



CIFFA Corp.

170 ATTWELL DRIVE
SUITE 480
TORONTO, ON
M9W 5Z5

TEL: 416-234-5100
FAX: 416-234-5151
TOLL FREE: 866-282-4332
admin@CIFFA.com
www.CIFFA.com

**BLUEPRINT
75th ANNUAL GENERAL MEETING
April 24, 2024**

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ATTENDED OFFICERS AND DIRECTORS

Arnon	Melo	President	MELLOHAWK 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
Paul	Lobas	Director	ITN Logistics Group
William	Gottlieb	Director	ITN Logistics Group
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
Chris	Ford	Director	The Ace Group
Derrick	Sones	Director	Cole International
Joel	Belanger	Director	Pro-Formance Intermodal
Kim	Campbell	Director	Mkmarin Trade Services
Bruce	Rodgers	Executive Director	CIFFA

RECORD OF ATTENDANCE

<u>First Name</u>	<u>Surname</u>	<u>Company Affiliation</u>	<u>Member Affiliation</u>
Derrick	Sones	Cole International Inc	Regular
Mark	Evans	Complete Shipping Solutions	Regular
Robert	Cochrane	Complete Shipping Solutions	Regular
Veronica	Gaskarth	Complete Shipping Solutions	Regular
Paul	Courtney	Courtney Agencies Ltd.	Regular
Flavia	Iuston-Blair	DSV Air & Sea Inc	Regular
Anders	Fisker	FCL Fisker Customs & Logistics	Regular
Julia	Fisker	FCL Fisker Customs & Logistics	Regular
Douglas	Whitlock	Fracht Canada	Regular
Bruno	Biondi	GHY International	Regular
Chris	Bachinski	GHY International	Regular
Erik	Olsen	Gillship Navigation	Regular

Angelo	Loffredi	Kerry Logistics (Canada) Inc	Regular
Christina	Forth	MASS Logistik Inc.	Regular
Paul	Lobas	ITN Logistics Group	Regular
William	Gottlieb	ITN Logistics Group	Regular
Troy	Cowen	Manitoulin Global Forwarding	Regular
Martin	Schultz	Manitoulin Global Forwarding	Regular
Kim	Campbell	Mkmarin Trade Services Inc	
Arnon	Melo	Mellohawk Logistics	Regular
Faisal	Haroon	Newell's Express Worldwide Logistics	Regular
Usman	Zafar	Newell's Express Worldwide Logistics	Regular
Elaine	Fan	OOCL Logistics (Canada) Limited	Regular
Sharon	Yi	OOCL Logistics (Canada) Limited	Regular
Gary	Nicholson	Polaris Transportation Group	Regular
Joel	Belanger	Pro-Formance Intermodal Inc.	Regular
Jay	Kirkpatrick	Purolator	Regular
Athena	Rakovalis	Radiant Global Logistics	Regular
Vijay	Devendran	Radiant Global Logistics	Regular
Karl	Heinz Legler	Rutherford Global Logistics	Regular
Tim	Drake	Seaboard/Armour Logistics	Regular
Chris	Ford	The Ace Group	Regular
Anne	Waldes	Trade Link International Ltd	Regular
Paul	Glionna	Universal Logistics Inc.	Regular
Bruce	Rodgers	CIFFA	
Julia	Kuzeljevich	CIFFA	

TIME: 11:00 – noon pm

A. Melo calls the meeting to order at 11:02 AM and asks Julia Kuzeljevich to read the Competition Bureau Clause.

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. 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; ____ 6 ____

and the number of Regular Members who are in attendance: ____ 25 ____

J. Kuzeljevich announced the total number of votes ____ 31 ____ 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 May 10, 2023, and posted to the website on May 15, 2023. 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 2023 AGM Minutes as circulated,

Moved by	A. Melo
Seconded by	P. Lobas
Any Discussion	-
All in favour	31
Opposed	-
Abstained	-

President’s Address –A. Melo

Dear CIFFA Members,

Today, as we launch into our Annual General Meeting, I want to thank you for your presence and involvement here today.

I also want to acknowledge the incredible honour of serving you in the role of President of CIFFA. Every year brings new challenges and opportunities to our industry and this year has been no different.

Increasingly we've observed the transformation of hot spots into global events that directly affect us. Examples include unrest in the South China Sea, the Red Sea crisis, war in parts of the Middle East and Europe. Climate change and natural disasters like volcanoes, floods, drought, and extreme heat and cold directly impact how we do business. Impromptu and unpredictable remarks by world leaders cause repercussions at a speed that have many of us spinning as we try to adjust and create stability in a new normal.

CIFFA continues its steady leadership as we pass our 75th year and head into the future of logistics. We could not do anything without our members. Thank you for your support of our Association. As always, we welcome you and the valuable input and contribution that you provide to strengthen our industry.

To our longstanding members, we wish to thank you for your continued loyalty, and for those who have joined us recently, thank you for helping us continue our work as the trusted advisor to our industry since 1948.

As you may already know, CIFFA extended its regular membership categories to encompass drayage operators, 3PL load brokers, warehouse operators and Customs Brokers. All of these sectors are an integral part of the supply chain and collectively this will strengthen our voice and provide a broader reach.

March 26th of this year marked a momentous day in our Association’s history. In recognition of the additional sectors added, a Special Meeting of Members was held to vote and approve a name change. It is with great honor and privilege that I announce to you that we will now be officially known as CIFFA, incorporating the name CIFFA Corp. This new name will be accompanied with a new tagline, Forging Alliances. Truly representing the right voice, conditions and positioning to ensure long-term success for our members.

CIFFA’s path and focus have not changed throughout the decades, prioritizing the three important pillars of Membership, Advocacy and Education to drive our success. This foundation will remain intact as we forge ahead.

When people deal with CIFFA member’s, they know they’re working with trained professionals

who carry Cargo Liability Insurance and who abide by the FMSCA Surety bond requirement.

Established organizations and businesses trust that reputation.

Membership with CIFFA also helps protect your business. [CIFFA's newly updated Standard Trading Conditions \(STCs\)](#) and General Agency agreements can only be used by a CIFFA member. These conditions, which govern the relationship between CIFFA regular member firms and their clients, are regularly upheld in Canadian courts.

Members can also benefit from special pricing on all events, education, training initiatives and obtain further savings through CIFFA's Affinity Program. The CIFFA Affinity program is designed exclusively for the benefit of our members. The goal is to add value for all member firms and their employees through special offerings.

We hope to continue the strong tradition of delivering quality events to our members just like the magnificent conference we attended this week.

As we have noted, there has been a lot of uncertainty and volatility in the world economy and in global markets affecting the supply chain.

For this reason, our work on the Advocacy front has become paramount to the success of the association and to facilitating how CIFFA members do business.

We are involved in various committees, both domestic and international, representing CIFFA on matters like air cargo, marine, rail, trucking, drayage, customs, regulatory, sustainability and technology.

We maintain excellent relationships with supply chain partners and with our sister associations. We always look for opportunities to combine efforts and to share our respective strengths. We are the trusted advisors to our members, international partners and government legislators.

