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Tools for Competitiveness

Federal Programs and Services of Interest to the Auto Parts Industry

Canada

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TOOLS FOR COMPETITIVENESS

Federal Programs and Services of Interest to the Auto Parts Industry

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Surface Transportation and
Machinery Branch
Industry, Science and
Technology Canada
March 1990

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Abbreviations Identifying Federal Departments and Agencies

ACOA	Atlantic Canada Opportunities Agency
CCAC	Consumer and Corporate Affairs Canada
EIC	Employment and Immigration Canada
EMR	Energy, Mines and Resources Canada
EC	Environment Canada
EAITC	External Affairs and International Trade Canada
FBDB	Federal Business Development Bank
FedNor	The Federal Economic Development Initiative in Northern Ontario
FIN	Finance Canada
Inv	Investment Canada
ISTC	Industry, Science and Technology Canada
Lab	Labour Canada
NRC	National Research Council
NSERC	Natural Sciences and Engineering Research Council
RC-CE	Revenue Canada, Customs and Excise
RC-T	Revenue Canada, Taxation
SSC	Supply and Services Canada
SC	Statistics Canada
TC	Transport Canada
WD	Western Economic Diversification Canada

Introduction

The automotive parts industry is one of the corner-stones of the Canadian manufacturing sector. With employment of nearly 75 000, shipments of $13.7 billion and exports of $12.9 billion in 1988, it accounts for over five percent of all manufacturing shipments and 12.5 percent of all manufactured exports.

The parts industry is facing a time of transition and intense competition, as automotive assemblers demand parts of higher quality, greater technological sophistication and lower cost. In recognition of these pressures, Industry, Science and Technology Canada introduced the Automotive Components Initiative in 1988. This initiative encourages firms to introduce new manufacturing processes, through small financial contributions, and raises awareness of issues facing Canadian industry, through a government-industry working group, seminars and studies.

This guide is sponsored by the Automotive Components Initiative. It presents a selective listing of federal government programs that are most relevant to auto parts companies seeking to enhance their international competitiveness. For easy usage, information is organized by topic: technology; technology centres; regional assistance; marketing; tariffs and duty remission; and training.

Program details were accurate at the time of printing (March 1990), but departments should be contacted directly for the most up-to-date information.

We welcome comments and suggestions about its content, format and usefulness in aiding the Canadian auto parts industry.

Contact:

Automotive Corporate Development Division
Industry, Science and Technology Canada
7th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-3730

INDEX TO FEDERAL PROGRAMS AND SERVICES BY ACTIVITY SUPPORTED

	Technology	Regional Development	Marketing/ Intelligence	Trade/Duty Remission	Labour/ Training	Investment
Atlantic Canada Opportunities Agency						
• ACOA Action Program		✓	✓			
Consumer and Corporate Affairs Canada						
• Copyright and Industrial Design Branch	✓					
• Patent Information Exploitation Program	✓					
Employment and Immigration Canada						
• Canadian Jobs Strategy					✓	
• Canada Employment Centres					✓	
Energy, Mines and Resources Canada						
• Industry Energy Research and Development Program	✓					
Environment Canada						
• Accelerated Capital Cost Allowance (Pollution Control)	✓					
• Vehicle Emissions Testing Laboratory	✓					
External Affairs and International Trade Canada						
• Canada-U.S. Free Trade Agreement				✓		
• Program for Export Market Development			✓			
• Technology Inflow Program	✓					
Federal Business Development Bank						
• Financial and Management Services	✓		✓			✓
Federal Economic Development Initiative in Northern Ontario						
• FedNor	✓	✓	✓			
Industry, Science and Technology Canada						
• Automotive Components Initiative	✓					
• Canada-Quebec Subsidiary Agreement on Economic Development	✓	✓	✓			
• Advanced Manufacturing Technology Application Program	✓					

	Technology	Regional Development	Marketing/ Intelligence	Trade/Duty Remission	Labour/ Training	Investment
Industry, Science and Technology Canada *(cont.)*						
• Business Opportunities Sourcing System			✓			
• Canada Awards for Business Excellence			✓			
• Microelectronics and Systems Development Program	✓					
• Market Intelligence Service			✓			
• Strategic Technologies Program	✓					
• Technology Outreach Program	✓					
Investment Canada						
• Investor Services						✓
Labour Canada						
• Program for Older Worker Adjustment					✓	
• Technology Impact Program					✓	
National Research Council						
• Industrial Research Assistance Program	✓					
• Laboratories	✓					
Natural Sciences and Engineering Research Council						
• Research Partnerships Program	✓					
Revenue Canada, Customs and Excise						
• Duties Relief Programs				✓		
• Duty-Free Entry of Imported Goods				✓		
• Machinery Program				✓		
• Special Import Measures Act				✓		
Revenue Canada, Taxation						
• Income Tax Credits and Deductions	✓	✓				
Statistics Canada						
• Information Services			✓			
Supply and Services Canada						
• Government Business Opportunities			✓			
Transport Canada						
• Motor Vehicle Test Centre	✓					
Western Economic Diversification Canada						
• Western Diversification Program	✓	✓	✓			

Technology Development

Automotive parts companies are increasingly required to develop and apply new product and process technologies in design and manufacturing.

A range of programs and services are offered by the federal government to assist firms in utilizing new technologies. Many programs involve co-operation among universities, technology centres and companies as well as development of risky ventures within companies and acquisition of technology from abroad.

Accelerated Capital Cost Allowance (Pollution Control)

Environment Canada

The Accelerated Capital Cost Allowance encourages businesses operating in Canada prior to 1974 to write off, for income tax purposes, the total cost of equipment or processes installed for the prime purpose of eliminating, reducing or preventing air and water pollution. Pollution-control standards were set in 1974, and companies that began operating in that year or later should have standardized machinery and are therefore not eligible for this incentive.

The write-off is spread out over a three-year period: 25 percent the first year, 50 percent the second and 25 percent the third.

Contact

Accelerated Capital Cost Program
Environmental Protection Service
Environment Canada
Ottawa, Ontario
K1A 0H3
Tel.: (819) 997-2057

Advanced Manufacturing Technology Application Program

Industry, Science and Technology Canada

The Advanced Manufacturing Technology Application Program (AMTAP) shares the cost of hiring outside consultants to assess the technical and economic feasibility of upgrading a firm's manufacturing operations.

Contributions of up to 75 percent of this cost are available to a maximum of $25 000 each. However, contributions of up to $200 000 are available for groups of companies, with a maximum of $20 000 per company in such joint applications.

Any taxable company operating in Canada engaged in manufacturing or secondary processing is eligible to apply. Among the factors considered when applications are evaluated are the commitment of senior management to the project and the potential for improving product quality, reducing inventory, shortening production runs, and lowering production costs.

The costs of training, benchmarking runs on equipment and implementing the consultant's recommendations are not eligible. Companies are not eligible for assistance under both AMTAP and the Automotive Components Initiative (see page 3). Applications must be received by December 31, 1992.

Contact

AMTAP
Information Technologies Industry Branch
Industry, Science and Technology Canada (ISTC)
9th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-2851

or

the AMTAP co-ordinator in any of ISTC's regional offices, which are listed in Appendix A.

Automotive Components Initiative

Industry, Science and Technology Canada (ISTC)

The Automotive Components Initiative is targeted specifically at the needs of the Canadian auto parts industry. It has three main components:

The Automotive Components Working Group — This group of senior executives of parts firms was established as a forum for the industry to discuss issues, determine priorities and advise ISTC on services that would be of most use.

Information Services — Under the guidance of the working group, ISTC sponsors seminars, studies, conferences and publications of interest to the industry. Typical examples include this directory, a study of the competitiveness of the auto parts industry in Canada, a study of human resource issues in the auto parts industry and a conference on export and investment opportunities in the automotive aftermarket.

Diagnostic and Implementation Services — Financial assistance is available to firms for improvements in process technology. Independent experts are hired to assess manufacturing operations, recommend improvements and implement recommendations. Up to 50 percent of eligible costs are covered, with a maximum of $10 000 for diagnostic services and $100 000 for implementation services. Preference is given to auto parts manufacturers with sales of less than $125 million in the previous fiscal year.

These services are not available to: companies that manufacture truck bodies, trailers and trailer couplings; automotive repair and service companies; packagers of auto parts, paints or chemicals; or companies that assemble automotive vehicles.

Contact

Project Manager
Automotive Components Initiative
Industry, Science and Technology Canada
7th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-3725
Fax: (613) 954-3430

Copyright and Industrial Design Branch

Consumer and Corporate Affairs Canada

The Copyright and Industrial Design Branch is responsible for the administration of the *Copyright Act* and the *Industrial Design Act*. By registering a design under the *Industrial Design Act*, companies can prevent anyone else from making use of it for five years, with the option of renewing for five more.

Auto part manufacturers could use this service to prevent potential competitors from duplicating an innovative and profitable product. They could also use it to identify and monitor new products coming onto the market in order to avoid product overlap. Under the *Copyright Act*, manufacturers can register training or instruction manuals and computer programs.

Registration is available to all companies.

Contact

Copyright and Industrial Design Branch
Directorate of Intellectual Property
Consumer and Corporate Affairs Canada
5th Floor, Zone 6
Phase I, Place du Portage
50 Victoria Street
Hull, Quebec
K1A 0C9
Tel.: (819) 997-1420

Industrial Research Assistance Program

National Research Council

The Industrial Research Assistance Program (IRAP) provides financial and technical support for industrial research projects, most of which are conducted by firms with no more than 200 employees. The goal of the program is to increase the calibre and range of industrial research and development in Canada.

Projects must have high technical merit and be aimed at innovative products and processes that are realistic for the company involved.

IRAP contains several elements:

Field Advisory Service (IRAP-C) —a confidential, on-site service for companies with limited technical resources.

Industrial technology advisors stationed in 80 locations across the country help solve technical problems, including those related to quality control. Companies are also informed of the full range of IRAP services and other government programs available to them. Companies of all sizes may use this service.

Contact

For information or application forms, contact one of the following sources: your nearest IRAP advisor, listed under Technology Assistance in the yellow pages; the National Research Council (NRC) in Ottawa at (613) 993-1790 or (613) 993-2012; or one of the NRC regional offices listed in Annex B.

Student Projects (IRAP-H) — skilled university and technical college students help firms tackle industrial problems.

The program covers most salary and relocation expenses of these undergraduate students, who help companies with 200 or fewer employees with short-term scientific, engineering and technological problems. The students are guided and supervised by IRAP industrial technology advisors or other qualified professionals.

