



Departmental Performance Report
for the period ending March 31, 2005

The Honourable James Scott Peterson
Minister of International Trade

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SECTION 1 – INTRODUCTION

1.1 The Minister's Message

Over a decade since the entry into force of the NAFTA, there is little doubt that it has served Canada exceedingly well. The agreement has stimulated growth, raised standards of living and contributed to the creation of more and better paying jobs, as well as delivered competitive prices and greater choices to consumers.

One of NAFTA's most important features is its multiple dispute settlement mechanisms. However, as Prime Minister Paul Martin has stated on a number of occasions, to preserve the integrity of the NAFTA, all parties must respect the decisions of the NAFTA panels and implement the decisions properly and promptly. As Minister of International Trade, I have used every available opportunity to advance this view.

At the annual meeting of the NAFTA Free Trade Commission on July 16, 2004, in San Antonio, I reiterated to my U.S. and Mexican counterparts the need for political will among the NAFTA parties to ensure compliance with NAFTA dispute settlement panel results, in order to protect the integrity of the Agreement. At that meeting, we reaffirmed our commitment to the effective operation of the NAFTA dispute settlement provisions. Additionally, Canada continues to lead the NAFTA Parties on their exploratory work on a number of procedural improvements to these mechanisms.

It is equally important that the NAFTA Secretariat, which administers dispute settlement provisions, operates in an efficient manner. This report highlights the work of the Canadian Section of the NAFTA Secretariat, which over the past year participated in the joint administration of 17 panel reviews, ranging from disputes on softwood lumber to magnesium and wood Venetian blinds.

As we look to the challenges that lie ahead, we will continue to discuss ways to strengthen our trade relationship with our NAFTA partners, ensure respect for NAFTA rules and resolve disputes. I encourage the Canadian Section of the NAFTA Secretariat to continue its high level of service in the administration of the dispute settlement mechanisms of the NAFTA.

The Honourable James Scott Peterson
Minister of International Trade

1.2 Management Representation Statement

I submit for tabling in Parliament, the 2004-2005 Departmental Performance Report (DPR) for the NAFTA Secretariat, Canadian Section.

This document has been prepared based on the reporting principles contained in the Treasury Board of Canada Secretariat's *Guide for the preparation of 2004-2005 Departmental Performance Reports*:

- It adheres to the specific reporting requirements;
- It uses an approved Business Lines structure;
- It presents consistent, comprehensive, balanced and accurate information;
- It provides a basis of accountability for the results pursued or achieved with the resources and authorities entrusted to it; and
- It reports finances based on approved numbers from the Estimates and the Public Accounts of Canada.

François Raynauld, Ph.D.
Secretary
NAFTA Secretariat, Canadian Section

Date

1.3 Summary Information

1.3.1 Reason for Existence

The Canadian Section of the NAFTA Secretariat has one primary objective: to maintain a high level of impartial and independent service in the administration of the dispute settlement provisions of the North American Free Trade Agreement, pursuant to Article 2002, in order to help preserve the benefits of free trade for all stakeholders.

In 1997 and then again in 2002, the Canadian Section's mandate was expanded to include the administration of the dispute settlement processes under the following trade agreement

- the Canada-Israel Free Trade Agreement (CIFTA);
- the Canada-Chile Free Trade Agreement (CCFTA)
- the Canada-Costa Rica Free Trade Agreement (CCRFTA).

Legislation governing the work of the Canadian Section is as follow:

- *the North American Free Trade Agreement Implementation Act;*
- *the Special Imports Measures Act;*
- *the Canada-Israel Free Trade Agreement Implementation Act;*
- *the Canada-Chile Free Trade Agreement Implementation Act; and*
- *the Canada-Costa Rica Free Trade Agreement Implementation Act.*

1.3.2 Key Co-Delivery Organizations

The NAFTA Secretariat comprises the Canadian, the United States and the Mexican national sections. Article 1908 of the NAFTA requires that the Secretaries of the NAFTA Secretariat act jointly to provide administrative assistance to all panels and committees. In light of this, the Canadian Section's relationship with its counterpart sections in the United States and Mexico is fundamental to its effective performance.

