIFFA Website May 26, 2021**

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## **ATTENDED OFFICERS AND DIRECTORS**

Troy	Cowen	President	Maltacourt (Canada) Ltd
Paul	Glionna	V.P. I	Universal Logistics Inc.
Paul	Courtney	V.P. II	Courtney Agencies Ltd.
Arnon	Melo	V.P. III	Mellowhawk Logistics
Barry	Murphy	Treasurer	BDP International
Paul	Lobas	Secretary	ITN Logistics Group
Marc	Bibeau	Director	Overseas Express Consolidators Inc
Christina	Fisker	Director	FCL Fisker Customs & Logistics
Larry	Palmer	Director	UPS Supply Chain Solutions
William	Gottlieb	Director	ITN Logistics Services Inc.
Christina	Forth	Director	FFAF Cargo, Edmonton
Flavia	Iuston-Blair	Director	DSV Air & Sea Inc
Karl-Heinz	Legler	Director	Rutherford Global Logistics
Edna	Carr	Director, Central Region Chair	Trade Link International, Toronto
Angelo	Loffredi	Director, Eastern Region Chair	Traffic Tech International Inc.
Tiffany	Vandenberghe	Director, Western Region Chair	Gillespie-Munro, Vancouver
Rui	Fernandes	Legal Counsel	Fernandes Hearn LLP
Bruce	Rodgers	Executive Director	CIFFA

## **RECORD OF ATTENDANCE**

<b><u>First Name</u></b>	<b><u>Surname</u></b>	<b><u>Company Affiliation</u></b>	<b><u>Member Affiliation</u></b>
Arlene	Singroy	Anchor International Freight Services Inc.	Regular
Celeste	Hill	Arrival Air & Sea Transport Inc.	Regular
Barry	Murphy	BDP International Inc	Regular
Derrick	Sones	Cole International Inc	Regular
Paul	Courtney	Courtney Agencies Ltd.	Regular
Flavia	Iuston-Blair	DSV Air & Sea Inc	Regular
Stanley	Wong	DSV Air & Sea Inc.	Regular
Rui	Fernandes	Fernandes Hearn LLP	Associate
Ashley	Fernandez	FCL Fisker Customs & Logistics	Regular
Christina	Fisker	FCL Fisker Customs & Logistics	Regular
Christina	Forth	FFAF Cargo	Regular
Tiffany	Vandenberghe	Gillespie-Munro	Regular
Shun Yin Alex	Wong	ICNT Logistics Inc.	Regular

Paul	Lobas	ITN Logistics Group	Regular
William	Gottlieb	ITN Logistics Services Inc.	Regular
Chad	Swance	Kuehne + Nagel Ltd.	Regular
Brad	Fallon	Maltacourt Global Logistics	Regular
Troy	Cowen	Maltacourt (Canada) Ltd	Regular
Arnon	Melo	Mellohawk Logistics	Regular
Marc	Bibeau	Overseas Express Consolidators Inc.	Regular
Lorin	Levine	Priority Worldwide Services Canada	Regular
Jonathan	Vanloo- Legault	Rutherford Global Logistics	Regular
Karl-Heinz	Legler	Rutherford Global Logistics	Regular
Edna	Carr	Trade Link International	Regular
Angelo	Loffredi	Traffic Tech International Inc.	Regular
Paul	Glionna	Universal Logistics Inc.	Regular
Larry	Palmer	UPS Supply Chain Solutions	Regular
Bruce	Rodgers	CIFFA	
Stephen	McDermott	CIFFA	
Julia	Kuzeljevich	CIFFA	

## **PROXIES**

As of May 20, 2021 the following proxies have been received:

<b>Proxy from Member Company</b>	<b>Accredited Member Representative</b>	<b>Member Representative Designated</b>
Skyway International	Joe Brown	Gillespie Munro (Tiffany Vandenberghe)
<b>Total</b>		<b>1</b>

**TIME: 2:30 – 4:00 pm**

T. Cowen called the meeting to order at 2:32 and asked J. Kuzeljevich to read the Competition Bureau Clause.

### **1. Competition Bureau Canada Clause**

*Commitment to full compliance with both the letter and the spirit of the antitrust laws is a fundamental commitment of the Canadian International Freight Forwarders Association (CIFFA). The Competition Bureau of Canada is an organization that investigates anti-competitive practices and promotes compliance with the laws under its jurisdiction. The following is CIFFA's directive:*

***“All meetings will be conducted in compliance with the provisions of the Competition Act. Meetings will not discuss or take action on any subject related to restraint of trade, price fixing, compensation, reimbursement, rate setting, marketing strategies and any other topics that could be considered anti-competitive.”***

### **2. Call to Order, Roll Call & Call for Proxies**

T. Cowen reminded everyone that only Regular Members are entitled to vote, and that there is only one vote per company. Associate Members and PFFs are not eligible to vote.

T. Cowen called upon J. Kuzeljevich for proxies that have been received.

J. Kuzeljevich confirms number and names of proxies received;     1    , and the number of Regular Members who have logged into the webinar:   20  

J.; Kuzeljevich announced the total number of votes   21   and that there is a quorum of voting members present.

### **3. Notice of Meeting – T. Cowen**

The Notice has been sent to all Members of the Association in accordance with our By-Laws.

4. **Time of Remembrance** – T. Cowen

We will take a moment of silence in memory of those colleagues and friends that have passed away in the course of the past year.

5. **Minutes of the previous meeting** – T. Cowen

(These are posted on our website under MEMBERSHIP/ Annual General Meeting.  
<http://www.ciffa.com/membership/agm/> )

Moved by	T. Cowen
Seconded by	M. Bibeau
Any Discussion	-
All in favour	17
Opposed	-
Abstained	-
	Motion carried

6. **President's Address** –T, Cowen

Dear CIFFA Board, CIFFA Members and Honored Guests,

Welcome, to our 72nd Annual General Meeting. My name is Troy Cowen and I am pleased to represent the association as President.

I would like to express my sincere gratitude to the Membership of CIFFA for your continued support of our association.

Once again, we are meeting virtually, adapting to a new normal that we hope will not be long-lasting. Let us hope though that “normal” will never be a word we use to describe the conditions the pandemic has brought forth.

We are seized by pandemic fears, strains and the fragile supply chains that have resulted from a year of upheaval and uncertainty.

More than ever now, it's important we come together collaboratively, to make sure we are on the same page, communicating clearly, and supporting each other in all the ways we can during the crisis.

This past year, CIFFA has done exactly that for its membership.

Starting with education, we have commenced with revisions to our course material.

The new Essentials of Freight Forwarding online modules were recently updated, offering students an enhanced learning experience and easy navigation with an improved overall look and quality of the modules, and additional knowledge drawn from the vast experience of CIFFA's instructors. Additionally, these modules were adapted for an international audience by removing content that is strictly Canadian and replacing it with a more universal content, while leaving in some Canadian content that is globally relevant.

Our Advanced Freight Services textbook was also recreated this past year by merging the content of the former Specialized Freight Services textbook and the majority of the content of the Supply Chain Management and Marketing textbook. This textbook is now used by students registered in the newly introduced FIATA Diploma course, replacing the former two programs.

A new CIFFA website has been designed and was completed in January/February. Adjustments are being made to the website as a result of CRM integration. The launch of the website will parallel the launch of the CRM. Website speeds will be significantly faster than the current website, with an increased user experience.

With CIFFA's Executive Director, Bruce Rodgers at the helm and with the dedicated work of the Secretariat staff, the association continues to put strong focus on education, membership benefits and advocacy work.

CIFFA's strong advocacy work involves several Committees, dedicated to covering Customs, Airfreight and Seafreight issues. And new over the course of this year, CIFFA has created a Technology committee and a Sustainability committee. The committee members bring forward items of concern and interest to the freight forwarding community and these concerns are brought forth to government, stakeholders and other regulated bodies by CIFFA.

You will all have received a copy of our committee reports for this meeting. They will also be posted with the minutes in the days following the AGM.

The important work of our committee chairs is paramount to the success of the association and to the industry as a whole.

With regard to our Airfreight, Seafreight and Customs Committees, I would like to acknowledge our National Committee Chairs: Bill Gottlieb, Larry Palmer and Paul Courtney.

With their vast experience in the industry and their valuable contributions and insight, they are the "go-to" people for us and they represent membership well.