Short-Term Projects (IRAP-L) — financial assistance for companies needing outside technical services.

IRAP helps companies with 200 or fewer employees offset the cost of contracting for services or use of equipment with research institutes, laboratories, universities or consulting firms. Companies are provided with the resources to solve short-term technical problems, meet their testing requirements, improve production operations and expand their effective technology base.

Medium-Term Projects (IRAP-M) — salary support for company or subcontracted personnel undertaking specific, medium-term R&D projects.

IRAP shares these expenses with companies with 200 or fewer employees that would normally lack the resources for important projects to develop new or improved products and processes.

Long-Term Projects (IRAP-R) — financial and other assistance in setting up collaborative projects that may involve government, university or foreign laboratories and Canadian companies.

The program provides industry with a means of commercializing the latest in technical knowledge, inventions and scientific know-how. It helps companies put together a technical and market research plan, makes available the best technical facilities and expertise, and provides financial assistance on a cost-sharing basis. Companies of all sizes may apply.

Industry Energy Research and Development Program

Energy, Mines and Resources Canada

The Industry Energy Research and Development Program promotes the development of products, processes and systems that increase the efficiency of energy use throughout industry. The program covers up to 50 percent of the total estimated cost of energy-saving projects.

The cost-sharing ratio depends on the degree of risk and the potential for energy savings. Eligible costs must be directly related to the project and may include the following: materials, labour, special equipment, prototypes, pilot plants, travel and consulting fees. General administrative costs will also be considered.

The program has supported projects in areas such as waste heat utilization, collection and reduction of waste gases, and reduction of electricity for chrome plating.

Canadian individuals, companies, research organizations and consulting firms may apply. Each project must:

- have a reasonable chance of succeeding;
- generate a significant amount of Canadian development work;
- involve technology that can be applied in one or more Canadian industrial sectors; and
- have adequate energy-saving potential across Canada to justify the Crown's investment.

Contact

IERD Secretariat
Energy Efficiency Division
Efficiency and Alternative Energy Technology Branch
Energy, Mines and Resources Canada
580 Booth Street
Ottawa, Ontario
K1A 0E4
Tel.: (613) 996-2480

Microelectronics and Systems Development Program

Industry, Science and Technology Canada

The Microelectronics and Systems Development Program (MSDP) provides financial assistance to Canadian companies for research and development work in the areas of innovative microelectronics components or systems based on advanced microelectronics and information technologies.

The microelectronics element of the program supports the development of components such as optoelectronic devices, integrated circuits and microwave devices for use in advanced systems and subsystems.

The systems development element supports projects that are based on or incorporate advanced microelectronics and information technologies that are applied in manufacturing, process or service industries. Two examples would be computer-integrated manufacturing systems or process control systems.

The program covers 50 percent of eligible research costs up to a maximum of $5 million. Full repayment is required for contributions of more than $500 000.

In order to be eligible, projects must:

- have a significant level of technological innovation and risk;
- identify intended user applications and the market potential in Canada and abroad; and
- enhance the international competitiveness of Canadian companies using and developing these new systems and technologies.

Contact

Co-ordinator
Microelectronics and Systems Development Program
Information Technologies Industry Branch
Industry, Science and Technology Canada
9th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-3470

or

any of the ISTC regional offices listed in Annex A.

Patent Information Exploitation Program

Consumer and Corporate Affairs Canada

The Patent Information Exploitation (PIE) Program provides worldwide searches of patents for companies free of charge. Patent searches can help companies avoid duplicating research, identify sources of technology or sources of supply, and even find new markets. Searches show the state of the art in the international patent literature at the time the search is made.

The PIE Program is available to all companies.

Contact

Chief of Promotion and Advisory Services Division
Information and Technology Exploitation Branch
Consumer and Corporate Affairs Canada
10th Floor, Zone 7
Phase I, Place du Portage
50 Victoria Street
Hull, Quebec
K1A 0C9
Tel.: (819) 997-1936

Research Partnerships Program

Natural Sciences and Engineering Research Council

The Research Partnerships Program promotes co-operation among Canadian universities, companies and research-oriented federal government departments through a diverse range of cost-sharing programs, including:

Co-operative R&D Projects — grants for both short-term projects to commercialize a university innovation and long-term university research in a technology relevant to Canadian companies.

Shared Equipment and Facilities — contributions toward joint acquisition of research equipment or upgrading of such equipment for use by industrial and university researchers.

Industrial Research Chairs — grants pay for the salaries of research professors of international calibre and for equipment and research expenses.

NSERC Visiting Fellowships — salary support for senior researchers either in industry or universities who take leave in the other sector.

Contact

Research Partnerships Program
Natural Sciences and Engineering Research Council
Centennial Towers, Room 402
200 Kent Street
Ottawa, Ontario
K1A 1H5
Tel.: (613) 996-1898
Fax: (613) 992-5337

Workshops and Seminars — contributions toward the organization of workshops, seminars and exhibits involving parties from both universities and industry.

Industrial Research Fellowships — up to two years salary support for a company adding a recent doctoral graduate to its R&D team.

If your proposal is funded under the Research Partnerships Program, you can get research done for 50 cents on the dollar (on average). All firms that need to stretch their research dollars are eligible to apply.

Strategic Technologies Program

Industry, Science and Technology Canada

The Strategic Technologies Program (STP) provides financial support for industry-led R&D and technology application alliances in the areas of advanced industrial materials, biotechnology and information technology. Alliances among companies, universities and research institutes share the risk inherent in the development and application of these leading-edge technologies. R&D projects must be pre-competitive and application projects pre-commercial.

The program is intended to help Canadian industry develop and apply the technology necessary to:

- produce internationally competitive, value-added products and services;
- add value to commodities and diversify the products of resource-based companies; and
- improve productivity and quality in manufacturing processes.

Eligible projects must carry a high technological risk, have commercial potential for the participants, and have the potential to enhance the underlying international competitiveness of firms within the alliance and a segment of firms in other sectors (through the availability of the new technology).

STP provides non-repayable contributions of up to 50 percent of eligible costs directly related to the project, including: salaries of scientists, engineers, analysts, programmers and technical staff; a portion of management and administrative staff salaries; materials, components and special purpose machinery and equipment; travel and communication; prototypes; training; and subcontracts.

Contacts

Information Technologies Alliances
Information Technologies Industry Branch
Industry, Science and Technology Canada
9th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-5598

Advanced Industrial Materials Alliances
Advanced Industrial Materials Resource Processing Industries Branch
Industry, Science and Technology Canada
9th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-3084

Any alliance of taxable corporations or any non-profit consortium operating in Canada may apply, provided that the proposed alliance has been established specifically to conduct collaborative technology projects and has derived the majority of its capital from non-government sources. Crown corporations and government laboratories are not eligible as leaders or proponents of an alliance, although they may act as subcontractors or participants in an alliance led by a qualified group.

Biotechnology Alliances
Biotechnology and Health Care Products
Resource Processing Industries Branch
Industry, Science and Technology Canada
9th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-3138

or

any of the ISTC regional offices listed in Annex A.

Technology Inflow Program

External Affairs and International Trade Canada

Under the Technology Inflow Program (TIP), our government offices abroad provide the following services to Canadian companies: identification of foreign sources of technology, investigation of opportunities for collaboration and arranging to bring potential partners together to discuss technology transfer.

Once a foreign technology source has been identified, TIP may also provide financial support (normally a share of expenses) to promote activities such as:

- meetings of experts in Canada to plan international initiatives in specific sectors;
- short-term exploratory missions and visits to initiate and develop international collaboration;
- longer term working visits for Canadians to gain hands-on experience in foreign laboratories or research establishments; and
- working visits of up to one year for visiting foreign experts in Canadian organizations, where significant benefits will be derived from the visit.

Organizations in the private sector are eligible to apply for TIP. Among other requirements, applicants must explain the technical merit of their proposals and their economic benefits for Canada. Proposals for financial support must be sponsored by a federal department or agency.

Contact

Technology Inflow Program
External Affairs (TDS)
External Affairs and International Trade Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Ontario
K1A 0G2
Tel.: (613) 996-0971
Fax: (613) 996-9265
Telex: 053-3745

Technology Centres

This section provides a selective list of federally funded technology centres that can assist industry to become more efficient and innovative through the adaptation of new technologies and new management and marketing techniques.

Some of the centres provide seminars and courses for industry. Others concentrate on developing new technologies, which can be made available to industry, usually on a fee-for-service basis.

Canadian Industrial Innovation Centres

The Canadian Industrial Innovation Centres, located in Waterloo and Montreal, help Canadian entrepreneurs and small and medium-sized businesses develop and commercialize new products. Both are partially funded by Industry, Science and Technology Canada's Technology Outreach Program.

Services include the following:

- evaluating inventions;
- analyzing product and process development problems and recommending solutions;
- patent searches of related developments;
- directing clients toward available technologies;
- market research;
- developing prototypes and testing;
- helping prepare business plans;
- matching inventors with entrepreneurs;
- plant design, industrial design, process automation, etc.; and
- advising on how to reduce production costs and improve efficiency.

The centres operate on a fee-for-service basis.

The Waterloo centre has helped an automotive parts company with an improved production process. It has also designed a more economical and reliable air conditioning system for special purpose truck bodies.

Contact

For more information on the Waterloo centre:

Manager of Marketing
Canadian Industrial Innovation Centre — Waterloo
156 Columbia Street West
Waterloo, Ontario
N2L 3L3
Tel.: (519) 885-5870 or
1-800-265-4559 (toll-free)
Fax: (519) 885-5729

For more information on the Montreal centre:

Vice-President, Administration
Canada Centre for Industrial Innovation
6600 Côte-des-Neiges
Montreal, Quebec
H3S 2A9
Tel.: (514) 737-9883 or
1-800-361-6646 (toll-free)

Canadian Manufacturing Advanced Technology Exchange

The Canadian Manufacturing Advanced Technology Exchange (CAN-MATE) helps make Canadian manufacturers and processors more competitive by providing information and advice on new advanced technologies. CAN-MATE is partially funded by the National Research Council and Industry, Science and Technology Canada. It is administered by the Canadian Manufacturers' Association.