Additionally, the NAFTA Secretariat, Canadian Section, is one of many Canadian and NAFTA country organizations involved in international trade matters. While it operates at arm's length from other federal government institutions, it can only succeed in fulfilling its strategic outcome by working with others. Therefore, in fulfillment of its mandate, the NAFTA Secretariat interacts directly with roster members (list of international trade law experts established by the NAFTA

governments to serve as panelists in disputes), panelists (adjudicators of these disputes), counsel of participants in the disputes, investigating authorities (government agencies whose decisions are reviewed by panels) and representatives of the Parties.

1.3.3 Risks and Challenges

The NAFTA Secretariat operates in a social context where different legal, linguistic, business and cultural traditions prevail. Managing the Canadian participation in this tripartite organization must be conducted within the policies and practices of the Canadian Government and also be harmonized with administrative practices of its two partners in the United States and Mexico. New initiatives (for instance, Management of Government Information (MGI)) often require extensive consultations and negotiation before they can be implemented, as the three sections of the NAFTA Secretariat must give their concurrence.

1.3.4 Financial Resources (\$000)

2004-2005 Planned Spending	2004-2005 Total Authorities	2004-2005 Actual Spending
\$2,972	\$3,014	\$1,646

Human Resources

2004-2005 Planned	2004-2005 Actual	2004-2005 Difference
14 FTEs	13 FTEs	- 1 FTEs

1.4 Overall Departmental Performance

Table 1: Performance Summary

Strategic Outcome	Priorities	Priority Type	Planned Spending	Actual Spending ¹	Results ²
A highly efficient, impartial and rules-based international trade dispute resolution process that benefits Canadian exporters to NAFTA countries, as well as NAFTA country exporters doing business in Canada	Support to panels and committees	Ongoing	1,122	675	Successfully met expectations
	Unbiased and equitable administrative process	Ongoing	47	35	Successfully met expectations
	National and international collaboration	Ongoing / New	228	154	Exceeded expectations
	Openness and accountability	Ongoing / New	275	196	Successfully met expectations
	Operational efficiency and effectiveness	Ongoing / New	457	232	Successfully met expectations
	Quality of service	Ongoing / New	597	329	Successfully met expectations
	Integrating modern comptrollership issues	Ongoing / New	25	25	Successfully met expectations

¹ Cost includes program spending and salaries and benefits.

² See Sections 2.2 Performance Measure Strategy and 2.3 Performance Accomplishments.

1.5 What the priorities mean for Canadians

As one of the world's most active trading nations, Canada benefits immensely from the existence of agreements to govern trade and the resolution of trade disputes. The Canadian Section's program delivers a service that is an integral part of the prosperity pillar of the Canadian foreign policy that emphasizes rules-based international trade dispute settlement systems as a critical part of Canada's trade policy and trade relations. Therefore, the program activity of the NAFTA Secretariat, Canadian Section, serves a public interest by providing a timely, unbiased and inexpensive administration of trade dispute resolution processes. Hence, Canadian businesses can export their products with the knowledge that rules are in place to ensure traded products are treated fairly, and that procedures exist to settle disputes impartially on the rare occasions when they occur.

SECTION 2 – ANALYSIS OF PERFORMANCE BY STRATEGIC OUTCOME

2.1 Plans and Priorities Commitments

The NAFTA Secretariat, Canadian Section, has a single strategic outcome, which is:

A highly efficient, impartial and rules-based international trade dispute resolution process that benefits Canadian exporters to NAFTA countries, as well as NAFTA country exporters doing business in Canada.

To achieve its strategic outcome, the NAFTA Secretariat has identified the administration of international trade dispute resolution mechanisms as its key program activity with the following sub activities:

- Increased support to panels and committees
- Unbiased and equitable administrative process
- Increased national and international collaboration
- Openness and accountability
- Operational efficiency and effectiveness
- Highest quality of service

These priorities are the same as those described in the Canadian Section's Program Activity Architecture (PAA). Accordingly, two program activities are in order; first, the dispute settlement procedures per se and, second, corporate services that support the management of these procedures. Each of these program activities contains three sub-activities, namely:

- Administration of international trade dispute resolution mechanisms
 - Increased support to panels and committees;
 - Unbiased and equitable administrative process;
 - Increased national and international collaboration;
- Corporate Services
 - Information management;
 - Financial services; and
 - Information technology.

The following logic model identifies the linkages between the activities of the NAFTA Secretariat, Canadian Section, and the achievement of its strategic outcome. It shows the chain of results connecting resources and activities to outputs and to expected results, intermediate outcomes and final outcome.