CIFFA's approach is to be proactive, not reactive, and it has long been our position that we must work collaboratively on common solutions if we are to enable real change.

Together with our lobbyist, we are trying to break down the siloes, and bring all stakeholders to the table, to collaborate on supply chain issues for positive action and outcomes.

To that end, we are very proud of our considerable achievements over the course of last year and this year:

- CIFFA is regularly consulted by the recently launched Supply Chain Office on issues affecting supply chain.
- We held regularly scheduled meetings with rail, freight forwarder, drayage and customs partners on congestion and clearance issues for containers at the ports and rail terminals.
- We have pushed back on unfair application of detention and demurrage charges through the Competition Bureau, Transport Canada and via our legal counsel.
- We have participated as witnesses on the federal Standing Committee on Transport, Infrastructure and Communities.
- CIFFA is regularly invited to provide comment on changes to the Transportation of Dangerous Goods Act, The Customs Act, Transportation Security Clearances and the Canada Transportation Act and associated regulations.
- CIFFA is also supportive of the repeal of the Canada Shipping Conferences Exemption Act. The Government recently undertook a review of the Competition

Act where the CIFFA raised this issue. CIFFA submits that repealing the Shipping Conference Exemption Act would bring positive relief to consumer prices as a companion to reduced taxes.

- March 2023-July 2023-CIFFA mounted pressure on the federal government during the West Coast ILWU-BCMEA labour negotiations/strike vote.
- October 2023-We published an Executive Director's blog raising awareness about the threat of a labour stoppage at the Port of Montreal if contract not resolved.
- We are participants in the Transport Canada Advisory Group on Aviation Security.
- We are pushing for harmonization between CBSA and Transport Canada on the Pre-load Air Cargo Targeting (PACT) pilot.
- In December 2023 CIFFA presented before the House of Commons' Standing Committee on International Trade's study "The 2023 Strike at the Port of Vancouver: Selected Impacts, Responses and Port-related Innovation".
- January 2024: We put together a submission to the Treasury Board Supply Chain Regulatory Review on: Duplication of Reporting Requirements (i.e. PACT/Transport Canada/CBSA), and the Weakness of Canadian Competition legislation.
- January 2024: We held a Marine Carrier / Freight Forwarder Meeting on eHBL Submission. Discussion regarding inconsistent provision by marine carriers of the consolidated indicator for in-transit cargo to the origin rail carrier.
- E-Manifest compliance: CIFFA is pushing CBSA on its issuance of penalties of almost \$3.3 million.
- February 2024: We participated in an update call with Transport Canada's Pre-Load Air Cargo Targeting program (PACT) team on processes to date, discussion of forwarder concerns regarding the process.
- We are members of the Chamber of Commerce of Canada, which allows us a seat at the table as part of several committees and in front of federal Ministers.
- We have committed to conducting town hall meetings across Canada, informing members what we are up to, and also to draw the interest of prospective members to join the association.
- CIFFA continues to be very involved with FIATA in representing our membership internationally, where we participate on various committees and provide valuable input from a Canadian perspective on initiatives that impact the logistics community across the globe.

On the communications side, our members benefit from expert guidance on inquiries, breaking industry news delivered daily through our invaluable eBulletin, access to The Forwarder online and print magazine distributed twice per year, as well as press releases and Special eBulletins on urgent news.

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

Our TraversEd Limited, a wholly-owned for-profit entity whose sole focus is to deliver quality education products for the logistics industry, will continue to deliver timely, key, quality training to colleges across Canada, in addition to international educational institutions and other trade associations. These programs have been updated and content localized, with on-demand and virtual offerings to support remote learning.

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

Competency based training (CBT) is geared to more than learning how a task is performed, it requires evaluation that the task can be completed with 100% effectiveness in the real world. This will be achieved through virtual class instruction, or asynchronous online lessons, and on-site observations by qualified evaluators.

Furthermore, CIFFA Cares, our registered charity, makes donations (5% of revenue) back to the College Charities. This is a win-win scenario.

We have donated \$100,000 for each of the past two years. This year, we anticipate approximately \$85,000 going back to the Colleges, assisting students in pursuing their education through scholarships and grants.

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

At CIFFA, communication is always key. Do not hesitate to reach out to us at the Secretariat office with any questions, concerns, and input on how we can assist you.

While the rest of 2024 will undoubtedly have more unexpected challenges for the global supply chain, we are a resilient industry, and working together we will find success no matter the situation. Rest assured, your association is ready to assist and to partner with you for whatever comes next. We thank you for your valued support and for being a key part of the CIFFA community.

Arnon G. Melo

President

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

Treasurer's Report – P. Courtney

Good morning, Ladies and Gentlemen,

It is my pleasure to present my Treasurer's report.

The accounting firm of RSM, has audited CIFFA's financial statements for fiscal year ending December 31, 2023. They have provided the Secretariat and the Board with guidance on accounting practices for "not-for-profit" organizations and we thank them for their professional assistance.

The final draft of the 2023 financial statements has been duly circulated to those who registered for the AGM and approved by your Board of Directors. The full minutes of this AGM will be posted on the Members Only section of our website by early May. Should you also wish a copy of the 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.

2023 Revenues – \$1,533,824
 2023 Expenditures – \$1,864,572
 2023 Equity from Subsidiary - \$845,338

Fund surplus - \$3,068,237

Our revenues increased slightly this past year, 5.7%, primarily a result of the gain in our investment portfolio. Expenses also increased a similar 6.0%. One of the major increases was in our legal expenses, as the board elected to raise awareness to the Competition Bureau on matters of billing practices and demurrage and detention. Another expense was in our member engagement meetings, as several townhall events were arranged throughout the country. Lastly, our for-profit entity improved its net income position by a further 10.1%. Overall, this places the association in a favourable position, improving the fund surplus by 20.2% compared to prior year.

Our revenue is broadly based, with a good mix from, membership, education and Regional events. Our Education portfolio contributes approximately 41.2% of our total revenue, the majority of which comes from our excellent Certificate Courses.

We have invested 19.9% of the member fund surplus in Equity Funds, 3.5% 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	31
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 2024 at remuneration to be fixed by the Board of Directors.

Moved by	P. Courtney
Seconded by	J. Belanger
Any Discussion	-
All in favour	31
Opposed	-
Abstained	-

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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 24, 2024

This past year was focused on increasing our brand awareness with a further concentration on business development. As we are still a relatively new business, with our website launched in early 2023, TraversEd is not a mainstream brand that can rely on mass awareness to drive interest and sales. Rather, we have an emerging brand that requires consistent, targeted outreach to drive traffic to the website and encourage interactions, Our goal was, and will continue, to become synonymous with the industry, global trade education, from an online perspective.

We also developed a business development plan, with a focus on leveraging existing businesses, as well as targeting schools that offer logistics programs, logistics businesses, as well as other trade associations and networks.

Domestically, we continue to partner with Colleges across Canada who benefit from the CIFFA brand and connection to its members. We encourage CIFFA members who are looking to hire new employees to consider hiring from one of our partner schools where many students graduate with an existing CIFFA Certificate.