Our new Technology Committee is represented by Director Marc Bibeau, and our Sustainability Committee by Director Christina Fisker. We have many plans ahead for all of our committees, and as always, we appreciate member input on issues needful of being brought forward. More importantly, we invite members to join our committees by contacting the Secretariat at any time to receive information.

Never before has our government relations work held as much importance as it did over the course of the last year.

We are thrilled to introduce to the membership our lobbyist, Mr. Warren Everson, who has been working with the Executive Director and Public Affairs Manager to raise the voice and profile of CIFFA before government, through various channels.

Their recent work includes raising the attention of government at provincial and federal levels to the issues of supply chain stoppage in the advent of a labour strike at the Port of Montreal, and also to the issue of detention and demurrage due to higher than ever volumes at West Coast ports. We will continue in earnest the important work of raising CIFFA's profile with government, working on a policy plan in the event of a future election.

CIFFA continues its close involvement with various government committees representing the association before CBSA, Transport Canada and international organizations such as FIATA, IATA, ICAO and others.

Our representation is strong and our intent is to keep transparency top of the agenda, while not pointing fingers.

At this time, I would like to thank you all once again for your continued support and assistance to our association and for your participation today. Thank you as well for your support of my Presidency over my tenure. It has been my pleasure to represent you all.

As the 'trusted advisor' to the industry, CIFFA, through its ongoing participation and consultation with government and industry, will continue to provide value, support and benefit to your business.

Respectfully submitted,  
Troy Cowen  
President

## **7. Treasurer's Report – B. Murphy**

Ladies and Gentlemen:

The accounting firm of RSM, has audited CIFFA's financial statements for fiscal year ending December 31, 2020. They have provided the Secretariat and the Board with guidance on accounting practices for "not-for-profit" organizations and we thank them for their professional assistance.

The final draft of the 2020 financial statements has been duly circulated and approved by your Board of Directors. The full minutes of this AGM will be posted on the Members Only section of our website by early June.

As your Treasurer, I am pleased to share with you this strong financial position, resulting in a solid member surplus.

2020 Revenues – \$2,610,658  
2020 Expenditures – \$1,948,232

Member fund surplus - \$1,718,299

Our revenues increased significantly this past year, 23.9%, primarily due to positive changes in our Educational contracts as well as government assistance through the Canada Emergency Wage Subsidy program. Expenses increased only slightly, 1.6%, due to a hiring of an instructional designer to modernize our educational material. These changes lead to very favorable results, posting a profit of \$662,426.

Our revenue is broadly based, with a good mix from; membership, education and of course, our college partnerships. Our Education portfolio contributes approximately 69.5% of our total revenue, 39.1% of which comes from the excellent support of our College Partners.

We have invested approximately 10% of the member fund surplus in Canadian equities, 14% in

Fixed Income, while the remainder is invested in various guaranteed investment certificates and short-term deposit notes with major financial institutions.

As a result of our continuing financial success of our educational programs, the membership were informed of our need to create a for-profit subsidiary, which was incorporated on July 31, 2020 as 12237857 Canada Inc. This new entity will commence operation January 1, 2021.

One of the opportunities identified through a recent Board of Directors strategic planning session, was to enable CIFFA to make our course content and expertise available and accessible on a global scale. As our members are aware, the CIFFA training programs have been known as best in class for years, as it is unique to the role of freight forwarders and to their competencies. CIFFA's courses are proven to further the careers of its learners, so we believe that this global interest in our course material deserves great fanfare. The pandemic also has accelerated the process in terms of CIFFA's online course accessibility.

This new entity will offer the opportunity for greater returns that can be applied to advocacy, events and programming for membership, as well as representing CIFFA domestically and internationally.

Respectfully Submitted by  
Barry Murphy  
Treasurer

B. Murphy made a motion that his report, in addition to the audited financial statements be accepted.

Moved by	B. Murphy
Seconded by	P. Glionna
Any Discussion	-
All in favour	18
Opposed	-
Abstained	-
	Motion carried

T. Cowen thanked B. Murphy for his work this past year and calls on Secretary and Membership Chair, P. Lobas to present an expansion of our Regular Membership category, as well as the proposed fee structure changes.

## **8. Membership Expansion – P. Lobas**

As presented and discussed during a special meeting of members on January 20, 2021, one of our Strategic Priorities is to expand regular membership to include global logistics providers. Membership agreed during that meeting to extend our membership categories to add Class 'E' to include load brokers.

We now wish to extend that classification further, by including the carter/drayage companies into our Regular Membership category 'E'. This group plays an integral role in the movement of cargo on behalf of our industry and is not being represented by any other group.



A motion to accept this new group into Membership will be presented further in the presentation.

### **Regular Membership Fee Structure**

The CIFFA Membership Committee met in February and April to review the current provincial membership fee structure, moving towards a headcount model. The rationale for reviewing this matter was because many firms have introduced remote working arrangements, thereby closing certain satellite offices due to the effects that COVID-19 has had on our industry.

We reviewed how other similar associations are structured and could not find anything comparable to what we have currently in place.

The Committee examined our existing model and ultimately reached consensus towards a flat-fee pricing structure for Regular Membership - Class 'A' and 'E' categories. Your Board of Directors approved this approach and agreed to an annual fee of \$1,250.

Paul L made a motion to accept a new membership annual flat-fee pricing structure for Class 'A' and 'E' Regular members be moved to \$1,250.

Moved by	P. Lobas
Seconded by	C Forth
Any Discussion	-
All in favour	19
Opposed	-
Abstained	-
	Motion carried

T. Cowen thanked P. Lobas for the overview and invites Central Region and By-Laws Chair, E. Carr, to present the proposed by-laws changes

### **9 CIFFA National By-Laws – E. Carr**

As referenced above, CIFFA wishes to revise our current by-laws to expand our Regular Membership category, Class 'E' – to include Carter/Drayage Operators. The first by-law proposal is as follows:

#### **1) Membership Classes and Conditions – Category 'E'**

##### **Current Language**

1 e) Class E voting membership shall be available to persons carrying on business as a load broker in Canada who have applied for Class E membership in the form prescribed and meet the qualifications for Class E membership as determined by the board, have paid the dues set by the Corporation for Class E membership, and have been accepted by the board for Class E voting membership in the Corporation.

##### **Proposed Language**

1 e) Class E voting membership shall be available to persons carrying on business as a load broker or carter/drayage company in Canada who have applied for Class E membership in the

form prescribed and meet the qualifications for Class E membership as determined by the board, have paid the dues set by the Corporation for Class E membership, and have been accepted by the board for Class E voting membership in the Corporation.

E Carr made a motion to accept the new Membership Category - Class E, to include Carter/Drayage companies.

Moved by	E. Carr
Seconded by	P. Lobas
Any Discussion	-
All in favour	19
Opposed	-
Abstained	-
	Motion carried

## 2) Membership Classes and Conditions

The second change the Board of Directors wishes to propose pertains to business relationship between related parties and the difficulties associated with determining an arm's length structure.

1 a (i and ii) and 1 e (i and ii)

### Current Language

- i) No person whose business is related to, subsidiary to, or owned in whole or in part by any shipper, exporter, or importer of goods nor any person who buys or sells goods or acts as a buying or selling agent on behalf of merchants or shippers in any manner shall be eligible for Class A (or E) membership unless the person submits materials with their application that persuades the board, in its sole discretion, that the applicant freight forwarding business is operated independently and at arm's length from the related shipper.
- ii) No person whose business is related to, subsidiary to, or owned in whole or in part by any carrier may be accepted for Class A (or E) membership unless the person submits materials with their application that persuades the board, in its sole discretion, that the applicant freight forwarding business is operated independently and at arm's length from the related carrier.

### Proposed Language

- i) No person whose business is related to, subsidiary to, or owned in whole or in part by any carrier, shipper, exporter, or importer of goods nor any person who buys or sells goods or acts as a buying or selling agent on behalf of merchants or shippers in any manner shall be eligible for Class A (or E) membership unless the person submits materials with their application that persuades the board, in its sole discretion, that the applicant load broker business is operated independently from the related carrier.

E Carr made a motion to accept the proposed language removing the reference to arm's length relationship as proposed.

Moved by	E. Carr
Seconded by	P. Glionna
Any Discussion	-
All in favour	19
Opposed	-
Abstained	-
	Motion carried

### 3) Standard Trading Conditions – Clause 19 – Force Majeure

From recent events, i.e. Suez Canal, there were articles published expressing concerns that forwarders may not have adequate force majeure clause protection. Questioning this further, our Judicial Chair has prepared a revised expanded clause that introduces the Company acting in a commercially reasonable manner (as opposed to extraordinary circumstance) and expands the force majeure event.