Table 2: Logic Model

<p style="text-align: center;">STRATEGIC OUTCOME</p> <p>A highly efficient, impartial and rules-based international trade dispute resolution process that benefits Canadian exporters to NAFTA countries, as well as NAFTA country exporters doing business in Canada</p>			
<p style="text-align: center;">INTERMEDIATE OUTCOMES</p> <ul style="list-style-type: none"> • Improved support to panels and committees • Unbiased and equitable administrative process • Increased national and international collaboration • More openness and accountability • Operational efficiency and effectiveness • Highest quality of service 			
<p style="text-align: center;">PLANS AND PRIORITIES</p> <ul style="list-style-type: none"> • Support to panels and committees • Unbiased and equitable administrative process • National and international collaboration • Openness and accountability • Operational efficiency and effectiveness • Quality of service 			
<p style="text-align: center;">PROGRAMS, OUTPUTS AND RESOURCES</p>			
Program	Outputs	Actual Spending (\$ 000)	Human Resources
Administration of Dispute Settlement	<ul style="list-style-type: none"> • Administered 31 panel proceedings • Administered two Extraordinary Challenge Committee proceedings • Issued 12 panel decisions 	1,646	13

2.2 Performance Measure Strategy

In 1994, in conjunction with the Treasury Board Secretariat, the Canadian Section completed a comprehensive benchmark survey of its services and stakeholders satisfaction. At the completion of each panel review, the Canadian Section has been monitoring their satisfaction with its services by requesting them to complete a monitoring questionnaire. The most important service qualities clients are asked to rate include:

- satisfaction with accuracy, relevance and quality of information provided;
- the impartiality of the information;
- provision of guidance by senior staff on the dispute settlement processes, rules of procedures and code of conduct;
- accessibility of the staff;
- independence; and
- scheduling of panel hearings/conference calls/panel meetings.

This feedback enables the Section to evaluate its services on an ongoing basis and to maintain its high service standards.

The Canadian Section also obtains feedbacks on its program and activities from its employees at regular management meetings and other key strategic planning meetings.

As well, the Canadian Section is committed to the highest standards of ethical behaviour in serving the Canadian public as reflected in its guiding principles (see Annex A).

2.3 Performance Accomplishments

In the 2004-2005 fiscal year, the three national sections of the Secretariat administered a total of 33 panel proceedings (including two Extraordinary Challenge Committees (ECC) proceedings), with 12 decisions issued. Three of these proceedings were terminated by mutual consent of participants, two were completed and the remaining were still under review as of March 31, 2005. Status reports for these cases are available on the NAFTA Secretariat website at <http://www.nafta-sec-alena.org>.

Case Summary 2004-2005:

Cases terminated	3
Cases completed	2
Decisions issued	12
Active cases as at March 31, 2005	28

More specifically, the Canadian Section has been involved in the joint administration of the following panel reviews:

- Wood Venetian Blinds and Slates originating in or exported from Mexico;
- Pure Magnesium from Canada (Full Sunset Review of the antidumping duty order);
- Magnesium from Canada (Five-Year Reviews of the Countervailing Duty and Antidumping Duty Orders);
- Carbon Steel Products from Canada (Five-Year Reviews of the Countervailing Duty and Antidumping Duty Orders);
- Certain Softwood Lumber Products from Canada (Dumping);
- Certain Softwood Lumber Products from Canada (Countervailing Duty);
- Certain Softwood Lumber Products from Canada (Threat of Material Injury);
- Certain Softwood Lumber Products from Canada (Final Results of Countervailing Duty Administrative Review and Rescission of Certain Company-Specific Reviews);
- Certain Softwood Lumber Products from Canada (Revised Final Affirmative Countervailing Duty Determination);
- Certain Softwood Lumber Products from Canada (Determination under Section 129(a)(4) of the Uruguay Round Agreements Act);
- Certain Softwood Lumber Products from Canada (Antidumping Duty Determination under Section 129 of the Uruguay Round Agreements Act);
- Carbon and Certain Alloy Steel Wire Rod from Canada (Injury);
- Durum Wheat and Hard Red Spring Wheat from Canada (Countervailing Duty);
- Hard Red Spring Wheat from Canada (Injury);
- Alloy Magnesium from Canada (Countervailing Duty – New Shipper Review);
- Pure Magnesium from Canada (Extraordinary Challenge Proceeding); and
- Certain Softwood Lumber Products from Canada (Extraordinary Challenge Proceeding).

