

76th ANNUAL GENERAL MEETING
April 2, 2025

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ATTENDED OFFICERS AND DIRECTORS

Arnon	Melo	President	Mellowhawk Logistics
Paul	Glionna	Past President	Universal Logistics Inc.
Paul	Courtney	Treasurer	Courtney Agencies Ltd.
Angelo	Loffredi	V.P.	Kerry Logistics (Canada) Inc.
Christina	Forth	Secretary	Mass Logistik Inc
Christina	Fisker	Director	Fisker Customs & Logistics Inc
Randy	Hnatko	Director	Sphere 1 Logistics Inc
Marc	Bibeau	Director	Overseas Express Consolidators (Canada) Inc
Karl	Heinz-Legler	Director	Rutherford Global Logistics
Troy	Cowen	Director	Manitoulin Global Forwarding
Martin	Schultz	Director	Manitoulin Global Forwarding
Flavia	Iuston-Blair	Director	DSV Air & Sea Inc
Tim	Drake	Director	Seaboard Logistics
Gary	Nicholson	Director	Polaris Global Logistics
Chris	Bachinski	Director	GHY International
Anne	Waldes	Director	Trade Link International Ltd
Anna	Vitasovic	Director	Omnitrans Inc
Derrick	Sones	Director	Cole International
Joel	Belanger	Director	Pro-Formance Intermodal
Kim	Campbell	Director	Mkmarin Trade Services
Rui	Fernandes	Director	Gardiner Roberts LLP
Bruce	Rodgers	Executive Director	CIFFA

RECORD OF ATTENDANCE

<u><i>First Name</i></u>	<u><i>Surname</i></u>	<u><i>Company Affiliation</i></u>	<u><i>Member Affiliation</i></u>
Catherine	Brady	Action Advantage Logistics	Regular
Theodore	Chazin	C.H. Robinson Worldwide	Regular
Mehdi	Manesh	Canmur	Regular
Derrick	Sones	Cole International Inc	Regular
Mario	Mastropasqua	Cole International Inc	Regular
Wayne	Cooney	Cooney Transit Inc	Regular
Paul	Courtney	Courtney Agencies Ltd.	Regular
Flavia	Iuston-Blair	DSV Air & Sea Inc	Regular
Christina	Fisker	FCL Fisker Customs & Logistics	Regular

Rui	Fernandes	Gardiner Roberts LLP	Associate
Chris	Bachinski	GHY International	Regular
Erik	Olsen	Gillship Navigation	Regular
Brian	Gottlieb	ITN Logistics	Regular
Angelo	Loffredi	Kerry Logistics (Canada) Inc	Regular
Troy	Cowen	Manitoulin Global Forwarding	Regular
Martin	Schultz	Manitoulin Global Forwarding	Regular
Christna	Forth	MASS Logistik Inc.	Regular
Kim	Campbell	Mkmarin Trade Servicxes Inc	Regular
Arnon	Melo	Mellohawk Logistics	Regular
Anna	Vitasovic	Omnitrans Inc	Regular
Marc	Bibeau	Overseas Express Consolidators (Canada) Inc	Regular
Gary	Nicholson	Polaris Transportation Group	Regular
Joel	Belanger	Pro-Formance Intermodal Inc.	Regular
Jay	Kirkpatrick	Purolator	Regular
Karl	Heinz Legler	Rutherford Global Logistics	Regular
Anthony	Chieco	Seaboard/Armour Logistics	Regular
Tim	Drake	Seaboard/Armour Logistics	Regular
Eddy	Dumouchel	Shipco Transport	Regular
Danny	DiNardo	Simard	Regular
Randy	Hnatko	Sphere 1 Logistics Inc	Regular
Anne	Waldes	Trade Link International Ltd	Regular
Lukasz	Pasternak	Traffic Tech International Inc	Regular
Paul	Glionna	Universal Logistics Inc.	Regular
Casey	Bassenden	Western Freight Solutions	Regular
Elisa	Paone	Western Freight Solutions	Regular
Bruce	Rodgers	CIFFA	
Julia	Kuzeljevich	CIFFA	
Nasy	Panahi	CIFFA	
Stephen	McDermott	CIFFA	

TIME: 1:00 – 2:00 pm

Competition Bureau Canada Clause – J. Kuzeljevich

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

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

Call to Order, Roll Call & Call for Proxies – A. Melo

I wish to remind everyone that only Regular Members are entitled to vote, and that there is only one vote per company. Associate Members and PFFs are not eligible to vote.

Call for proxies.

J. Kuzeljevich confirms number and names of proxies received; 5

and the number of Regular Members who are in attendance: 31

J. Kuzeljevich announced the total number of votes 36 and indicated that “We have a quorum.”

Notice of Meeting – A. Melo

The Notice has been sent to all Members of the Association in accordance with our By-Laws. Also, the audited financial statements, nominee list for your Board of Directors and Committee Chair reports were distributed to all that registered in advance. For additional copies, please email admin@ciffa.com.

Time of Remembrance – A. Melo

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

Minutes of the previous meeting – A. Melo

This meeting was conducted virtually on April 24, 2024, and posted to the website the following date, April 25, 2024. Members are available to review these documents, which can be located under Our Association in the About CIFFA heading.

A. Melo made a motion to accept the 2024 AGM Minutes as circulated,

Moved by	A. Melo
Seconded by	K Legler
Any Discussion	-
All in favour	35
Opposed	-
Abstained	-

President’s Address –A. Melo

Dear CIFFA Members,

Welcome to the 2025 CIFFA Annual General Meeting, our 76th Annual General Meeting since the founding of the association in 1948, in the funding city, Montreal.

Today is a bittersweet moment for me as I deliver my final address to you, marking the end of my two-year term as your President.

It has been an incredible honour and a privilege to serve this Association, and I extend my heartfelt thanks for your ongoing support. Your participation and valuable contributions continue to strengthen our industry. Thank you for your continued loyalty to CIFFA — the trusted advisor to our industry.

CIFFA’s membership categories have evolved, now representing not only freight forwarders but also customs brokers, drayage operators, warehouse operators and 3PL load brokers.

These sectors are essential parts of the supply chain, and together, our collective voice amplifies our influence as key players in Canada’s logistics network.

As we reflect on this year’s AGM, I’m proud to say CIFFA’s mission remains steadfast. We continue to prioritize the three critical pillars that define our success: Membership, Advocacy, and Education. These pillars guide our efforts, ensuring CIFFA remains a strong and resilient force within the industry.

CIFFA’s new tagline, Forging Alliances – also reflects the new direction that CIFFA has taken, to be proactive, not reactive, and to build relationships, not siloes.

When people deal with a CIFFA member, they know they’re working with trained professionals who carry insurance, specific licensing, training requirements and who abide by CIFFA’s professional Code of Ethics. CIFFA membership means trust, compliance and professionalism.

A CIFFA Strategic Planning session of the Board of Directors and CIFFA Secretariat Staff in the fall of 2024 identified several priority areas of focus for CIFFA in the coming years:

- Continue to raise CIFFA's profile and strengthen and broaden our relationships to increase our influence with government bodies. Strengthen member advocacy and representation.
- Develop educational programs for new membership categories including freight brokers, drayage, warehousing, customs.
- Seek to grow membership in all categories through targeted programs and execute a retention strategy.
- Maintain a strong financial position to support ongoing operations, advocacy efforts, and member services.

One of the most profound honours of my career was stepping into the role of President of CIFFA in June 2023, becoming the first Brazilian to hold this position. It’s a testament to how far we, as newcomers to this great country, can go when we combine determination, community support, networking and a passion for making a difference.

As CIFFA's President, I had the distinct opportunity to represent our association in Mexico, Panama, and Brazil, sharing our mission and story at every chance. It is my hope that these efforts inspire others, showcasing the strength and impact of this association and the industry it serves.

The last year at CIFFA has been a busy one on the domestic and foreign political fronts, uncertainty continues to affect our business opportunities. We are in tumultuous times and steadfast political leadership for Canada will be key to our success as a trading nation, domestically and on the world stage.

Canada-U.S. border issues have once again become heightened. Trade and tariff "wars" are leading to business uncertainty and strained diplomatic relationships.

This is why the work we do as an industry continues to be instrumental, and why CIFFA's efforts as an association are vital.

CIFFA's advocacy work has seen us continue to push forward on issues such as the duplication of reporting requirements in the Pre-Load Air Cargo Targeting program, the weakness of Canadian Competition legislation, e-Manifest compliance resulting in punitive AMPS penalties, CARM implementation concerns, infrastructure funding deficits, demurrage and detention charges, supply chain education and the need for stable labour contracts.

And now, in this period of heightened tensions on the trade front, we are pushing to protect the competitiveness of Canadian trade and making sure that the supply chain industry and its priorities will be front and center for incoming administrations leading our nation.

Much of this work is conducted in our eight various committees and I would like to thank the tireless efforts of our committee chairs for their time, assistance and direction:

- Airfreight – William Gottlieb
- Customs – Paul Courtney
- Customs Regulatory – Kim Campbell
- Drayage – Chris Ford
- Freight Broker – Gary Nicholson and Tim Drake
- Sea Freight – Martin Schultz
- Sustainability – Christina Fisker
- Technology – Marc Bibeau

CIFFA has elected, through a vote by its Board of Directors, to throw an annual conference, hiring a dedicated event planner for this task. We are thrilled to announce the 2025 CIFFA Conference, themed "Forward Thinking: Redefining Excellence in the Supply Chain", set to take place on October 29-30, 2025, in Toronto.