#### Current Language

The Company shall be relieved of any and all liability for any loss or damage if, and to the extent that, such loss or damage is caused by extraordinary circumstance beyond the Company's control and which could not be avoided by the exercise of reasonable diligence, *inter alia*: strike, lockout, work stoppage, or restraint of labour; acts of war; natural disaster; riots or civil unrest; outbreak of disease, epidemic, pandemic, or quarantine; and acts of Princes or governmental authorities. In such circumstances the Company is entitled to modify its services, procedures, rates, prices, and surcharges as in the Company's reasonable discretion are considered necessary, and the Forwarder is entitled to full remuneration and indemnity for any charges so incurred or applied.

#### Proposed Language

The Company shall be relieved of any and all liability for any loss or damage if, and to the extent that, such loss or damage is the result of an event or circumstance (a "force majeure" event) that prevents the Company from performing one or more of its contractual obligations to the extent that the Company is affected by an impediment which is beyond its reasonable control, such impediment could not reasonably have been foreseen and could not reasonably been avoided or overcome by the Company acting in a commercially reasonable manner. The following events shall be presumed to be a "force majeure" event: a) war (whether declared or not), hostilities, invasion, acts of foreign enemies, extensive military mobilization; b) civil war, riot, rebellion and revolution, military or usurped power, insurrection, acts of terrorism, sabotage or piracy; c) currency and trade restriction, blockade, embargo, sanction; d) act of government authority whether lawful or unlawful, compliance with any law or governmental order, expropriation, seizure of works, requisition, nationalization; e) plague, epidemic, pandemic, natural disaster, extreme natural event, extreme weather event, nuclear, chemical or biological contamination; f) explosion, fire, destruction of equipment, prolonged break-down of transport, telecommunication, information system or energy; g) general labour disturbance such as boycott, strike and lock-out, go-slow, occupation of factories and premises; or any other event or circumstance beyond the Company's control. In such circumstances the Company is entitled to modify its services, procedures, rates, prices, and surcharges as in the Company's reasonable

discretion are considered necessary, and the Company is entitled to full remuneration and indemnity for any charges so incurred or applied.

E Carr made a motion to accept the revision to Clause 19 in the Standard Trading Conditions as proposed by our Judicial Chair – R. Fernandes.

Moved by	E. Carr
Seconded by	A Loffredi
Any Discussion	Question was raised on when this change would come into effect? Answer: As this motion was approved by membership, the by-law change would become effective the date that the AGM minutes are posted.
All in favour	18
Opposed	-
Abstained	1
	Motion carried

T. Cowen thanked E Carr for her contribution of the changes and calls on P. Glionna to discuss the election of the National Board of Directors

#### **10. Election of National Board of Directors – P. Glionna**

*The following eight directors from Membership Class ‘A’ have one year remaining on their two-year term:*

- Edna Carr, Trade Link International, Toronto
- Christina Fisker, FCL Fisker Customs & Logistics Inc., Toronto
- Paul Glionna, Universal Logistics Inc., Toronto
- Flavia Iuston-Blair, DSV Panalpina, Toronto
- Paul Lobas, ITN Logistics Group, Calgary
- Angelo Loffredi, Traffic Tech International Inc., Montreal
- Arnon Melo, MELLOHAWK Logistics, Toronto
- Larry Palmer, UPS Supply Chain Solutions, Montreal

**There are 9 seats open for election, 7 from Membership Class ‘A’ and 2 from Membership Class ‘E’:**

*The following six Directors from Membership Class ‘A’ will complete their two-year term and have agreed to stand for re-election to another two-year term:*

- Marc Bibeau, OEC Overseas Express (Canada) Consolidators Inc., Montreal
- Paul Courtney, Courtney Agencies Ltd., Vancouver
- Christina Forth, FFAF Cargo, Edmonton
- Karl-Heinz Legler, Rutherford Global Logistics, Montreal
- Barry Murphy, BDP International Inc, Toronto
- Tiffany Vandenberghe, Gillespie-Munro, Vancouver

The secretariat has also received the following two nominations:

Class A – Derrick Sones, Cole International, Calgary

Class E – Chris Ford, The Ace Group, Toronto  
 – one seat will remain open for the load-broker community

P. Glionna motioned that as we have do not have more candidates than available seats, he moved to accept the seven individuals named above to serve as your Board of Directors for membership class A and one named individual for membership class E.

Moved by	P. Glionna
Seconded by	P. Lobas
Any Discussion	-
All in favour	19
Opposed	-
Abstained	-

T. Cowen thanked P. Glionna for the election process.

### **Results of Board of Directors Election**

T. Cowen announces the election of the following Directors:

#### **Membership Class 'A'**

- Marc Bibeau, OEC Overseas Express (Canada) Consolidators Inc., Montreal
- Paul Courtney, Courtney Agencies Ltd., Vancouver
- Christina Forth, FFAF Cargo, Edmonton
- Karl-Heinz Legler, Rutherford Global Logistics, Montreal
- Barry Murphy, BDP International Inc, Toronto
- Derrick Sones, Cole International, Calgary
- Tiffany Vandenberghe, Gillespie-Munro, Vancouver

#### **Membership Class 'E'**

- Chris Ford, The Ace Group, Toronto

### **11. Appointment of Auditors**

T. Cowen made a motion to appoint RSM Toronto LLP, Chartered Accountants as the Auditors for the fiscal year 2021 at remuneration to be fixed by the Board of Directors.

Moved by	T. Cowen
Seconded by	P. Glionna
Any Discussion	-
All in favour	18
Opposed	-
Abstained	1
	Motion carried

### **12. 73<sup>rd</sup> Annual General Meeting – at a date and venue to be named later in 2022**

### **13. Other/New business**

T. Cowen motioned that as there is no further business of the Association, that the meeting be adjourned at 3:14 PM EDT

	T. Cowen
Seconded by	K. Legler
Any Discussion	-
All in favour	19
Opposed	-
Abstained	-
	Motion carried

### **14. Adjournment of AGM**

T. Cowen adjourned the meeting and thanked everyone for attending



## 2021 Annual General Meeting Reports



### Committee Chair Reports

Airfreight Committee

Customs Committee

Sea Freight Committee

Education Committee

Membership

FIATA Report

Sustainability

Technology Report

### Regional Committee Reports

Central

Eastern

Western

### National Sponsors



## **AIRFREIGHT COMMITTEE REPORT**

My Fellow CIFFA Members,

I appreciate having the opportunity to report on the activities of your Airfreight Committee during the past year. I usually add this next paragraph at the end of my report but given all we have been through this past year; I would like to open with it.

It must be noted, that only due to the amazing support received from the CIFFA secretariat, is our committee able to undertake its activities, and we extend a sincere thanks to Bruce Rodgers, Julia Kuzeljevich and the entire staff for all their assistance.

### **COVID-19**

Air cargo has survived, though we are a bit battered and bruised by the unprecedented challenges of the last 14 months. Industry has risen to implement innovative solutions previously unimagined, thus ensuring cargo flow on many major lanes. This has come at a cost, many sleepless nights and rate levels that far exceeded what prevailed prior to the pandemic.

When it came to air transport, 2020 is the year that airfreight came out of the wings and took center stage. It was recently reported that air cargo now makes up one third of airline business, and the newly installed IATA Director General Wille Walsh said that cargo is now recognized as a key revenue stream, and airlines are more likely to invest in their cargo activities, particularly technology and specifically digitalization, as it is key to cargo, which has lagged the passenger business.

We too share Mr. Walsh's optimism that carriers will now invest more to upgrade their cargo systems, as many systems across the industry, are woefully outdated. We also know this percentage is unsustainable, as passenger revenues rebound with the rising levels of vaccinated population. The forwarding industry and our clients are hopeful that with increased capacity as passenger flights are re-instated, we will see a moderation of rates, hopefully settling back near pre-pandemic levels.

Looking forward 12 – 24 months, your Airfreight Committee have identified some potential areas of concern. The possible downloading of costs to industry from both airport operators and Canada's air navigation authority. Both have suffered significant drops in revenue without corresponding reductions in costs, during the pandemic.