Specifically, during the year under review, the Secretariat provided services such as translation and interpretation, distribution of documents, record-keeping, safeguarding and dissemination of records of completed panel reviews. It also provided logistical planning for panel meetings and hearings, administrative and accounting services, as well as procedural guidance regarding the rules of procedures and the Code of Conduct to counsel for participants, panelists and their assistants.

The following table summarizes the NAFTA Secretariat, Canadian Section's strategic outcome and program activities as well as the summary of expected results and results achieved.

Table 3: Performance Summary by Strategic Outcome

Strategic Outcome	Program Activities	Expected Results	Target	Data Source	Results Achieved ¹
A highly efficient, impartial and rules-based international trade dispute resolution process that benefits Canadian exporters to NAFTA countries, as well as NAFTA country exporters doing business in Canada.	Administration of international trade dispute resolution mechanisms	<ul style="list-style-type: none"> • Improved Support to panels and committee • Unbiased and equitable administrative process • Increased national & international collaboration • Highest quality of service • More openness & Accountability • Operational efficiency and effectiveness 	At least 80% or more of our clients indicating that they are at least fully satisfied with that the NAFTA Secretariat, Canadian Section, administered the dispute settlement provisions in a manner which ensures unbiased administrative process, equity, security and fairness.	<p>Service Standard Monitoring Survey</p> <p>Regular updates at management meetings and other key strategic planning meetings</p>	<p>100% of our clients were at least very satisfied, overall, with the services rendered by the Canadian Section.</p> <p>Our clients believe that the Canadian Section has in place the program, systems and procedures for administering the dispute settlement process. These support services have been evaluated by clients accordingly:</p> <ul style="list-style-type: none"> • accuracy (80%) • impartiality 80%), • responsiveness (80%), • accessible (100%), • timeliness (100%), & • independence (80%). <p>This year, 75% of panelists would want to serve again in their role. Most respondents to our survey indicated that their positive experience working with the Canadian Section was a contributing factor. One of the panelists made the following comments:</p> <p><i>“If all agencies and departments provided quality services equal to those offered by the Canadian Section of the NAFTA Secretariat, the citizen would have a very high opinion of the Canadian public service.”</i></p>

¹ See Section 2.2 Performance Measure Strategy

2.3.1 Support to Panels and Committees

The NAFTA Secretariat, Canadian Section’s primary activity is to administer trade dispute in timely, fairly and effective manner. The major tasks include case management, administrative, technical and logistical support to panels and committees, including the administration of a court-like registry at a level comparable to other registries of superior courts of record in Canada.

To this end, the Canadian Section:

- planned and coordinated activities to provide logistical support to all panels and committees;
- provided research support to panels and committees in the areas of motions, responses and orders data base; and
- conducted research and analysis in areas of trade dispute resolution mechanisms in order to document the full process of dispute resolution between the investigating authority and the binational panel (to be posted eventually on the Secretariat's trilateral website).

2.3.2 Unbiased and Equitable Administrative Process

Fundamental to the effectiveness of the NAFTA Secretariat is its independence from the three national governments that are Parties to the Agreement. This independence allows it to offer impartial procedural guidance and equitable administrative support to the participants and panels of experts who hear and decide on cases brought before them.

To this end, the Canadian Section:

- applied fair and equitable procedural and administrative policies based on the rules and regulations as well as legal principles applicable to the proceedings;
- administered and operated a court-like registry for the filing and processing of legal pleadings in the panel reviews; and
- ensured compliance by panelists and staff to the rules of procedures and the Code of Conduct (for staff in particular, two in-house conferences have been organized to implement public service guidelines on values and ethics).

2.3.3 Increased National and International Collaboration

Collaboration with the other national sections in joint administration of panels as well as in joint development of policies and programs aimed at facilitating the operations of the dispute resolution processes is of paramount importance in fulfilling the mandate of the NAFTA Secretariat.

To this end, the Canadian Section:

- jointly administered dispute settlement panels with the Mexican and the United States sections. The fiscal year was dominated by the three softwood lumber disputes initiated in 2002 involving Canada and the United States. In addition,

two major ECC proceedings on magnesium and softwood were administered. These disputes raised and continue to raise strong interest in Canada. As in all other disputes, of course, the Canadian section also ensured the proper administration of these proceedings.