New to our educational offerings is a Fundamentals of Customs workshop, which provides an overview of the Canadian Customs' processes and procedures, and the governing legislation put into place by the Canadian Government to protect the Canadian people and industry. It delves into the practices necessary to ensure that shipments are securely released to Canadian importers while ensuring proper assessment of duties and accounting.

We're also very excited that **Ask RUTH**—CIFFA's new AI-powered assistant has been well received by our membership so far.

AskRUTH can assist you with:

- Finding answers on trade and logistics,
- Exploring CIFFA's educational programs,
- Understanding trade regulations and advocacy efforts,
- Accessing the resources you need, when you need them.

AskRUTH will continue to learn and adapt, improving her ability to provide fast, accurate answers over

time. Available 24/7 at ciffa.com/askruth, AskRUTH is here to simplify your work and keep you informed.

Our for-profit entity, TraversEd Limited, faced a challenging year in 2024, a trend that is expected to continue over 2025. In January, the federal government implemented a cap on international student permit applications, aiming to stabilize the growth of new student intakes over the next two years. For 2024, this cap is anticipated to result in a 35% decrease in international student enrollments compared to 2023, with further reductions of 10% in both 2025 and 2026. Since a significant portion of our Supply Chain courses were traditionally taken by international students, this policy shift will have a substantial impact on our financial performance.

Members should consider hiring an international student in your businesses. These are well trained individuals, just looking for opportunities in Canada.

On a positive note, we are excited to announce a new partnership with the National Customs Brokers & Forwarders Association of America (NCBFAA), based in the U.S. This collaboration allows TraversEd to offer the FIATA diploma to NCBFAA's 1,300 member companies, opening up new growth opportunities and expanding our reach within the global logistics and customs brokerage community.

In 2025, our registered charity, CIFFA Cares has donated \$33,000 to support the charitable initiatives of our partner colleges. These generous contributions will play a pivotal role in advancing access to higher education. The funds will be utilized by the colleges to provide scholarships, grants, and various other educational initiatives designed to empower students, foster academic growth, and create opportunities for those pursuing higher learning.

As my presidency nears its conclusion, I am filled with immense gratitude for the incredible individuals who have made this journey so meaningful. To my fellow Board Members, thank you for your trust, collaboration, and unwavering commitment to CIFFA's mission. To the Secretariat team, your hard work and dedication behind the scenes are the foundation of everything we achieve. I would like to extend a special thank you to Bruce Rodgers and Julia Kuzeljevich for their steadfast support, guidance, and partnership throughout my term. It has been the honor and privilege of a lifetime to serve as your President.

Thank you once again for allowing me the opportunity to lead this remarkable organization. I look forward to seeing how CIFFA continues to grow and thrive in the years ahead. Wishing you all a productive and insightful AGM.

Arnon Melo
President, CIFFA Corp. Canada

A. Melo calls on Treasurer Paul Courtney to present the Treasurer's report.

Treasurer's Report – P. Courtney

Ladies and Gentlemen:

The accounting firm of RSM, has audited CIFFA's financial statements for fiscal year ending December 31, 2024. They have provided the Secretariat and the Board with guidance on accounting practices for "not-for-profit" organizations and we thank them for their professional assistance.

The draft of the 2024 financial statements has been duly circulated to those who registered for the AGM and have tentatively been approved by the Secretariat. The full minutes of this AGM will be posted on the Members Only section of our website later this month. Should you also wish a copy of the final approved audited financial statements, please email admin@ciffa.com.

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

2024 Revenues – \$1,931,872

2024 Expenditures – \$2,066,521
2024 Equity from Subsidiary - \$536,599

Fund surplus - \$3,470,187

Our revenue is broadly based, with a good mix from, membership, education, regional events and our first annual conference. Our education portfolio contributes approximately 31.4% of our total revenue, the majority of which comes from our excellent Certificate Courses.

We have invested 29.7% of the member fund surplus in Equity Funds, 44.7% in Fixed Income, while the remainder is invested in various guaranteed investment certificates and short-term deposit notes with major financial institutions.

This concludes my report.

Respectfully Submitted by
Paul Courtney
Treasurer

P. Courtney made a motion to accept this report, together with the audited financial statements.

Moved by	P. Courtney
Seconded by	A Loffredi
Any Discussion	-
All in favour	36
Opposed	--
Abstained	-

Appointment of Auditors – P. Courtney

P. Courtney made a motion to appoint RSM Toronto LLP, Chartered Accountants as the Auditors for the fiscal year 2025 at remuneration to be fixed by the Board of Directors.

Moved by	P. Courtney
Seconded by	J Belanger
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

A. Melo thanked P. Courtney for his work this past year and calls on TraversEd Limited Chairman, Troy Cowen, to present the for-profit entity report.

TraversEd Limited – T. Cowen

Dear CIFFA Members, this is my TraversEd Report for the CIFFA AGM April 2, 2025

As mentioned during last years AGM, The Canadian federal and provincial governments implemented measures to restrict the number of foreign students entering the country. This decision stems from concerns about the strain on housing, healthcare, and other essential services caused by the rapid increase in international student populations. For instance, the federal government introduced a cap on

study permit applications, reducing the number of new permits issued by approximately 35% in 2024 and further tightening the cap in 2025.

The impact of these restrictions on Canadian colleges and universities has been profound. Institutions that rely heavily on international student tuition fees are facing financial strain, as the reduced intake affects their operating budgets.

As a result of these restrictions, many of the TraversEd programs were cancelled and others have reduced enrollment. Although students enrolled in Fall and Winter semesters were allowed to finish their courses, the Spring and Summer programs started to see the impact of government decisions. This will be further compounded in 2025, when the full effect of the reductions will be realized.

TraversEd revenues for 2024 reduced by 21.7% for reasons stated above, to **\$1,699,653** with operating expenses increasing 6.1% to **\$1,064,554**.

- Most of the increase in expenses were due to payroll increases / allocation changes and FIATA fee payment to offer our training through the National Customs Brokers and Forwarders Association of America (NCBFAA).
- TraversEd also made a \$100,000 donation to our charity, CIFFA Cares. This money is used to give back to the colleges, assisting in loans, grants and scholarships for deserving students

Looking forward to 2025

As mentioned above, we entered into an agreement with the NCBFAA in December 2023, to offer the FIATA diploma to their member employees through the United States. The Canadian program required modifications to the content, to align with US requirements, and was officially launched in May 2024. As part of that arrangement, CIFFA agreed to cover 50% of NCBFAA's membership to FIATA.

We will maintain our membership with the Association to Advance Collegiate Schools of Business (AACSB), a global organization that accredits business schools and offers quality assurance services, business education insights, and professional development opportunities. This association gives TraversEd visibility among global college administrators who are responsible for creating content within their institutions.

Finally, we will continue to prioritize new partnerships with Canadian colleges, explore additional trade associations, develop modular online programs for less-developed countries, and create DG modules for international recognition..

In Conclusion

The success of TraversEd equals success and financial security for CIFFA. I am especially thankful for the support that the CIFFA and TraversEd Board of Directors have provided in guiding and supporting the success of this new brand.

Respectfully submitted,

Troy Cowen
Chair, TraversEd.
Director, CIFFA

A. Melo thanked T. Cowen for the excellent achievements of our for-profit entity and calls on By-Laws Chair, Derrick Sones, to present the proposed by-law changes

CIFFA National By-Laws - D. Sones

The first by-law change proposed is to eliminate Regular Membership Class 'E' and move the additional transportation categories under Regular Membership Class 'A'.

1) Membership Classes and Conditions

1 (e) The removal of Class E in its entirety, which read:

Class E voting membership shall be available to persons carrying on business as a load broker, carter/drayage company, licensed customs broker or warehouse operator, in Canada who have applied for Class E membership in the form prescribed and meet the qualifications for Class E membership as determined by the board, have paid the dues set by the Corporation for Class E membership, and have been accepted by the board for Class E voting membership in the Corporation.

These categories will be added to Membership Class A, which will be changed as follows:

1 (a) – additional of all Regular Member categories:

Class A voting membership shall be available to persons carrying on business as a freight forwarder, load broker, carter/drayage company, licensed customs broker or warehouse operator in Canada who have applied for Class A membership in the form prescribed and meet the qualifications for Class A membership as determined by the board, have paid the dues set by the Corporation for Class A membership, and have been accepted by the board for Class A voting membership in the Corporation.

D. Sones moved to accept the proposed language to remove Regular Membership category 'E' and add the categories, load broker, carter/drayage company, licensed customs broker or warehouse operator to Regular Membership Class 'A'.

Moved by	D. Sones
Seconded by	T. Drake
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

The second by-law change proposal is to change the composition of the Board of Directors, due to the elimination of Membership Class 'E'.

Election of Directors

Current Language

The board shall consist of up to twenty directors from membership Class A, and up to eight directors from membership Class E, who shall each be authorized representatives of Regular Members nominated by at least five (5) members authorized to vote at a meeting of members, who accept the nomination, and who are elected by a majority vote of members. The total number of Directors from each classification will be determined at the discretion of the Board. Directors shall serve without remuneration but be entitled to reimbursement of reasonable expenses incurred carrying out the business of the corporation.