Services include the following:

- access to over 700 data bases around the world on state-of-the-art technological products and processes;
- information on the state of a given technology as revealed by patents filed around the world;

Contact

CAN-MATE
1 Yonge Street, Suite 1400
Toronto, Ontario
M5E 1J9
Tel.: (416) 363-7261 or
1-800-268-8177 (toll-free)
Fax: (416) 363-3736

• seminars and conferences related to advanced manufacturing technologies, technology transfer, joint venturing and other related topics;
• a technology journal, which includes abstracts of the latest articles on technology developments and summaries of conference proceedings; and
• an electronic bulletin board that includes complete versions of articles summarized in the journal, lists of conferences around the world and other sources of information.

Canadian Plastics Institute (CPI)

The Canadian Plastics Institute (CPI) explores the world for advanced plastics technologies and provides technical information on opportunities to the plastics industry. Its focus is on small and medium-sized plastics processors. The goal of the institute is to help the plastics industry become more internationally competitive and responsive to environmental change. The CPI is a program of the Society of the Plastics Industry of Canada in partnership with Industry, Science and Technology Canada.

Technology is disseminated to industry in the following ways:
• computer data bases;
• a technical library;
• individual company visits;
• seminars and workshops;
• presentations to industry groups;
• participation in the Field Advisory Service of the National Research Council's Industrial Research Assistance Program (see page 4); and
• newsbriefs, technical information bulletins, monographs, studies, seminar proceedings and other publications.

All of the technologies endorsed by the CPI have the following three characteristics:
• They are ahead of current Canadian methods.
• They have commercial or near-commercial status.
• The technology source is willing to license the technologies, sell them or enter into a joint venture.

Contact

The Canadian Plastics Institute
Suite 48
1262 Don Mills Road
Don Mills, Ontario
M3B 2W7
Tel.: (416) 441-3222
Fax: (416) 441-1208

Computer Aided Process Engineering Laboratory (CAPE Lab)

The Computer Aided Process Engineering Laboratory (CAPE Lab) program at the University of Waterloo brings the university, industry and government together to develop the next generation of design methods using computers. Industry can gain access to research being conducted at the university through affiliate memberships and the visiting professionals program.

Affiliate members keep up-to-date on research findings by attending research presentations by students and faculty, participating in short courses and seminars, and receiving research papers prior to their publication. Members benefit from direct personal contact with CAPE Lab faculty members and graduate students, which could lead to contract research with the lab.

The visiting professionals program, which includes affiliate membership, allows companies to send scientific staff to CAPE Lab to engage in co-operative research or to upgrade knowledge.

CAPE Lab also undertakes confidential contract research for industry.

All faculty members in CAPE Lab have expertise in one or more of the following areas:

- process synthesis;
- process simulation;
- process control; and
- expert systems.

Contact

CAPE Laboratory
c/o University of Waterloo
Department of Chemical Engineering
Waterloo, Ontario
N2L 3G1
Tel.: (519) 885-1211 ext. 2913
Telex: 069-552529

Management of Technology Institute

The Management of Technology Institute (MTI) is an independent, non-profit organization that provides technology management training. The institute, which is located near Hamilton, is jointly funded by Industry, Science and Technology Canada's Technology Outreach Program, McMaster University and industry.

MTI was established in response to the potential crisis in international competitiveness and technology exploitation that faces Canadian industry. Its mission is to promote the competitiveness of Canadian firms through better management of technology. To do this, the institute offers training programs, publishes educational materials, carries out research and provides consulting services.

Contact

Executive Director
Management of Technology Institute
P.O. Box 7070
1276 Sandhill Drive
Ancaster, Ontario
L9G 3L3
Tel.: (416) 648-7344 or 525-9140, ext. 7102
Fax: (416) 521-8995

Motor Vehicle Test Centre

Transport Canada

The Motor Vehicle Test Centre, located 48 km north of Montreal, offers a full range of vehicle test facilities, many of which are unique in Canada. Tests are required to ensure that vehicles meet safety standards established by Transport Canada through the *Federal Motor Vehicle Safety Act.*

The centre includes the following elements:

- a structural laboratory and vehicle preparation area;
- environmental test chambers equipped with dynamometers, which simulate harsh winter conditions;
- collision testing facilities;
- high and low speed test tracks;
- a brake test area;
- a vehicle dynamics area; and
- grass and ice test areas.

The centre operates with a 40-person staff and is available to governments, industry, universities and research centres on a user-pay basis.

Contact

Motor Vehicle Test Centre
Transport Canada
P.O. Box 285
Blainville, Quebec
J7E 4J2
Tel.: 514-430-7981
Telex: 05-83-5520

National Research Council Laboratories

The National Research Council (NRC), a federal agency, maintains research laboratories across Canada covering a wide spectrum of technologies. NRC is increasingly seeking to co-operate with industry through exchanges of personnel, sharing its laboratory facilities and joint research programs. Industrial partners are expected to contribute to research costs. Terms of co-operation are decided on a case-by-case basis.

Four areas are of particular interest to the automotive industry:

1) The Industrial Materials Research Institute

The Industrial Materials Research Institute (IMRI) conducts basic and applied research in the development, behaviour and durability of metals, polymers, ceramics and composites. It has five research programs:

- Polymer and Composite Materials;
- Metals and Composites;
- Coatings and Ceramics;

Contact

Industrial Materials Research Institute
National Research Council
75 de Mortagne Boulevard
Boucherville, Quebec
J4B 6Y4
Tel.: (514) 641-2280

- Instrumentation and Sensors;
- Computer Integrated Material Processing.

Work areas include extrusion and blow moulding of thermoplastics, injection moulding of rubbers and compression moulding of polymer composites and metals (die casting).

Technology transfer is emphasized, and most projects are carried out with industrial partners.

2) The Division of Mechanical Engineering

The Division of Mechanical Engineering (DME) maintains nine laboratories dedicated to basic and applied research in mechanical engineering. These laboratories are located in Ottawa except where noted:

- Engine Laboratory;
- Fuels and Lubricants Laboratory;
- Gas Dynamics Laboratory;
- Hydraulics Laboratory;
- Low Temperature Laboratory;
- Manufacturing Technology Centre (Ottawa and Winnipeg's Canadian Institute of Industrial Technology);
- Systems Laboratory (Ottawa and Vancouver);
- Tribology and Mechanics Laboratory (Vancouver);
- Vehicle Dynamics Laboratory.

In addition to these nine laboratories, DME operates 21 national facilities for engineering research, all located in Ottawa:

- Multidirectional Wave Basin;
- Coastal Wave Basin;
- Anechoic Engine Test Facility;
- Engine Icing Test Facility;
- Calibrated Gas Turbine Test Facility;
- Compressor/Exhauster Plant;
- Combustor Development Facility;
- Propulsion Wind Tunnel;
- Engine Altitude Experimental Facility;
- Climatic Engineering Facility;
- Icing Tunnel;
- Helicopter Icing Facility;
- Heat Pump Calorimetric Facility;
- Vehicle Vibration Facility;
- Rail Vehicle Impact Ramp;
- Vehicle Squeeze Frame;
- Curved Track Simulator;
- Wheel, Bearing, and Brake Research Facility;
- Vehicle Tilt Table;
- Truck Suspension Measurement Facility;
- Hardware-in-the-loop Simulation Facility.

Contact

Industrial Liaison Office
Division of Mechanical Engineering
National Research Council
Building M-2
Montreal Road
Ottawa, Ontario
K1A 0R6
Tel.: (613) 993-2424

Companies can use DME laboratories and testing facilities for prototype testing and other activities on a fee-for-service basis. DME also provides technical support to firms that commercialize its laboratory innovations. Collaborative projects between industry and NRC can also be undertaken.

3) The Transportation Technology Program

The Transportation Technology Program encompasses all of NRC's transportation equipment and safety activities. The program relies on facilities and staff of NRC divisions and institutes, such as the Division of Mechanical Engineering. Research activities relate to all modes of transportation, to multimodal systems analyses, and to generic technologies, including computational fluid dynamics and machinery condition monitoring. Companies interested in these areas of research are invited to participate in joint projects. In return for a contribution to project costs, companies receive access to research results and NRC facilities and staff.

Contact

Transportation Technology Program
National Research Council
Building M-16
Montreal Road
Ottawa, Ontario
K1A 0R6
Tel.: (613) 993-4175 or 993-9900
Fax: (613) 954-1473

4) Canadian Institute of Industrial Technology

The Canadian Institute of Industrial Technology provides a complete research environment for technical teams from industry, universities and government. The institute encourages the formation of co-operative projects in areas such as computer integrated manufacturing, sensor-based robotics, vision systems and artificial intelligence. Projects can range from basing an entire operation at the institute to a small technical group with a specific problem to solve. Services are provided on a user-pay basis.

Contact

Executive Manager
Canadian Institute of Industrial Technology
National Research Council
435 Ellice Avenue
Winnipeg, Manitoba
R3B 1Y6
Tel.: (204) 983-5394

Technology Outreach Program

Industry, Science and Technology Canada

The Technology Outreach Program (TOP) provides financial support for the creation and expansion of technology centres that offer technology diffusion services to industry.

Start-up assistance covers a maximum of 50 percent of the forecast operating costs of a proposed centre. Costs are averaged over a five-year period. Eligible costs include normal operating expenses; salaries and wages; travel; and consulting, legal and other such fees.

Applicants must be incorporated, non-profit Canadian organizations providing technology development services in support of industry. Projects must be focused on a national level. Large R&D projects are beyond the scope of TOP.

Contact

Technology Outreach Program
Technology Liaison Directorate
Industry, Science and Technology Canada
10th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-3468 or 954-3466

University of Waterloo Centre for Integrated Manufacturing

The University of Waterloo Centre for Integrated Manufacturing (WatCIM) was created to advance state-of-the-art technologies through research and contractual endeavours with industry. The centre helps integrate a wide range of emerging technologies into workable solutions for Canadian manufacturers. Through application of the facilities and resources of the university, the centre can help industry solve manufacturing problems and chart directions for the future.

Areas of expertise include the following:

- automated assembly and robotics;
- computer control of production processes;
- computer vision;
- discrete and continuous systems;
- machine intelligence and knowledge engineering;
- management systems;
- manufacturing applications software development; and
- process simulation, control and optimization.

Five university research groups and engineering departments are affiliated with WatCIM:

- Computer Aided Process Engineering (CAPE) Lab, Chemical Engineering Department;

Contact

Director, WatCIM
Computer Integrated Manufacturing Building
University of Waterloo
2724 Davis Centre
Waterloo, Ontario
N2L 3G1
Tel.: (519) 888-4599
Fax: (519) 888-6197

- Control Systems Design Group, Electrical Engineering Department;
- Waterloo Management of Integrated Manufacturing Systems (WatMIMS), Management Sciences Department;
- Pattern Analysis and Machine Intelligence (PAMI), Systems Design Department; and
- the Mechanical Engineering department.