An announcement earlier this month by the Minister of Transport, the Honourable Omar Alghabra, may have allayed the first concern, as he launched two new funding programs to help Canada's airports recover from the effects of the pandemic, one to provide \$490 million to financially assist Canada's larger airports with infrastructure-related to safety, security, and connectivity. Then a new program providing \$65 million in financial relief targeted to help maintain operations. Plus, an additional funding top-up of \$186 million over two years, providing financial assistance to Canada's local and regional airports for safety-related infrastructure projects and equipment purchases.

NavCanada has taken on about a \$850 million in debt in 2020, and if Canada follows the path of European governments, we could see much of that debt downloaded to industry. A recent article reported that Europe's airspace users can expect to pay up to €5.4bn, in lost air navigation revenues, through higher air traffic control charges beginning in 2023. While Europe's air navigation service requirements fell by 60 per cent, they opted to reduce their costs by just one per cent.

### **CASS Canada**

**2020 CASS Settlement and Unrecovered** - CIFFA and FIATA continue to dialogue with IATA, seeking to ensure that our airline partners recognize the historically low credit risk of Canada's IATA accredited forwarders.

There were 9 defaults registered during 2020 (1 October 2019 – 30 September 2020).

	2020	2019
Number of Agents Defaulted:	9	10
Total Amount Defaulted:	USD 89,139	USD 299,177
Total Amount Recovered:	USD 78,134	USD 288,365
<b>Total Amount Unrecovered:</b>	<b>USD 11,005</b>	<b>USD 10,821</b>
<b>Total CASS settlements</b>	<b>USD 267,550,634</b>	<b>USD 297,164,996</b>

**The collection rate for 2020 was 99.996%**

**CASS Financial Criteria** – In 2019 CIFFA through the IATA Canadian Air Cargo Program – Joint Council, successfully updated the Local Financial Criteria in Canada applicable to accredited forwarders / Intermediaries. This criteria appears to continue to meet the needs of our forwarding community, and we measure its success by CIFFA not having received any complaints from its members, and similarly the IATA Cargo Agency Commissioner (Ombudsman) had no cases from Canada referred to him in 2020.

**Dangerous Goods Training Certificates** – All members are reminded that they must stay compliant with Transport Canada dangerous goods training requirements. Details can be found at <https://tc.canada.ca/en/dangerous-goods/training>.

IATA accredited Agents / Intermediaries are further required to provide IATA with proof of staff training, that meets its minimum standard. IATA has recently given notice that it will inform airlines participating in CASS Canada of any forwarder who is delinquent in providing training certificates to IATA. As of the end of April there were 41 program participants that had not satisfied IATA's requirement. CIFFA would like to suggest if you are participating in the IATA program, and have not yet submitted your training certificate(s) please do so, via the IATA portal.

**Change to Air Cargo Dangerous Goods Training – Competency-Based Training** – As a result of amendments made by the International Civil Aviation Organization (ICAO), the ICAO Technical Instructions Manual requires implementation of competency-based training for dangerous goods by January 2023. CIFFA will be adjusting its training programs to provide for competency-based training. CIFFA members must be aware that competency-based training requires the employer of personnel that perform functions aimed at ensuring that dangerous goods are transported in accordance with all applicable regulations, must establish and maintain a dangerous goods training program. The provision of such dangerous goods training should be commensurate with the operational functions of individuals and their tasks, regardless of job titles.

**Air Cargo Security Program – All-Cargo and Mail – New Requirements** - CIFFA continues to participate in Transport Canada's Advisory Group on Aviation Security. As previously announced, enhancements to the Transport Canada Air Cargo Security Program came into force February 1, 2021.

These enhancements require that only secure cargo and mail be transported on both passenger (domestic, transborder and international) and all-cargo international and transborder flights.

To provide industry with sufficient lead time, air carriers operating all-cargo international and transborder flights have until June 30, 2021, to become fully compliant with the new regulatory requirements.

Transport Canada has launched the Explosive Detection Dog & Handler Team (EDDHT) certification program to further strengthen Canada's air transportation system, and to alleviate the demands of screening an increased volume of cargo and mail, as well as better align our aviation system with international security approaches. Certification testing is taking place in Ottawa during spring 2021, and as of March 29 there were 51 applications. By region; 0 – Atlantic, 16 – Quebec, 14 – Ontario, 2 – Prairie and North, 19 – Pacific.

Transport Canada has registered 65 Regulated Agents who are authorized to screen air cargo. CIFFA is currently

contacting those Regulated Agents to confirm which provide 3<sup>rd</sup> party screening services, and this information will be made available to membership shortly.

### **IATA Resolution Change – Inhibiting CIFFA’s ability to Protect Interests of Canadian Forwarding Industry**

Last month it was advised that IATA’s Cargo Agency Conference voted to adopt the below changes to the responsibilities of the Canadian (and European) Joint Councils. These Joint Councils are composed of equal numbers of Forwarders and Airlines.

Removed

~~3.6\* Changes to relevant Procedure Conference Resolutions shall require the support and consensus of the Joint Council before being implemented in the region covered by this programme.~~

Added

**3.6 The Joint Council shall ensure that it discusses in advance any changes to CAC Resolutions which could directly affect the programme and interest of Intermediaries in its country/region. The resulting views shall be sent to the IFCC, which when appropriate shall send its views on the proposed changes to the CAC.**

The loss of the Canadian Joint Council’s ability to determine its support and consensus prior to IATA implementing a change to its rules, is considered unacceptable by CIFFA. Since many CIFFA members have signed the IATA ‘Cargo Intermediary Agreement’ allowing their participation in the Canadian Air Cargo Program, including the CASS. This agreement binds the forwarder to accept any amendments implemented by IATA. With its clause, “The amendments shall be deemed to be incorporated herein.”

Negating the long-standing authority of the Joint Council to ensure an amendment is in the best interests of the parties prior to its implementation, now allows IATA and its Airline members to unilaterally force changes on forwarders, with impunity.

Past examples of CIFFA invoking its responsibility to withhold support and consensus to protect the best interests of the forwarder are as follows:

**CASS Late Remittance Fee** – Not applicable in Canada due to CIFFA’s opposition. The guiding principle of the CASS is that it is administered by IATA and funded by the carriers. If the CASS incurs costs because their internal rule is to pay a carrier before the CASS receives the payment, carriers must fund such cost or interest expense.

**New Global Model for CASS Associates** – CIFFA opposes implementation in Canada, as it would subject the approximately 400 Canadian CASS Associates to provide, at its cost, financial security to IATA, guaranteeing 100% of the forwarders 60 - 70 day average outstanding.

**CASS Hot-File Charges** – Opposed by CIFFA, resulting in Canada being the only CASS operation where forwarders receive electronic billing, without paying a \$600.00 annual fee.

**Termination of the IATA FIATA Air Cargo Program (IFACP)** - Canada was the pilot country for the launch of the IFACP. In 2020, after three years, IATA unilaterally terminated the IFACP agreement with FIATA.

There were five objectives of the IFACP, they focused on modernizing the contractual relationship between carrier and forwarder so that it reflects the true nature of their business relationship.

- 1) A principal-to-principal contract (most “buyer-seller” relationships), as is the case with Carrier-Forwarder, the rights and obligations of the parties are a matter of negotiation.
- 2) facilitate the operational environment whereby industry efficiencies and enhanced use of technology for mutual benefit.
- 3) To maintain industry support for the current and future CASS operations
- 4) To clarify the liability scenarios effective under the role performed by the Forwarder.

- 5) To ensure all IATA Cargo programs continue to be fully regulatory compliant and supported by regulatory agencies throughout the world.

CIFFA is still committed to obtaining these objectives for its members, and will continue to work towards this goal.

In closing I would like to thank the committee members;

- Kathy Teune – DHL Global Forwarding
- Niki Layonis – Gillespie Munro Inc.
- Marc Bibeau – OEC Canada
- Mike Buckley – Cargolution
- Alex Lowe – Edmonton International Airport
- Bill Gottlieb – ITN Logistics

and our membership for all their support during the past 12 months.

The Airfreight Committee welcomes participation from CIFFA members, and any persons wishing further information, should contact either Bruce Rodgers or Julia Kuzeljevich at the secretariat.

Respectfully submitted  
Bill Gottlieb – Chair

### **CUSTOMS COMMITTEE REPORT**

Dear fellow CIFFA members,

I was appointed chair in June 2020 after Paul Hughes had chaired this committee for the previous seven years or so. As you can imagine, I had really big shoes to fill. Luckily, Mr. Hughes continued to support CIFFA with his Customs expertise specifically as he continued in his role as vice chair on the E-house Bill Working Group. Bruce Rodgers, your executive director took on a bigger role and I continued to be supported by a very strong committee. CBSA truly values CIFFA's input and through the work of Bruce, Paul Hughes, and the committee, we are able to affect real change on CBSA initiatives. The following were the main CBSA programs that we have been involved on over the last year.

