



CANADIAN
INTERNATIONAL
FREIGHT FORWARDERS
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MINUTES
73rd ANNUAL GENERAL MEETING
April 27, 2022
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ATTENDED OFFICERS AND DIRECTORS

Paul	Glionna	President	Universal Logistics Inc.
Troy	Cowen	Past President	Maltacourt (Canada) Ltd
Paul	Courtney	V.P. I	Courtney Agencies Ltd.
Arnon	Melo	V.P. II	Mellowhawk Logistics
Angelo	Loffredi	V.P. iii & Director, Eastern Region Chair	Traffic Tech International Inc.
Barry	Murphy	Treasurer	BDP International
Paul	Lobas	Secretary	ITN Logistics Group
Marc	Bibeau	Director	Overseas Express Consolidators Inc
Edna	Carr	Director, Central Region Chair	Trade Link International, Toronto
Christina	Fisker	Director	FCL Fisker Customs & Logistics
Chris	Ford	Director	The Ace Group
Christina	Forth	Director	MASS Logistik Inc.
Flavia	Iuston-Blair	Director	DSV Air & Sea Inc
Joel	MacKay	Director	Mactrans Logistics Inc
Larry	Palmer	Director	UPS Supply Chain Solutions
Derrick	Sones	Director	Cole International
Rui	Fernandes	Legal Counsel	Fernandes Hearn LLP
Bruce	Rodgers	Executive Director	CIFFA

RECORD OF ATTENDANCE

<u>First Name</u>	<u>Surname</u>	<u>Company Affiliation</u>	<u>Member Affiliation</u>
Brent	Chorney	AON	Associate
Barry	Murphy	BDP International Inc	Regular
Michael	Gessen	Bridge Logistics	Regular
Derrick	Sones	Cole International Inc	Regular
Paul	Courtney	Courtney Agencies Ltd.	Regular
Flavia	Iuston-Blair	DSV Air & Sea Inc	Regular
Rui	Fernandes	Fernandes Hearn LLP	Associate
Christina	Fisker	FCL Fisker Customs & Logistics	Regular
Paul	Moon	Fracht Canada	Regular
Christina	Forth	MASS Logistik Inc.	Regular
Shun Yin Alex	Wong	ICNT Logistics Inc.	Regular
Paul	Lobas	ITN Logistics Group	Regular
Troy	Cowen	Maltacourt (Canada) Ltd	Regular

Martin	Schultz	Manitoulin Global Forwarding	Regular
Arnon	Melo	Mellohawk Logistics	Regular
Elaine	Fan	OOCL Logistics (Canada)	Regular
Marc	Bibeau	Overseas Express Consolidators Inc.	Regular
Jodie	Wilson	Rhenus Logistics	Regular
Randy	Hnatko	Sphere 1 Logistics	Regular
Rob	Klassen	TAM International LP	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	
Julia	Kuzeljevich	CIFFA	

TIME: 2:30 – 3:30 pm

P. Glionna calls the meeting to order at 2:33 pm and ask 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

P. Glionna 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.

P. Glionna called upon J. Kuzeljevich for proxies that have been received.

J. Kuzeljevich confirms number and names of proxies received; 0, and the number of Regular Members who have logged into the webinar: 26

J.; Kuzeljevich announced the total number of votes 22 and that there is a quorum of voting members present.

3. Notice of Meeting - P. Glionna

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

4. Time of Remembrance – P. Glionna

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 – P. Glionna

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

I move to accept the 2021 AGM Minutes as circulated, May I have a seconder please?

Moved by	P. Glionna
Seconded by	B, Murphy
Any Discussion	-
All in favour	18
Opposed	0
Abstained	0
	Motion Carried

6. President's Address – P. Glionna

Dear CIFFA Board, CIFFA Members and Honored Guests. Welcome, to our 73rd Annual General Meeting. My name is Paul Glionna, and I am pleased to represent the association as your President.

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

This year we continue with the format of holding a virtual AGM, because while we initially opted for the convenient and safe online format during pandemic restrictions, we have found it allows us a broader reach of the national membership in terms of attendance and participation at the event.

Today, I would like to talk about the success of CIFFA.

As you know, our success is based on three important pillars: Membership, Education and Advocacy.

Since 1948, the year CIFFA incorporated, we have been the trusted advisor to the freight forwarding industry.

CIFFA's brand has international strength. CIFFA is recognized as a world-class association for freight forwarders, 3PL load brokers, and drayage companies.

When people deal with a CIFFA member, they know they're working with trained and qualified professionals who have established business operations, abide by a specific code of business, carry appropriate Cargo Liability Insurance and where applicable FMSCA Surety bond requirement. Our members are competent, established organizations, which businesses trust.

At last year's AGM, we spoke of volatility and how it is always part of the picture when trading and transporting cargo to and from other countries around the world. Last year, when we spoke of the volatility that we were witnessing, we could not have even fathomed what we are seeing today.

In the climate of the current geopolitical turmoil, and with the word "unprecedented" completely losing all its meaning, we must continue to operate with agility and resolve even as the ground seems to literally shift under us, as the rules seem to change daily.

To the benefit of our membership, CIFFA plays a strong role in advocacy as the trusted advisor to the supply chain community. With a dedicated team representing member concerns domestically and internationally, and a lobbyist who has direct access to government legislators, CIFFA continually addresses key issues affecting the supply chain and related member interests.

CIFFA works as a champion for business and industry sector rights, and stands as a common front liaison with government, conventions, carriers, and with organizations such as IATA and FIATA.

The past year has clearly emphasized that existing Canadian infrastructure is not equipped to deal with the huge surge in volumes we have seen over the course of the pandemic, and nor are we prepared to deal with environmental disasters that have shown us just how fragile our contingency plans on the infrastructure front have been.

Unresolved labour disputes also threaten the stability of our supply chains, whether because of the threats themselves or because of dealing with the aftermath of unavailable or inadequate services.

For these reasons it is imperative that we continue our lobbying efforts to ensure our voice is heard at all levels of government. CIFFA has fought hard to inform government of the critical and essential role that our members play in supply chain. We have pushed for resolution on labour issues at ports, we have pushed for fluidity at terminals, rail yards and within the container examination facilities, and for the consideration of mechanisms that provide a competitive environment for trade.

CIFFA is there to advance the needs and interests of the supply chain community.