Technology transfer to industry and access to manufacturing research are provided in the following ways:

- contract research;
- consulting;
- help with co-operative government-supported research;
- short courses for professionals;
- research publications and newsletters;
- industrial seminars;
- annual conferences in key research areas;
- contact with other technology centres; and
- industrial WatCIM memberships.

WatCIM operates on a fee-for-service basis.

Vehicle Emissions Testing Laboratory

Environment Canada

The Vehicle Emissions Testing Laboratory conducts chassis dynamometer testing on both light and heavy-duty vehicles in standard or ambient conditions for purposes of calculating vehicle performance and exhaust emissions.

The five computerized test cells have the following capabilities: measuring exhaust emissions continuously or in phases, evaluating a range of test parameters (e.g. temperatures, pressures), conducting a complete characterization of the components in the exhaust and implementing user-defined test conditions (e.g. driving cycles). The facility has complete analytic support for both organic and inorganic analysis of exhaust emissions compounds.

The laboratory is involved in both government-sponsored and joint government-industry programs to improve the efficiency of vehicle systems, reduce exhaust emissions and improve energy efficiency.

The facility is also available to both industry and the public for contract testing on a user-pay basis.

Contact

Technology Development and Technical Services Branch
Conservation and Protection
Environment Canada
River Road Environmental Technology Centre
Ottawa, Ontario
K1A 0H3
Tel.: (613) 998-9590
Fax: (613) 998-0004

Regional Development

The federal government promotes regional development through regionally based agencies. These agencies offer special assistance programs to encourage the growth of business in Atlantic Canada, Western Canada, Northern Ontario and Quebec.

Atlantic Canada Opportunities Agency

The Atlantic Canada Opportunities Agency (ACOA) encourages economic growth in the Atlantic region by providing financial assistance that contributes to the establishment, development, support and promotion of small and medium-sized enterprises.

ACOA Action Program

The seven areas of assistance listed below are tailored to the economic needs of Atlantic Canada. Eligibility criteria for each one can be obtained from the contacts listed in the margin.

Loan Insurance — 85 percent of new term loans of $100 000 or more for a maximum of 15 years for companies unable to obtain financing from conventional sources.

Interest Buy-Downs — partial compensation for interest payable on new term loans for capital investments of more than $25 000.

Business Support — management courses and technical assistance for non-commercial institutions.

Studies — financial assistance of up to 75 percent of the cost of feasibility studies, market research, venture capital or technology transfer research and up to 50 percent of the cost of hiring qualified personnel for one year to implement a marketing plan.

Innovation Assistance — financial assistance of up to 60 percent of the cost of researching and developing a new product, process or service that is scientifically feasible.

New Facility Establishment — financial assistance of up to 50 percent of the capital cost of establishing a new facility (projects are limited to $200 000 in eligible costs).

Expansion — financial assistance of up to 30 percent of the capital cost of expanding, modernizing, replacing or relocating an existing facility (projects are limited to $200 000 in eligible costs).

The sectors eligible for assistance under the ACOA Action Program include the following:

- manufacturing and processing industries;
- business services;
- commercial research and development organizations; and
- repair and maintenance services.

Contact

Atlantic Canada Opportunities Agency Headquarters
19th Floor
770 Main Street
P.O. Box 6051
Moncton, New Brunswick
E1C 9J8
Tel.: (506) 857-6523 or
1-800-561-7862 (toll-free)

or

any of the regional offices listed in Annex C.

Canada-Quebec Subsidiary Agreement on Economic Development

As part of the Canada-Quebec Subsidiary Agreement on Economic Development, the federal government administers the following two programs in Quebec.

1) The Manufacturing Productivity Improvement Program

This program helps manufacturing and processing firms in specified regions of Quebec improve their competitiveness in both domestic and international markets through the use of modern technology.

Two related elements are available:

a) **Contributions for Consulting Studies**: This program element covers up to 50 percent of the cost of hiring a consultant to develop a marketing plan; conduct market, feasibility or productivity improvement studies; and search for venture capital. All studies must be related to element b.

b) **Contributions for the Acquisition of New Production Machinery**: This program element may cover up to 25 percent of the cost of new machinery, equipment or systems that incorporate modern technology and lead to improved productivity, quality and state-of-the-art facilities. Project costs must be at least $50 000; contributions shall not exceed $1 million. Land and building costs are not eligible.

The program applies to the following administrative regions: Quebec-Sud, Estrie, Montérégie, Lanaudière and Laval. Certain parts of these other administrative regions are also included: Quebec, Mauricie-Bois-Francs, Montreal, Laurentides and Outaouais.

The deadline for applications is March 31, 1993.

2) The Enterprise Development Program

The purpose of the Enterprise Development Program is to promote entrepreneurship, improve the competitiveness of manufacturing and processing firms operating in the resource areas of Quebec, and encourage diversification of the industrial base.

Financial assistance is available for the following types of projects:

Studies: The program may cover up to 75 percent of the cost of hiring consultants to develop marketing plans, business plans and productivity improvement studies and to search for venture capital.

Contacts

Any of the following Industry, Science and Technology Canada offices in Quebec:

Suite 3800
800 Victoria Square
P.O. Box 247
Montreal, Quebec
H4Z 1E8
Tel.: (514) 283-6927

Place du Centre, Suite 502
150 Marchand Street
Drummondville, Quebec
J2C 4N1
Tel.: (819) 478-4664 or
1-800-567-1418 (toll-free)

John Munn Building, Suite 001
112 Dalhousie Street
Quebec, Quebec
G1K 4C1
Tel.: (418) 648-4826 or
1-800-463-5204 (toll-free)

Suite 303
1335 King St. West
Sherbrooke, Quebec
J1J 2B8
Tel.: (819) 564-5904 or
1-800-567-6084 (toll-free)

Pollack Building, Suite 413
25 des Forges
Trois-Rivières, Quebec
G9A 2G4
Tel.: (819) 374-5544 or
1-800-567-8637 (toll-free)

Establishment, Expansion or Modernization of Enterprises: The program covers up to 50 percent of capital costs relating to the establishment, expansion or modernization of facilities. Estimated capital costs must be at least $25 000; the maximum contribution available is $2 million.

Common Services: Assistance is offered to establish services common to commercial enterprises, such as purchasing, marketing, or research and development. The program may cover up to 50 percent of capital costs and up to 50 percent, 33 percent and 25 percent respectively of operating costs in the first three years. The maximum amount available is $750 000 for both capital and operating costs.

Marketing, Commercial and Technological Prospecting: The program may cover up to 50 percent of the following costs: market research and analysis; participation in trade shows and conferences; and travel for technology transfer, raising capital and joint venture opportunities.

Business Development: The program covers up to 90 percent of the following costs: non-commercial operations studies of investment opportunities; organization of exhibitions, seminars and conferences; and delivery of specialized services or technical information.

Only those firms operating in the following regions are eligible: Eastern Quebec, North Shore, North-Centre, Western Quebec and Northern Quebec. Eligibility is also limited to the following types of businesses: manufacturing and processing; aquaculture; certain repair services; hydrography, oceanography and fisheries research; and greenhouse and hydroponic production.

The deadline for applications is March 31, 1993

The Federal Economic Development Initiative in Northern Ontario (FedNor)

FedNor promotes economic development throughout Northern Ontario, including the districts of Parry Sound, Nipissing and points north, through loan insurance and contributions.

Loan Insurance — Up to 85 percent of loans for the establishment, expansion or modernization of commercial operations can be insured. Insurance is only available for loans covering capital costs between $100 000 and $15 million, with a term of no longer than 15 years. Furthermore, the insurance is provided only when the applicant cannot obtain reasonable loan financing from conventional sources. Many business sectors are eligible for assistance, including manufacturing operations.

Core Industrial Program — Contributions are offered to a limited number of business sectors, primarily manufacturing or processing operations and selected service and repair businesses. Basic information on various types of assistance is provided below:

Starting-Up, Expanding or Modernizing Facilities

- up to 35 percent of the capital cost (between $25 000 and $15 million) of starting, expanding or modernizing a business;
- up to 50 percent of the cost (with a maximum of $25 000) of a consultant's study pertaining to engineering and market feasibility and of the cost of a venture capital search;
- up to 50 percent of the cost (with a maximum of $50 000) of a consultant's study related to improving productivity through expansion or modernization.

Market Research — Promotion

- up to 50 percent of costs between $5 000 and $50 000 for market research and analysis or participation in trade shows, seminars, or other marketing events.

Innovation or Development

- up to 60 percent of the cost of developing a new or improved product, process, or service;
- up to 50 percent (with a maximum of $50 000) for a consultant to perform market research, identify sources of venture capital or study the feasibility of a project.

Contacts

FedNor
Head Office
Queenscentre, Suite 106
473-477 Queen St. East
Sault Ste. Marie, Ontario
P6A 1Z5
Tel.: (705) 942-1327 or
1-800-461-6021 (toll-free)

FedNor
Thunder Bay Office
Suite 209
710 Victoria Avenue East
Thunder Bay, Ontario
P7C 5P7
Tel.: (705) 723-4436 or
1-800-465-6870 (toll-free)

FedNor
Sudbury Office
Suite 407
30 Cedar Street
Sudbury, Ontario
P3E 1A4
Tel.: (705) 671-0711 or
1-800-461-4079 (toll-free)

Western Economic Diversification Canada

Western Economic Diversification Canada (WD) encourages economic growth in western Canada by providing financial assistance for projects that involve new products, industries, markets and technologies.

All proposed projects are assessed in terms of their contribution to the diversification of the western economy. WD provides "last-in" funding and only where a project could not proceed without it. Funding from other assistance plans may be incorporated with WD funding to provide the maximum benefit to applicants.

The following types of projects are among those WD could fund:

- new product development/commercialization;
- plant establishment;
- new market development;
- industry-wide productivity improvement; and
- feasibility studies involving new products, expanded facilities, new technologies, industry-wide productivity improvements or new markets.

A British Columbia company that manufactures truck parts received more than $4 million from WD for a $20 million project to develop a new line of truck cabs.

Contact

Headquarters
Western Economic Diversification Canada
Canada Place, Suite 1500
9700 Jasper Avenue
Edmonton, Alberta
T5J 4H7
Tel.: (403) 495-4164

or

any of the regional WD offices listed in Annex D.