Proposed Language

The board will consist of up to nineteen (19) directors, each serving as an authorized representative of Regular Members. These directors will be nominated by at least five (5) voting members, who must accept the nomination, and elected by a majority vote of the members. The composition of the board will reflect the proportion of primary services offered by Membership Class A categories, as determined at the Board's discretion. Directors will serve without compensation but are eligible for reimbursement of reasonable expenses incurred in the course of performing their duties for the corporation.

D. Sones made a motion to accept the proposed language to change the Election of Directors to consist of nineteen directors serving as an authorized representative of Regular Member firms.

Moved by	D. Sones
Seconded by	A. Loffredi
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

The third by-law change proposal is to add term limits to serving on the Board of Directors.

Term of Office of Directors

Current Language

The directors shall be elected to hold office for a term expiring not later than the close of the second annual meeting of members following the election. The office of Director shall be immediately vacated:

- a) when the Director submits to the Secretary their intention to resign in writing,
- b) if the Director is found to be mentally incompetent or of unsound mind,
- c) if the Director becomes bankrupt;
- d) if the Director misses three consecutive meetings of the Board of Directors without having been excused by the President;
- e) if the Director is removed by special resolution of the Members; or
- f) on the death of the Director.

If for any other reason a Director ceases to have the qualifications of a Director during their term of office, the Director may continue to exercise the rights and duties of a Director until the commencement of the next meeting of Members.

Proposed Language

Will add the following statement to the bottom of this clause:

An elected director shall be entitled to hold office for a maximum of four (4) terms to a maximum of eight (8) years (whether consecutive or otherwise). Those directors who are on the CIFFA executive shall be exempt.

D Sones moved to accept the proposed language to add a maximum of four terms (eight years) to serving on the Board of Directors, excluding those named to the CIFFA Executive.

Moved by	D Sones
Seconded by	A. Melo
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

The fourth and final by-law change proposal is to provide guidance on whom is able to attend and/or participate at Board Meetings.

Calling of Meetings of the Board

Current Language

The Board of Directors shall meet

- a) not less than four times a year at a time and place determined by the President; and
- b) on the written request of not less than four Directors.

Proposed Language

The Board of Directors shall meet

- a) not less than four (4) times a year at a time and place determined by the President; and*
- b) on the written request of not less than four (4) Directors.*

Attendance at Board Meetings – The following individuals may attend board meetings:

- a) Elected directors**
- b) Additional directors appointed by the board**
- c) Vice-President**
- d) Secretary**
- e) Treasurer**
- f) Immediate Past President**
- g) Past Presidents (currently working in the industry)**
- h) Executive Director and any CIFFA staff member asked to attend by the Executive Director**
- i) Invitees of the President or the Executive Director.**
- j) Committee Chairs**

Voting at Board Meetings – The individuals set out in a) to f) above shall be entitled to vote at board meetings.

D Sones made a motion to accept the proposed language to reflect who is able to attend and participate at Board meetings.

Moved by	D Sones
Seconded by	C Forth
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

A. Melo thanks Derrick for his contribution of the by-law changes and moves to discuss the election of the National Board of Directors

Election of National Board of Directors – A. Melo

The following eight directors have one year remaining on their two-year term:

- Chris Bachinski, GHY International, Winnipeg
- Christina Fisker, FCL Fisker Customs & Logistics Inc., Toronto
- Flavia Iuston-Blair, DSV Air & Sea Inc, Toronto
- Angelo Loffredi, Kerry Logistics (Canada) Inc., Montreal
- Arnon Melo, MELLOHAWK Logistics, Toronto
- Gary Nicholson, Polaris Global Logistics, Toronto
- Martin Schultz, Manitoulin Global Forwarding, Toronto
- Anne Waldes, Trade Link International Ltd, Toronto.

There are eleven seats open for election, and the following nine Directors will complete their two-year term and have agreed to stand for re-election to another two-year term:

- Joel Belanger, Pro-Formance Intermodal Inc., Calgary
- Paul Courtney, Courtney Agencies Ltd., Vancouver
- Tim Drake, Seaboard Logistics, Toronto
- Chris Ford, The Ace Group, Toronto
- Christina Forth, Mass Logistik Inc, Edmonton
- Randy Hnatko, Sphere 1 Logistics Inc, Vancouver
- Diane Sirois, NOVA Containers Ltd., Montreal
- Derrick Sones, Cole International, Calgary
- Anna Vitasovic, Omnitrans Inc, Montreal

As we do not have more candidates than available seats, A. Melo moved to accept the nine individuals named in the previous slides to serve as your Board of Directors for membership class A.

Moved by	A. Melo
Seconded by	A Waldes
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

77th Annual General Meeting – A. Melo

At a date and venue to be named later in 2025

A. Melo to ask if anyone has anything further they wish addressed.

Other/New business – A. Melo

As there is no further business of the Association A. Melo asked for a motion to adjourn this meeting.

	A. Melo
Seconded by	W. Cooney
Any Discussion	-
All in favour	36
Opposed	-
Abstained	-

Adjournment of AGM – A. Melo

A Melo adjourned the meeting and thanked everyone for attending. Arnon also thanked our hosts, The Port of Montreal, for hosting our AGM and arranging for a tour of the Port.

2025 Annual General Meeting Reports



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AIRFREIGHT COMMITTEE REPORT

Dear Fellow CIFFA Members,

As chair, I am please to provide a recap of your airfreight committee's activities and the variety of issues we have addressed since our last AGM.

The committee held five meetings in the past twelve months, as well as participating in two IATA sanctioned Canadian Air Cargo Program Joint Councils and IATA Working Groups on Dangerous Goods Training Certification Requirements and Cargo Intermediary's Financial Criteria – Canada.

There continue to be many challenges in the air cargo supply chain, so if you do not see an issue that concerns you listed below, please alert the committee through the CIFFA secretariat, and we will endeavour to follow-up.

Transport Canada

Transport Canada regulations SMIAC-Europe-Asia-29Aug2024

Due to credible security concerns, Transport Canada mandated with immediate effect new restrictions for accepting cargo destined to Canada from 44 European countries. It directed air carriers not to accept cargo from shippers without an established business relationship with either the air carrier or their freight forwarder, their Known Agent, or are a Known Consignor. The failure of Transport Canada to be more inclusive with supply chain stakeholders in drafting its security measure, caused confusion in the market, with each air carrier having to establish their own interpretation and restrictions. It underscored Transport Canada's lack of knowledge as to the workings of the air cargo supply chain, and CIFFA and air carriers agreed that we will jointly approach Transport Canada to seek to establish a means to improve outreach and messaging, when aviation security concerns require enhanced measures

Pre-load Air Cargo Targeting Program (PACT)

Transport Canada initially targeted November 2024 to launch its pre-load data filing program, however its start has been delayed until this week. As Transport Canada has regulatory control over air carriers operating in Canada, it will be the airlines responsibility to ensure the prescribed pre-load data filings are transmitted within the prescribed time frame. Direct filing by forwarders will be allowed only if the air carrier authorizes the forwarder to file directly, for cargo transported under their air waybill.

CIFFA continues to dialogue with Canadian Border Services Agency and Transport Canada to align the eManifest Advance Cargo and the PACT filing, to avoid duplication, increased compliance costs and general supply chain confusion. While both departments have acknowledged CIFFA's advocacy, merging the two programs into one, appears not be a priority for either ministry. Following the outcome of our current national elections, CIFFA will continue its efforts with our new government.

Dangerous Goods By Air Training

All members are reminded that they must stay compliant with Transport Canada dangerous goods training requirements. While details can be found at <https://tc.canada.ca/en/dangerous-goods/training>, the requirements for air transport have yet to be transitioned to Competency Based Training (CBT) as prescribed by the International Civil Aviation Organization (ICAO). Adoption by Transport Canada and the introduction of new regulations is still undergoing an approval process by Ottawa. Until Transport Canada officially updates their regulations and sets dates for the implementation of CBT, the current training programs remain valid. CIFFA's Air Dangerous Goods Training program is fully compliant with Transport Canada regulations and is accepted by the International Air Transport Association (IATA).

Canada Border Services Agency

eManifest compliance

CIFFA continues to monitor the level of non-compliance penalties reported by CBSA, expressing our concern that at level 2 and 3 the amounts are punitive.

CBSA allows forwarders to cancel an ACI in instances where they need to make a change post arrival regarding key data elements such as the cargo control number. To do so, the forwarder must submit a paper BSF673 form. This process will not result in penalties being issued.

Additionally, CIFFA has reached out to CBSA requesting clarification on the options available to handle cargo which arrives without pre-alert/Pre-Arrival Filing and is subject to CBSA hold. It appears that CBSA have allowed the re-export of such cargo without incurring a non-compliance, but an approved CBSA procedure has yet to be documented.

The International Air Transport Association (IATA)

Canadian Air Cargo Program Joint Council

The Joint Council is an IATA body to support consultation between accredited forwarders and air carriers. Should any CIFFA members have a problem with IATA rules, or the Cargo Accounts Settlement System (CASS) please consider bringing your concerns to CIFFA's attention.

Currently the Joint Council has set up working groups to review, Canada's minimum standards for dangerous goods training and staffing requirements, as well as the review of the current IATA Cargo Financial Criteria.