You as members have an important role to play in lending your input towards these goals. Letting us know of your daily challenges, participating in various CIFFA committees and providing an interchange of ideas, input and collaboration will all contribute to our results-driven process.

There have been many issues that have plagued the global supply chain for the past two years, but our industry also needs to celebrate all the accomplishments we have witnessed.

With the world's eyes focused on supply chain, the role of the logistics professional takes center stage, to ensure the global flow of product does not stop and supply is brought safely to its destination.

As such the role of global logistics providers and their supply chain partners have never been so vital to the economy, whether domestically or globally.

It was not long ago that the "disruptors" predicted the near extinction of traditional forwarders. We were portrayed to be mere "gatherers of cheap rates" and "documentation clerks".

But logistics is not a commodity. The reality is that our clients rely on us for complete solutions (not just documents), and this has never been more evident than now.

As the industry evolves with the times, so too do the needs of our members. And CIFFA is always in tune, always responsive, always ready with a solution.

CIFFA has recently extended its full membership categories to encompass drayage operators and 3PL load brokers, who are an integral part of the supply chain. Together, these roles represent the "intermediaries" of the logistics industry, and we will have a stronger voice and broader reach as a collective.

Turning to education, this pillar has formed the cornerstone of CIFFA since the association's inception, and has evolved continuously year-over-year with enhanced, improved and expanded offerings, in line with our core belief that education is a journey and not a one-time event.

This year we created TraversEd Limited, a for-profit entity, whose sole focus is on the delivery of quality education products for the logistics industry, through colleges across Canada, international educational institutions and to global trade associations. These programs have been updated and content localized, with on-demand and virtual offerings to support remote learning.

CIFFA will also facilitate the shift towards competency-based dangerous goods training the end of this year, to provide a workforce skilled for the safe and efficient transport of dangerous goods by air.

At CIFFA, communication is always key. Our members benefit from expert guidance on inquiries, breaking industry news delivered daily through our eBulletin, access to The Forwarder print magazine distributed twice per year, as well as press releases and Special eBulletins on urgent news.

Members can also benefit from special pricing on events, education, training initiatives and through CIFFA's Affinity Program. The goal of the Affinity Program is to add value for all member firms and their employees through special offerings such as our HR software resource and Home and Auto Insurance programs. These are just a few examples of how CIFFA is continually striving to enhance member benefit.

As the past two years have shown us, the months ahead will undoubtedly have more unexpected challenges for the global supply chain. But our industry has proven that we will endure and even find success no matter the situation. Rest assured, your association is ready to assist and to partner with you for whatever comes next. We thank you once again for your valued support and for being a part of the CIFFA community.

Respectively Submitted,

Paul Glionna
President

P. Glionna calls on Treasurer, Barry Murphy, to present the Treasurer's report.

7. Treasurer's Report – B. Murphy

Ladies and Gentlemen:

The accounting firm of RSM, has audited CIFFA's non-consolidated financial statements for fiscal year ending December 31, 2021. 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 2021 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 mid-May.

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

2021 Revenues – \$1,215,388
2021 Expenditures – \$1,272,034
2021 Equity from TraversEd - \$431,104

Member fund surplus - \$2,092,757

Comparing to the prior year, the report will reflect a significant reduction in revenue. This was primarily due to the creation of a for-profit entity, TraversEd Limited, which restructured the manner in which we were recording revenues from College partners. In order to maintain our not-for-profit status, your Board of Directors elected to create this wholly owned subsidiary in 2020. Expenses also decreased (35.1%) due to the allocation of expenses to TraversEd Limited, as well as the reallocation of funds to support a contractual designer to modernize and de-Canadianize our educational material.

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. These courses are designed to further the careers of its learners, so we believe that there is great opportunity to launching on a global scale through TraversEd Limited.

We have invested 26.7% of the member fund surplus in Equity Funds, 4.5% in Fixed Income, while the remainder is invested in various guaranteed investment certificates and short-term deposit notes with major financial institutions.

Respectfully Submitted by

Barry Murphy
Treasurer

I move that this report, together with the audited financial statements be accepted. May I have a seconder please?

Moved by	B. Murphy
Seconded by	T. Cowen
Any Discussion	-
All in favour	18
Opposed	0
Abstained	0
	Motion Carried

P. Glionna thanks B. Murphy for his work this past year and calls on TraversEd Limited President, T. Cowen, to present the for-profit entity report.

8. TraversEd Limited Report – T. Cowen

CIFFA Members, this is my TraversEd Limited Report for the CIFFA AGM April 27, 2022

In 2021 a new business entity was created that would become responsible for CIFFA's existing domestic educational partnerships (Colleges), as well as any new international agreements. This new entity was launched by CIFFA after intensive and deliberate internal discussions with our auditors and legal counsel, and a new board of directors was assigned. This boards first directive was to brand the new entity and **TraversEd Limited** was chosen as its identity, of which I act as president.

The course material offered by TraversEd are the same courses as offered by CIFFA, but have been redesigned for an international audience. This material will be branded to the TraversEd brand and offered to any partnerships outside of Canada.

Some notable highlights for 2021 include:

- *Selection of a new Board of Directors:*
- *Creation of a new Brand Identity*
 - *The new brand **TraversEd – Education for Global Trade** was selected from a large list of possible identities after the TraversEd Board of Directors participated in strategic planning and brand identity sessions to identify a mission, goals, and brand for the new business.*
- *Partner Growth - TraversEd continues to partner with Colleges across Canada who still benefit from the CIFFA brand and connection to its members, as they offer the CIFFA certificate and Advanced certificate to their students. College revenue continued to grow in 2021 as partnerships were expanded, and new agreements secured.*
 - *TraversEd revenues for 2021 were **\$1,147,381** with operating expenses of **\$716,277**, resulting in net income of **\$431,104**.*
- *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. In 2021 TraversEd sold **\$178,439** in e-books which exceeded expectations by 47%.*

This financial success allows TraversEd to invest in new training development and technologies.

Looking Forward to 2022

In 2022, TraversEd will focus on executing on its new brand strategy by launching a new website, rebranding all online course offerings, implementing a Learning Management System, and completing market research in markets outside of Canada with an emphasis on partnering with post-secondary institutions and associations who offer education in international business and global supply chain.