Marketing Services and Intelligence

With the globalization of the economy, parts companies must sell to new markets in Asia and Europe and to new Asian customers in the United States. To assist with this challenge, the federal government provides sources of information on export markets and direct support for exports. For example, government support is available for companies to take part in trade fairs and visit with foreign buyers.

Business Opportunities Sourcing System

Industry, Science and Technology Canada

This on-line data bank profiles over 24 000 Canadian manufacturing and service companies.

A listing on the Business Opportunities Sourcing System (BOSS) puts your firm's products or services at the fingertips of over 6 500 potential customers who subscribe to the data bank. Most of these subscribers are purchasing departments in the private sector — Canadian and foreign companies, hospitals, universities, etc. Typical public-sector subscribers include economic development commissions, chambers of commerce, and government departments and agencies.

If your company would like to expand abroad, a BOSS listing ensures that it will be included automatically in WIN Exports, a computerized directory of External Affairs and International Trade Canada. External has trade commissioners around the world who are constantly using this directory to identify Canadian companies that might be able to take advantage of foreign market opportunities.

If you are trying to find Canadian suppliers, BOSS can help. BOSS subscribers have immediate access to up-to-date company profiles that can be selected by product, service, sector, size, location, sales, etc.

There is no charge for listing your company with BOSS, and it takes only minutes. Nor is there a charge for use of the data bank, which is available through on-line microcomputers or printed directories.

Contact

Registration and subscription forms are available from any of the ISTC regional offices listed in Annex A or from the following office:

Business Opportunities Sourcing System
Services to Business Branch
Industry, Science and Technology Canada
1st Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-5031

Canada Awards for Business Excellence

Industry, Science and Technology Canada

The Canada Awards for Business Excellence recognize exceptional achievements that contribute to Canada's competitiveness in national and international markets. Awards are presented annually in the following categories: entrepreneurship, environment, industrial design, innovation, invention, labour-management co-operation, marketing, productivity, quality, and small business.

Business enterprises or their divisions located in Canada of all sizes in any field may enter the competition. Benefits for winners include prestige and national and international exposure.

Auto parts companies that have won awards for business excellence in the past include:

1984 Awards for Innovation: Chart Industries Ltd. of Pickering, Ontario (finalist), and Standard Tube Canada Ltd. of Woodstock, Ontario (Silver Medal).

1984 Silver Medal for Entrepreneurship: Canparts Automotive International Ltd. of Cambridge, Ontario.

1986 Silver Medal for Technology Transfer: Almax Industries, Queen's University and the Canada Centre for Mineral and Energy Technology.

1988 Silver Medal for Innovation: Diffracto Limited of Windsor, Ontario.

Contact

Entry forms and information are available from any of ISTC's regional offices (listed in Annex A) or from the following office:

Canada Awards For Business Excellence
Industry, Science and Technology Canada
1st Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-4079
Fax: (613) 954-1894

Government Business Opportunities

Supply and Services Canada

Government Business Opportunities is a weekly bulletin that lists all federal procurement opportunities above $50 000 for headquarters operations and above $10 000 for regional offices. It also lists Canadian procurement opportunities covered by the Free Trade Agreement and the General Agreement on Tariffs and Trade (GATT). These agreements allow the United States and GATT signatories, respectively, to bid on Canadian contracts for specified goods. Canadian suppliers may also bid on procurement contracts in these countries.

Information on foreign procurement requirements must be obtained from national governments. Suppliers interested in Canadian government contracts may register on source lists with the Supplier Registration office to review bid opportunities. In addition, requirements for printing, certain informatics professional services, scientific services and a select group of commodities are publicly advertised in a special section of an electronic bulletin board.

Contacts

***Government Business Opportunities* is available for $215 annually from the following office:**

Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
Tel.: (819) 997-2560

Information on supplier registration and the electronic bulletin board can be obtained from the following office:

Supplier Registration
Supply and Services Canada
Room 4B3
Phase III, Place du Portage
11 Laurier Street
Hull, Quebec
K1A 0S5
Tel.: (819) 956-3444
Fax: (819) 956-1459

American requirements are listed in a publication called *Commerce Business Daily*, which is available for $261 US annually from the following office:

Superintendent of Documents
Government Printing Office
Washington, D.C.
20402-9371
Tel.: (202) 783-3238

Market Intelligence Service

Industry, Science and Technology Canada

The Market Intelligence Service provides import analysis and other market data on specific products for manufacturers and entrepreneurs planning for product development, market expansion or new investment in Canada.

While the main focus of the service has been on imports, it is gradually evolving to provide information on both the Canadian and North American markets. Eventually, its scope will expand to include international markets. A typical product-specific report includes the following kinds of information:

- annual changes and trends in imports;
- quantity and value of imports;
- ports of entry;
- unit import prices;
- major foreign countries exporting to Canada;
- names of Canadian importers and suppliers;
- names of foreign companies exporting to Canada;
- Canadian production and exports;
- Canadian market summaries;
- American imports;
- Canadian tariffs;
- import market shares of top importers; and
- imported product breakdowns by type, size, material and price range.

Entrepreneurs, manufacturers and investors are encouraged to approach Industry, Science and Technology Canada with their requests for information. Basic market information is available readily and quickly. More complex requests are evaluated in terms of potential economic benefits such as jobs, investment and sales.

Contact

Market Intelligence Division
Services to Business Branch
Industry, Science and Technology Canada
1st Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5
Tel.: (613) 954-4970
Fax: (613) 954-1894

or

any of the ISTC regional offices listed in Annex A.

Program for Export Market Development

External Affairs and International Trade Canada

The Program for Export Market Development (PEMD) shares costs incurred by Canadian businesses for export marketing activities that they could not or would not normally undertake alone. It reduces the risk involved in trying to penetrate a new foreign market, encouraging companies not previously involved in exporting to become exporters and encouraging current exporters to enter new market and product areas.

PEMD funds two kinds of activities:

Industry-Initiated Activities

- participation in trade fairs outside Canada;
- visits outside Canada to identify markets;
- visits of foreign buyers to Canada;
- marketing agreements (marketing campaigns consisting of a number of trade fairs and visits directed toward a single target market) for medium-sized companies experienced in exporting;
- innovative marketing activities not covered by one of the above elements;
- project bidding for specific projects outside Canada involving international competition/formal bidding procedures;
- the establishment of permanent sales offices abroad in order to undertake sustained marketing efforts in an area where the applicant is currently active; and
- special activities undertaken by private-sector, non-sales trade associations/organizations for the benefit of their members.

Government-Planned Activities

- trade fairs abroad; and
- trade missions to markets outside Canada and for foreign business persons and government officials coming to Canada or to trade shows where Canadian business participation is substantial.

Eligible participants must be one of the following:

- an incorporated business;
- an independent firm of professionals such as architects or engineers;

Contact

Info Export Hotline Service
Tel.: 1-800-267-8376 (toll-free) or (613) 993-6435 (Ottawa)

or

the nearest International Trade Centre (listed in Annex E).

• a private-sector, non-sales trade association/ organization (for special activities and government planned activities only); or

• a Crown corporation, Crown owned company or provincial/municipal agency (for government planned activities only).

Applicants must also be export-ready; be established and operating in Canada and have sales performance data for at least two years or annual sales exceeding $100 000; have satisfactory marketing and managerial capabilities; be financially able to successfully complete the project; and have an exportable product or service that meets Canadian content criteria of 60 percent. Companies must also be registered with EAITC's World Information Network for Exports (WIN Exports) or with ISTC's Business Opportunities Sourcing System (BOSS), which is described on page 28 of this booklet. They must also have fulfilled reporting and repayment requirements on all previous PEMD assistance.

PEMD assistance is not available to the following:

• unincorporated companies and divisions (other than firms of professionals);

• educational institutions, their affiliates and subsidiaries;

• applicants who, in a government fiscal year, have already either received the maximum amount of assistance or a maximum of four activity approvals;

• applicants who have been consistently unsuccessful in generating export sales as a result of previous PEMD assistance; and

• companies that are majority South African owned.

PEMD is not designed to support normal, established export marketing activities. The financial assistance for export marketing activities initiated by industry is not a grant but a provisionally repayable contribution. Application must be made prior to incurring any costs for the activity as assistance cannot be applied retroactively.

Statistics Canada

Statistics Canada is the primary federal agency responsible for collecting data on topics ranging from manufacturing production in Canada to trade statistics and general economic indicators. These data are particularly useful for companies analyzing domestic and international markets.

Publications are available for nominal fees, and special tabulations are available on a user-pay basis. Statistics Canada's catalogue lists and describes all publications currently available.

Contact

Any of the Statistics Canada Regional Reference Centres (listed in Annex G)

or

Statistics Canada Library
R.H. Coats Building, 2nd Floor
Tunney's Pasture
Holland Avenue
Ottawa, Ontario
K1A 0T6
Tel.: (613) 951-8219

Trade Legislation and Duty Relief

The federal government has established various trade legislation and duty remission programs of interest to industry. This section describes the Canada-U.S. Free Trade Agreement, duty relief programs available on specified imported goods and measures to protect Canadian industry from unfair trade practices.

The Canada-U.S. Free Trade Agreement

The Canada-U.S. Free Trade Agreement (FTA), which came into effect January 1, 1989, is a bilateral accord between the world's two largest trading partners to facilitate trade. The agreement covers a wide range of goods, including automotive products. It assures duty-free access to U.S. markets for those companies meeting a new rule of origin by phasing out Canada-U.S. tariffs. It also establishes a mechanism for trans-border trade dispute resolution.

The trade provisions for automotive products are described in chapter ten of the agreement. Under the FTA, the Auto Pact remains in place, however various duty remission programs will be phased out, and all tariffs will be eliminated for those companies not belonging to the Auto Pact but meeting the new rule of origin.

Canada and the U.S. agreed to eliminate tariffs on original equipment automotive products — parts and vehicles — in equal increments from 1989 to 1998. For aftermarket parts, the tariffs will be phased out in equal increments from 1989 to 1993. This elimination of tariffs will increase the competitiveness of Canadian exports and lower production costs in Canada.

As tariffs are eliminated, Canada's various duty remission programs will also be phased out. The schedule for phasing out these duty waivers is as follows:

a) U.S. export-based duty remission programs ceased as of January 1, 1989;

b) duty drawback on exports to U.S. cease after 1994;

c) performance-based duty remission programs cease as of January 1, 1996; and

d) third country export-based duty remission programs cease as of January 1, 1998.

For its part the U.S. agreed to alter its foreign trade zones and duty drawback programs insofar as trade with Canada is concerned.