CASS Canada

Optional Output Subscription Fees in CASSLink Effective January 2025

Since the inception of the CASS, Canadian forwarders participating in the Intermediary program have not had to pay to receive digital CASS data by Excel, XML or HOT file. This is because CIFFA over the past decades has refused to accept that its members be charged a fee to receive airline billing data electronically.

In a notice of September 2, 2024 IATA/CASS advised that effective January 1, 2025 those who require 'optional output reports' will be invoiced a monthly fee of US\$ 50.00 per location.

CIFFA has once again protested the introduction of such a fee, and in October requested a deferral of its implementation. Despite having support from the Joint Council, CASS has implemented this fee. Last month at the Joint Council meeting, CIFFA again demanded that the fee be suspended, and again received support of the air carriers, but IATA/CASS defended the implementation of its fee. In late March CIFFA advised the forwarder delegates to the IATA/FIATA Consultative Council of this matter, and it is hoped through that channel, we will receive further support to have IATA/CASS rescind this unreasonable fee. We will keep membership updated on the outcome of our efforts.

Working Group – Financial Criteria - Canada

In February CIFFA was advised by IATA that its members wished to form a working group to review the Financial Criteria applicable to forwarders participating in the IATA Cargo Intermediary Program. This was prompted by a large insolvency of one forwarder who owed approximately \$ 2,000,000.00 to the CASS.

At the February 26 meeting of the working group, CIFFA stated its position that the total unrecovered amount in CASS Canada during the last 10 years has been US\$ 190,473.00 which equates to about US\$ 19,000.00 a year.

In the six years since the 2019 implementation of the current Local Financial Criteria for Canada, the average unrecovered amount is US\$ 11,000.00 per year. The total unrecovered amounts compared to the CASS Canada turnovers (in excess of US\$ 300,000,000.00 annually) are exceedingly low.

That the incident that took place in the last couple of months can be considered as an exceptional event not indicative of the industry, but it is concerning and should be analyzed both for how CASS advise airlines when defaults occur and how airlines react when notified of defaults.

CIFFA made it clear that the Intermediaries would not want to see the imposition of any unnecessary measures across all agents in the market to manage risk.

A further meeting is scheduled for March 27, and CIFFA members will be kept updated.

2024 CASS Settlement and Unrecovered Statistics

FFA continues to dialogue with IATA, seeking to ensure that our airline partners recognize the historically low credit risk of Canada’s forwarding community. CIFFA advocates for fair and reasonable CASS criteria, so as not to place an unnecessary financial burden on CIFFA members.

There were just 16 intermediaries’ defaults (not remitting on time or in full) registered between (1 October 2023 – 30 September 2024), further details are as follows, with previous years for comparison.

		2024	2023
Number of Agents Defaulted:		16	12
Total Amount Defaulted:	USD	107,595	40,163
Total Amount Recovered:	USD	106,619	38,918
Total Amount Unrecovered:	USD	976	1,245
Total CASS settlements	USD	333,787,508	329,030,301

The collection rate for 2024 was 99.999% vs 2023 which was also 99.999%

Total CASS settlements in 2024 showed a increase of 1.43% year over year.

In closing I would like to thank the committee members;

- Kathy Teune DHL Global Forwarding
- Marc Bibeau OEC Canada
- Alex Lowe Edmonton International Airport
- Brad Elias Winnipeg Airports Authority
- Greg Birley Sea Cargo Air Cargo Logistics
- Mario Mastropasqua Cole International
- Jennifer Fiquet Ceva Air & Ocean Canada
- Rosa Turchio Cargo Partners International
- Simon Wang Arrival Air & Sea Transport
- Katrina Monette Dangerous Goods Packing
- Brian Shumka Kuehne + Nagel
- Jay Kirkpatrick Purolator
- Bill Gottlieb ITN Logistics

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

Respectfully submitted,

Bill Gottlieb – Chair

CUSTOMS COMMITTEE REPORT

Dear fellow CIFFA members,

It has been my pleasure to serve as your Chair of this Customs committee and my pleasure to report on our activities over the past year. As always there are plenty of developments over the year that intersect with our mandate. Even so, the issues that we feel are most important require a whole lot of time and effort by the CIFFA staff and our committee members. It often involves hours in working group sessions on top of all the other activities to advocate for what is right for our members.

The following is an outline of the main programs and CBSA initiatives we worked on in the last year.

CARM

CARM has been a subject for several years and it finally went live in October of 2024. Since then, importers have had to be registered on the portal to import. Even though we had many concerns over the years, we are happy that it finally went ahead and CBSA can direct their resources to other areas that need attention. Our committee looks at CARM as it's impact on the supply chain and not necessarily the specifics that affect importers and customs brokers. Even so, we still have concerns on how this initiative delays shipments related to new and/or occasional importers, the difficulty of the registration process and the coming financial security requirement. We still feel that the financial security requirement will have a significant impact as it comes into effect on April 19th. I would also say at this point that CARM would have never worked if it were not for the hard work of our member companies.

E-House Bill

E-House Bill or E-manifest continue to be one of our top priorities. We continue to push for changes and we are hopeful that now that CARM has been implemented, CBSA will get back to improving EHBL and work on some of the items on our wish list. So far in 2025 CBSA has implemented an Enhanced Deconsolidation and Request to Move process and message as well as issuing clarifications on the Flying Truck process. We still lobby for improvements to the EHBL process that continues to inject an unnecessary level of risk to International Freight forwarders.

AMPS

We continue to have discussions with CBSA on AMPS penalties primarily related to EHBL. As we have previously outlined, many of our members receive penalties for late or non-existent filing for shipments they might not know about and/or control. We have also had discussions within our committee and with Customs around penalties related to cargo descriptions. Members have concerns about what CBSA might consider a proper description and when they are applying penalties. CBSA has indicated that they intend to rewrite some AMPS penalties in 2025 that will include raising some penalties and lowering others. We believe this will include penalties related to EHBL and we are hopeful that we will be included in these discussions and that it will result in more realistic expectations and penalty amounts.

PACT

Transport Canada's Pre-load Air Cargo Targeting (PACT) – this new program aims to identify and apply mitigation measures to high-risk air cargo shipments before they are transported to Canada. At time of writing this report this initiative is planned to be implemented on April 1st and will find out if it goes ahead at the time this report is presented. Our primary concern is related to duplicate filing to two

different departments. In other words, this duplicates certain data elements that are filed in EHBL. Our preference would be one electronic filing.

Your Customs committee

Our committee meets 5 or 6 times a year by video conference. We have a very strong committee that has a good grasp of the technical issues and bring a range of small, medium, and large company perspectives. I would like to

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

Our committee members are as follows:

Paul Courtney	Courtney Agencies
Christina Fisker	FCL Fisker Customs & Logistics
Kim Campbell	Mkmarin Trade Services
Wayne Bibeau	OEC Group
Ted Chazin	CH Robinson
Luc Proulx	Traffic Tech Inc.
Lorin Levine	Priority Worldwide
Lorena Zevallos	Fedex Trade Networks
Demi Todorov	Kuehne + Nagel Ltd.
Bruce Rogers	Executive Director, CIFFA
Julia Kuzeljevich	Public Affairs Manager, CIFFA

Respectfully submitted,

Paul Courtney
Chair, National Customs Committee

Drayage Committee Report

Dear fellow CIFFA Members,

Drayage, an essential service and an integral part of the transportation and shipping process, ensuring that cargo reaches its final destination efficiently. It is the transport of goods over a short distance in the shipping and logistics industries.

Drayage is often part of a longer overall move, transporting goods from or delivery to a seaport, border point, inland port, intermodal terminal or warehouse with both the trip origin and destination in the same urban area. It is an important component and contributor especially in cold logistics and the container industry and fills the gaps in intermodal shipping. It may involve shifting the cargo from one mode of transport to another. Cargo transport all over the world requires millions of drayage movements every year.

The mandate of the CIFFA Drayage Committee is to represent and protect the interests of members, while also consulting and informing on issues of concern both regulatory and operationally.

Below are some highlights of what the Drayage Committee has been working on.

CN and CPKC Meetings

We have held a number of meetings with CN over the past year, which allowed us to inform members of operational changes within CN's network. We are pleased to report that CN's service continues to improve, in part due to the close collaboration we've had with them.

We will have a meeting with CPKC during Q2 with a number of items on our agenda. Most importantly, we will be asking CPKC to commit to working with us to hold quarterly meetings with them, as we have been doing with CN.

Canadian Chassis Imports

In 2022, the Canadian Chassis Market was put under a severe strain, due to the duties imposed by the Canadian Government on chassis imports, specifically from China. Due to these tariffs, Max-Atlas (Quebec) now occupies an overwhelming position, effectively resulting in a near-monopoly. This market concentration is detrimental to competition, limiting consumer choice, and leading to higher prices, all of which ultimately harm Canadian businesses and end consumers.

Although Max-Atlas holds a dominant position in the Canadian market, it is clear that they are unable to meet the current demand for container chassis in Canada. This shortfall has become particularly evident as they continue to export a significant number of chassis to the United States. This practice exacerbates the supply chain constraints in Canada, leaving Canadian businesses unable to access the chassis they need to operate efficiently and expand their operations.