TraversEd / CIFFA enjoys educational partnerships with 16 Colleges in Canada who offer Supply Chain and International Business programs. We encourage CIFFA members who are looking to bring on new employees to consider hiring from one of our partner schools where many students graduate with an existing CIFFA Certificate.

In 2022 we will maintain a consistent focus on new college and association partnerships, and the expansion of those relationships.

Conclusion

The success of TraversEd equals success and financial security for CIFFA. I am especially thankful for the support of the CIFFA National Board of Directors, who has provided great guidance and assistance towards creating this new brand.

Respectfully submitted,

Troy Cowen

President, TraversEd. Past president, CIFFA

P. Glionna thanks T. Cowen for the excellent first year results and calls on Nominations Chair, P. Courtney, to discuss the election of the National Board of Directors

9. Election of National Board of Directors – P. Courtney

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

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

In addition, the following Director from Membership Class ‘E’ has one year remaining on his two-year term:

- Chris Ford, The Ace Group Inc., Toronto

There are 10 seats open for election, 8 from Membership Class ‘A’ for a two-year term, 1 from Membership Class ‘A’ for a one-year term, and 1 from Membership Class ‘E’ for a two-year term:

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:

- 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

The following Director from Membership Class 'E' will complete his initial term and has agreed to stand for re-election for a further two-year term:

- Joel MacKay, Mactrans Logistics Inc., Toronto

The secretariat has also received the following three nominations from Membership Class A:

- Randy Hnatko, Sphere 1 Logistics Inc., Burnaby
- Martin Schultz, Manitoulin Global Forwarding, Toronto
- Jodie Wilson, Rhenus Logistics Canada, Toronto

P. Courtney motions that as we have do not have more candidates than available seats, he moves to accept the nine individuals named above to serve as your Board of Directors for membership class A and one named individual for membership class E. May I have a seconder please?

Moved by	P. Courtney
Seconded by	F. Iuston-Blair
Any Discussion	-
All in favour	16
Opposed	0
Abstained	0
	Motion Carried

Paul G. thanks P. Courtney for the work by the committee and election results.

10. Appointment of Auditors – P. Glionna

I now move to appoint RSM Toronto LLP, Chartered Accountants as the Auditors for the fiscal year 2022 at remuneration to be fixed by the Board of Directors. May I have a seconder please?

Moved by	P. Glionna
Seconded by	D. Sones
Any Discussion	-
All in favour	16
Opposed	0
Abstained	0
	Motion Carried

11. 74th Annual General Meeting – will be held at a date and venue to be named later in early 2023

12. Other/New business – P. Glionna

P. Glionna asks if anyone has anything further they wish addressed. As there are no further business of the Association may I ask for a motion to adjourn this meeting? May I have a seconder please?

	P. Glionna
Seconded by	C. Forth
Any Discussion	-
All in favour	21
Opposed	0
Abstained	0
	Motion Carried

13. Adjournment of AGM – P. Glionna

P. Glionna Adjourned the meeting at 3:06 PM and on behalf of the Board of Directors, thanked Membership attending and for their ongoing support.

2022 Annual General Meeting Reports



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AIRFREIGHT COMMITTEE REPORT

My Fellow CIFFA Members,

We are please to provide a recap of your airfreight committee's activities and the variety of issues we have been addressing since our last AGM.

There are many challenges in the air cargo supply chain, so if you do not see an item that concerns you listed below, please bring such matters to the attention of the committee through the CIFFA secretariat and we will endeavour to follow-up.

COVID-19

During the past 12 months cargo continued to dominate air transport fueled by strong capacity demand and historically high-rate levels. As well, we are witnessing an unprecedented demand for freighter aircraft as current operators anticipate strong growth for both hard freight and eCommerce goods. There are new entrants coming into the market, including major marine carriers, who have been enjoying record profitability, see air cargo as a path toward diversification and expansion.

Like many of their international competitors, Canadian operators are also focused on growing freighter capacity. Air Canada has already begun to roll out its aggressive program to offer 767-300 freighters, WestJet is incorporating 737-800 freighters, while CargoJet has bolstered its fleet with both 777 and 767 aircraft.

This new freighter capacity is welcomed, as regulators are phasing out exemptions which had allowed airlines to utilize their passenger aircraft's main deck to carry cargo.

Certainly 2020 – 2021 has shown airlines that cargo is a key revenue stream and now we are seeing the willingness of operators to invest in their cargo activities, which extends beyond aircraft, to technology and digitalization, which has lagged that of the passenger sector.

The forwarding industry and our clients continue to keep fingers-crossed, that a post-COVID environment will enjoy increased available capacity, as passenger flights are re-instated and more freighter aircraft come online, bringing a moderation of rates, hopefully settling back closer to 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.

CASS Canada

2021 CASS Settlement and Unrecovered Statistics

CIFFA continues to dialogue with IATA, seeking to ensure that our airline partners recognize the historically low credit risk of Canada's forwarding community. CIFFA advocates for fair and reasonable

CASS criteria, so as not to place an unnecessary financial burden on CIFFA members.

There were just 5 agent defaults registered between (1 October 2020 – 30 September 2021), further details are as follows, with previous years for comparison.

	2021	2020	2019
Number of Agents Defaulted: 10	5	9	
Total Amount Defaulted: 299,177	USD 18,682	89,139	
Total Amount Recovered: 288,365	USD 6,584	78,134	
Total Amount Unrecovered: 10,821	USD 12,098	11,005	
Total CASS settlements	USD 342,314,765	267 M	297 M

The collection rate for 2021 was 99.995%

Total CASS settlements in 2021 showed an increase of 28% year over year

CASS Associates - A significant concern for the airfreight committee is an item on the March 2022 IATA Cargo Conference agenda, which if approved by the IATA airline members, could require all 400+ Canadian CASS Associates, many of whom are CIFFA members, to provide IATA with financial security (bank/insurance bonds) equal to the amount of 'days at risk' (approximately 70 days turnover). CIFFA has advocated against the approval of this agenda item, and the actions of the Conference will be known within the coming weeks. It is CIFFA's position that IATA has failed to provide satisfactory justification as to why Canada's CASS Associates, who have been overwhelming compliant, paying in full and on time for decades, should now be subject to mandatory financial guarantees.