#### **CERS**

Thanks to the work of the committee, Bruce Rodgers and Paul Hughes, we started this period with a fully electronic export reporting process and what we would consider a success story. CERS was successfully fully implemented at the end of June and the legacy system (CAED) was decommissioned at the end of September.

#### **EHBL**

Of course, the CBSA Electronic House Bill of lading process continued to take up most of our time. This work became that much more relevant with Customs notice 20-28 issued in August. Again, thanks to the great work of Paul Hughes on the EHBL working group, Customs finally issued a start date for full implementation of EHBL including for 'back-to-back' shipments. Over the last six months, Freight forwarding members of CIFFA have been busy trying to implement this into their operations and the operations of their overseas partners and offices. It has been challenging for all of us to say the least. CIFFA has been working very hard to educate members through webinars, a Q&A fact sheet, and always being available to answer enquiries from members. We all continue to struggle with certain sufferance warehouses that either are not set up to receive the necessary electronic messages and/or perhaps do not understand the process. CIFFA has spent significant time educating and persuading these service providers and other players in the supply chain. As I write this report, we are quickly coming up to July 4<sup>th</sup> and the end of the informed compliance period. The trading community has made great progress over the last 6 months or so, but we continue to lobby for an extension of the informed compliance period to allow more time for everyone to fully adjust.

#### **CARM**

The (relatively) new item on our agenda has been the CBSA Assessment and Revenue Management project (CARM). Even though this more directly affects Customs brokers (and importers), it will have a profound affect on how imports are handled and so it is important that our members stay informed on this topic. Bruce Rodgers is on this BCCC working group and this topic continues to be a subject of our committee. Essentially this will require importers to register on an on-line CBSA portal; delegate to their Customs service providers; and post financial security to ensure their shipments continue to flow as before. So, importer's will not be able to import if they are not registered; Customs brokers will not be able to file entries unless they have been delegated to; and goods will not be released prior to payment unless security has been posted by the importer. A big change! Importer and brokers will be able to register starting May 25<sup>th</sup> with all of this being mandatory by May 2022.

#### **Your Customs committee**

Traditionally this committee meets 5 or 6 times a year by conference call, but we switched to video calls this year which I believe has led to a more cohesive committee (it is nice to see the faces) enabling better discussions. With the change of Chairs, the committee was relied on more heavily than previous years and they were truly up to the task. We have a very strong committee that has a good grasp of the technical issues and bring a range of small, medium, and large company perspectives. I would like to thank our committee members for their volunteer time and their companies for allocating their resources.

I would also like to thank the CIFFA secretariat and my fellow board members for their support through the year. And a special thank you to Bruce Rodgers and Julia Kuzeljevich at CIFFA for all their time, effort, and expertise.

Paul Courtney	Courtney Agencies
Gillian Chang	Livingston International
Naomi Yamanaka	Kintetsu World Express Canada Inc.
Wayne Bibeau	OEC Group
Ted Chazin	CH Robinson
Luc Proulx	Traffic Tech Inc.
Christina Fisker	FCL Fisker Customs & Logistics
Lorin Levine	Priority Worldwide
Bruce Rodgers	Executive Director, CIFFA
Julia Kuzeljevich	Public Affairs Manager, CIFFA

Respectfully submitted,

Paul Courtney  
Chair, National Customs Committee

### **SEA FREIGHT COMMITTEE REPORT**

Dear Fellow Members,

I would like to share with you some of the key activities that were undertaken by your sea freight committee this past year.

The National sea freight committee has met 4 times by conference call since the last AGM. Members of the committee also participated in other calls to review and address other issues including those presented to us by our members.

This past year has been exceptional as costs throughout the supply chain escalated to levels never before seen. Ongoing labor negotiations in Montreal and congestion at other Canadian ports and rail facilities forced importers to find alternatives to move their freight.

#### **Port of Montreal.**

Longshoremen have been without a contract since 2018.

In August last year, the union applied pressure tactics by going on strike for 12 days. Work resumed after a truce was declared where both parties agreed to putting labor actions on hold and laid out a 7-month period where talks would continue without stoppages. After 7 months when no agreement was reached a 5-day strike occurred in April. Work resumed on May 2 after bill C-29 was tabled and passed. The bill says a collective agreement is to be reached within 90 days after mediators and arbitrators have been appointed, failing which the Bill empowers the mediators

and Arbitrators to impose arbitration.

From the onset, CIFFA has engaged officials at the Municipal, Provincial and Federal levels. As well our secretariat issued several press releases highlighting the impact to our members. All these measures contributed to Federal Labor Minister Filomena Tassi announcing a back to work legislation.

### **Rail / Carters**

CIFFA received many e-mails from members and carters on the situation regarding the time taken to pick up/ drop off empty containers at the rail terminals in Toronto. Carters felt they should be compensated for waiting times and diversions needed to return equipment. They indicated they would be sending CIFFA a letter with their intentions.

The committee discussed next steps which was to get stake holders to the table to discuss the situation and discuss measures that would help improve the flow. On March 17<sup>th</sup> a town hall was held with CN. Present were representatives from the Carter community, CIFFA members, The Shipping Federation and Chamber of Shipping.

The discussion went well. CN talked about historical performance, measures taken to improve service and issues going forward. Many factors were identified as contributing to the issues at hand: blank sailings, inaccurate carrier forecasts, Montreal strike, vessel diversions, volume surges outpacing hiring railcar shortages and reservation performance by the Carters. On export reservations, there was a reported average of 34% cancelled and 15 % expired (no-show). Imports averaged 20% late and 9% expired.

Measures were identified as needing to be improved upon to assist in the resolution of the problems (i.e. increased use and acceptance of Modal Pass). Carter dashboards will be provided to help each owner measure performance

Discussions are ongoing. Possibility of having another round table in June.

### **FMC - Demurrage / Detention**

FIATA produced a FMC tool kit on demurrage and detention that is posted to CIFFA Fact sheets

The committee held a lengthy discussion on this topic and contacted the competition bureau to determine if similar outreach is available in Canada. Unfortunately, the government does not view this as anti-competitive practice and will not get involved.

### **FMC - Carrier Billing Practices**

FMC issued a notice of inquiry to solicit comment on the carrier billing practices. Specifically the inquiry related to concerns raised that VOCC defined “Merchant” in their B/L to include persons / entities who have no beneficial interest in the cargo but rather are providing service as a third party on behalf of someone specifically identified on the bill of lading. This means that a VOCC may be forcing the terms of the B/L against, Logistic companies, custom brokers and freight forwarders acting as 3 parties.

CIFFA conducted its own inquiry by asking members to share their own experiences and perspectives on this topic before submitting a comment to the FMC.

CIFFA Agreed to support the inquiry.

### **Vancouver Fraser Port Authority**

Announced the Introduction of a second Gateway infrastructure fee “GIF2022” to recover contributions that the port authority is pre-funding on behalf of the industry towards infrastructure projects. This fee will be in addition to the current GIF, and once implemented, the fee will last for 30 years.

CIFFA is part of the Gateway infrastructure Program Advisory Committee and continues to provide feedback on concerns and application of the fee.

### **BCCC Maritime Working Group**

**Block chain Initiative** – Transport Canada expressed interest in continuing the Block chain initiative. CIFFA asked if the data will be made available to the industry, as currently the information is only available to the shipping lines. The intention is to be transparent with the information for all involved stakeholders.

CIFFA asked about the timeframes and when will the info become available. We were told they need to identify the data that will be required before sharing.

In closing I would like to take a moment to acknowledge and thank all the committee members and their employers for their support and dedication to the Ocean committee.

The sea freight committee members are:

Michael Long	- Carson International (Vancouver)
Karl-Heinz Legler	- Rutherford Global Logistics (Montreal)
David Lyche	- Universal Logistics
Brad Fallon	- Maltacourt
Paul Moon	- Fracht
Larry Palmer	- UPS SCS Inc. (Montreal)

I also want to extend a special thanks to Bruce Rodgers and Julia Kuzeljevich for your help and hard work

This concludes my Seafreight committee report.

Respectfully submitted.

Larry Palmer  
Chair Seafreight Committee

### **EDUCATION REPORT**

CIFFA Members, this is my Education Report for the CIFFA AGM May 20, 2021

I am pleased to report that 2020 was another successful year for CIFFA Education.