The course material being offered by TraversEd is the same courses as offered by CIFFA but have been redesigned for an international audience. We are looking to grow both domestically as well as internationally.

College revenue continued to grow in 2023 as existing relationships were expanded, and new partnerships added.

- TraversEd revenues for 2023 grew 24.5% from the previous year to **\$2,169,514** with operating expenses increasing only 15.7% to **\$1,003,002**.
 - Most of the increase in expenses were due to payroll allocation changes and income tax provisions.
 - 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 2024

On April 1st, 2024, we successfully launched a strategic partnership with the National Customs Brokers and Forwarders Association of America (NCBFAA), where the FIATA diploma will be offered to their members. This program is directly managed and hosted through TraversEd.

On the downside, Canadian Public Colleges were informed of changes to the international student programs, effective this year. Federally, the cost-of-living financial requirement for study

permit applicants was raised to \$20,635. Additionally, Canada imposed a national cap on the intake of international students, with an intention to reduce the intake by 35% over the next two years. Many of our college partners rely on the foreign student population and this could have a negative impact on our results.

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

As was mentioned earlier, we wish to make the following by-law revisions to reflect our new name, as well as correct one of the Membership clauses:

1) **CIFFA National By-Laws heading**

Current Language

A by-law relating generally to the conduct of the affairs of the Canadian International Freight Forwarders Association Inc

Language being proposed

A by-law relating generally to the conduct of the affairs of CIFFA Corp.

D Sones made a motion to accept the proposed language to reflect our new name as agreed during a Special Meeting of Members held March 26, 2024.

Moved by	D Sones
Seconded by	C Ford
Any Discussion	-
All in favour	31
Opposed	-
Abstained	-

2) **Membership – Clause 1 (b) Class B**

The second change the Board of Directors wishes to propose pertains to the definition of Associate Members.

Current Language

Class B non-voting membership shall be available to persons who do not carry on business as freight forwarders, and who have applied for Class B non-voting membership in the form prescribed and meet the qualifications for Class B membership as determined by the board, have paid the dues set by the Corporation for Class B membership, and have been accepted by the board for Class B non- voting membership in the Corporation.

Proposed Language

Class B non-voting membership shall be available to persons who do not carry on business as: freight forwarders, load brokers, carter/drayage company's, licensed customer brokers or warehouse operators, and who have applied for Class B non-voting membership in the form prescribed and meet the qualifications for Class B membership as determined by the board, have paid the dues set by the Corporation for Class B membership, and have been accepted by the board for Class B non- voting membership in the Corporation.

D Sones made a motion to accept the proposed language, revising the definition of Associate Members.

Moved by	D Sones
Seconded by	K Legler
Any Discussion	-
All in favour	31
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 seven directors from Membership Class 'A' have one year remaining on their two-year term:

- Marc Bibeau, OEC Overseas Express (Canada) Consolidators Inc., Montreal
- Paul Courtney, Courtney Agencies Ltd., Vancouver
- Troy Cowen, Manitoulin Global Forwarding, Toronto
- Christina Forth, Mass Logistik Inc, Edmonton
- Karl-Heinz Legler, Rutherford Global Logistics, Montreal
- Randy Hnatko, Sphere 1 Logistics Inc, Vancouver
- Derrick Sones, Cole International, Calgary

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

- Joel Belanger, Pro-Formance Intermodal Inc., Calgary
- Chris Ford, The Ace Group, Toronto

There are sixteen seats open for election, ten from Membership Class ‘A’ and six from Membership Class ‘E’:

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

- Christina Fisker, FCL Fisker Customs & Logistics Inc., Toronto
- Paul Glionna, Universal Logistics Inc., Toronto
- Flavia Iuston-Blair, DSV Air & Sea Inc, Toronto
- Paul Lobas, ITN Logistics Group, Calgary
- Angelo Loffredi, Kerry Logistics (Canada) Inc., Montreal
- Arnon Melo, MELLOHAWK Logistics, Toronto
- Martin Schultz, Manitoulin Global Forwarding, Toronto
- Jodie Wilson, ECU Worldwide, Toronto.

The secretariat has also received the following two nominations for Membership Class “A”:

- Anna Vitasovic, Omnitrans Inc, Montreal – for a one-year term
- Anne Waldes, Trade Link International Ltd., Toronto – for a two-year term

The secretariat has also received the following four nominations for Membership Class “E”:

- Chris Bachinski, GHY International, Winnipeg – for a two-year term
- Tim Drake, Seaboard Logistics, Toronto – for a one-year term
- Gary Nicholson, Polaris Global Logistics, Toronto – for a two-year term
- Diane Sirois, NOVA Containers Ltd., Montreal - for a one-year term

As we do not have more candidates than available seats, A Melo made a motion to accept the ten individuals named in the previous slides to serve as your Board of Directors for membership class A and four named individuals for membership class E.

Moved by	A. Melo
Seconded by	A Fisker
Any Discussion	-
All in favour	31
Opposed	-
Abstained	-

76th Annual General Meeting – A. Melo

At a date and venue to be named later in 2024

Other/New business – A. Melo

As there is no further business of the Association. A. Melo made a motion to adjourn this meeting at 11:41 AM.

	A. Melo
Seconded by	C. Forth
Any Discussion	-
All in favour	31
Opposed	-
Abstained	-

Adjournment of AGM – A. Melo

2024 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.

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

Pre-load Air Cargo Targeting Program (PACT)

Last month Transport Canada informed CIFFA that they are targeting November 2024 to launch the pre-load data filing. As TC has regulatory control over air carriers, it will be the airlines responsibility to ensure pre-load data filing is 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 push CBSA and Transport Canada to align the eManifest Advance Cargo and the PLACT filing, to avoid duplication, increased compliance costs and general supply chain confusion. TC appears to be responsive, but CBSA is less so, as they remain focused on next months CARM implementation.

Dangerous Goods By Air Training

All members are reminded that they must stay compliant with Transport Canada dangerous goods training requirements. While details can be found at <https://tc.canada.ca/en/dangerous-goods/training>, the requirements for air transport are transitioning to Competency Based Training (CBT) as prescribed by the International Civil Aviation Organization (ICAO). However, the adoption by Transport Canada and the introduction of new regulations is still moving through the approval process in Ottawa. Until Transport Canada officially updates their regulations and sets dates for the implementation of CBT, the current training programs remain valid and recognized by CIFFA and the International Air Transport Association (IATA).

Canada Border Services Agency

eManifest compliance

CIFFA continues to monitor the level of non-compliance penalties assessed, expressing our concern that at level 2 and 3 the amounts are punitive. We reached out to various forwarding associations to learn how their country's regulators enforce pre-arrival data submission compliance. Compared to other countries, Canada tends to be more aggressive in enforcement and its penalty levels higher than the norm.

CIFFA's March 1st bulletin informed membership of a CBSA Communique sent to Foreign Freight Forwarders who have eManifest filing privileges. This notice contained a reminder of their filing obligations. While it is not known what prompted CBSA to issue this communique we do have concerns that CBSA may be considering enhanced compliance action in the near future.