Canada also agreed to phase out over five years the prohibition on the entry of used and second-hand vehicles originating from the U.S.

In order to ensure that only products of the two parties can benefit from the agreement, there is a rule of origin to determine eligibility for duty-free treatment. For automotive products, a change of tariff heading as well as a test measuring the value of North American content are involved. Direct costs of processing plus

Contact

Telephone: International Trade Centres, External Affairs and International Trade Canada (See Annex E)

or

Write: United States Trade and Economic Policy Division
External Affairs and International Trade Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Ontario
K1A 0G2

the value of components sourced in either Canada or the U.S. must equal at least 50 percent of the direct costs of manufacturing.

While building on the success of the automotive industry, the FTA does not change the operation of the Auto Pact at all. The Canadian provisions of the Auto Pact remain unchanged, although Canada agreed to limit participating companies to those listed in Annex 1002.1 of the agreement. Auto Pact companies operating in Canada must continue to meet Canadian performance requirements in order to remain eligible to import duty-free from the U.S. and from third countries during the phase-in period of the FTA and, subsequently, from third countries only when all bilateral tariffs on eligible automotive products are eliminated.

For its part, the U.S. chose to replace its previous Auto Pact rules governing duty-free entry for eligible Canadian automotive goods with the new rule of origin under the agreement requiring that 50 percent of the direct costs of materials and processing be incurred in North America. The general intent of the new rule of origin is to encourage North American parts procurement and investment across a wide range of manufacturing sectors.

Recognizing the importance of the automotive industry to the two countries and the need to ensure its future prosperity, Article 1004 of the FTA requires the two parties to "establish a select panel consisting of a group of informed persons to assess the state of the North American industry and to propose public policy measures and private initiatives to improve its competitiveness in domestic and foreign markets." The establishment of the binational panel, which has a two-year mandate, was announced on April 6, 1989.

Duties Relief Programs

Revenue Canada, Customs and Excise

Duties Relief Programs provide either full or partial relief from the payment of customs duties and taxes on various categories of imported goods.

The following measures are applicable to manufacturers, importers, exporters and other users of imported goods.

Contact

Regional offices of Revenue Canada (Customs and Excise) across Canada, which are listed in the blue pages of your telephone book.

Home Consumption Drawbacks provide for the return of customs duties paid by domestic users on imported goods used for specified purposes, e.g., the importing of machines for use in the manufacture of automobiles and auto parts.

Canadian Goods Abroad Provisions reduce duties and taxes payable on goods returned to Canada after being temporarily exported for repair, additions or further processing. These provisions remit duties and taxes on the Canadian content of the returned goods on condition that the work done abroad could not have been performed in Canada.

Duties relief measures are also provided for exports of Canadian-made products:

Export Drawbacks grant a return of duties paid on imported articles and materials that are used in goods produced in Canada and subsequently exported.

Inward Processing Provisions allow Canadian firms to process imported goods for export, under specified circumstances. The regulations allow them to post security, rather than pay customs duties and later obtain an export drawback.

The Free Trade Agreement with the United States will have a significant impact on drawback and inward processing programs:

Drawbacks: Export drawback programs will continue unchanged until January 1, 1994, when relief of duties, with certain exceptions, will no longer be allowed on Canadian manufactured goods exported to the United States. There will be no change with respect to export to other countries.

Most home consumption drawback provisions will remain in effect. i.e., goods imported from the United States for specified purposes, such as use in a manufacturing process, will qualify for the return of customs duties paid by domestic users.

Inward Processing Provisions: When duty relief has been granted under this program, and the goods are subsequently exported to the United States on or after January 1, 1994, the amount of the relief granted, with certain exceptions, must be repaid. Goods may still be entered under the Inward Processing Program, regardless of their final destination.

Duty-Free Entry of Imported Goods

Numerous imported goods are accorded tariff relief, usually if they are used for specified purposes.

Temporary Tariff Items

Temporary tariff reductions have been granted for goods not available from Canadian producers where a genuine need for relief has clearly been demonstrated.

Relief from Duty and Tax

A number of statutory provisions in the *Customs Tariff* can provide relief in special situations. For instance, partial tariff relief is available on goods sent abroad for repair or further processing when such work cannot be done in Canada.

Benefits are realized at the time of import upon application or submission of appropriate forms.

Contact

Duties Relief Programs
Revenue Canada, Customs and Excise
Ottawa, Ontario
K1A 0L5
Tel.: (613) 954-7102

Machinery Program

Revenue Canada, Customs and Excise

The Machinery Program allows remission of duty on a variety of equipment that is not produced in Canada. This equipment is enumerated in Schedule VI of the *Customs Tariff*. It helps Canadian industry to acquire advanced machinery and equipment not manufactured in Canada at the lowest possible cost by providing relief from customs duties on such equipment. At the same time, the program also offers Canadian manufacturers tariff protection on the machinery and equipment they produce.

Relief from payment of customs duties may be obtained at the time of import by showing that the machinery or equipment is listed as not available from Canadian production in *Machinery Program Memorandum D8-5-1*. If items are not listed in the memorandum, relief from customs duties may also be obtained by making an application for remission.

Remission of duty is also available under the Automotive Assistance Program on any machinery or equipment used to manufacture original automotive parts or accessories. The granting of remission on such machinery and equipment is conditional on it not being produced in Canada. It is not restricted to those goods listed in Schedule VI of the *Customs Tariff*.

Contact

Machinery and Equipment Advisory Board
Revenue Canada, Customs and Excise
Ottawa, Ontario
K1A 0L5
Tel.: (613) 954-7100

or

regional offices of Revenue Canada (Customs and Excise), which are listed in the blue pages of your telephone book.

The Special Import Measures Act

Revenue Canada, Customs and Excise

The *Special Import Measures Act*, administered by Revenue Canada, Customs and Excise, governs Canadian anti-dumping and countervailing actions. It is designed to protect Canadian manufacturers and producers from unfair competition originating from abroad.

Dumping occurs when goods are imported into Canada at lower prices than they would be sold for in their home market or at prices below their full cost of production.

Subsidized goods are goods imported into Canada that have been produced with the benefit of substantial government subsidies.

Canadian producers are entitled to protection under the Act only if it is established that dumped or subsidized imports have caused or threaten to cause injury to the Canadian production of like goods. Complaints that dumped or subsidized goods are causing material injury must be filed by or on behalf of a major portion of Canadian production and be supported by evidence detailing the allegations. This may include data on the market penetration achieved by the imports, depressed prices, sales lost to the imports, decline in profitability of the Canadian industry and loss of market share.

Canada's right to apply its anti-dumping and countervail duty law to American goods is unaffected by the Free Trade Agreement.

Contact

Manager
Machinery, Transportation and Electrical Products, Assessment Programs
Revenue Canada, Customs and Excise
Ottawa, Ontario
K1A 0L5
Tel.: (613) 954-7371

Labour and Training

Training is a critical requirement for competitiveness in the 1990s. Companies must adapt to changing technologies, while becoming increasingly productive and efficient. A well-trained work force is essential to meet these objectives.

Federal programs offer selective assistance in the areas of identified skill shortages, adjustment required by plant closures and disadvantaged workers.

Canada Employment Centres

Employment and Immigration Canada

Canada Employment Centres (CECs) administer most programs offered by Employment and Immigration Canada. CECs are located in most communities across Canada, and are a first point of entry for employers.

As well as delivering the Canadian Jobs Strategy (see below), CECs deliver a wide range of services for employers. They match workers and employers, and offer advice on labour market conditions and trends. CECs on Campus match university and college students with employers, while CECs for Students provide referral services from a pool of student employees for the summer months. The centres also offer counselling on human resource planning and employment equity that is particularly oriented to small businesses. CECs also provide rapid dispatch of employees to businesses requiring temporary or casual workers and advice on administration of unemployment insurance benefits.

Contact

Any of the local Canada Employment Centres, which are listed in the blue pages of the telephone book.

Canadian Jobs Strategy

Employment and Immigration Canada

The Canadian Jobs Strategy is the primary source of federal assistance for training. Assistance is primarily directed to individuals, rather than companies. However, the following program elements may be of interest to companies:

Contact

Any of the local Canada Employment Centres, which are listed in the blue pages of the telephone book.

Job Development

This element subsidizes the cost of training and work experience for individuals who have been unemployed for 24 of the previous 30 weeks. Project proposals are submitted by businesses and non-profit organizations, and must create three or more subsidized jobs lasting between 16 and 52 weeks.

Skill Shortages

This element provides financial assistance to employers to train employees in skills that are in short supply. Businesses must have been in operation for at least two years to qualify. Skills in shortage are defined by Employment and Immigration Canada. Elements directed at individuals include institutional training for employed persons, and relocation and travel assistance for workers whose skills are in short supply.

Skill Investment

This element provides full- and part-time training and retraining for workers threatened with layoffs due to sensitive or changing market conditions.

It provides a relocation assistance plan and a work-sharing compensation plan for workers to cushion the impact of layoffs or reduced wages. The program is available to businesses and organizations that have been in operation for at least two years.

Job Entry Program — Entry Option

This program helps youth make the transition from school to the labour market through off- and on-the-job training and work experience. Operating and training costs are paid to co-ordinators. Income support in the form of a training allowance or unemployment insurance benefits may be provided for participants.

Eligible participants must be unemployed youth out of school for at least three months. In addition, the program is usually limited to those who do not have a post-secondary degree or diploma.

Job Entry Program — Severely Employment-Disadvantaged

This program provides on- and off-the-job training and work experience for persons who face significant barriers in securing and maintaining employment. Operating and training costs are paid to co-ordinators. Income support in the form of a training allowance or unemployment insurance benefits may be provided for participants.

Eligible participants must be unemployed, severely employment-disadvantaged persons.

Job Entry Program — Co-operative Education

This program provides grants to co-ordinators to stimulate developmental work/study experiences for secondary and post-secondary students. Operating and training costs are paid to co-ordinators. Income support in the form of a training allowance or unemployment insurance benefits may be provided for participants.

Eligible participants are secondary and post-secondary students.

Job Entry Program — Challenge — Work Orientation Workshops

This program provides funding assistance to enable community and business resources to focus on the needs of students who are potential drop-outs, through the creation of supervised environments for the development of life skills, labour market awareness and plans for future labour market participation. Operating and training costs are paid to co-ordinators. Income support in the form of a training allowance or unemployment insurance benefits may be provided for the participants.

Eligible employees are elementary and secondary students.