### **Highlights from 2020**

First some highlights from the past year.

As a result of CIFFA's full conversion from classroom to online learning over the last 10 years, CIFFA was well positioned to meet the educational needs of its members and the industry during the unprecedented covid-19 pandemic lockdown in Canada.

In 2020 CIFFA continued to offer a wide range of online education programs in support of our members learning needs. This includes the CIFFA Certificate and the new FIATA Diploma Course – Advanced Freight Services (replacing the Advanced Certificate in International Freight Forwarding), Management courses from the Schulich School of Business, Dangerous Goods courses in air, sea and land, Air Cargo Security and various industry workshops.

In 2020, education revenues reached an all-time high with **\$1,670,852** which is 31.5% higher than 2019. Operating expenses for the education programs came in at **\$659,021**, an increase of similar proportions, primarily due to a new hire to assist with updating and revising our educational material.

Some notable results for enrollment in 2020 include:

- CIFFA continues to partner with Colleges across Canada who offer the CIFFA certificate and Advanced certificate. College revenue growth represents approximately 56% of total education revenue and continues to grow.
  - Partnerships with Centennial College, triOS, Langara and Fleming College have resulted in a significant increase to College revenue in the CIFFA certificate program over the last several years.
  - Revenue from Colleges more than doubles registration from members and non-members combined in the CIFFA Certificate programs.
- Enrolment in the **Certificate Program** by members fell below expectations, but enrolment from non-members exceeded expectation.
  - Participation in the new FIATA Diploma Course – Advanced Freight Services exceeded expectations by both members and non-members.
- Participation in dangerous goods programs for air exceeded expectations, as CIFFA experienced unprecedented enrolment due to our FIATA/ICAO approved online offering. Ocean Dangerous goods also exceeded expectations. Confirming that CIFFA is a premier choice for members and non-members for Dangerous Goods training.
- Virtual workshop enrolment exceeded expectations in revenue, with over 400 registrations, and CIFFA was pleased to provide free virtual workshops to more than 800 members on e-manifest, CUSMA and CERS.
- E-books – All printed textbooks are published for reading on smartphones, tablets, and PC's. As a result of the pandemic, all college partners moved to the e-book, and all have committed to remain with the eBook in future. Total e-book sales continue to rise YOY.

This financial success allows CIFFA to invest in new training development and technologies. As was begun in late 2020, and scheduled for launch in 2021, CIFFA is upgrading and enhancing its online delivery of its International Freight Forwarding courses, as well as its dangerous goods courses in Air and Ocean. CIFFA will continue to create new course offerings, improving existing content, and promoting the CIFFA Professional Freight Forwarder (PFF) Designation.



I am very appreciative of the continued support of our members in 2020. Being a not-for-profit association, we heavily depend on Member support to fill our programs with participants and because of that support, the CIFFA Education team is able to revise and update current programs, while developing new program offerings.

### **Looking Forward to 2021**

In 2021, CIFFA will focus on updating and re-designing the CIFFA Certificate programs for online delivery. As well, the education team will create new virtual workshops, and seek to establish new domestic and international partnerships.

#### *Certificate program improvements:*

- CIFFA will continue to work towards updating the delivery of the online Certificate courses by moving to a new learning management system, and a new authoring software to create these courses. These changes will significantly improve the learner experience
- All course content is being re-designed to appeal to an international learner, while maintaining the same high standard of Canadian content desired by members.
- In 2021 CIFFA will move its examination platform to one that is better suited to handle the demand and number of registrations from our partners. This site will offer more flexibility, stability and an increased student experience.

#### *Colleges:*

- CIFFA enjoys educational partnerships with 15 Colleges in Canada who offer Supply Chain and International Business programs. We encourage our members who are looking to hire new employees to consider hiring from one of our partner schools where many students graduate with an existing CIFFA Certificate.
- In 2021 we will maintain a consistent focus on new college and association partnerships, and the expansion of those partnerships.
  - Covid-19 closures have continued to affect in-class delivery for Colleges, as well as enrolment from international students. CIFFA has stepped forward to all of its college partners to offer assistance, and provide them with online solutions so they can continue to teach their students remotely.

#### *Workshops:*

CIFFA continues to teach its established virtual workshops, including incoterms2020, STC's, Letters of Credit, Essentials of Exporting, Cargo Insurance, Blockchain, Transborder Shipping. While providing new offerings as needed, for example Brexit, and General Average Insurance courses.

### **Conclusion**

CIFFA continues to plan and deliver initiatives that work towards our strategic imperative of "Excellence in Education". We will continue to develop and deliver education and training initiatives of high quality that are relevant not only to our members, but to others in the international transportation, trade, logistics and supply chain industries. We will continue to develop strategic partnerships with other parties who are like-minded and who can provide benefit to CIFFA and our members. We will continue to be financially responsible. Above all, we will continue to provide value to our members.

### **Special Thanks**

I am especially thankful of the support that the CIFFA National Board of Directors, under the direction of the President, Troy Cowen who has provided great support to CIFFA's education endeavors. Without their ongoing and continuing support and guidance, we would not be the success we are.

CIFFA has a great education team in place to manage our education and training initiatives. Stephen McDermott, Director of Education and Marketing, is focused on ensuring that members receive the most current training and education possible while continuing to innovate and provide the best possible learning alternatives.

Petra Javornikova continues to thrive in her role as a Senior Instructional Designer, where she is responsible for developing and maintaining CIFFA online course offerings, and ensuring all partners have what they need to successfully deliver CIFFA material.

Mike Drake, Account Manager, has an integral role in executing the delivery of Certificate programs internally and at the College level. This includes his role as producer on blended e-learning courses, and in the successful launch and expansion of new college partnerships.

Sanket Seth and Madeleine Copp shoulder the co-ordination and administration duties and support our students and instructors throughout the education year. Without their dedication and diligence the CIFFA program could not run as efficiently as it does.

Respectfully submitted,

**Flavia Iuston-Blair**  
Chair, CIFFA Education

### **MEMBERSHIP REPORT**

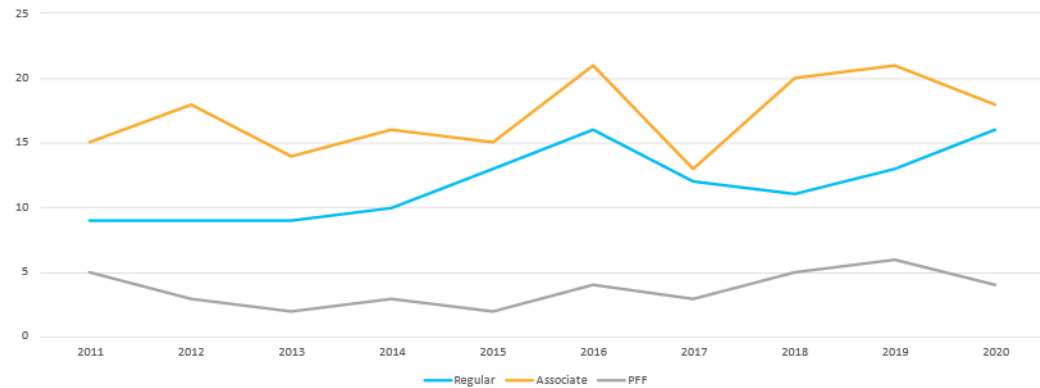
Dear CIFFA Members, please find the following membership report for the CIFFA AGM May 20, 2021

#### **Membership Statistics**

	<b><u>2018</u></b>		<b><u>2019</u></b>		<b><u>2020</u></b>		<b><u>2021</u></b>
Regular members	246	244	251	255			
Associate members	133	136	137	142			
PFF members	81	84	90	93			