CASS Financial Criteria Accredited Intermediaries/Agents – For the past few years the Local Financial Criteria in Canada applicable to accredited forwarders 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 membership, and similarly the IATA Cargo Agency Commissioner (Ombudsman) had only one case from Canada referred to him in the past two years.

Dangerous Goods By Air Training – All members are reminded that they must stay compliant with Transport Canada dangerous goods training requirements. While details can be found at <https://tc.canada.ca/en/dangerous-goods/training>, the requirements for air transport are transitioning in 2023 to Competency Based Training (CBT) as prescribed by the International Civil Aviation Organization (ICAO) and adopted by Transport Canada. The International Air Transport Association (IATA) as well are in the mist of setting minimum standards for accredited agents/intermediaries of which affect 110 forwarders in Canada.

CIFFA is in the forefront of assessing how CBT impacts air DG training for CIFFA members, holding a webinar for membership on April 13th, attracting over 50 participants. The airfreight committee in collaboration with CIFFA's educational arm – TraversEd, will seek to understand from the regulators, what are the minimum roles/responsibilities of forwarders in relationship with other air cargo supply chain stakeholders, (shippers - packers – carriers – handlers) who

also have a similar regulatory mandate to provide CBT to their staff.

Air Cargo Security Program - CIFFA continues to participate in Transport Canada's Advisory Group on Aviation Security. We are monitoring the roll-out of Explosive Detection Dog & Handler Team (EDDHT) certification program which will further strengthen Canada's air transportation system and

address the feasibility of screening cargo which due to its size or characteristics can not be passed through x-ray equipment. CIFFA reminded IATA and its members of the protections included in the

IATA's Canadian Cargo Agency Program – Joint Council – This group of six voting IATA airlines and six voting CIFFA members, supported by various IATA and CIFFA staff is chaired by CIFFA's Executive Director Mr. Bruce Rogers. The Joint Council met twice in the past year, and the meetings allow for an open exchange on program changes sought by both airlines and forwarders, however as is an IATA program, it is the airlines who have sole discretion as to which amendments are to be approved. At its most recent meeting in February 2022 the forwarder representatives raised various concerns on program amendments which if approved by IATA member airlines could have a detrimental effect on a forwarder's level of liability and increase their cost of operations. CIFFA expects that the Joint Council will meet twice more in the coming 12 months.

IATA Cargo Intermediary Agreement – Resolution 803 (Attachment "B") - During the February CACP-JC session IATA unexpectedly announced that the current intermediary agreement is outdated and in the coming months IATA will begin a process to draft an updated agreement. CIFFA remains skeptical as to the need for a 'new' agreement and what contract conditions IATA considers in need of amendment. The airfreight committee is awaiting further details from IATA and if appropriate will be making its proposals for changes which would address both the roles of forwarders and airlines as principal-to-principal (a buyer-seller relationship) and a more balanced value proposition for forwarders participating in the program.

In closing I would like to thank the committee members;

- Kathy Teune – DHL Global Forwarding
- Marc Bibeau – OEC Canada
- Alex Lowe – Edmonton International Airport
- Greg Birley – Sea Cargo Air Cargo Logistics
- Mario Mastropasqua - Cole International
- Alex Newell - Newell's Express Worldwide Logistics
- Nicole Rozinbaum – ITN Logistics
- Rosa Turchio - Cargo Partners International
- Simon Wang - Arrival Air & Sea Transport
- Bill Gottlieb – ITN Logistics

and our secretariat, Kim Bigger, Julia Kuzeljevich and Bruce Rodgers for all their support during the past year.

Respectfully submitted
Bill Gottlieb – Chair

CUSTOMS COMMITTEE REPORT

Dear fellow CIFFA members,

It has been my pleasure to serve as your Chair of the Customs committee and my pleasure to report on our activities over the past year. There are so many issues in this sphere that part of our job is deciding which issues are most important to our members. Even so, the issues that we feel are most critical requires a whole lot of time and effort by the CIFFA staff and our committee members. It often involves hours in working group sessions on top of all the other activities to advocate for what is right for our members.

The following is an outline of the main CBSA initiatives we worked on in the last year and their associated Working Groups

The Freight Forwarder E-House Bill Working Group

This CBSA working group continues to be chaired by Paul Hughes on behalf of CIFFA and our members. After many years of development, EHBL finally came into full implementation on January 31st of this year. Most Canadian forwarders seem to understand and are set up to process EHBLs thanks in no small part to Bruce Rodgers, Paul Hughes, Ruth Snowden and the rest of the CIFFA office for their tireless work in educating members. However, to file properly and on time means having to rely on other trade chain partners whereas it is the Freight forwarder that is most often liable for the penalties. We are monitoring penalties and encourage members to come forward with their experiences. At this point in time, based on some evidence, it seems that it is a soft enforcement and CBSA is often cancelling penalties when situations are explained, and actions are taken to mitigate future problems. There continues to be on going issues that need to be sorted out and CIFFA continues to strongly advocate for improvements. Some of the remaining issues include how EHBL gets applied (or not) in the Flying Truck environment and advocacy for eliminating ACI supplementary filing for imports. On that note, we believe that by eliminating ACI supp for import movement will force more timely filing in the ocean environment and reduce the chances for penalties.

The CARM (CBSA Assessment and Revenue Management) Working Group

Bruce Rodgers, your Executive Director represents CIFFA on this working group. This continues to be a significant topic and a work in progress, and I am sure it will be for several years ahead. As many are now aware, this program will have a profound affect on how imports are handled. This will require importers to register on an on-line CBSA portal and delegate to their Customs broker(s) and other trade chain partners. It will also require importers to post financial security if they want their goods released prior to payment. Registration started in May 2021 and was supposed to be mandatory by May 2022. After much pressure from the importing community (including CIFFA) and the realization by CBSA that neither the system nor the importer community would be ready, this mandatory date has been pushed to no earlier than January 2023. The CBSA is currently running deep cycle testing and simulations to work out any issues involved. There are many outstanding issues that I am certain will be worked through towards the mandatory date, but the big challenge will be getting ALL importers registered and getting most importers to post financial security. As of the end of March there are approximately 16,000 importers registered out of over 200,000 with a much smaller portion with financial security in place.

Systems Outages Working Group

Christina Fisker, the co-chair of this committee sits on this Working Group. This group was established to help CBSA improve its systems and its communications around both planned and unplanned outages. The planning document was last published in June 2020, so much of the work of this group is around pdating this document. We are optimistic that this group will

address inconsistencies in how individual ports react to outages as well as how releases are handled during and after an outage. We look forward to working for and reporting to our members on further developments in this area.