CARM Implementation

In the past few months there have been various industry associations and alliances expressing concerns as to readiness of CBSA to implement CARM and how it may impact on flow of imported goods. Issues such as potential supply chain delays and CBSA IT system instability during the CARM implementation period have been raised, and as speed and efficiency are the

priorities of the air freight, any disruptions can seriously impact cargo operations. Members will find more details on the CARM implementation included in the reports of both CIFFA's Customs and Regulatory committees.

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.

At the January 2024 JC meeting CIFFA with the support of the air carriers, was able to have IATA rescinded a proposal to institute an annual fee for intermediary branches in Canada. Avoiding additional costs to Canada's forwarders of between \$ 15,000 – 20,000 annually. Currently the Joint Council has set up working groups to look at the CASS Associates program in Canada, minimum standards for training and staffing requirements, as well as the review of the current IATA Cargo Intermediary Agreement.

CASS Canada

2023 CASS Settlement and Unrecovered Statistics

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

There were just 12 intermediaries' defaults (not remitting on time or in full) registered between (1 October 2022 – 30 September 2023), further details are as follows, with previous years for comparison.

	2023	2022
Number of Agents Defaulted:	12	9
Total Amount Defaulted:	USD 40,163	89,139
Total Amount Recovered:	USD 38,918	59,007
Total Amount Unrecovered:	USD 1,245	30,132
Total CASS settlements	USD 329,030,301	390,134,268

The collection rate for 2023 was 99.999% vs 2022 which was 99.9992%

Total CASS settlements in 2023 showed a decrease of 15.6% year over year.

Other Items of Note

Digital Cargo Community System

During the past year the committee considered the value Digital Cargo Community Systems (DCCS) might bring to Canada's airports. Such systems have brought significant benefit to cargo operations at airports around the world, especially those experiencing warehouse bottlenecks and significant congestion. The committee with the assistance of our 'airport members' reviewed proposals offered by DCCS consultants, and outcomes of stakeholder focus

groups.

While BCO and ground handlers felt a DCCS could bring further advantages, they and air carriers remained unsure that any gains would offset the costs involved. Additionally, the federal government has not been supportive of regulations and programs to improve supply chain efficiencies, so it appears that until more stakeholders are on board, the DCCS model in Canada is not yet viable.

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
- Nicole Rozinbaum ITN Logistics
- Rosa Turchio Cargo Partners International
- Simon Wang Arrival Air & Sea Transport
- Katrina Monette Dangerous Goods Packing
- Brian Shumka Kuehne + Nagel
- 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 developments and CBSA initiatives we worked on in the last year.

New Committee

Part of the CIFFA's strategic plan and to better represent the supply chain, CIFFA has formed another Customs committee – The Customs Regulatory Committee, chaired by Kim Campbell – in the interest of our Customs brokerage members it will focus on customs brokerage and importer issues. Issues covered by this committee might include CARM, Value for duty etc, There might appear to be cross over however as an example, this committee will discuss and advocate on CARM from an importer and Customs broker perspective whereas our committee is more focused on it's impact on the supply chain. Our committee will continue to focus on Customs rules that directly affect the movement of goods and fluidity at the borders. The respective chairs and committees will stay in touch and have discussions on best approaches depending on the matter at hand.

E-House Bill

E-House Bill or E-manifest continue to be one of our top priorities. We continue to push for changes and hope that once CARM has been implemented CBSA will come back to our priorities on this issue. Having said that, we have had some successes over the past year including:

- Postponement of TCC23-017 'A48 – RMD Correction, Removal of Customs Port of release and Sub-location code. This change would have meant the CBSA would no longer accept requests for corrections on form A48 for customs port of release and sub-location code. We argued that this was detrimental to trade, trade data and compliance and there might be other solutions. We convinced CBSA to re-think this issue. A big thanks go out to Bruce Rodgers and the CIFFA team. A big win for CIFFA!
- Input on Flying Trucks - CBSA had issued a draft of a CBSA Flying Truck document. This new document will be posted on the CBSA website for training and guidance purposes, with a link provided in the revised D3-3-1 which is currently under review. Once the final version is prepared, we will also provide a communication through our eBulletin. We felt it is a good document and CIFFA and this committee had provided feedback.
- 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 and is expected to be implemented in late fall of 2024. I include this under E-manifest because many of the data elements are the same and will often result in

double filings. CIFFA is challenging the government to avoid this duplication. This issue also falls under the CIFFA air freight committee.

-

- New CBSA Working Group – A new EHLB working group was formed in September that included representatives from CBSA, railways, shipping conferences and of course CIFFA. CIFFA also continues to meet directly with CBSA on EHLB.
- AMPS – CIFFA continues to advocate to CBSA for leniency when it comes to eHLB infractions.

The CARM (CBSA Assessment and Revenue Management) Working Group

Bruce Rodgers, your Executive Director represents CIFFA on this working group. As many are now aware, this program will have a profound effect on how imports are handled. This requires importers to register on an on-line CBSA portal and delegate to their Customs broker(s) and other trade chain partners. It will also require importers to post financial security if they want their goods released prior to payment.

During the year we mostly focused on CARM as it relates to the potential impact on our supply chains. At the time of writing this report, we are 9 days away from the cut-over date of April 26th. As of April 26th, shipments will continue to clear Customs however brokers and importers will not be able to confirm the entries until after May 13th nor will importers be able to register for CARM during this period. There are still a significant number of importers that are not registered and few Customs brokerage software providers that are ready (not for lack of trying). There are still many outstanding issues (too many to list in this report) and yet CBSA continues to push forward. There were many concerns expressed by our committee (and industry as a whole) concerning new importers, occasional importers and urgent DDP shipments. After considerable pressure from industry, CBSA came up with some 'solutions' to deal with these situations during the cut over period and beyond but many of them involve using the Customs broker business number. Despite CBSA assurances of waiving liability, we believe brokers will be hesitant to use their numbers and consequently there will be shipment delays. It is our opinion that there will be negative impacts on supply chains starting April 26th and of course your committee will be watching closely. Having said this, at the time of writing this report the Government Standing Committee on International Trade will be recommending that the House of Commons ask the government to suspend the implementation of CARM until they can complete its study and table a final report containing its observations and recommendations. We are eagerly waiting for this recommendation to be tabled and for what the government will do. In the meantime, we all continue to plan for the cut-over period on April 26th and the full implementation on May 13th.

Forced Labour / Trusting Trader Working Group

Canada's new Act on fighting forced and child labour (S-211) came into effect on January 1st. Affected businesses must report on specific details and steps taken in its previous financial year to help prevent and reduce forced labour. These reports are due by May 31st. This requirement may affect many of our members' clients directly or indirectly. There still is conflicting information if some Freight forwarders, Customs brokers and other service providers may need to report. CIFFA produced and presented a webinar during this past year.