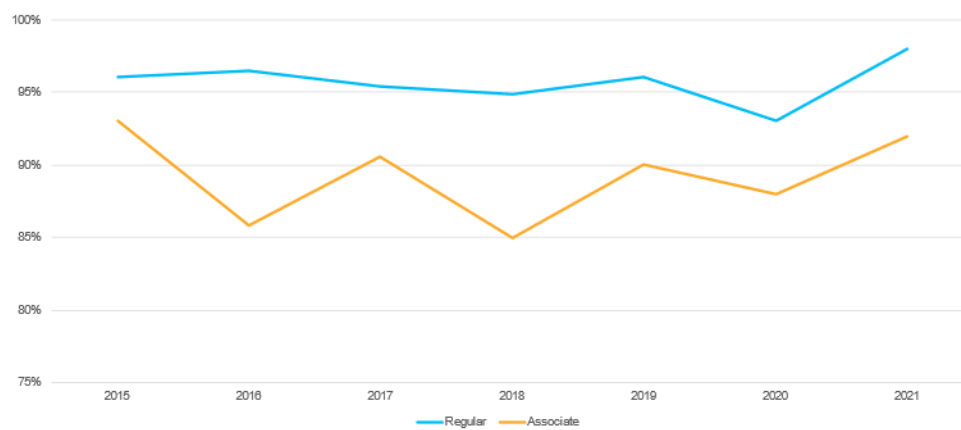
## 2020 New Members Gained



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Regular	9	9	9	10	13	16	12	11	13	16
Associate	15	18	14	16	15	21	13	20	21	18
PFF	5	3	2	3	2	4	3	5	6	4



## Membership Retention Rates



	2015	2016	2017	2018	2019	2020	2021
Regular	96%	96%	95%	95%	96%	93%	98%
Associate	93%	86%	91%	85%	90%	88%	92%

Regular member retention rate is high and stable (98.5% this year compared to 96.2% in 2020)  
Associate member retention rate is stable and has improved compared to prior periods (91.6% this year compared to 87.8% last year).

The following companies have joined the Association since January 1, 2021;

### **Regular Members**

- Cargo Dynamics Inc.
- On Target Courier + Cargo dba
- Focus Logistics
- Prestige World
- ASCGI Shipping Inc.
- Ambercor Shipping Inc.

### **Associate Members**

- Hamilton X Packaging and
- Pallets
- International Inspection and
- Surveyors Agency Inc
- R.G.I. Brokers Inc.
- Distinct Capital Partners Inc,
- Distinct Capital Partners Inc.
- Field Safe Solutions
- Firstbrook Casse & Anderson

### **Professional Freight Forwarders (PFF)**

- Arnon Melo
- Pradeepa Ariyaratne

### **New Regular Membership Class E – expansion**

As presented and discussed during a special meeting of members on January 20, 2021, one of our Strategic Priorities is to expand regular membership to include global logistics providers. Membership agreed during that meeting to extend our membership categories to add Class ‘E’ to include load brokers.

We now wish to extend that classification further, by including the carter/drayage companies into our Regular Membership category ‘E’. This group plays an integral role in the movement of cargo on behalf of our industry and is not being represented by any other group.

A motion to accept this new group into Membership will be presented during the AGM.

### **Membership Fees**

The CIFFA Membership Committee have met in February and April to review the current membership Provincial fee structure, moving towards a headcount model. The rationale for reviewing this matter was due to the effects that COVID-19 has had on our industry and the movement by many firms to introduce remote working arrangements, thereby closing certain satellite offices.

We reviewed how other similar Associations are structured and could not find anything comparable to what we have currently in place.

The Committee reviewed our existing model and ultimately reached consensus towards a flat-fee pricing structure for Regular Membership - Class ‘A’ and ‘E’ categories. Your Board of Directors approved this approach and agreed

to an annual fee of \$1,250.

A motion to accept this new fee structure will be presented during the AGM.

Respectfully Submitted by

Paul Lobas  
Secretary, Membership Chair

#### **FIATA REPORT**

Dear fellow CIFFA members,

Time flies. We have been in lockdown, quarantine or under curfew for fifteen months now. It has been difficult on all fronts, but I think as a nation and industry, we have become stronger, smarter and more resilient overall. Our industry continues to flourish, not without challenges, volatility, and disruption. We have all had to adjust to the new normal and adapt to the realities of the current marketplace.

Over the last 12 months, it has been busy on the FIATA front. We have attended 30+ meetings over Zoom and Skype with the Extended Board, Air Freight Institute (AFI) and Multimodal Transport Institute (MTI). I also participate on the Customs Affairs Institute (CAI) where we review e-com processes and best practices for customs and compliance.

Some of the major event's FIATA has participated in for 2021 are as follows.

The IATA FIATA Air Cargo Program has come to an end. Unfortunately, both sides could not find a middle ground in order to launch this program. After six plus years of debate, exchange and attempts to develop a win-win program, it was determined by IATA and FIATA that we could not agree to the terms set forth. We are working with IATA on next possible steps and what may be considered for a hybrid approach on a new initiative. More will be reported on in the upcoming months.

Glyn Hughes moved on from his position as IATA cargo chief and is now with TIACA. He was succeeded by Willie Walsh. Mr. Walsh has a long history in the cargo and airline industry. There is some optimism that we will be able to reintroduce a program to the new executives and relaunch a discussion that would benefit industry, membership and cargo as a whole.

The Extended Board would like to see improvement in communication and transparency from the Presidency. We are working diligently with FIATA and the Presidency to overcome these challenges and improve the process moving forward.

At this time, it is uncertain, the World Congress in Brussels will take place or if the meeting will be transitioned to an online platform. This being an election year, we will move forward to maintain a seat on the Extended Board or the Presidency. Bill Gottlieb, Bruce Rodgers and I are working with membership to seek support onto the Presidency on behalf of CIFFA. We have received favourable feedback and support from the Americas and Europe. This is work in progress and we will work on updating the board as we get closer to Brussels.

I have become very involved In MTI with Committee Chair - Jens Roemer. We were working collaboratively with Europe, Asia and North America on several initiatives, listed below.

- FMC demurrage and detention review
- Carrier contract negotiations, policy and fair competition
- Carrier infiltration of freight forwarding and the supply chain. Is there a threat? What does membership need to do to remain relevant? How do we defend and differentiate BCO carrier contracts and NVO carrier contracts when they are not treated equally and in current market volatility, the delta is huge? Carrier relationships with NVOCCs... how do we improve this? Fair treatment and space allocation. There are many areas in which the ocean freight vertical is

broken and requires a global approach to fair practices on both sides. There is a cost to stay in business and that has gone way too far left as it went way too far right over the last ten

years. I think we are in the danger zone on many fronts. Importers will adopt near-shoring at a faster pace with Mexico being the number one benefactor. Many production lines are now moving into Mexico, especially in the automotive and furniture industries. I see a huge shift over the next five years if the cost of imports and service reliability do not consistently improve. Logic must return to the ocean freight industry on all fronts with all stakeholders. If you look at the battle over Kansas City Southern between CN and CP, the writing is on the wall. They are forecasting very strong growth and development North-South. There is more to be seen on the change of global supply chains and near shoring. We all know, this will not happen overnight, but it is coming quickly.

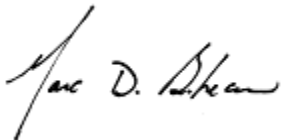
We are building stronger relationships with FIATA headquarters on different initiatives. I am involved in some of the IT digital meetings and subject matter expertise on industry trends and best practices. We are also working hard with Bruce and CIFFA headquarters on many other initiatives.

On the AFI front, I will let Bill report in greater detail. Bill and I work closely together with Committee Chair - Keshav Tanna on continuing our initiatives at the Airfreight Institute and resolving some of the challenges presented by policy changes IATA wants to implement. We have strongly contested these changes. Bill will report in greater detail.

In closing, I would like to thank Bruce and the secretariat for the great work and support they provide day in and out. They keep CIFFA at the leading edge of advocacy, networking, keep membership informed and most of all, continue to promote and develop our first-class educational platform. Congratulations to Stephen McDermott who was appointed Chair of the FIATA Logistics Institute. His debut was well received and well executed. On behalf of the National Board and all our directors, I thank you for your contribution to CIFFA and the countless hours contributed to our industry and in making CIFFA a world class association.

Thank you, be safe, be well and I am convinced COVID-19 will be behind us by December. This concludes my report.

Respectfully submitted,  
Marc Bibeau

A handwritten signature in black ink, appearing to read "Marc D. Bibeau". The signature is fluid and cursive, with a long horizontal stroke at the end.

Marc Bibeau  
CIFFA Director  
FIATA Vice President

## **Sustainability Committee Report**

Dear Fellow Members,

It's my privilege to provide the first report of the new Sustainability Committee. Since February, there has been significant progress in establishing the committee, defining its mandate and discovering potential opportunities for CIFFA and its members.

### **Introduction of Mandate**

In brief, the Sustainability Committee's mandate makes reference to the 2030 Agenda for Sustainable Development, adopted by 193 UN member countries in 2015. It outlines 17 Sustainable Development Goals (SDGs) and specific targets, forming a universal blueprint for all countries, businesses, and individuals to implement and collaborate wherever practical. Our mandate is to help identify best practices in this area and provide guidance for implementation of sustainability goals for members.