Trusting Trader Working Group

Christina Fisker also represents our members on this working group. This has become extremely important work as CBSA looks to develop Minimum Security Requirements specifically for the forwarder. In this work, we plan to develop a document of recommended MSRs to present to CBSA. We have many concerns that the design of the system makes it very difficult for forwarders to apply, get accepted and continue to comply. The current design makes forwarders responsible for many things in the supply chain that we have no control over. In addition, with the full implementation of EHL, the associated AMPS penalties could put this program out of reach for forwarders or disqualify current PIP participants. Our involvement in this area will be very important in the coming year.

FIATA Customs Affairs Institute

Many of the issues, policies and programs that we work on have international origins and/or implications. Bruce Rodgers represents CIFFA here. FIATA is the International Federation of Freight Forwarders Associations, and our members are also members of FIATA. Topics often mirror programs in Canada that are dealt with on our committee such as Advanced Commercial Information, Border and Supply Chain Security, E-commerce as it relates to the cross-border environment, and trade facilitation.

Your Customs committee

Our committee meets 5 or 6 times a year by video conference. 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, Julia Kuzeljevich and Kim Biggar at CIFFA for all their time, effort, and expertise.

Our committee members are as follows:

Paul Courtney	Courtney Agencies
Christina Fisker	FCL Fisker Customs & Logistics
Gillian Chang	Livingston International
Naomi Yamanaka	Kintetsu World Express Canada Inc.
Wayne Bibeau	OEC Group
Ted Chazin	CH Robinson
Luc Proulx	Traffic Tech Inc.
Lorin Levine	Priority Worldwide
Lorena Zevallos	Fedex Trade Networks
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 17th 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 Lychek	- 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 April 27, 2022

I am pleased to report that 2021 was another successful year for CIFFA Education.

Highlights from 2021

First some highlights from the past year.

As a result of CIFFA's full online digital course offering, CIFFA was well positioned to meet the educational needs of its members and the industry during the unprecedented covid-19 pandemic in Canada.

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 FIATA Diploma Course – Advanced Freight Services Management courses from the Schulich School of Business, Dangerous Goods courses in air, sea and land, Air Cargo Security and various industry workshops.

In 2021 CIFFA announced the launch of TraversEd Limited. TraversEd is the new brand responsible for domestic and international educational partnerships, and further detail on TraversEd will be provided in this AGM. Subsequently because of this new structure, revenues and expenses will report differently compared to previous years.

In 2021, CIFFA education revenues were **\$648,236** which is 10% above projection for the year. Operating expenses (not including staff salaries) for the education programs came in at **\$113,130**. This included the cost of updating all online courses and implementing a new examination platform.

Some notable results for enrollment in 2021 include:

- *Enrolment in the **Certificate Program** by members met expectation, and enrolment from non-members exceeded expectation.*
 - *Participation in the FIATA Diploma Course – Advanced Freight Services exceeded expectations by both members and non-members for the 2nd year since it was launched.*
- *Participation in dangerous goods programs for air exceeded expectations. CIFFA continues to experience unprecedented enrolment due to our FIATA/ICAO approved online offering. Ocean and Road 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*

This financial success of CIFFA's educational offerings allows for investment in new training development and technologies. In 2021, CIFFA introduced a new Learning Management System, an online examination system and it upgraded and enhanced its online delivery of the 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 2021. 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 2022

In 2022, CIFFA will focus on updating and re-designing the CIFFA Certificate programs for online delivery. As well, the education team will create new on demand virtual workshops.

Certificate program improvements:

- CIFFA will continue to work towards updating the delivery of the online Certificate courses this includes the creation of multiple versions of our certificate examinations within the new examination tool
- All course content is continually evaluated through learner feedback and updated based on this feedback and any industry changes.

Air Dangerous Goods:

- The introduction of a new Competency Based Training approach (CBT) to Air Dangerous Goods training by Transport Canada, ICAO and IATA in 2023, means CIFFA will design a new online course offering to meet this need. CIFFA members and all employers will need to prepare for this change, as they will have a significant stake in the training of their employees. CIFFA is committed to helping its members transition to this new method of training.

Workshops:

CIFFA continues to teach its established virtual workshops and has already launched two new “on-demand” workshops with incoterms2020, and letters of credit. CIFFA continues to offer a wide array of short courses on the Essentials of Exporting, Cargo Insurance, Blockchain, Transborder Shipping Standard Trading Conditions etc. In 2022 CIFFA is working towards new offerings on Marine Bills of Lading, environmental and sustainability, e-commerce and accounting, as well as General Average Insurance.

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, Paul Glionna 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 Charlotte Clarke 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

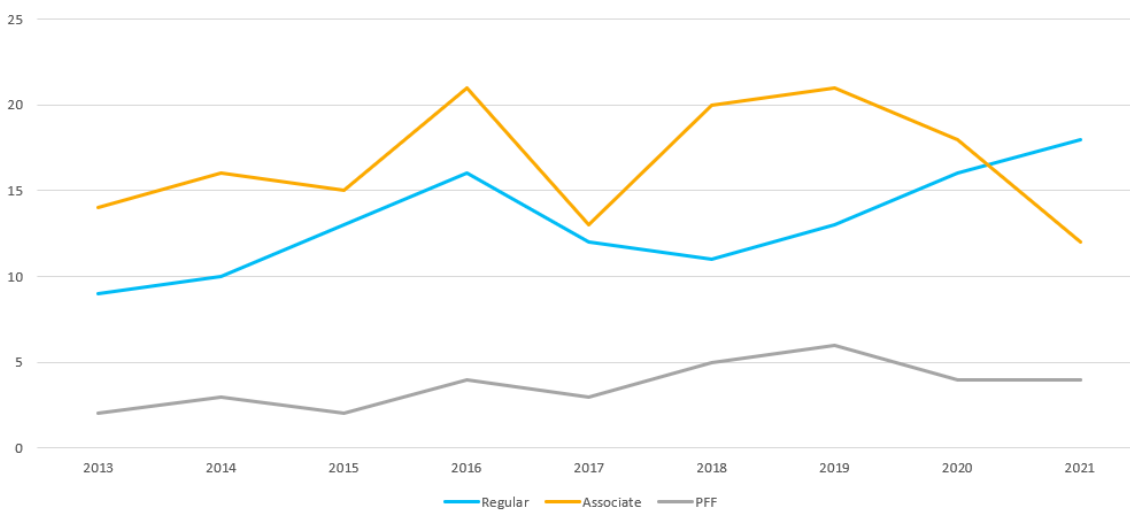
MEMBERSHIP REPORT

Dear CIFFA Members, please find the following membership report for the CIFFA AGM April 27, 2022