Updated Minimum Security Requirements (MSRs) for Freight Forwarders and Customs Brokers under the Partner for Protection program were scheduled to be ready in March 2024 however this has been postponed until sometime after CARM full implementation. CIFFA did provide feedback to CBSA on the proposed MSRs for Freight Forwarders.

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 Rodgers	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 has improved, in part due to the close collaboration we've had with them. CP's acquisition of Kansas City Southern on April 14, 2023, created some challenges with scheduling meetings with the newly formed CPKC. We did have a meeting with CPKC on November 28, 2023, where several recommendations were put forth. We continue to work on these initiatives and will be reviewing during an in-person at CP Vaughan.

Drayage Town Hall

We have tentatively scheduled an In-Person Drayage Town Hall in Toronto for June 18, 2024. The purpose of this event is to bring the Drayage Community together to discuss the issues affecting this sector. We will also use this event as a Membership Drive directed at the Drayage Community.

We have invited their Vice President, Intermodal Sales and Marketing, who has been very responsive to us when issues arise and we look forward to having him.

The Drayage Committee Members are:

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, this is my Education Report for the CIFFA AGM April 24, 2024

I am pleased to report that 2023 was another successful year for CIFFA Education.

Highlights from 2023

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

In 2023, CIFFA education revenues were **\$610,787** which is a slight increase over 2022. Operating expenses for the education programs came in at **\$205,953**.

Some notable results for enrollment in 2023 include:

- *Enrolment in all 2023 education programs was comparable to 2022.*
- *Schulich Management courses in Sales, Client Service and Financial accounting experienced further growth in 2023 and experienced its most successful year since its launch. These courses are the final courses required to achieve the CIFFA PFF designation.*
- CIFFA continues to teach its established virtual workshops and offers 14 courses, including the launch of Force Labour, Force Majeure, Sustainability, and a soft skill course called Grad Force.

This financial success of CIFFA's educational offerings allows for investment in new training development and technologies. CIFFA will continue to create new course offerings, improving existing content, and promoting the CIFFA Professional Freight Forwarder (PFF) Designation.

I am very appreciative of the continued support of our members in 2023. Being a not-for-profit association, we heavily depend on Member support to fill our programs with participants and because of that support, the CIFFA Education team is able to revise and update current programs, while developing new program offerings.

Looking Forward to 2024

In 2024, CIFFA will focus on updating and re-designing course material as needed. Including:

Certificate program improvements:

- CIFFA will continue to work towards updating the delivery of the online certificate courses this year. This includes the revalidation of its course material with FIATA. The FIATA minimum standards have also been updated, so additions to the course material will occur throughout the year.
- All course content is continually evaluated through learner feedback and updated based on this feedback and any industry changes.

Workshops:

CIFFA is working with its members to create new workshops that are timely and relevant. A few new workshops are expected to launch in 2024.

Conclusion

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

Special Thanks

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

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

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

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

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

Respectfully submitted,
Flavia Iuston-Blair
Chair, CIFFA Education

FIATA REPORT

Dear fellow CIFFA members,

Please find below my AGM report.

I was elected to the FIATA Presidency for the 2023-25 term. I would like to thank CIFFA for their continuous support. I have attended two Presidency meetings to date (one in- person and one virtual), the first being in Sao Paolo. I was well received.

The new President and Presidency are determined to make positive change, increase communication with members and get the Extended Board and Institutes working together on special projects, membership engagement and increasing the value to members.

I was appointed rapporteur for the Airfreight Institute (AFI) and Advisory Body on Safety and Security (ABSS). I am excited about the appointment and responsibilities on both institutes where my main function is liaison between AFI /ABSS and the Presidency. I look forward to being involved and contributing to some of the great initiatives we have started and continue to develop.

The IATA-FIATA Consultative Council (IFCC) has had a busy year with the Presidency, the IFCC governing body and developments with headquarters. We presented IATA with a draft Global Air Cargo Program for their review. It is currently being studied and the governing bodies are discussing and deliberating what is acceptable, requires change or will not be approved. At the Cargo Advisory Council (CAC) meeting in Hong Kong last March, FIATA Director General, Stephane Graber, and FIATA Legal Services Director, Andrea Tang, presented the draft submission and benefits of a global program to IATA and their membership.

On a positive note, IATA and the CAC Chairperson, Stefan Amann, agreed to create a working group agreed to create a working group with FIATA and IATA to tackle the Global Air Cargo Program. Brendan Sullivan, IATA's Global Head of Cargo, also went public with a positive comment, emphasizing that industry must work together in these challenging times and ever-changing marketplace. At the upcoming FIATA headquarter meetings in Geneva, Willy Walsh, IATA Director General, will be the guest speaker at the opening session and "exclusive fireside chat" where we will further promote the benefits of the Global Air Cargo Program, required timelines and project plan to complete a successful program.

Dangerous Goods joint initiatives on industry safety; we are still awaiting IATA for the joint working committee, times and participants within approximately 18 months and there has been

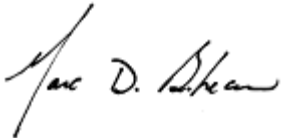
no further developments from IATA to comment on.

Working Group Sea continues advancing on our great initiatives including past ones that remain relevant, demurrage and detention, carrier relations and negotiations as well as schedule integrity. We are focusing on the changes in the alliances. MSC, taking on the world alone, Maersk and Hapag under the new Gemini alliance. The Ocean Alliance remains intact. The Alliance will reinvent itself with the current changes.

I am heading to Geneva for the 2nd meeting of the Presidency and I will have more to report upon my return.

Respectfully submitted,

Marc Bibeau

A handwritten signature in black ink that reads "Marc D. Bibeau". The signature is written in a cursive style with a large initial 'M' and 'B'.

Marc Bibeau
CIFFA Director
FIATA Presidency

Freight Broker Committee Report

Dear fellow CIFFA members:

As chair, I am please to provide a recap of your Freight Broker committee's activities over the past year and some of the initiatives that have been raised.

Double Brokering

- This is a big and growing problem in the industry.
- There are two types of double brokering models:
 - Those that do it as a business model, by reselling loads to gain a small percentage. This practice is not illegal in Canada. In the U.S., double brokering must be disclosed.
 - Those who do it illegally: Sometimes they steal the load, but normally they do it to make money, with no intention of paying the second broker.
- As a result of these serious challenges, CIFFA prepared a whitepaper on Double Brokering, which can be located in the Resource section of the website.
- The Freight Broker committee held their first ever in person event on May 29th in Mississauga, with 45 attendees.
- Presentations were made from Gardiner Roberts LLP (who developed the white paper) and Roanoke Insurance

CARB – In 2024 the California Air Resources Board (CARB) ruling came into effect.

- Freight brokers and forwarders can assign California routes (to, from or through) only to CARB (California Air Resources Board) compliant carriers. They must ask for proof of compliance.
- New reporting requirements are in place as of the new year, related to the following: the Transport Refrigeration Unit (TRU) Regulation, the Clean Truck Check (CTC) Program and the Advanced Clean Fleets (ACF) Rule.
- CARB attestations must be renewed annually.