Since the 2022 ruling, the price of container chassis in Canada has increased significantly, which can largely be attributed to the near-monopoly situation created by the imposition of duties and the limited availability of imports from overseas markets. The cost of chassis has become a substantial burden on Canadian businesses, further compounding the challenges faced in maintaining competitive and efficient operations.

On March 17, 2025, our Executive Director wrote to The Canadian International Trade Tribunal, urging them to carefully reconsider the impact of these import restrictions and duties on the Canadian market.

We believe that the current market conditions are unsustainable and detrimental to Canadian businesses, and that a fair and balanced approach is required to ensure a competitive market, alleviate supply chain pressures, and support the long-term health of Canada's economy.

The Drayage Committee Members are:

Chris Ford, The Ace Group Inc.

Jessica Abraham, SIMARD

Liran Bartal, Carmel Transport

Joel Belanger, Pro-Formance Intermodal

Parvinder Bhangal, Paul's Transport

David Payne, Harbour Link Container Services
John Bourbonniere, Harbour Link Container Services
Ram Sandhu, Air and Oceanland

Respectfully,
Chris Ford - Chair, Drayage Committee

EDUCATION REPORT

CIFFA Members,

I am pleased to present my Education Report for the CIFFA AGM on April 2, 2025.

Overview

2024 was another successful year for CIFFA Education, as we continued to expand and enhance our offerings to support the learning needs of our members.

Highlights from 2024

Several notable achievements marked CIFFA Education's progress throughout the year:

- **Comprehensive Online Education Programs:** CIFFA maintained a broad range of online education programs to meet the diverse needs of our members. These included the CIFFA Certificate, the FIATA Diploma, management courses from the Schulich School of Business, Dangerous Goods courses (air, sea, and land), Air Cargo Security, and various industry workshops.
- **New Workshop:** We introduced new workshops, including the *Fundamentals of Customs*, to better serve emerging membership categories.
- **Graduation Events:** CIFFA celebrated the success of students completing the CIFFA Certificate and FIATA Diploma through graduation events held in Toronto, Montreal, and Vancouver.
- **YLP Award:** CIFFA's Young Logistics Professional (YLP) of the year award winner, Rashaad Francisco D'Gama Rose (DSV) represented Canada with distinction at the FIATA World Congress global competition in Panama.
- **Financial Performance:** In 2024, CIFFA Education achieved revenues of \$622,731, a slight increase compared to 2023.

Enrollment Trends and Course Success

- **Stable Enrollment:** Enrollment in all 2024 education programs remained consistent with 2023 levels, reflecting ongoing member engagement and interest in CIFFA's educational offerings.
- **Schulich Management Courses:** Courses in Sales, Client Service, and Financial Accounting, which are key to achieving the CIFFA Professional Freight Forwarder (PFF) designation, saw strong participation in 2024 with 7 new PFF's being designated.
- **Dangerous Goods Courses:** CIFFA's Dangerous Goods courses continued to experience high enrollment. The availability of our OnDemand offerings further distinguishes CIFFA's programs, providing members with the flexibility to meet DG compliance requirements.
- **Virtual Workshops:** We continued to deliver our established virtual workshops, with 15 courses offered, more than half of which are fully on-demand.

Investment in Growth and Innovation

The financial success of CIFFA Education allows us to invest in new training initiatives and technologies. We remain committed to developing new courses, updating existing content, and promoting the CIFFA PFF Designation.

Member Support and Appreciation

As a not-for-profit association, CIFFA relies heavily on the support of our members to sustain the growth of our education programs. The continued participation of our members enables us to regularly revise and update our

offerings while also developing new training opportunities. I sincerely appreciate this ongoing support.

Looking Ahead to 2025

In 2025, CIFFA Education will continue to focus on enhancing and redesigning course content to ensure it remains relevant and up-to-date. Specific initiatives for the year include:

- **CIFFA Certificate Program Updates:** We will continue to refine the delivery of our online certificate courses, incorporating new technology and adding sustainability-focused chapters to the latest versions of CIFFA textbooks.
- **Ongoing Content Evaluation:** All course materials will continue to be assessed through learner feedback, with necessary updates made to reflect changes in industry trends and best practices.

Conclusion

CIFFA Education remains committed to our strategic imperative of "Excellence in Education." We will continue to develop and deliver high-quality education and training initiatives that not only benefit our members but also have relevance in the broader international transportation, trade, logistics, and supply chain industries. Our focus will remain on developing strategic partnerships with like-minded organizations to provide additional value to CIFFA and our members, all while maintaining financial responsibility.

Special Thanks

I would like to express my heartfelt gratitude to the CIFFA National Board of Directors, under the leadership of President Arnon Mello, for their steadfast support of CIFFA Education. Their ongoing guidance has been instrumental in our success.

I am also incredibly grateful for the dedication of our exceptional education team:

- **Stephen McDermott, Director of Education and Marketing:** Stephen plays a crucial role in ensuring that our members receive up-to-date and innovative training and education, constantly finding new ways to enhance the learning experience.
- **Petra Javornikova, Senior Instructional Designer:** Petra is responsible for developing and maintaining CIFFA's online courses, ensuring that both students and partners have the resources they need for successful course delivery.
- **Mike Drake, Account Manager:** Mike plays an integral role in the execution of our Certificate programs, both internally and at the College level, and has been instrumental in the successful launch of new college partnerships.
- **Sanket Seth and Hannah Clouse:** Sanket and Hannah coordinate and administer the program, providing vital support to our students and instructors, ensuring that the CIFFA Education program operates smoothly and efficiently.

Without their dedication, the success of CIFFA Education would not be possible.

Respectfully submitted,
Flavia Iuston-Blair
Chair, CIFFA Education

FIATA REPORT

Dear Fellow CIFFA Members,

Please find below my AGM 2025 report.

FIATA Presidency

I will be coming to the end of my first term as VP1 on the Presidency of FIATA. It was a dynamic exciting two years. The world congress is in Hanoi, Vietnam this year. The next Presidency meeting will be held at this time. Over the last two years we have been very busy and productive on many files, that have brought positive change and initiatives to membership and the industry overall such as Air Freight Institute (AFT) and the global IATA FIATA Consultative Council (IFCC) program which is in full swing. Richard Gluck was nominated Chair of the IFCC and will commence negotiations on the global program. The IFCC is made up of six FIATA members and six airline members. The first official meeting was held in Geneva last week with good reviews and optimism. There will be a lot of work to complete over the next two months with the working groups that include members from both sides (FIATA / IATA) to work together on all aspects of the agreement. The aspects we should be able to conclude and present to the CAC (Cargo Advisory Council), a final draft for adoption in 2026 at the CAC meeting.

Advisory Body on Safety and Security (FIATA - ABSS)

We held two working sessions and meetings with the Chair Nils Roche. We have achieved positive results with our cyber security initiatives and there have been significant developments in leading practices and initiatives. The presentations are forthcoming. ABSS, FIATA and CIFFA are working closely with IATA on DG enhancements. We have made recommendations to IATA as to what we would like to see. Bill Gottlieb (CIFFA Airfreight Committee Chair) and I are participating in the joint council with FIATA in Geneva.

Working Group Sea (FIATA)

The Working Group Sea has held two international meetings over the last twelve months to discuss the daily challenges we experience, including:

1. **E-Bill of Lading (eFBL) and Freight-Pay.** Efforts continue to drive the adoption of eFBL, but cost and distribution challenges remain. Freight-Pay and the FIATA Diploma were discussed as key promotional objectives.
2. **Red Sea Crisis Impact** – Disruptions force vessels around Africa, increasing transit times but absorbing potential overcapacity.
3. **Capacity Overhang** – Large vessel orders pose a risk of oversupply if the Red Sea situation resolves.
4. **Schedule Reliability Challenges** – Reliability remains poor, and normal speeds may not return immediately post-crisis.
5. **Geopolitical Uncertainty** – Risks from Middle East conflicts, Ukraine, Taiwan, and US-China trade wars.
6. **"America First" Policies** – Potential tariffs under a second Trump administration could significantly impact trade.
7. **US-Mexico Trade** – Tariff risks complicate nearshoring trends.
8. **Sourcing Shifts** – Nearshoring to Mexico is growing but faces infrastructure constraints.
9. **Decarbonization Pressures** – IMO 2050 and EU CBAM regulations push for greener fuels and supply chain sustainability.

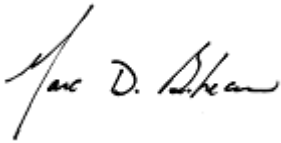
10. **Technology Adoption** – AI, automation, and data analytics are gaining traction but lack industry-wide integration.
11. **Data Fragmentation** – Standardization and integration remain significant obstacles.
12. **Shipper Associations** – Provide leverage for smaller shippers in contract negotiations.
13. **Contract Negotiations** – Market shifts require shippers to navigate a more complex environment.
14. **Demurrage & Detention** – OSRA 2022 and FMC rules empower shippers to challenge unfair fees.
15. **Transloading Strategies** – Increasingly important for mitigating risk and improving efficiency.
16. **Supply Chain Visibility** – Real-time tracking is critical for managing disruptions.
17. **AI in Logistics** – Potential to improve operational efficiency across supply chains.
18. **Need for Flexibility** – Adapting to changing conditions (port congestion, route shifts) is crucial.
19. **Importance of Relationships** – Strong partnerships with logistics providers enhance reliability.
20. **Drayage Challenges** – Remain a critical, complex link in the supply chain.
21. **Labor Relations** – West and East Coast labor disputes continue to pose risks.