Membership Statistics

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Regular members	244	251	255	291
Associate members	136	137	142	119
PFF members	84	90	93	97

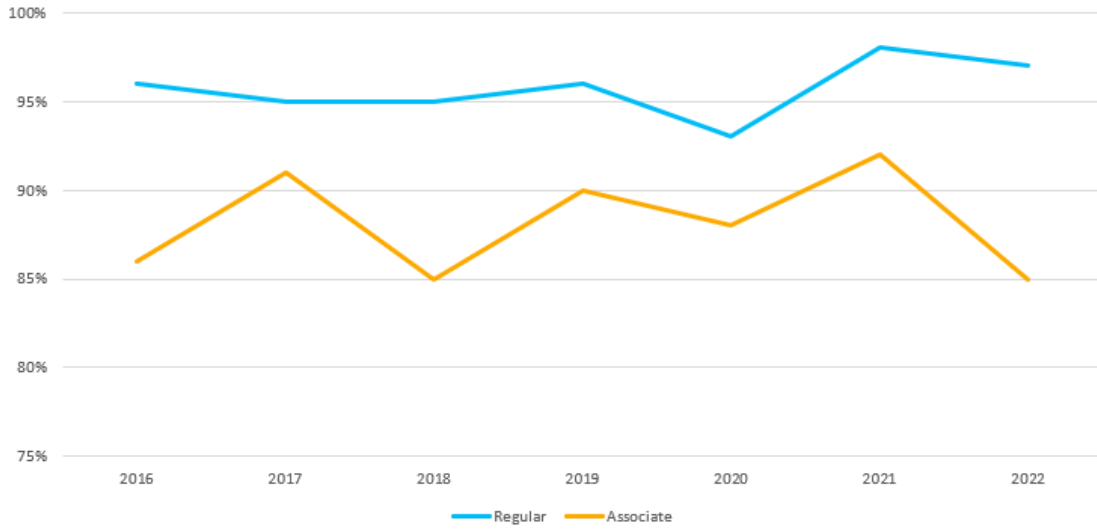
2021 New Members Gained



	2013	2014	2015	2016	2017	2018	2019	2020	2021
Regular	9	10	13	16	12	11	13	16	18
Associate	14	16	15	21	13	20	21	18	12
PFF	2	3	2	4	3	5	6	4	4

Membership Retention Rates

Renewal Rates



	2016	2017	2018	2019	2020	2021	2022
Regular	96%	95%	95%	96%	93%	98%	97%
Associate	86%	91%	85%	90%	88%	92%	85%

Regular member retention rate is high and stable (96.9% this year compared to 98.5% in 2021) Associate member retention rate has deteriorated slightly compared to prior periods (85.2% this year compared to 91.6% last year).

The following companies have joined the Association since January 1, 2022;

Regular Members

- Lotus Transportation
- Davidson and Sons Customs Brokers
- G&C Logistics
- CWest Solutions Inc.
- Mass Logistik Inc.

Associate Members

- London Consulting Group
- Dangerous Goods Packing and Crating Services Inc.
- Hammerco Lawyers

Professional Freight Forwarders (PFF)

- Ren Anna Zhong

New Regular Membership Class E – expansion

As accepted during the AGM in 2021, CIFFA Regular Membership was expanded to include both freight brokers and drayage operators. This decision was made to provide CIFFA with a greater voice with government officials and legislators when dealing with matters affecting the supply chain.

The resulting impact will be noted in our Membership Statistics, which reflects a 14% increase in Regular Members, while the Associate Membership Class declined due to the transfer of companies.

We are developing initiatives to grow our membership further in all classifications the later part of 2022.

Respectfully Submitted by

Paul Lobas
Secretary, Membership Chair

FIATA REPORT

Dear fellow CIFFA members,
Please find below my AGM report.

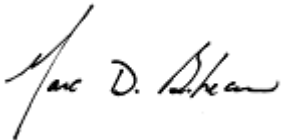
FIATA

- IFCC (IATA FIATA Consultive Committee) – I was invited as an observer to the meetings between the parties. We are preparing a document that will address key areas of concern to membership and are cautiously optimistic about Resolution changes being proposed for V8 *-Interpretation and Hierarchy of Rules pertaining to the Cargo Agency/Intermediary Programmes* (allowing the IATA Conference to dictate change without input from the various Joint Councils i.e. Canada) and V9 – *Regional Joint Council Responsibilities* (effectively removing JC Support and consensus prior to implementing changes). FIATA will request that the Conference position be suspended and withdrawn as it was adopted by IATA without approval. Should IATA accept, it will be a sign that we have turned a new page in the spirit of cooperation. The governing bodies of FIATA and IATA are meeting on the subject matters and will report back later this week. Due to Non-Disclosure Agreements signed, I cannot elaborate further.
- Customs Affairs Institute (CAI): We are tackling Coordinated Border Management as a priority and are developing a policy document. The goal is to seek greater efficiency in managing trade and travel flows, while maintaining a balance with compliant requirements. At the request of the World Customs Organization, CAI has participated in their events such as the WCO AEO conference which groups the global customs community from 158 organizations and the WCO Webinar on Disaster Management, where FIATA provided the perspective of the private sector. The e-commerce taskforce created an E-commerce Framework of Standards to propose to WCO and are addressing complexities of return and refund procedures, highlighting the need for more simplicity and transparency. Discussions were held on the issues raised by ACI multiple filings, especially with air cargo, with pre-arrival and pre-loading Advance Cargo Information regulations. Reviewed IATA's draft proposed recommendations to develop a common framework for the self-filing issue and establish a protocol for airlines to address it with their supply chain partners, with the goal of preventing duplication, mismatched or missing filings. Ongoing work to contribute to the WCO E-Commerce Package Annual and Periodic Reviews. Proposals touched crucial elements for freight forwarders, such a return and refund procedures and AEO.