- collaborated with the NAFTA Alternative Dispute Resolution (ADR) Working Group in order to incorporate the ADR website within the NAFTA Trilateral website;
- participated in the NAFTA Chapter 19 Operation Working Group activities and engaged Parties to ensure follow-up conference calls to formal meetings are held with the view of producing decisions more rapidly (the working group comprises of the representatives of the Parties, their investigating authorities and of the three national sections); and
- consulted and liaised with other government and non-governmental organizations to fulfil its mandated responsibilities.

2.3.4 Quality of Service

Accomplishments are focused on the use of new information technologies to develop and enhance systems and processes and investing in employee professional development and organizational learning to maintain highest quality of service.

- In 2004-2005, the Canadian Section continued with employee learning. To this end, the organization invested approximately \$58,000 in employee training and education in order to maintain high level of expertise in the administration of trade issues.
- As well, the NAFTA Secretariat, Canadian Section, continued to monitor client level of satisfaction by conducting surveys upon the completion of panel reviews.
- Further, it continued the expansion of its office library, which contains books and other publications on dispute settlement and international trade. During the year under review, the Canadian Section invested in this endeavour approximately \$25,000. The concentration of these titles in one location is unique and they are available to panelists, students and academics for research purposes (see Section 2.3.6).

2.3.5 Openness and Accountability

Activities under this heading involve the promotion of a corporate culture that ensures transparent management processes and accountability to the NAFTA Free Trade commission, the Government and the public. As well, providing assistance to the Free Trade Commission in panel selection process and non-dispute related responsibilities such as participation in the NAFTA Chapter 19 Operation Working Group.

To this end, the Canadian Section:

- promoted the full understanding of Canada's free trade goals and achievements to all levels of government, the private and voluntary sectors, individuals and the media through the provision of effective communication, in particular by the agency's Secretary;
- enhanced the NAFTA Secretariat Website by adding new functionalities to improve search results, as part of our commitment to continually better our services and information offering; and
- provided timely and accurate financial reporting.

2.3.6 Operational efficiency and Effectiveness

The Canadian Section provides financial administration support to all panels in which it is the involved and accordingly coordinates payments and reimbursements of panel review expenditures with other national sections.

To this end it,

- provided financial administration support to panels and committees;
- digitized and incorporated panel review documents filed in Canada with the web-based, fully searchable database, Registry Information System. At the time of the preparation of this report, consultation was ongoing with the two other national sections for the complete digitization of all panel review documents received since 1989 and 1994.;
- continued the process of ISO 9001:2000 standard certification to meet the pre-audit milestone; and
- made available to the general public, through local municipal libraries' inter-library loan protocol, the Canadian Section's

2.4 Financial Performance

Table 1:

Summary of Voted Appropriations (\$ 000)				
Vote	2004-2005			
		Planned Spending	Total Authorities	Actual 2004-2005
	NAFTA Secretariat, Canadian Section			
15	Program Expenditures	2,751	2,864	1,496
(S)	Contributions to Employee Benefit Plans (EBP)	221	150	150
	Total	2,972	3,014	1,646

Table 2

Historical Comparison of Planned to Actual Spending (\$ 000)					
	2004-2005				
	Actual 2002-2003	Actual 2003-2004	Planned Spending 2004-2005	Total Authorities 2004-2005	Actual 2004-2005
Administration of Dispute Settlement	2,085	2,119	2,972	3,014	1,646
Total	2,085	2,119	2,972	3,014	1,646

Table 3:

Net Cost of Program (\$ 000)	
2004-2005	
Total Actual Spending	1,646
Plus: Services Received without Charge	
Accommodation provided by Public Works and Government Services Canada (PWGSC)	125
Contributions covering employer's share of employee's insurance premiums and expenditures paid by TBS (excluding revolving funds)	71
Sub-total	196
Less: Non-respendable Revenue	19
2004-2005 Net cost of Program	1,823