Air Freight Institute (FIATA - AFI)

Over the last twelve months and for the next year will focus primarily on the IFCC global air cargo program. We continue to work with international trade agencies on AOE, warehousing and customs.

Respectfully submitted,

Marc Bibeau



Marc Bibeau
CIFFA Director
FIATA Senior Vice-President

Freight Broker Committee Report

Dear fellow CIFFA Members,

As co-chairs, we are pleased to provide a recap of your Freight Broker committee's activities over the past year and some of the initiatives that have been raised.

Carrier vetting Freight Validate

- The committee aligned with a US carrier vetting platform to offer services to the Freight Broker members of CIFFA
- Elected to survey the members for their interest.
- Survey has not yet been distributed to the freight broker members of CIFFA.
- If members indicate interest, CIFFA will reach out to Freight Validate to try to negotiate a special subscription rate.

Broker-shipper contract

- A draft version of the agreement was reviewed by the committee members in July 2024 with feedback required by August 2024. Final version of the agreement was branded and made available to CIFFA members the week of August 27th.

Drivers Inc. Fraud in the industry

- CIFFA contacted CTA/OTA to discuss this topic before writing to Anita Anand, federal Minister of Transport and Internal Trade.
- The letter focused on non-compliant carriers that “are distorting competition, jeopardizing highway safety, and undermining responsible businesses.”
- CTA and OTA posted a news item about CIFFA's letter.
- The two associations will work together now on this issue, although CIFFA's focus is narrower than CTA's.
- Partnership on this with the CTA/OTA will create a strong voice.

The committee focus for 2025 will include:

- Freight Brokerage course development
- Best practices in an ever-changing transportation environment
- Tariff effects on supply chain

In closing I would like to thank the committee members;

- | | |
|--------------------|--------------------------------|
| - Mark Evans | Complete Shipping Solutions |
| - Lonny Fineberg | Delmar |
| - Rena Hawkins | H-Four Logistics Inc |
| - Sanjay Khanna | Day & Ross |
| - Bill Robinson | Wellington Motor Freight |
| - Rob Thomas | Titanium Logistics Inc. |
| - Chris Noseworthy | ILCO Transit |

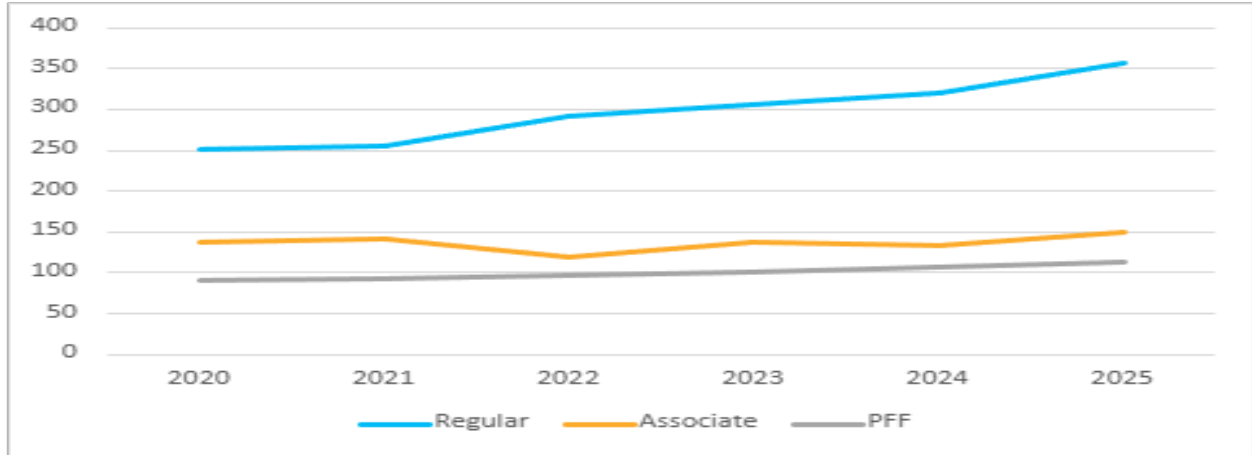
Respectfully submitted,
Gary Nicholson (Co-chair)
Tim Drake (Co-chair)

MEMBERSHIP REPORT

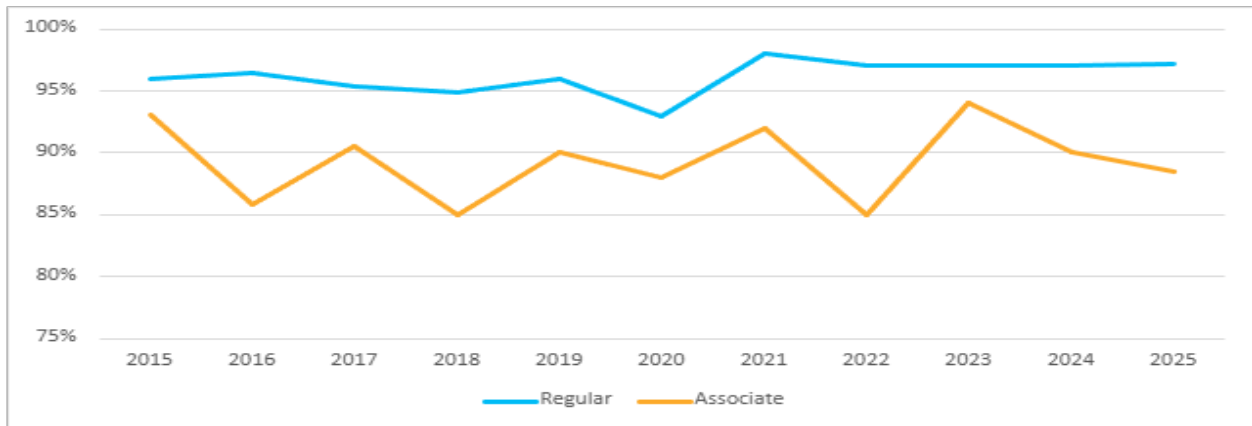
Dear CIFFA Members, please find the following membership report for the CIFFA AGM April 2, 2025

Membership Statistics

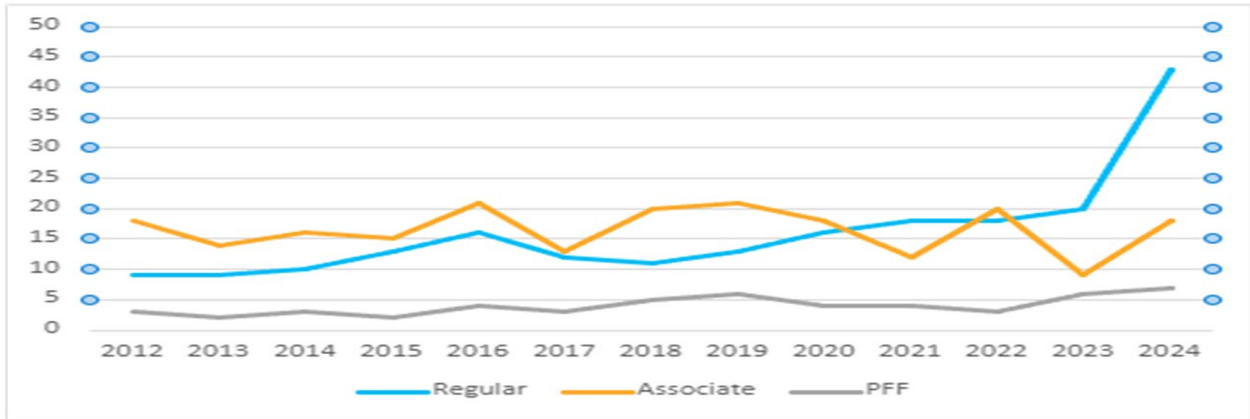
	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Regular members	291	305	320	356
Associate members	119	138	134	150
PFF members	97	101	106	112



Regular member retention rate is high and stable (97.0% this year, which is consistent with the years prior) Associate member retention rate slipped slightly this year, due to perceived value gaps and financial hardship (89% this year compared to 90% last year).



2024 was a very successful year for growth, 12.1%, increasing membership in the following areas:
 Regular – 43, Associate – 18 and PFF -7



The following companies have joined the Association since January 1, 2025.

New Members *as of April 2025*

Member Category	Company	Approval Date
Associate/exporter	Grainica Inc	1/9/2025
Associate	MSCS Inc.	1/10/2025
Associate/ IT	BlueBox Systems GmbH	1/23/2025
Freight Forwarder	Liberate Logistics Ltd.	1/20/2025
PFF	MAHBUBA NASREEN	1/23/2025
Freight Forwarder	Globex Logistics Inc	1/31/2025
Customs Broker	DH Supply Chain Inc	1/31/2025
Regular/ Warehouse	Certain Logistics Inc.	2/3/2025
Associate/advertise/ Marketing	Engine	2/13/2025
Freight Forwarder	Triage Dynamics Freight Logistics Services Inc.	2/21/2025
Freight Forwarder	Utrade Inc	2/21/2025
Drayage	Cooney Transit Inc.	2/14/2025

New Members *as of April 2025*

Member Category	Company	Approval Date
Freight Forwarder	Kwest Freight Services inc.	2/26/2025
Associate/IT	AVOW Solutions Inc - CargoEZ	2/28/2025
Regular/ Warehouse	Minimax Express Transportation Inc.	3/24/2025
Freight Broker	MJW Transportation and Logistics Inc	3/26/2025
Freight Forwarder	Ashron Freight Services Inc.	3/31/2025
Freight Forwarder	Maersk logistics & services canada inc.	In Voting

Anniversary Conference

In April 2024, CIFFA held its highly anticipated Anniversary Conference, marking a significant milestone in the history of the organization. The event brought together professionals from across the supply chain industry, offering a unique opportunity to reflect on past achievements, discuss current challenges, and envision the future of the industry. With its high attendance, positive feedback, and media attention, the event underscored the value of hosting gatherings that bring together professionals to share knowledge, collaborate, and advance the industry. As a result, the Board of Directors has elected to host an annual conference going forward.