Carrier Vetting Systems

- With the rise of double brokering and carrier scams the committee looked at various carrier vetting systems including Carrier Assure, Highway and Freight Validate.

FMCSA Broker Financial Backing

- Any broker (or forwarder) moving freight to, from or within the U.S. must post a \$75,000 surety bond. A carrier that is not paid by a broker can seek payment from the surety holder and, if approved, receive funds from the bond.
- The FMCSA is now saying that, in such cases, brokers must add funds to the bond to return to \$75,000 within seven days and the committee supports this proposed change.

Insurance Update

- Nuclear verdicts in the U.S. have included freight brokers, despite the fact they don't move freight. However, in at least a couple of recent cases, U.S. courts denied broker responsibility in truck accidents, which is good news from the insurance perspective, because some companies were stepping back from offering coverage.
- Coverage for such risk is offered as "hired auto" in Canada, "contingent auto" in the U.S.

- Double brokering is still a massive issue in the insurance industry. More policy restrictions are being put in place, saying that there will be no coverage if the trucking company that picks up the freight is not the trucking company hired by the broker. Brokers could be held liable for losses.
- Insurance companies are being more specific about carrier vetting procedures. E.g., is the broker using a third-party company to monitor carriers?
- Insurers want to see a distinct separation between the asset and non-asset-based sides of a company, to the extent that the two sides should have different names, separate websites.
- Freight brokers are increasingly offering all-risk cargo insurance to clients, rather than relying on carrier coverage for losses. Offering such insurance can help brokers expedite the claims process and retain customers. Most insurance providers offer real-time quotations.
- The U.S. Federal Motor Carrier Safety Administration (FMCSA) recently published its final rule for freight broker/forwarder financial liability. It describes acceptable asset types for the \$75,000 financial security. There are rumours that the FMCSA is looking at increasing the amount of the financial security.
- The FMCSA has initiated a rulemaking, Transparency in Property Carrier Broker Transactions, after trucker protests that freight brokers were overcharging. On demand from truckers, brokers will have to disclose within 48 hours what they charged for a shipment and who the shipper was.

Ontario Ministry of Transportation Permitting

- Obtaining permits from the MTO is inconsistent and delayed, at times taking up to 15 days.
- Members feel that 48 to 72 hours is a reasonable time frame to get a permit, noting that in Michigan, permits are issued in less than 24 hours.
- The MTO website says that a single-trip permit is issued within three days.

The committee focus for 2024 will include:

- Best practices workshop or document to help Freight Brokers vet and set up carriers to avoid being the victim of a scam.
- Develop a broker-shipper contract
- Partner with Loadlink, or one of the online carrier vetting systems.

In closing I would like to thank the committee members;

- | | |
|------------------|--------------------------------|
| - Tim Drake | Seaboard Logistics |
| - Mark Evans | Complete Shipping Solutions |
| - Lonny Fineberg | Delmar |
| - Rena Hawkins | H-Four Logistics Inc |
| - Sanjay Khanna | Day & Ross |
| - Gary Nicholson | Polaris Global Logistics |
| - Bill Robinson | Wellington Motor Freight |
| - Rob Thomas | Titanium Logistics Inc. |
| - Joel MacKay | Mactrans Logistics Inc |

Respectfully submitted,

Secretariat on behalf of Joel MacKay - Freight Broker Chair

MEMBERSHIP REPORT

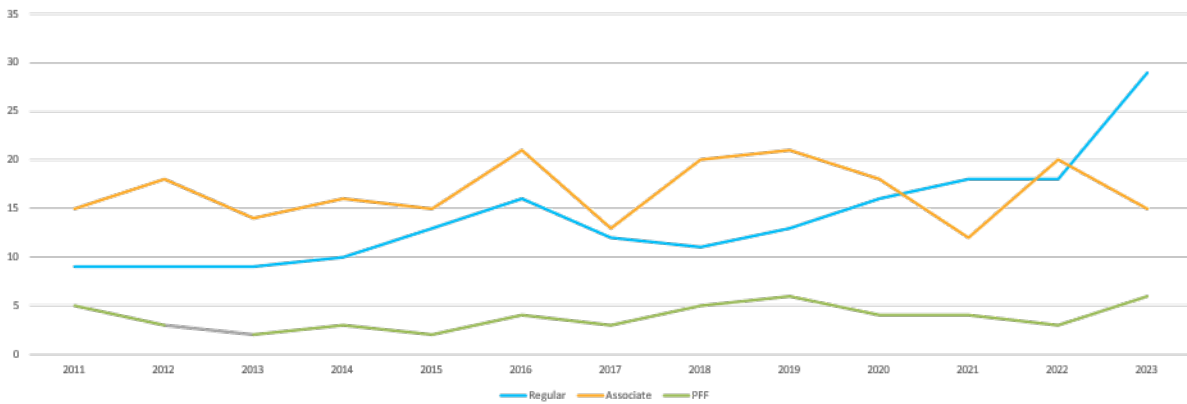
Dear CIFFA Members, please find the following membership report for the CIFFA AGM April 24, 2024

Membership Statistics

	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Regular members	255	291	305	320
Associate members	142	119	138	134
PFF members	93	97	101	106

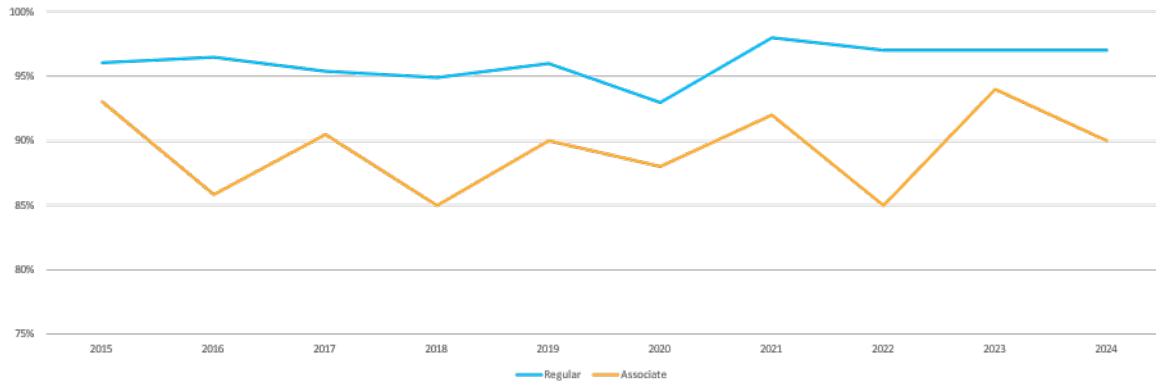


2023 New Members



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Regular	9	9	9	10	13	16	12	11	13	16	18	18	29
Associate	15	18	14	16	15	21	13	20	21	18	12	21	15
PFF	5	3	2	3	2	4	3	5	6	4	4	3	6

Membership Retention Rates



	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Regular	96%	96%	95%	95%	96%	93%	98%	97%	97%	97%
Associate	93%	86%	91%	85%	90%	88%	92%	85%	94%	90%

Regular member retention rate is high and stable (97.0% this year, which is consistent with the year prior)

Associate member retention rate slipped slightly this year, due to perceived value gaps and financial hardship (90% this year compared to 94% last year).