SECTION 3 – ORGANIZATIONAL INFORMATION

3.1 Overview

- **Mandate:**
 - Provide administrative assistance to panels and committees; and
 - Provide assistance to the NAFTA Free Trade Commission (See Annex B for details).
- **Strategic Outcome:**
 - A highly efficient, impartial and rules-based international trade dispute resolution process that benefits Canadian exporters to NAFTA countries, as well as NAFTA country exporters doing business in Canada (Visit http://www.nafta-sec-alena.org/DefaultSite/index_e.aspx?DetailID=8 for an overview of NAFTA dispute settlement provisions).
- **Size:**
 - 2004-2005 Actual Spending = \$1,646,000
 - Number of FTEs = 13
- **Role:**
 - Administration of international trade dispute settlement mechanisms by providing registry services and procedural guidance as to the Rules of Procedures, Code of Conduct and conflict of interest guidelines that apply to panels of experts who hear and decide on cases brought before them
 - Joint administration of dispute settlement with the other involved national section(s) following an appeal of a decision made by investigating authorities such as, in Canada, the Canada Border Services Agency (CBSA) and the Canadian International Trade Tribunal (CITT) and government to government disputes involving two or three Parties
- **Reporting Relationship:**
 - Reports to Parliament through the Minister of International Trade
(See Section 3.7 for Accountability Structure)

3.2 Who we are

The NAFTA Secretariat is a unique organization established by the Free Trade Commission, pursuant to Article 2002 of the NAFTA. It comprises the Canadian, the United States and the Mexican national sections.

A similar administrative body, the Binational Secretariat, existed under the Canada - United States Free Trade Agreement. In 1994, pursuant to the Parties' obligation under the NAFTA to establish permanent national section offices in each country, the Binational Secretariat, Canadian and United States national sections became the NAFTA Canadian and United States national sections, and with the addition of the Mexican Section, make up the NAFTA Secretariat.

3.3 Where we are located

The national sections, which are "mirror-images" of each other, are located in Ottawa, Washington and Mexico City, and each is headed by a Secretary appointed by her/his respective government.

3.4 How we are organized

Each national section maintains a court-like registry relating to panel and committee proceedings. The involved national sections provide joint administration of panel and committee proceedings and share equally all expenses related to such proceedings. As a result, the national sections have harmonized their registry operations and records management practices. Further, the three national sections have jointly developed and administer the Integrated Registry Information System and the NAFTA Trilateral website, which are hosted by the Canadian Section. In light of this, the Canadian Section's relationship with its counterpart sections in the United States and Mexico is fundamental to its effective performance.

3.5 Roles

In the administration of the dispute settlement provisions of the relevant free trade agreements, the NAFTA Secretariat, Canadian Section, provides professional and advisory support to panels and committees and coordinates all panel and financial aspects of the process.

In addition to the assistance provided in support of the dispute resolution process, the Canadian Section is also involved in facilitating the operation of these agreements through the provision of information and professional services. This is achieved through initiatives such as the establishment of an Internet Web site, the maintenance of a library and reference centre, research and analysis of trade related issues and, through collaboration with other national sections, establishment of management, policy, and procedural frameworks.

3.6 Travel Policies:

Special Travel Authorities:

The NAFTA Secretariat, Canadian Section follows the TBS Special Travel Authorities

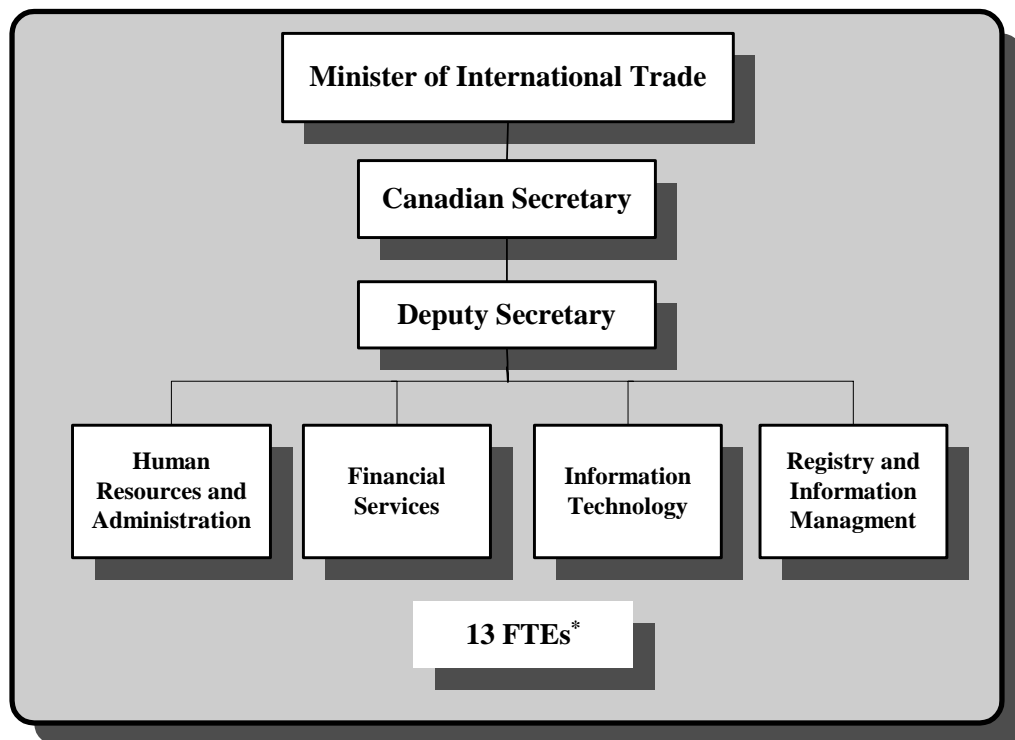
Travel Directive, Rates and Allowances:

The NAFTA Secretariat, Canadian Section follows the TBS Travel Directive, Rates and Allowances

3.7 Responsibility Chart

The NAFTA Secretariat, Canadian Section, has one program and one business line. For financial purposes accountability, the reporting structure is to Parliament through the Minister of International Trade (see figure 1).

Figure: 1 The NAFTA Secretariat, Canadian Section's Organizational Structure



* Full Time Equivalent (FTE): A full time equivalent is the unit of measurement for personnel resources and refers to the employment of one person for one full year or the equivalent thereof. FTEs are not subject to Treasury Board control but are disclosed in Part III of the Estimates in support of personnel expenditure requirements.

Guiding Principles

<i>Commitment to an Unbiased and Equitable Administrative Process</i>	The NAFTA Secretariat, Canadian Section, is committed to administering the dispute settlement provisions of the relevant Free Trade Agreements and other Bilateral Agreements as directed by the Parties in a manner which ensures unbiased administrative processes, equity, security and fairness.
<i>Commitment to Service Quality</i>	The NAFTA Secretariat, Canadian Section, is committed to maintaining the highest quality of administration to all dispute settlement proceedings and to investing in technologies that will sustain future operations.
<i>Support to Stakeholders</i>	The NAFTA Secretariat, Canadian Section, is committed to supporting and providing services to its stakeholders in dispute resolution in a manner that is impartial, responsive, accessible and timely.
<i>Openness and Accountability</i>	The NAFTA Secretariat, Canadian Section, is committed to the promotion of a corporate culture implementing transparent management processes and accountability, both to the NAFTA Free Trade Commission and to the public.
<i>Operational Efficiency</i>	The NAFTA Secretariat, Canadian Section, is committed to pursuing alternative service delivery to enhance information access and sharing and to improve operating practices.
<i>Continuous Learning</i>	The NAFTA Secretariat, Canadian Section is committed in having in place professional and motivated employees and in offering them to advance their careers through continuous learning.

The Mandate of the NAFTA Secretariat

The mandate of the Secretariat is set out in Article 2002.3 of the North American Free Trade Agreement (NAFTA) and reads:

The Secretariat shall:

- (a) provide assistance to the Commission;*
- (b) provide administrative assistance to:*
 - (i) panels and committees established under Chapter Nineteen (Review and Dispute Settlement in Antidumping and Countervailing Duty Matters), in accordance with the procedures established pursuant to Article 1908; and*
 - (ii) panels established under this Chapter, in accordance with procedures established pursuant to Article 2012; and*
- (c) as the Commission may direct:*
 - (i) support the work of other committees and groups established under this Agreement; and*
 - (ii) otherwise facilitate the operation of this Agreement.*

In 1997 and then again in 2002, the Canadian Section's mandate was expanded to include the administration of the dispute settlement processes under the following trade agreements:

- the Canada-Israel Free Trade Agreement (CIFTA);
- the Canada-Chile Free Trade Agreement (CCFTA); and
- the Canada-Costa Rica Free Trade Agreement (CCRFTA).

Legislation governing the work of the Canadian Section is as follow:

- *the North American Free Trade Agreement Implementation Act;*
- *the Special Imports Measures Act;*
- *the Canada-Israel Free Trade Agreement Implementation Act;*
- *the Canada-Chile Free Trade Agreement Implementation Act; and*
- *the Canada-Costa Rica Free Trade Agreement Implementation Act.*

HOW TO CONTACT US

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