- Working Group Sea / MTI: We are tackling carrier related issues, actions and other challenges putting forwarders at a disadvantage, FMC investigation on co-loading arrangements, spot contract vs hedging and freight forwarders' management of risk, strategies to create a dialogue between shipping lines, NVOCCs and freight forwarders, enforceable contracts in the maritime supply chain. We anticipate that there will be a detailed report published in the coming months.
- Maritime Taskforce: I am working closely under the leadership of Jens Roemer (WG Sea Chair and Sr VP), and other subject matter experts, and some external partners (WTO, UNCTAD, CLECAT), who all reporting to the FIATA Presidency. A strategic plan was drafted to address the current maritime crisis, the importance of freight forwarding and the risks of vertical integration on the global economy. FIATA has issued a request for information to members as a result of actions taken by certain shipping lines that adversely impact forwarders and unfair competitive advantages. Examples and proof of practices deemed unfair are to be compiled and sent to FIATA (maritime@fiata.org).
- Air Freight Institute (AFI): The members are working towards maintaining and improving our relationship with IATA and key areas of the IFCC initiatives. Many meetings have been held with IATA to discuss the Cargo Agency Program and AFI's continued attempt to voice the opposition of freight forwarders' regarding the adoption of CAC resolutions V/8 and V/9 at the next IFCC and to consider alternate solutions. I am participating in the following Taskforces (Air Cargo Program, Business Recovery Planning, Air Safety and Security). AFI welcomed a new Chair at the fall elections, Mr. Dawit Woubishet.

Respectfully submitted,

Marc Bibeau



Marc Bibeau
CIFFA Director
FIATA Committee Chair

Sustainability Committee Report

Dear CIFFA Members,

I'm pleased to share the following Sustainability Committee report for CIFFA's 2022 AGM. Since last year, the committee has been through a process of discovering sustainability initiatives and information for business and industry; researching tools and resources, training programs, publications, services, and networks.

CIFFA Joins the UN Global Compact (Sept. 29, 2021)

First, we have an important milestone to celebrate, having officially joined the United Nations Global Compact. Established in September 2000, the Global Compact is a voluntary initiative that supports participants with implementing universal sustainability principles and goals.

Our application was approved last September, and in January this year, we were introduced to Global Compact Network Canada who supports Participants at the local level. CIFFA is now featured as a Participant, among a network of 14,000 companies and 4,000 non-businesses, who have made a commitment to support the Global Goals and Ten Principles of the Global Compact. This provides us with a framework to help assess, define, implement, measure and communicate our sustainability strategy.

Sustainability begins with a principles-based approach of doing business. The UN Global Compact is a call to companies everywhere to align their operations and strategies with the ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption, and to take action in the support of UN goals and issues embodied in the Sustainable Development Goals (SDGs). CIFFA has made a pledge to participate in and engage with the UN Global Compact by developing best practice guidance documents on key sustainability issues affecting our sector and communicating the importance through our online and print publications.

Our Sustainability Committee will soon publish an introductory guide. It will provide further insight and guidance to members, and outline the UN framework, including the SDGs and Ten Principles of the UN Global Compact.

SmartWay Partnership (Oct. 13, 2021)

Through an introduction by CIFFA Board Member, Joel MacKay, CIFFA submitted a SmartWay Affiliate Partnership application, which was accepted in mid-October. The SmartWay Transport Partnership is a free and voluntary program that helps businesses move goods efficiently while keeping fuel costs and environmental impact at a minimum. SmartWay encourages best practices in freight supply chains. It helps carriers and shippers benchmark their operations, track fuel consumption, and improve their overall performance.

More than 3,600 North American companies have signed on to the partnership, which was launched by the United States Environmental Protection Agency (EPA). SmartWay has been run in Canada by Natural Resources Canada (NRCan) since 2012. Environmental performance is becoming more important as a

business metric, and this is a positive step forward in joining sustainability related networks in

transportation.

Coro Strandberg Consultations (May-Sept. 2021)

Introduced by another CIFFA Board Member, Paul Courtney, we met with Coro Strandberg, a Sustainability Consultant who works with businesses, government, and associations to help innovate sustainable and transformational business practices. Notably, she’s written a 5-step plan for boards and management, a circular economy business toolkit, and a sustainable association benchmark. CIFFA participated in Coro’s national benchmark study on ESG practices, among 59 Canadian associations, which found that most bring members together to address ESG issues through collaboration. Coro shares a wealth of resources and guides on her main webpage at <https://corostrandberg.com/>.

Member survey results (Nov.-Dec. 2021)

The survey results provide the direction and scope of the industry sustainability blueprint.

Topic	Question	Results
SDG priorities	Members identified their top three priorities of the Sustainable Development Goals (SDGs, aka the Global Goals)	<ul style="list-style-type: none"> ▪ Goal # 13: Climate Action <i>take urgent action to combat climate change and its impacts</i> ▪ Goal # 11: Sustainable cities and communities <i>make cities and human settlements inclusive, safe, resilient and sustainable</i> ▪ Goal # 9: Industry, Innovation and Infrastructure <i>build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</i>
Themes of interest	Top three sustainability themes of interest to help guide members	<ul style="list-style-type: none"> ▪ Initiatives to minimize impact of transport on the environment ▪ Zero carbon, carbon footprint calculator ▪ Sustainability strategy planning and reports
Training topics of interest	Top three training topics of interest	<ul style="list-style-type: none"> ▪ Sustainable logistics ▪ Management practices through the lens of sustainability ▪ M2M webinar panel featuring industry business leaders and ESG experts
Business focus	Members identified the following priorities and activities	<ul style="list-style-type: none"> ▪ 100% agree that sustainability should be a key focus for business today, important to customers and employees ▪ 75% indicate sustainability is absolutely part of their

		strategic business priorities
Business practices	Members identified sustainability work in the following areas	<ul style="list-style-type: none"> ▪ 100% in operations ▪ 67% in HR and Sales ▪ 33% in finance and company facilities
Reporting and initiatives	Members introducing sustainability initiatives and writing reports	<ul style="list-style-type: none"> ▪ 50% of members share sustainability performance and progress externally ▪ 100% are introducing initiatives that contribute to sustainable practices (eg. cybersecurity, diversity/inclusion)

Conclusion

Global networks, partnerships and initiatives in sustainability are gaining momentum. Since COP26, there are clear trends on new commitments, corporate and social transformation. Sustainability initiatives by CIFFA are progressing in developing our sustainability blueprint, sharing info resources, more inclusive membership categories, joining strategic partnerships, quality education and more. These will continue to evolve, as we move ahead with the rest of the world, in pursuing the global goals into 2030 and beyond.