The following companies have joined the Association since January 1, 2024.

New Members *as of April 2024*

Member Category	Company	Approval Date
Freight Forwarder	3Way International Logistics Inc	1/4/2024
Freight Broker	Starship Freight	1/8/2024
Associate	Halifax Stanfield International Airport	1/12/2024
Freight Forwarder	OIA Global CA Ltd.	1/19/2024
Customs Broker	StraitLink Global Logistics	1/19/2024
Freight Forwarder	Integrated Freight Networks	1/30/2024
Drayage	Greenhaven Transportation & Logistics	2/7/2024
Freight Forwarder	AWOT Global	2/7/2024
Freight Forwarder	CTS Global Logistics Canada Inc.	2/8/2024
Freight Forwarder	Western Freight Solutions	2/8/2024
Freight Forwarder	SPARX Logistics Canada	2/16/2024
Freight Forwarder	Ridgeway International Canada Inc.	2/16/2024

New Members *as of April 2024*

Member Category	Company	Approval Date
PFF	Denis Ioutsis	2/16/2024
Associate	United Airlines	2/26/2024
Associate	Positive Plus Computer LLC	2/26/2024
Associate	1247943 ONTARIO LTD O/A JNB Heavy Haul	2/29/2024
Freight Forwarder	RNS Logistics	3/8/2024
Associate	The Certus Group	3/19/2024
Freight Forwarder	Balena Projects Ltd.	3/21/2024
Associate	Portway International	4/3/2024
Freight Forwarder	Rohlig Logistics Canada Inc.	4/4/2024
Associate	ZIM Integrated Shipping Services	4/12/2024
Associate	Drayage.com	4/12/2024

Membership Engagement

In conjunction with three of our Associate partners, CIFFA held townhall membership engagement events in various cities throughout 2023. The purpose of these sessions is to educate participants on the initiatives underway with CIFFA, as well as potential opportunities for trade routing with alternative options being presented. These townhalls are meant to be interactive, where companies can share their views with the CIFFA Secretariat staff.

By-Law Changes

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

- New Association name as agreed during a Special Meeting of Members held March 26, 2024
- Change in language to by-laws relating to Associate Membership Class 'B'

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

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. The year 2023 was very challenging, with several obstacles such as labor disruptions and congestion. Starting 2024, these issues in different forms may still be present, but I assure you that CIFFA is very well positioned to help guide a path forwards. Please let me discuss two of the current challenges facing our industry and how CIFFA has positioned themselves.

Labor Disruptions

In 2023, we dealt with labour disruptions in the Port of Vancouver and also the St. Lawrence Seaway. Thank fully these are both now resolved, but currently the union representing the ILWU and the Maritime Employer Association do not have an agreement in place. Later in May, after a federally assisted mediation process, both CN and CP face a potential disruption with the TCRC

Congestion

Even with softer volumes, there are high levels of containers on the ground at the Port of Vancouver. Some efforts were made to relieve this, but those efforts just contributed to congestion at inland terminals.

Collaboration

Building on the work of the various committees, regular dialog has been established with major stakeholders such as: The Supply Chain Office of Transport Canada, The Shipping Federation, The Chamber of Shipping, CBSA, both railways, ports, various organizations such as CITT, and CIFFA also employs a lobbyist in Ottawa.

Problem Resolving

We must also learn from past challenges in order to be better positioned to overcome future obstacles. A serious issue that our industry recently faced was empty returns, and associated detention and demurrage fees. Although this is not a regular occurrence today, steps have been taken so if those challenges arise, a faster response and resolution should be available. With the level of engagement mentioned above, CIFFA and the sea freight committee hope to proactively deal with issues like inland terminal congestion, added volumes, and regulatory changes if they arise.

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.

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)
Marie-Christine Gaudreault - Momentum Worldwide Solutions
Martin Schultz - Manitoulin Global Forwarding

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

This concludes my Sea Freight 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 2024 AGM.

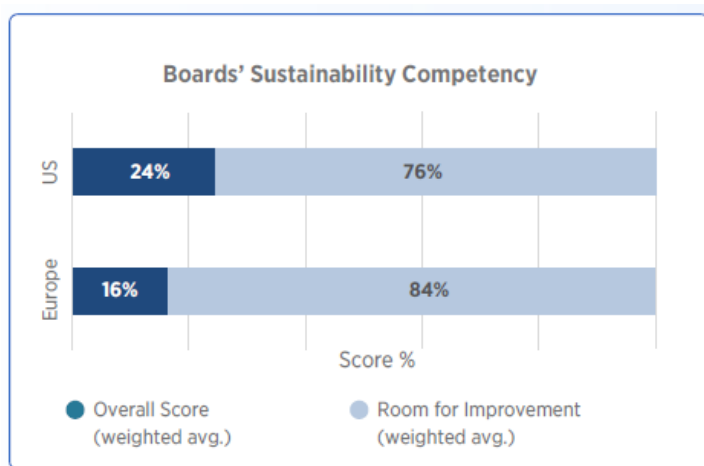
January 2024 marks three years since the Sustainability Committee was formed. Our first Blueprint document, an Introductory Guide to Sustainability for CIFFA Members was released June 27, 2023. This is an introductory guide, that considers all regular membership categories, outlining key sustainability goals and principles, includes examples of vendor checklists, a glossary, resources, and actions steps to take starting from within an organization. It includes a detailed focus on environmental perspectives, GHGs and the impact of transport.

The second e-book is currently under review, to outline key sustainability goals and principles for CIFFA members. The series will follow in the theme of ESG and three key pillars of environment, social and economic.

Competent Boards Assessment Tool

In partnership with Copenhagen Business School (CBS), Competent Boards have developed an assessment tool that measures board sustainability competencies. The tool methodology considers certain factors with board member roles, experience, and education. A new report that applies the tool, provides analysis in assessing board competency scores in Europe and US, public companies in the Fortune 500 for the year 2023. It *“reveals a concerning reality: a significant number of boards lack basic sustainability expertise”*

2023 Score for Europe and US Public Companies



In another article about The Changing Face of Boardroom Competencies, it states: *“The contours of effective leadership are expanding. While traditional skills remain valuable, there's a broadening need for knowledge of ESG, sustainability, digital technology and forward-thinking, values-driven leadership. Today's ideal board member must be curious, understand the needs of modern businesses, and able to make balanced risk decisions.”*

Pledge

CIFFA signed a Memorandum of Understanding in November 2023, with Pledge Earth Technologies Ltd., a carbon emissions measurement and offsetting platform. This new partnership will provide research documents for member benefit, as well as offering informational webinars to educate members.

Pledge provides software solutions to empower logistics service providers to support their clients in meeting their sustainability goals. Pledge provides a new level of accessibility and transparency to freight emissions measurement, reporting and offsetting, allowing businesses to offer these services without increasing operational costs.