Job Entry (Re-Entry)

This program provides on- and off-the-job training for women who have difficulty making the transition from home to work. Operating and training costs are paid to co-ordinators. Income support in the form of a training allowance or unemployment insurance benefits may be provided for the participants.

Eligible participants must be women having difficulty making the successful transition into the labour force due to lack of adequate training, work experience or both.

Industrial Adjustment Service

The Industrial Adjustment Service (IAS) helps industry and labour to address labour adjustment problems caused by changing market conditions or new government regulations. Employment and Immigration Canada may contribute up to 50 percent of the cost of an IAS committee up to a maximum of $200 000 for a period of one year.

The service is available to employers who sign IAS agreements with unions, associations or other employee representatives. One IAS committee, the Canadian Automotive Repair and Service (CARS) Committee, has been established to examine training issues in the automotive service sector.

Innovations

This program provides financial assistance for pilot projects and other short-term activities that test new and cost-effective ways to improve the functioning of the Canadian labour market.

Proposals must do the following:

- develop a new approach to significant labour adjustment problems;
- measure labour market results of pilot project activities;
- ensure the pilot project is potentially transferable to the broader labour market; and
- not replace existing financial arrangements.

Program for Older Worker Adjustment

Labour Canada

The Program for Older Worker Adjustment (POWA) helps long-service older workers across the country who have no prospect of re-employment following major permanent lay-offs. POWA is a joint program involving federal-provincial financing and administration. All ten provinces are participating.

Lay-offs from all private sector industries and commercial Crown corporations are eligible for consideration under POWA. The program will selectively focus assistance on those major, permanent lay-offs that would lead to real hardship for substantial numbers of older workers. Major, permanent lay-offs will be assessed on a case-by-case basis, taking into account a full range of relevant considerations.

Affected older workers will be considered if they are between the ages of 55 and 64 (inclusive) at the time of lay-off, have been in the labour force for 15 of the last 20 years, have no alternative job opportunities and are Canadian citizens or landed immigrants residing in Canada.

Contact

Applications can be made to provincial ministries responsible for POWA

or

Program for Older Worker Adjustment
Labour Canada
Ottawa, Ontario
K1A 0J2
Tel.: 1-800-567-1916 (toll-free)
or (819) 994-8147
(National Capital Region)
Fax: (819) 953-8804

The program offers income assistance between levels of social assistance and unemployment insurance. The maximum benefit for a worker in 1989 was $1 102 per month. Benefits are indexed annually and are payable until age 65.

Technology Impact Program

Labour Canada

The Technology Impact Program (TIP) provides financial support for two types of projects:

1) research on the social and human impact of technological change in the workplace, e.g., health and safety, ergonomics, labour-management relations, job satisfaction, productivity, etc.

2) workplace demonstration and pilot projects that show effective ways of co-operating on the introduction of new technologies.

Contributions of up to $100 000 are available under TIP. When contributions of over $50 000 are made, applicants are required to share the costs.

Priority will be given to labour organizations and labour-management partnerships that are or likely will be affected directly by technological change.

Contact

Program Co-ordinator
Labour Outreach Secretariat
Technology Impact Program
Labour Canada
Ottawa, Ontario
K1A 0J2
Tel.: (819) 997-5470

Others

Financial and Management Services

Federal Business Development Bank

The Federal Business Development Bank (FBDB) is a Crown corporation that offers a variety of financial and management services to Canadian businesses. While any firm is eligible for assistance, many FBDB clients are companies with less than 50 employees. The bank helps both established firms and those just starting up.

The FBDB offers the following services and products:

Term Loans and Loan Guarantees — The FBDB offers term loans to allow its clients to acquire assets such as land, buildings or machinery. The loans can be fixed or floating and can be extended for the purchase of an existing business, to replenish or increase the company's working capital and to finance increasing sales.

Export Receivable Financing — The FBDB can provide a full guarantee to financial institutions for lines of credit that they extend to exporters on their foreign receivables.

Venture Capital-Equity — The FBDB can purchase shares in a firm's business or work with private-sector financial institutions to obtain the equity financing companies require.

Management Counselling — A counselling program offers advice that is tailored to a firm's needs in all areas of business management.

Strategic Planning — Strategic planning helps firms evaluate their present business situation and establish new directions and an action plan for the future.

Financial Packaging — The FBDB will prepare a report that can be used by financial institutions to assess a firm's application for funding.

Do-It-Yourself Kits — Kits are available on five management topics to help companies draw up the plans required for an effective business.

Management Training — Business management seminars, courses and publications are available.

Community Business Initiatives — Business people in small communities are given 40 hours of training and 40 hours of individual counselling tailored to their needs.

Contact

Any of the FBDB regional offices listed in Annex F.

Free Trade Handbook — This is a comprehensive guide to federal and provincial assistance to exporters. It also contains information on associations, lists other publications and a includes a tariff removal schedule for free trade.

Assistance to Business in Canada (ABC) Handbook — This publication provides a comprehensive listing of all federal and provincial government programs and services.

Income Tax Credits and Deductions

Revenue Canada, Taxation

Revenue Canada, Taxation, administers the provisions of the *Income Tax Act* as introduced by Finance Canada. Some of these provisions are intended to stimulate particular kinds of economic activity and take the form of deductions from income or income tax credits such as the following:

- Investment Tax Credit in respect of qualifying scientific research and experimental development expenditures;
- Investment Tax Credit in respect of the acquisition of certain types of property (the availability and extent of these credits depend on when the property is acquired and where, in Canada, it will be used);
- Accelerated Capital Cost Allowance for pollution control property that is approved by Environment Canada (see page 2);
- Accelerated Capital Cost Allowance for machinery and equipment used in manufacturing and processing (a reduced rate of write-off is being phased in for such machinery and equipment acquired after 1987); and
- reduced rate of corporate tax on Canadian manufacturing and processing profits.

Contact

Any one of Revenue Canada, Taxation's 37 District Taxation Offices, which are listed in the blue pages of your telephone book. Ask them to send you a copy of the latest T2 Corporation Income Tax Guide, which contains more information on the items listed.

Note that Revenue Canada, Taxation offices are distinct from Revenue Canada, Customs and Excise offices, which administer the duty remission programs listed in this publication.

Investor Services

Investment Canada

Investment Canada offers free assistance to all potential investors, whether domestic or foreign. The following services are offered:

- providing information on Canadian regulatory requirements;
- helping investors better define their investment proposals;
- providing information on government programs (federal, provincial and municipal) designed to encourage investment in Canada;
- providing detailed information on energy, transportation, labour and other production costs;
- identifying potential investment opportunities and partners;
- identifying potential sources of capital and technology; and
- assessing investment plans.

Contact

Investment Canada
C.D. Howe Building
5th Floor, West Tower
235 Queen Street
P.O. Box 2800, Station D
Ottawa, Ontario
K1P 6A5
Tel.: (613) 995-0465
Fax: (613) 996-2515
Telex: 053-4450

Annexes A-G

Regional Offices

Industry, Science and Technology Canada

NEWFOUNDLAND
ISTC
Parsons Building
90 O'Leary Avenue
P.O. Box 8950
ST. JOHN'S, Nfld.
A1B 3R9
Tel.: (709) 772-4866
Fax: (709) 772-5093

PRINCE EDWARD ISLAND
ISTC
Confederation Court Mall
Suite 400
134 Kent Street
P.O. Box 1115
CHARLOTTETOWN, P.E.I.
C1A 7M8
Tel.: (902) 566-7400
Fax: (902) 566-7450

NOVA SCOTIA
ISTC
Central Trust Building
1801 Hollis Street
P.O. Box 940, Station M
HALIFAX, N.S.
B3J 3N4
Tel.: (902) 426-4782
Fax: (902) 426-2624

NEW BRUNSWICK
ISTC
Assumption Place
770 Main Street
P.O. Box 1210
MONCTON, N.B.
E1C 8P9
Tel.: (506) 857-4782
Fax: (506) 857-6429

QUEBEC
ISTC
Tour de la Bourse
Suite 3800
800 Victoria Place
P.O. Box 247
MONTREAL, Que.
H4Z 1E8
Tel.: (514) 283-8185
Fax: (514) 283-3315

ONTARIO
ISTC
Dominion Public Building
4th Floor
1 Front Street West
TORONTO, Ont.
M5J 1A4
Tel.: (416) 973-5000
Fax: (416) 973-8714

MANITOBA
ISTC
Room 608
330 Portage Avenue
P.O. Box 981
WINNIPEG, Man.
R3C 2V2
Tel.: (204) 983-4090
Fax: (204) 983-2187

SASKATCHEWAN
ISTC
6th Floor
105-21st Street East
SASKATOON, Sask.
S7K 0B3
Tel.: (306) 975-4400
Fax: (306) 975-5334

ALBERTA
ISTC
Canada Place, Room 540
9700 Jasper Avenue
EDMONTON, Alta.
T5J 4C3
Tel.: (403) 495-4782
Fax: (403) 495-4507

BRITISH COLUMBIA
ISTC
Suite 900
650 West Georgia Street
P.O. Box 11610
VANCOUVER, B.C.
V6B 5H8
Tel.: (604) 666-0434
Fax: (604) 666-8330

YUKON
ISTC
Suite 301
108 Lambert Street
WHITEHORSE, Yuk.
Y1A 1Z2
Tel.: (403) 668-4655
Fax: (403) 668-5003

NORTHWEST TERRITORIES
ISTC
Precambrian Building
P.O. Bag 6100
YELLOWKNIFE, N.W.T.
X1A 2R3
Tel.: (403) 920-8578
Fax: (403) 873-6228

Provincial Co-ordinators — IRAP Field Advisory Service

National Research Council

NEWFOUNDLAND
G.F. Cross
NRC
Viking Building
136 Crosbie Road
ST. JOHN'S, Nfld.
A1B 3K3
Tel.: (709) 772-5228

PRINCE EDWARD ISLAND
W.A. Murphy
NRC
35 First Avenue
West Royalty Industrial Park
CHARLOTTETOWN, P.E.I.
C1E 1B0
Tel.: (902) 566-7642

NOVA SCOTIA
D.P. Healey
NRC
c/o Technical University of Nova Scotia
P.O. Box 100
HALIFAX, N.S.
B3N 2X4
Tel.: (902) 426-6264

NEW BRUNSWICK
R. Bourdage
NRC
College Hill Road
P.O. Box 6000
FREDERICTON, N.B.
E3B 6C2
Tel.: (506) 452-3831