We would love to hear from you! To learn about your efforts and initiatives for contributing to the SDGs. This information will be valuable in developing best practices for our industry sustainability blueprint. Please email me at christina@fisker.ca.

I would like to extend my sincere thanks to Bruce and Julia, for their ongoing work efforts and support with sustainability. Special thanks to CIFFA National Directors Paul Courtney, Joel MacKay, Arnon Melo, for sharing their insight and feedback with our committee.

Respectfully submitted,

Christina Fisker
Sustainability Committee Chair

Technology Committee Report

Dear fellow CIFFA members:

I wish to draw your attention to the mandate of your new technology committee, which states: Evolving technology is pushing the boundaries and changing how the world does business. While some of the effects can disrupt the logistics industry, over the long run they can also help leverage the use of automation, workflow optimization, digitization and artificial intelligence. In the context of the supply chain, improved technology has also increased productivity, minimized costs and errors, enhanced customer experienced value, and facilitated data-sharing to multiple sources in real time. These advancements should be explored and analysed in detail by the freight forwarding community, ensuring that they are well informed and prepared to meet the future demand. As a result of these rapidly evolving changes to our industry, CIFFA has recently introduced a Technology Committee with a mandate to:

- track how technology develops and adapts,
- research new advancements to enhance efficiencies and value,
- Identify potential threats and the steps to mitigate them,
- prioritize initiatives made throughout the freight forwarding industry on behalf of membership, and
- educate our members on the changing advancements in this area.

In keeping within the mandate, CIFFA conducted a member survey mid-last year, in order to greater define the focus and direction of what our members expect.

The survey focussed on the current technology spend and importance in the following areas:

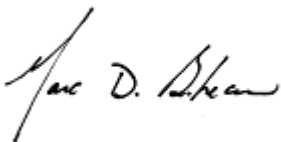
- Core process changes
- Analytics
- Digitization
- Cybersecurity cloud platforms
- Artificial Intelligence, and
- Blockchain

From the survey findings, the committee prepared and released our first technology best practices document “ 10 Best Cybersecurity Practices in 2022”, which can be found in the Resources section of the CIFFA website. The committee plans on creating a member-to-member webinar with experts in related fields to expand upon the survey findings. Lastly, your committee continues to analyse; Business Intelligence, predictive analytics, visibility platforms and how API is changing landscape. We plan on preparing the second best practices document, which will be released prior to the end of this year.

This concludes my report,

Respectfully submitted,

Marc Bibeau



Marc Bibeau

CIFFA Director, Technology Committee Chair

CIFFA CENTRAL REGION

Dear Members,

2021/2022 members of CIFFA Central Region consist of:

1. Edna Carr	Central Chair	Trade Link International Ltd
2. Amit Arora		Gillship Navigation
3. Ana Da Cunha		Nu-Era Logistics Inc.
4. Collette Lamonday		TBA
5. Jaime Parker Niccols		Jas Forwarding Worldwide
6. Jodie Wilson		Rhenus Logistics Canada
7. Joe Chan		Rutherford Global Logistics
8. Nasy Panahi		TBA
9. Paul Glionna		Universal Logistics Inc.
10. Tom McGinn		Coast Underwriters Ltd.
11. Vania Gava		Marsh Canada Limited
12. 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 Covid 19, past Central events were cancelled.

Looking forward to 2022 scheduled events as noted below.

FCA 2022 Thursday October 20th, 2022
Mississauga Convention Centre.

Golf 2022 Thursday September 15th, 2022
Caledon Woods

On a personal note, it has been a privilege serving on the National Board of Directors.

Respectively submitted,
Edna Carr.
Central Committee Chair.

CIFFA EASTERN REGION

AGM Report to members April 27, 2022
Submitted by: Angelo Loffredi – Eastern Chair

Good afternoon Ladies and Gentlemen;

These past 2 years have been very difficult ones as we were faced with COVID-19 pandemic and had no choice but to cancel all our activities. We are seeing some positive improvements and yes, there is a light at the end of the tunnel.

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 11 years. I'm confident that together we will once again enjoy the social events that we were used to before the pandemic.

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.

I'm very excited to announce that our FCA will be held on Thursday, June 9, 2022, at the exquisite "Crowne Plaza Volare Hotel" on Cote De Liesse. We are planning an evening of excitement and entertainment featuring a well known "10-piece live band". Hope to see you ALL there.

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	Bollore Logistics	Vice Chair
Emmanuelle Etur	Air Canada	Committee Member
Karisa Machika	Expeditors	Committee Member
Maureen Samit	Retired	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 Committee members are:

Jeffery Haley - Rhenus Logistics;
Daniel Ramos - MSC Shipping Company;
Andy Hsieh - Kintetsu World Express;
Mary Diana Jeffrey - FedEx Trade Network;

No events in 2021 :

Western Region Committee followed Covid-19 safety guidelines from BC Provincial Health Officer and Work Safe BC about large group of people gathering and there were no events in 2021.

Annual Golf Tournament: Mayfair Lakes Golf & Country Club - July 14, 2022

With majority of population in Vancouver vaccinated, our Committee Chair re-booked our golf tournament with Mayfair Lakes. Date IS confirmed for July 14, 2022. Tickets are now on sale at www.CIFFA.com and we hope to see many of our members at this event.

Annual FCA Gala Dinner: Sheraton Hotel Downtown Vancouver - Nov 24, 2022

Our committee Chair approached Sheraton for organizing 2022 gala dinner. The hotel honoured our deposit that we paid before Covid-19 and allowed us to use towards our 2022 event. Due to popularity of this venue with weddings, conferences and seminars, our event was pushed back to November 2022 instead of our usual late September gala dinner.

This concludes the Western Region report.

Respectfully Submitted,
Tiffany Vandenberghe
Western Regional Chair

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We are very grateful for the generous support of our national sponsors, noted below. Their contribution allows us to provide the many services and features that you receive from our Association.