UN Global Compact Network Canada (GCNC)

CIFFA has been a Participant of the UN Global Compact since September 2021. On August 18th, 2023, CIFFA filed a required Communication on Engagement (COE) report, which highlighted specific activities undertaken in the areas of human rights, labour, environment and anti-corruption. A copy of the report is posted in the Resource section of the website. The following is a summary of CIFFA's efforts and engagement in sustainability initiatives and education, in support of members:

- By actively building and participating with global networks
 - Member of UN Global Compact to support CIFFA's direction and accountability measures
 - Associate member of the SmartWay
 - Associate member of Smart Freight Centre
 - Associate member of the Global Logistics Emissions Council
- By developing CIFFA Sustainability course, and sourcing other industry-specific options
- By communicating related sustainability news, such as latest in logistics technology to reduce carbon emissions (for example, real-time tracking and predictive analytics to optimize routes and reduce fuel consumption)
- By advocating for international freight forwarding and global logistics industry
- By keeping an evergreen glossary of terms and concepts
- By providing guidance and helpful resources to members
- By making available tools and resources created by FIATA (International Federation of Freight Forwarders Association) and, where beneficial, adapting for a Canadian context:
 - The FIATA Carbon Calculator
 - The FIATA Advisory Body on Safety & Security
 - The FIATA Sustainability Working Group
 - The FIATA Environmental Declaration
 - The FIATA Young International Freight Forwarder of the Year Award.

Global Compact Network Canada (GCNC) is focused on the environment theme in 2023, developing a Climate Accelerator, and also hosted webinars on: Transformational governance, Decent work and training workshop, and Sustainable finance

World Transport Day

November 26, 2023, was designated “World Sustainable Transport Day” by a special UN General Assembly Resolution. The UN Group of Friends for Sustainable Transport (GFST) invited all Member States, organizations of the United Nations system, international and regional organizations, and civil society, including non-government organizations, individuals, and other relevant stakeholders to mark the World Sustainable Transport Day by means of education and holding events aimed at enhancing the knowledge of the public on sustainable transport and global supply chain issues.

Finally, I would like to extend my sincere thanks to CIFFA’s National Board, Secretariat and Sustainability Committee, for their continued support in forming a strategic framework and foundation for sustainability initiatives.

Your sustainability committee members are:

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

Respectfully submitted,
Secretariat on behalf of Christina Fisker - Sustainability Chair

Technology Committee Report

Dear fellow CIFFA members:


With the Technology Committee, things are advancing very well. Our newest whitepaper on the subject of AI will be released in April or May. It takes into consideration the benefits, the dark side and leading practices of AI. I want to thank our committee, B. Rodgers and CIFFA for their contributions, efforts and invaluable work on the committee. I want to wish CIFFA and the Technology panel much success at the 75th Anniversary Conference next week.

Your technology committee members are:

John Berry	OEC Group
Marc Bibeau	OEC Group
Christina Fisker	FCL Fisker Customs & Logistics
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

Respectfully submitted,

Marc Bibeau



Marc Bibeau
CIFFA Director
FIATA Presidency

TraversEd Limited

CIFFA Members, this is my TraversEd Report for the CIFFA AGM April 24, 2024

TraversEd is wholly owned by CIFFA, and is responsible for domestic and international strategic partnerships, including College relationships, association education partnerships, and students outside of Canada.

The course material offered by TraversEd are the same courses as offered by CIFFA, but have been redesigned for an international audience, and are branded as TraversEd.

Some notable highlights for 2023 include:

- *TraversEd became a member of the AACSB which is an association of international business schools. This will offer more exposure for the new brand to an international audience.*
- *TraversEd and the National Customs Brokers and Forwarders Association of America (NCBFAA) entered into an agreement where TraversEd would provide courses to NCBFAA members, and grant TraversEd the rights to validate and offer the FIATA diploma in the United States.*

Partner Growth - TraversEd continues to partner with Colleges across Canada who benefit from the CIFFA brand and connection to its members, as they offer the CIFFA certificate and FIATA Diploma courses to their students. College revenue continued to grow in 2023 as partnerships were expanded, and new partnerships added.

- *TraversEd revenues for 2023 grew 24.5% from the previous year to **\$2,169,514** with operating expenses increasing 15.7% from 2021 to **\$1,003,002***

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

Looking Forward to 2024

In 2024, TraversEd will validate its course material with FIATA, for the right to offer the FIATA Diploma in the United States.

TraversEd / CIFFA enjoys educational partnerships with 15 Colleges in Canada who offer Supply Chain and International Business programs. We encourage CIFFA members who are looking to hire new employees to consider hiring from one of our partner schools where many students graduate with an existing CIFFA Certificate.

There is a risk of lower student enrolment in Canadian Colleges in 2024. The federal and provincial government have implemented restrictions to the number of international students allowed to study in Canada. This will have a significant impact on the Fall enrolment of students in 2024, and into 2025.

TraversEd will continue to look for new opportunities outside of Canada, especially with international colleges and universities, and national associations.

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

Chairman, TraversEd

CIFFA CENTRAL REGION

Dear Members,

2024 members of CIFFA Central Region consist of:

- | | | |
|-------------------------|---------------|------------------------------|
| 1. Jodie Wilson | Central Chair | ECU Worldwide (Canada) |
| 2. Amit Arora | | Newmarket Logistics |
| 3. Ana Da Cunha | | Nu-Era Logistics Inc. |
| 4. Jaime Parker Niccols | | Jas Forwarding Worldwide |
| 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 | | Fracht Canada Freight Inc. |
| 11. Ben Allan | | North American Crating |
| 12. Takwa Hamed | | DHL |

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

FCA 2025 Date to be determined

Golf 2024 Cardinal / Red Crest - Thursday September 12/24

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 morning Ladies and Gentlemen;

I can't believe how time goes by..... It feels just like yesterday that I was writing my report for the 2023 AGM. Can you believe that we are celebrating CIFFA's 75TH Anniversary this year!!! WOW what an accomplishment.

I'm glad to see that most of us have decided to get back into the social activities of CIFFA. We need to mingle with our industry colleagues and these events are organized for this purpose.

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 9, 2024, at Laurentian Lanes. 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 13, 2024, 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.

We have just finalized our golf event and this year we will be at a new venue "CLUB DE GOLF L'ISLE DE MONTREAL". The date of this event is Friday, September 27, 2024. 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 13 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
Ellen Kumpic		Vice 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

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. Angela Wu- 1UP Cargo
2. Julio Gil- DSV Air& Sea
3. Nasy Panahi- CIFFA
4. Richard Stewart- KlearNow
5. Andy Chan- DP World
6. Amit Sharma- DP World
7. Shermarn Thongkundang- NA
8. Johnny Medeiros - Rhenus
9. Andrew Macdonell – Western Intermodex

Annual Golf Tournament: Mayfair Lakes Golf & Country Club - July 9, 2024

After a very successful event in 2022, the committee re-booked our golf tournament with Mayfair Lakes. The date is confirmed for July 27, 2023, 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.

Annual FCA Gala Dinner: TBD

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.