QUEBEC
D. Ellis
NRC
c/o CRIQ Building, Room E58
8475 Christophe-Colombe
MONTREAL, Que.
H2M 2N9
Tel.: (514) 283-7679

ONTARIO
J. Ratz
NRC
Suite 1101
200 Town Centre Court
SCARBOROUGH, Ont.
M1P 4X8
Tel.: (416) 973-4483

MANITOBA
R. Clarke
NRC
Industrial Technology Centre
1329 Niakwa Road East
WINNIPEG, Man.
R2J 3T4
Tel.: (204) 945-6133

SASKATCHEWAN
G. Derdall
NRC
15 Innovation Road
SASKATOON, Sask.
S7N 2X8
Tel.: (306) 975-4714

ALBERTA
A.W. Gilliland
NRC
250 Karl Clark Road
P.O. Box 8330, Postal Station F
EDMONTON, Alta.
T6H 5X2
Tel.: (403) 495-6508

BRITISH COLUMBIA
D. Mullan
NRC
3650 Wesbrook Mall
VANCOUVER, B.C.
V6S 2L2
Tel.: (604) 666-7244

Offices

Atlantic Canada Opportunities Agency

HEAD OFFICE
ACOA
10th Floor
644 Main Street
P.O. Box 6051
MONCTON, N.B.
E1C 9J8
Tel.: 1-800-561-7862 (toll-free)

REGIONAL OFFICES

NOVA SCOTIA
ACOA
Central Trust Tower, 6th Floor
1801 Hollis Street
P.O. Box 2284, Station M
HALIFAX, N.S.
B3J 3C5
Tel.: 1-800-565-1228 (toll-free)

ENTERPRISE CAPE BRETON
ACOA
P.O. Box 2001
15 Dorchester Street
SYDNEY, N.S.
B1P 6K7
Tel.: 1-800-565-9460 (toll-free)

PRINCE EDWARD ISLAND
ACOA
3rd Floor
75 Fitzroy Street
CHARLOTTETOWN, P.E.I.
C1A 5A6
Tel.: 1-800-565-0228 (toll-free)

NEW BRUNSWICK
ACOA
P.O. Box 578
590 Brunswick Street
FREDERICTON, N.B.
E3B 5A6
Tel.: 1-800-561-4030 (toll-free)

NEWFOUNDLAND
ACOA
Atlantic Place, Suite 801
215 Water Street
P.O. Box 1060, Station C
ST. JOHN'S, Nfld.
A1C 5M5
Tel.: 1-800-563-5767 (toll-free)

Regional Offices

Western Economic Diversification Canada

ALBERTA
WD
Canada Place, Suite 1500
9700 Jasper Avenue
EDMONTON, Alberta
T5J 4H7
Tel.: (403) 495-4164

BRITISH COLUMBIA
WD
P.O. Box 49276
Bentall Tower 4
1055 Dunsmuir Street
VANCOUVER, British Columbia
V7X 1L3
Tel.: (604) 666-6256

SASKATCHEWAN
WD
S.J. Cohen Building, Suite 601
119-4th Avenue South
P.O. Box 2025
SASKATOON, Saskatchewan
S7K 3S7
Tel.: (306) 975-4373

MANITOBA
WD
The Cargill Building, Suite 712
240 Graham Avenue
P.O. Box 727
WINNIPEG, Manitoba
R3C 2L4
Tel.: (204) 983-4472

International Trade Centres

External Affairs and International Trade Canada

BRITISH COLUMBIA
International Trade Centre
Scotia Tower, Suite 900
650 West Georgia Street
P.O. Box 11610
VANCOUVER, B.C.
V6B 5H8
Tel.: (604) 666-0434
Fax: (604) 666-8330
Telex: 04-51191

ALBERTA
International Trade Centre
Canada Place, Suite 540
9700 Jasper Avenue
EDMONTON, Alta.
T5J 4C3
Tel.: (403) 495-2944
Fax: (403) 495-4507
Telex: 037-2762

International Trade Centre
Harry Hays Building
Suite 630
220-4th Avenue S.E.
CALGARY, Alta.
T2P 3C3
Tel.: (403) 292-6660
Fax: (403) 292-4578

SASKATCHEWAN
International Trade Centre
6th Floor
105-21st Street East
SASKATOON, Sask.
S7K 0B3
Tel.: (306) 975-4353
Fax: (306) 975-5334
Telex: 074-2742

MANITOBA
International Trade Centre, Suite 608
330 Portage Avenue
P.O. Box 981
WINNIPEG, Man.
R3C 2V2
Tel.: (204) 983-4540
Fax: (204) 983-2187
Telex: 07-57624

ONTARIO
International Trade Centre
Dominion Public Building, 4th Floor
1 Front Street West
TORONTO, Ont.
M5J 1A4
Tel.: (416) 973-5064
Fax: (416) 973-8714
Telex: 065-24378

QUEBEC
International Trade Centre
Stock Exchange Tower, 38th Floor
800 Victoria Place
P.O. Box 247
MONTREAL, Que.
H4Z 1E8
Tel.: (514) 283-8185
Fax: (514) 283-3302
Telex: 055-60768

NEW BRUNSWICK
International Trade Centre
Assumption Place
770 Main Street
P.O. Box 1210
MONCTON, N.B.
E1C 8P9
Tel.: (506) 857-6452
Fax: (506) 857-6429
Telex: 014-2200

NOVA SCOTIA
International Trade Centre
Central Trust Building
1801 Hollis Street
P.O. Box 940, Station M
HALIFAX, N.S.
B3J 3N4
Tel.: (902) 426-7540
Fax: (902) 426-2624
Telex: 019-22525

PRINCE EDWARD ISLAND
International Trade Centre
Confederation Court Mall
Suite 400
134 Kent Street
P.O. Box 1115
CHARLOTTETOWN, P.E.I.
C1A 7M8
Tel.: (902) 566-7443
Fax: (902) 566-7450
Telex: 014-44129

NEWFOUNDLAND
International Trade Centre
90 O'Leary Avenue
P.O. Box 8950
ST. JOHN'S, Nfld.
A1B 3R9
Tel.: (709) 772-5511
Fax: (709) 772-5093
Telex: 016-4749

Regional Offices

Federal Business Development Bank

ATLANTIC
FBDB
Cogswell Tower, Suite 1400
Scotia Square
HALIFAX, N.S.
B3J 2Z7
Tel.: (902) 426-7860

QUEBEC
FBDB
Suite 4600
800 Victoria Square
P.O. Box 190
MONTREAL, Que.
H4Z 1C8
Tel.: (514) 283-3657

ONTARIO
FBDB
29th Floor
777 Bay Street
TORONTO, Ont.
M5G 2C8
Tel.: (416) 973-1144

PRAIRIE AND NORTHERN
FBDB
Suite 1200
155 Carlton Street
WINNIPEG, Man.
R3C 3H8
Tel.: (204) 983-7811

BRITISH COLUMBIA AND YUKON
FBDB
Suite 700
601 West Hastings
VANCOUVER, B.C.
V6B 5G9
Tel.: (604) 666-7800

Regional Reference Centres

Statistics Canada

NEWFOUNDLAND AND LABRADOR
Advisory Services
Statistics Canada
Viking Building
Crosbie Road
ST. JOHN'S, NFLD.
A1B 3P2
Tel.: (709) 772-4073 or
1-800-563-4255 (toll-free)

MARITIME PROVINCES
Advisory Services
Statistics Canada
North American Life Centre
HALIFAX, N.S.
B3J 3M3
Tel.: (902) 426-5331 or
1-800-565-7192 (toll-free)

QUEBEC
Advisory Services
Statistics Canada
Guy Favreau Complex
Suite 412, East Tower
200 René Lévesque Blvd. W.
MONTREAL, QUE.
H2Z 1X4
Tel.: (514) 283-5725 or
1-800-361-2831 (toll-free)

NATIONAL CAPITAL REGION
Advisory Services
Statistical Reference Centre (NCR)
Statistics Canada
Lobby, R.H. Coats Building
Holland Avenue
OTTAWA, ONT.
K1A 0T6
Tel.: (613) 951-8116

ONTARIO
Advisory Services
Statistics Canada
Arthur Meighen Building
10th Floor
25 St. Clair Avenue East
TORONTO, ONT.
M4T 1M4
Tel.: (416) 973-6586 or
1-800-263-1136 (toll-free)

MANITOBA
Advisory Services
Statistics Canada
General Post Office Building
6th Floor
266 Graham Avenue
WINNIPEG, MAN.
R3C 0K4
Tel.: (204) 983-4020 or
1-800-542-3404 (toll-free)

SASKATCHEWAN
Advisory Services
Statistics Canada
Avord Tower, 9th Floor
2002 Victoria Avenue
REGINA, SASK.
S4P 0R7
Tel.: (306) 780-5405 or
1-800-667-7164 (toll-free)

ALBERTA AND THE NORTHWEST TERRITORIES
Advisory Services
Statistics Canada
Park Square, 8th Floor
10001 Bellamy Hill
EDMONTON, ALTA.
T5J 3B6
Tel.: (403) 495-3027 or
1-800-282-3907 (toll-free)
Note: Callers in the NWT may call collect (1-403-495-3028)

SOUTHERN ALBERTA
Advisory Services
Statistics Canada
First Street Plaza, Room 401
138-4th Avenue South East
CALGARY, ALTA.
T2G 4Z6
Tel.: (403) 292-6717 or
1-800-472-9708 (toll-free)

BRITISH COLUMBIA AND YUKON
Advisory Services
Statistics Canada
Federal Building, Sinclair Centre
Room 340
757 West Hastings Street
VANCOUVER, B.C.
V6C 3C9
Tel.: (604) 666-3691 or
1-800-663-1551 (toll-free)
Note: Callers in Atlin, B.C., and Yukon,
call Zenith 08913 (toll-free)

SOUTHERN ALBERTA
Advisory Services
Statistics Canada
First Street Plaza
Room 401
138-4th Avenue South East
CALGARY, ALTA.
T2G 4Z6
Tel: (403) 292-6717 or
1-800-472-9708 (toll-free)

BRITISH COLUMBIA AND YUKON
Advisory Services
Statistics Canada
3rd Floor
Federal Building, Sinclair Centre
757 West Hastings Street
Suite 440F
VANCOUVER, B.C.
V6C 3C9
Tel: (604) 666-3691 or
1-800-663-1551 (toll-free)
Note: Callers in Atlin, B.C., and Yukon,
call Zenith 08913 (toll-free)

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