### **Committee Meetings**

In February, committee members were solicited through eBulletin and Young Freight Forwarders outreach, in an announcement of the new committee and its mandate. New members include:

Christina Fisker – Chair	- FCL Fisker Customs and Logistics
Anastasia Gureeva	- Traffic Tech
Arif Islam	- DSV Canada
Bosco Fernandes	- DSV Canada
Mario Morelli	- Omnitrans
Mammen Tharakan	- Edmonton International Airport
Paul Courtney	- Courtney Agencies
Rachael van Harmelen	- Hellmann Worldwide Logistics
Jennifer Imago	- DSV) Canada
Johnny Kapustin	- Cargolution
Justin Chin	- Delmar international Inc.

Our first meeting covered an overview of the 2030 Agenda, current events and industry initiatives, including an insightful presentation by Mammen Tharakan, Director at Edmonton International Airport (EIA). We discussed various ideas, trending issues and valuable resources, to develop a focus for the committee and future projects. As a result, we are exploring the possibility of a (1) sustainability showcase to recognize member and partner initiatives, (2) a white paper incorporating tips or sustainability checklist, (3) a virtual library and (4) development of an industry blueprint.

### **Other meetings**

#### **CIFFA Education and Marketing**

Last week, we discussed opportunities for CIFFA through Global Goal #4 “Quality Education”, where we discussed the potential for education initiatives, virtual events, online resources and appointing a delegate to “Task Force 3” - recognizing women and youth within FIATA Logistics Institute.

#### **Global Compact Network Canada (GCNC)**

The GCNC supports Canadian businesses and organizations to achieve sustainability objectives in a practical way. GCNC has 140 members and is expanding through strategic partnerships with the Canadian Chamber of Commerce (CCC), the Business Council of Canada and Chartered Professional

Accountants (CPA). They offer a wealth of info resources for members supporting a set of Ten Principles into strategies, policies and procedures, and establishing a culture of integrity. CIFFA has registered to participate in this initiative.

### **Sustainable development strategy**

Current concept is to support and encourage sustainability for CIFFA and its members by raising awareness and forming an industry blueprint. Leverage existing resources, identify attainable goals and develop ideas to engage members. In addition, consider alignment with government and industry goals/targets, where practical.

In today's environment, there is increasing focus on sustainability and related business requirements. CIFFA has a unique opportunity to lead in this area which is still new to many in our industry. Special thanks to Bruce Rodgers and Julia Kuzeljevich for their swift support to promote the new committee, prioritize meetings and highlight reports.

Respectfully submitted,

Christina Fisker  
Sustainability Committee Chair

### **Technology Committee Report**

Dear fellow CIFFA members,

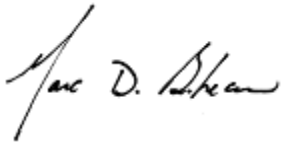
Our technology committee is off to a slow start and not an easy one. There are so many moving parts and areas that we need to focus on. Our objective on the Technology Committee is to be a neutral non-biased information centre for best practices in our industry that is digitizing at a speed never before seen. COVID-19 has pushed us all to conduct business, collaborate, hold meetings, and conduct global trade from our kitchen table. Canada overall has done a great job complying with the new normal and working within the construct and challenges we face day in and out. We are working closely with industry leaders to review technology that is out there that can keep us in the game, front and centre. Our objective as a technology committee is to inform membership on leading trends, practices and provide a benchmark they can target.

Currently, the Technology Committee is conducting a detailed survey. We have contracted Drew Simons, an Associate and committee member. Drew will be contacting up to 15 members from multinational, international and SMEs and go through a detailed questionnaire that will provide the committee with a direction and insight on membership needs. Once the survey is completed, at the end of May, I strongly feel the committee will gain momentum with a defined, clear path forward and begin delivering information and results that will assist membership. I thank the committee for their contribution to date. More to follow.

Looking forward to seeing you all hopefully in 2020, in person, somehow, some way. God bless.



Respectfully submitted,  
Marc Bibeau



Marc Bibeau  
CIFFA Director  
FIATA Vice President

### **CIFFA CENTRAL REGION**

Dear Members,

2020/2021 members of CIFFA Central Region consist of:

1. Edna Carr	Central Chair	Trade Link International Ltd
2. Amit Arora		Convoy Logistics Providers Ltd.
3. Ana Da Cunha		Nu-Era Logistics Inc.
4. Collette Lamondy		CMA CGM
5. Daria Agius		Livingston International
6. Jaime Parker Niccols		Jas Forwarding Worldwide
7. Jodie Wilson		Rodair International.
8. Joe Chan		Rutherford Global Logistics
9. Nasy Panahi		IUP Cargo
10. Paul Glionna		Universal Logistics Inc.
11. Tom McGinn		Coast Underwriters Ltd.
12. Vania Gava		Marsh Canada Limited
13. Wendy Trudeau	Retired	

Special thank you to all Member firms who allow these people to give their valuable time to the Region and the Association.

Due to Covid19 pandemic, all Central CIFFA Central events were cancelled.

FCA 2020      Mississauga Convention Centre event cancelled.  
Reschedule date pending.

Golf 2020      Caledon Woods event cancelled.  
Reschedule tentatively to September 15<sup>th</sup>, 2022

Respectively submitted,  
Edna Carr.  
Central Committee Chair.

### **CIFFA EASTERN REGION**

AGM Report to members May 20, 2021

Submitted by: Angelo Loffredi – Eastern Chair

Good afternoon Ladies and Gentlemen.

This past year has been a very difficult one as we were faced with COVID-19 pandemic and had no choice but to cancel all our 2020 activities. But like the old saying goes “There’s some light at the end of the tunnel” and we hope that things will get better this summer and get back to some kind of normal life. Nobody ever thought that this virus would have affected us the way that it did.

I would like to extend a big thank you to our members for their continued trust in allowing me to serve as your Eastern Region Chair over the last 10 years. I’m totally confident that together we will overcome this terrible period and will start enjoying our gatherings sooner than later.

My primary role as your Eastern Region Chair is to oversee our social events which include our famous Bowling Evening, our ‘Forwarders Carriers and Associates’ (FCA) event, which every year becomes more and more popular, and our last event of the year is our annual golf tournament.

Unfortunately, until we receive guidance from our Health Ministers, our events have to be placed on hold and will be communicated to you as soon as our guidelines have been confirmed to hold them once again.

Our local committee continues to be stable, strong, and active. Without the commitment of our committee members our events would not be near as successful so a huge thank you goes to the following individuals and their companies:

Name	Company	Responsibility
Angelo Loffredi	Traffic Tech	Chair
Ellen Kumpic	BNSF Logistics	Vice Chair
Emmanuelle Etur	Air Canada	Committee Member
Karisa Machika	Expeditors	Committee Member
Lana Belysheva	Priority Worldwide	Committee Member
Maureen Samit	Rodair	Committee Member
Brian Gottlieb	ITN Logistics	Committee Member
Carlo Plescia	OEC	Committee Member

A huge thank you also goes to our National Board of Directors; Bruce Rodgers our Executive Director and the rest of the staff in the CIFFA national office who are always available to give us guidance and make our jobs in the region that much better and easier.

Respectfully submitted,  
Angelo Loffredi – Eastern Region Chair

## **CIFFA WESTERN REGION**

### **Western Region Resignation:**

One of our members, Daniel Ramos, has resigned from the Western Region. Having received a job offer for a shipping line that is not a CIFFA associate member, he resigns from CIFFA. Jeff Haley, Cheryl Reinartz and Meena Batra will continue be part of the committee in Western Region.

### **Cancelled December 2020 Event: Vancouver Maritime Museum**

Recall how we postponed our April event to December 2020 due to the Covid-19 safety guidelines from BC Provincial Health? This event ultimately did not go through as restrictions continued to hold strong in December. As such, we received a full refund from the museum and catering company.

### **Potential Virtual Event:**

Western Region committees are planning to host a virtual event that will band together CFFA's regular and associate members. As planning is still in its early stages, we are still discussing the theme, which virtual platform to use, our marketing campaign, and many of the other smaller details. Since this will be an online event, we would like to invite Alberta's members to participate.

This concludes the Western Region report.

Respectfully Submitted,  
Tiffany Vandenberghe  
Western Regional Chair

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