Annual Conference

The 2025 CIFFA Conference, themed "Forward Thinking: Redefining Excellence in the Supply Chain," is scheduled for October 29–30, 2025, at the Delta Hotels Toronto Airport & Conference Centre in Toronto, Canada, <https://site.phreedloop.com/event/ciffaconference/home>. This premier logistics event will convene industry professionals, thought leaders, and innovators to discuss and shape the future of Canada's supply chain landscape. Attendees can anticipate insightful sessions, networking opportunities, and exposure to cutting-edge supply chain solutions.

In 2026, we will also be hosting the FIATA Region America's Field Meeting in conjunction with the CIFFA Conference. Please stay tuned for further information as this special meeting develops.

CIFFA Name Change

For decades, the Canadian International Freight Forwarding Association has played a pivotal role in supporting the freight forwarding community in Canada, acting as an advocate for industry standards, best practices, and professional development. However, as the supply chain ecosystem continues to evolve, CIFFA has recognized the need to better reflect the expanding scope of services provided by its members.

Announced during the Anniversary Conference, CIFFA has now rebrand as **CIFFA Corp.** with the tagline **Forging Alliances**. This decision was made to ensure that the association remains inclusive of all sectors within the broader supply chain and logistics industry. By adopting a name that signals growth and diversification, the organization is positioning itself as a leading advocate for a wider variety of professionals who play crucial roles in the movement of goods across the globe.

By-Law Changes

During the upcoming AGM, a number of motions will be presented for membership consideration:

- Clause 1 a) - Adding load broker, carter/drayage company, licensed customs broker and warehouse operator
- Clause 1 e) - deleted in its entirety
- Clause 16 - with the elimination of membership class 'E', the composition of the Board of Directors will change
- Clause 17 – adding Board of Directors term limits
- Clause 19 – adding who can attend and vote at meetings of the Board

Lastly, we will continue to develop additional initiatives and outreach sessions to improve the overall member experience.

Respectfully Submitted by

Paul Lobas
Secretary, Membership Chair

Regulatory Committee Report

It is my pleasure to submit this inaugural AGM report on behalf of the CIFFA Regulatory Committee.

Overview of CIFFA Regulatory Committee Information

The CIFFA Regulatory Committee mandate is to focus on addressing regulatory challenges, improving trade policies, and advocating for fair treatment of businesses in customs and trade programs. Through collaboration and active engagement with government and industry stakeholders, the committee works to support the growth and efficiency of Canada's global supply chain.

The committee monitors and advocates for improvements in customs regulations and policies from the perspective of a customs brokers and services provided to importers.

Overview of Key Areas of Focus

CARM (CBSA Assessment and Revenue Management):

- Ensuring smooth implementation of CARM, including financial security requirements for Release Prior to Payment (RPP).
- Advocating for stakeholder engagement with CBSA.
- Advocating for process improvements and service standards treatment in obtaining Business Numbers (BNs).
- Administrative tolerance for regulatory deadlines. CIFFA requested an extension of penalty period and will request an extension for April 19, 2025, RPP (Release Prior to Payment) deadline.

E-Commerce:

- Addressing inequities in customs programs, such as the CLVS (Courier Low Value Shipment) program including current moratorium for new participants.

Importer of Record Changes Impacting Customs Brokers:

- The changes to Importer of Record requirements place a significant burden on customs brokers, who must navigate delays in BN issuance, increased financial security obligations, and administrative challenges. CIFFA will continue to advocate for streamlined processes, clearer guidance, and equitable treatment to ensure they can continue facilitating trade and not assume liabilities that are not their own.

Committee Members:

Kim Campbell – Chair – mkmarin trade services inc.
Paul Courtney – Courtney Agencies
Christina Fiskers – LCL Fisker Customs and Logistics
Lorena Zevallos - FedEx Trade Networks
Ravendra Tressler - FedEx Trade Networks (Alternate)
Dylan Capstick - C.H. Robinson
Alan Dewar - GHY
Michelle Stokes - Livingston – Concluded March 17, 2025
Grace Di Marca - Kuehne + Nagel Ltd.
Mark Southworth – Livingston
Bruce Rodgers – CIFFA
Julia Kuzeljevich, CIFFA

Thank you to my fellow committee members and CIFFA leadership for your involvement, expertise, support and work on behalf of our members.

Respectfully submitted,

Kim Campbell
Chair, National Customs Regulatory Committee

SEA FREIGHT COMMITTEE REPORT

Dear Fellow Members,

The National Sea Freight Committee met on four occasions since the last AGM, as well as multiple committee members were involved in several other discussions with multiple supply chain stakeholders. Yet again, 2024 was a very challenging year with labor disruptions, congestion, and other issues. Starting 2025, we are thankful that most labor disruptions have been resolved, but issues like congestion are still present. Please let me discuss two of the current challenges facing our industry and how CIFFA has positioned themselves

Labor Disruptions

In 2024, there were labor disruptions AT Montreal, British Columbia ports, and the United States East Coast. Thank fully these have all been resolved, either through arbitration or an agreement. It should be mentioned that the current labor agreement in Halifax expires December 31, 2025.

Congestion

With a dip in overall container volumes, one might expect the congestion issues we have seen in the past disappear. Unfortunately, congestion is still an issue at multiple ports. Several factors are contributing to this. It is important to understand these factors so they can be addressed individually, and delays do not become the norm for the Canadian supply chain.

Our committee has tried to determine the root cause of the issues that the Canadian Supply Chain is facing. In many cases, the common denominator is the lack of a plan or strategy for the future led by the Government. Lobbying the government to ensure the supply chain gets the attention it deserves will be required. CIFFA employs a lobbyist in Ottawa that has led to the secretariat's involvement with the Supply Chain Office of Transport Canada. CIFFA is also involved with several stakeholder groups such as The Shipping Federation, The Chamber of Shipping, CBSA, both railways, ports, and various associations and several stakeholders in the supply chain.

I would like to take a moment to recognize and thank all the committee members and their employers for their support and dedication to the Ocean committee. These committee members have all made significant contributions over the past year to the committee's overall success.

The sea freight committee members are:

Michael Long	- Carson International (Vancouver)
Karl-Heinz Legler	- Rutherford Global Logistics (Montreal)
David Lychek	- Universal Logistics
Brad Fallon	- Maltacourt
Paul Moon	- Fracht
Liton Paul	- UPS SCS Inc. (Montreal)
Derrick Sones	- Cole International
David Fernandez	- Russel A Farrow
Anna Vitasovic	- Omnitrans
Martin Schultz	- Manitoulin Global Forwarding

I also want to extend a special thanks to Bruce Rodgers and Julia Kuzeljevich at CIFFA for all of their engagement, help and hard work.

This concludes my Seafreight committee report.

Respectfully submitted.

Martin Schultz
Chair Seafreight Committee

Sustainability Committee Report

Dear CIFFA Members,

I'm pleased to share the following Sustainability Committee report for CIFFA's 2025 AGM.

Sustainability Tools and knowledge for SMEs

The goal of our committee is to represent industry, educate and communicate, and provide tools and resources, to support strategic and sustainable business practices. We recognize that the majority of CIFFA members are SMEs, and we strive to support them with practical tools and knowledge. Our committee continues to build on a library of resources for members, which can be accessed via CIFFA's website:

- Carbon Emissions Calculator and Introductory Playbook (2025): developed by Pledge.
- Ocean Carriers - Sustainability Initiatives (2025): outlines various initiatives of leading carriers, their efforts, goals, and achievements in reducing environmental impact.
- Air & Rail - Sustainability Initiatives (2025): this report is in progress and forthcoming (~June 2025).
- ESG Blueprint Series:
 - (1) Environmental Introductory Guide (2023);
 - (2) Social Sustainability Guide (2024); and
 - (3) Good Governance for SMEs (~Sept 2025).
- CIFFA's Sustainability News and Insight: CIFFA's Secretariat shares sustainability articles and news reports in the Daily eBulletin, Monthly Reviews, and The Forwarder Magazine.

Partnerships and Engagement

CIFFA has been a Participant of the United Nations Global Compact (UNGC) since September 2021. In August of 2023, CIFFA published a Communication on Engagement (COE) Report, which is a biannual report, available in the Resource section of CIFFA's website. It provides a summary overview of CIFFA's efforts and engagement in sustainability initiatives and education, in support of members. Looking ahead in 2025, the UNGC is focused on five key areas of action, with the top two being gender equality and climate action.

CIFFA also continues participation in global networks related to sustainability as an Associate Member of: SmartWay, Smart Freight Centre, and the Global Logistics Emissions Council.

Sustainable Logistics

Sustainability in logistics is increasingly vital based on environmental, social, and economic imperatives. Its implementation helps to mitigate environmental impacts, encourages innovation, reduces costs, improves efficiency and brand reputation, and aligns with expectations of international business, clients, partners, and consumers overall. We would love to hear more from our members, to share your stories, learn about your individual sustainable business practices. Member efforts and initiatives for contributing to the global goals, and examples of action on specific goals. This information would be valuable in sharing best practices for our industry.

We are grateful for the work and collaboration of our committee members. Thanks to you, and your employers, for your support and dedication to the Sustainability Committee.

The committee members are:

Landon Bibeau	OEC Overseas Express Consolidators Inc.
Paul Courtney	Courtney Agencies Ltd.
Mette Karapetian	Shipco Transport Inc.
Sandy Lovell	Shipco Transport Inc.
Arnon Melo	Mellohawk Logistics Inc.
Anastasia Tulek	Ambercore Shipping Inc.
Chrsitina Fisker	FCL Fisker Customs & Logistics Inc.

Special thanks to CIFFA's National Board and Secretariat, for their dedication and support to promote industry

awareness, and to develop sustainability partnerships and initiatives.

Respectfully submitted,
Christina Fisker
Sustainability Committee Chair

Technology Committee Report

Dear fellow CIFFA members:

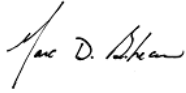
We have just completed our third technology webinar on AI and how its application can increase productivity and reduce costs. The webinars are well attended. Our last whitepaper, published in June 2024 covered AI fundamentals and its applications in logistics along with guidelines for implementation, challenges and best practices for AI-driven projects. The committee is engaged and achieving good results.

Your technology committee members are:

Marc Bibeau - Chair	OEC Group
John Berry	OEC Group
Corey Bertsch	Newage Global
Paul Glionna	Universal Logistics
Karl-Heinz Legler	Rutherford Global Logistics
Jillian Li	ECU Worldwide
Kris Runge	Complete Shipping Solutions
Drew Simons	Roxville Technologies
Gianclaudio Steinberg	Marsh Canada

This concludes my report.

Respectively submitted,



Marc Bibeau
CIFFA Director
FIATA Senior Vice-President

TraversEd Limited

CIFFA Members,

I am pleased to present my TraversEd Report for the CIFFA AGM on April 2, 2025.

Overview

TraversEd is a wholly owned subsidiary of CIFFA, responsible for managing both domestic and international strategic partnerships. This includes collaborations with educational institutions, associations, and students abroad. TraversEd's offerings align with CIFFA's standard courses but have been specifically redesigned for an international audience under the TraversEd brand.

2024 Highlights

Several key developments occurred in 2024:

- **Partnership with NCBFAA:** TraversEd entered into a significant partnership with the National Customs Brokers and Forwarders Association of America (NCBFAA) to provide educational courses for their members. Additionally, TraversEd's course material was validated by FIATA to offer the FIATA diploma in the U.S. This diploma course is now available to all NCBFAA members.
- **Governmental Changes:** The Canadian federal government announced a 50% reduction in the number of international students allowed to study in Canada. In addition, the Ontario provincial government imposed further restrictions on post-secondary programs that qualify for international students. These changes directly impacted international business and supply chain programs, causing a significant drop in enrollment for TraversEd's partners.

Despite these challenges, TraversEd maintains strong partnerships with both private and public colleges across Canada, where students continue to benefit from the CIFFA brand and the opportunity to earn the CIFFA Certificate and FIATA Diploma.

- **Financial Performance:** TraversEd's revenues for 2024 declined by 28% compared to the previous year, totaling \$1,567,030. Operating expenses increased by 5.5%, reaching \$1,061,883.

2025 Outlook

Looking ahead to 2025, TraversEd will focus on exploring new partnerships and expanding its reach in the global education sector. Given the Canadian and provincial government restrictions on international students, we expect a further reduction in revenue from 2024 levels.

- **Expense Management:** In response to the anticipated revenue decline, TraversEd is projected to reduce its operating expenses by 18% compared to 2024. This proactive cost-cutting measure will help us maintain financial stability during a challenging year.
- **Educational Partnerships:** TraversEd will continue to nurture its strong relationships with 16 private and public colleges across Canada, where students enrolled in Supply Chain and International Business programs have access to CIFFA's certification and FIATA Diploma.
- **Expansion of Offerings:** TraversEd will diversify its educational offerings in 2025, introducing new courses such as Dangerous Goods, specialized workshops, and soft skills programs to cater to global markets.
- **Digital Learning:** We are also promoting digital learning platforms to FIATA members, aiming to broaden the reach of the FIATA diploma and support the needs of a larger, more diverse base of students.

Conclusion

TraversEd has played a crucial role in securing financial stability for CIFFA over the past few years. While 2025

will present challenges due to the government restrictions, TraversEd's well-established educational partnerships and growing global network will continue to drive growth and uncover new revenue opportunities. I am deeply grateful for the unwavering support from the CIFFA and TraversEd Board of Directors, whose guidance has been instrumental in the continued success of this new brand.

Respectfully submitted,

Troy Cowen
Chairman, TraversEd

CIFFA CENTRAL REGION

Dear Members,

March 2025

2025 members of CIFFA Central Region consist of:

1. Jodie Wilson	Central Chair	ECU Worldwide (Canada)
2. Amit Arora		Newmarket Logistics Ltd.
3. Ana Da Cunha		Sea Cargo Air Cargo Ltd.
4. Jaime Parker-Niccols		Axxess International Ltd.
5. Edna Carr		Trade Link International Ltd.
6. Nasy Panahi		CIFFA
7. Paul Glionna		Universal Logistics Inc.
8. Vania Gava		Marsh Canada Limited
9. Katrina Monette		Dangerous Good Solutions
10. Douglas Whitlock		NuEra Logistics Inc.
11. Ben Allan		North American Crating Inc.
12. Takwa Hamed		DHL Global Forwarding

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

FCA 2025 April 24/25 Pearson Convention Centre

Golf 2025
Cardinal / Red Crest
Thursday September 11/25

On a personal note, it's a privilege serving on the National Board of Directors.

Respectively submitted,

Jodie Wilson
Central Committee Chair.

CIFFA EASTERN REGION

Good afternoon Ladies and Gentlemen;

We are here in 2025 and welcome to the year of the Snake !!
Already one quarter into the 21st Century and 3RD Millennium. WOW !!!!!

For those of you that attending our 75th Anniversary convention in Toronto last year, you were part of history as we reached a new height and plateau at CIFFA.

For those of you that did not have a chance to attend, we urge you to save the date for our upcoming convention in Toronto on October 29/30, 2025. If you have the opportunity to attend, you will not be disappointed !!!

I'm very excited to announce that our annual bowling event "BOWL FOR KIDZ" is back by popular demand. This event will be taking place on Thursday, May 29, 2025 at Laurentian Lanes. Many of the participants that have attended the last few years, have had such a great time that they have requested that we include 3 games instead of two. We are glad to comply !!! If you are a fan of 70's music and want to have a great time, this night is for you !!!! I'm pleased to announce that our FCA will be held on Thursday, June 5, 2025 at PMG Plaza Volare on Cote de Liesse. We are planning an evening of excitement and entertainment featuring a well known "GEORGE THOMAS" !!! Hope to see you ALL there.

After changing venues for our golf tournament last year, I'm happy to report that we had the greatest turnout ever for our event. Since it was a great success, we have decided to go back again this year. We will be returning to "CLUB DE GOLF L'ISLE DE MONTREAL". The date of this event is Friday, September 26, 2025. Should you happen to be in Montreal at this time, we would be glad to see you and spend a day with us. I would like to extend a big thank you to our members for their continued support and trust in allowing me to serve as your Eastern Region Chair over the past 14 years.

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

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

Angelo Loffredi	Kerry Logistics	Chair
Emmanuelle Etur	Air Canada	Committee Member
Karisa Machika	Expeditors	Committee Member
Brian Gottlieb	ITN Logistics	Committee Member
Carlo Plescia	OEC	Committee Member
Mario Mastropasqua	Cole Int'l	Committee Member
John Di Corpo	CEVA Logistics	Committee Member

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

Respectfully submitted,
Angelo Loffredi – Eastern Region Chair

CIFFA WESTERN REGION

Western Region Committee Members:

1. Andy Chan- DP World
2. Julio Gil- DSV Air& Sea
3. Andrew Macdonell – Western Intermodex
4. Johnny Medeiros - Rhenus
5. Carolina Sandoval – Overseas Container Forwarding
6. Amit Sharma- DP World
7. Richard Stewart- KlearNow
8. Angela Wu- 1UP Cargo

Annual Golf Tournament: Greentee Country Club, Westwood Plateau, - June 25, 2025

The committee has worked very hard on securing a new venue for the golf tournament this year, changing courses to the Greentee Westwood Plateau Sky, 3251 Plateau Blvd. Coquitlam, BC. The date is confirmed for Wednesday June 25, 2025, with a shot-gun start commencing at 1:00. We hope to see many of our members at this event, which traditionally sells out early.

This concludes the Western Region report.

Respectfully Submitted,
CIFFA Secretariat

NATIONAL SPONSORS

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



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