



CANADIAN
INTERNATIONAL
FREIGHT FORWARDERS
ASSOCIATION, INC.

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

MINUTES
74th ANNUAL GENERAL MEETING
May 10, 2023
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ATTENDED OFFICERS AND DIRECTORS

Paul	Glionna	President	Universal Logistics Inc.
Troy	Cowen	Past President	Manitoulin Global Forwarding
Paul	Courtney	Treasurer	Courtney Agencies Ltd.
Arnon	Melo	V.P. I	Mellowhawk Logistics
Angelo	Loffredi	V.P. II	Traffic Tech International Inc.
Christina	Forth	V.P. III	Mass Logistik Inc
Paul	Lobas	Secretary	ITN Logistics Group
Marc	Bibeau	Director	Overseas Express Consolidators Inc
William	Gottlieb	Director	ITN Logistics Group
Karl	Heinz-Legler	Director	Rutherford Global Logistics
Christina	Fisker	Director	FCL Fisker Customs & Logistics
Chris	Ford	Director	The Ace Group
Martin	Schultz	Director	Manitoulin Global Forwarding
Flavia	Iuston-Blair	Director	DSV Air & Sea Inc
Joel	Mackay	Director	Mactrans Logistics Inc
Jodie	Wilson	Director	ECU Worldwide
Derrick	Sones	Director	Cole International
Randy	Hnatko	Director	Sphere 1 Logistics
Bruce	Rodgers	Executive Director	CIFFA

RECORD OF ATTENDANCE

<u>First Name</u>	<u>Surname</u>	<u>Company Affiliation</u>	<u>Member Affiliation</u>
Theodore	Chazin	CH Robinson	Regular
Derrick	Sones	Cole International Inc	Regular
Mark	Evans	Complete Shipping Solutions	Regular
Paul	Courtney	Courtney Agencies Ltd.	Regular
Flavia	Iuston-Blair	DSV Air & Sea Inc	Regular
Jodie	Wilson	ECU Worldwide	Regular
Christina	Fisker	FCL Fisker Customs & Logistics	Regular
Christopher	Gillespie	Gillespie-Munro Inc.	Regular
Ashok	Thomas	Global Supply Chain Logistics	Regular
Christina	Forth	MASS Logistik Inc.	Regular

Shun Yin Alex	Wong	ICNT Logistics Inc.	Regular
Paul	Lobas	ITN Logistics Group	Regular
William	Gottlieb	ITN Logistics Group	Regular
Joel	MacKay	Mactrans Logistics Inc	Regular
Troy	Cowen	Manitoulin Global Forwarding	Regular
Martin	Schultz	Manitoulin Global Forwarding	Regular
Arnon	Melo	Mellohawk Logistics	Regular
Marc	Bibeau	Overseas Express Consolidators Inc.	Regular
Lorin	Levine	Priority Worldwide Services Canada	Regular
Joel	Belanger	Pro-Formance Intermodal Inc.	Regular
Karl	Heinz Legler	Rutherford Global Logistics	Regular
Randy	Hnatko	Sphere 1 Logistics	Regular
Chris	Ford	The Ace Group	Regular
Angelo	Loffredi	Traffic Tech International Inc.	Regular
Paul	Glionna	Universal Logistics Inc.	Regular
Bruce	Rodgers	CIFFA	
Julia	Kuzeljevich	CIFFA	
Stephen	McDermott	CIFFA	

TIME: 1:00 – 2:30 pm

P. Glionna calls the meeting to order at 1:04 pm and ask J. Kuzeljevich to read the Competition Bureau Clause.

1. 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 the Canadian International Freight Forwarders Association (CIFFA). The Competition Bureau of Canada is an organization that investigates anti-competitive practices and promotes compliance with the laws under its jurisdiction. The following is CIFFA's directive:

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

other topics that could be considered anti-competitive.”

2. Call to Order, Roll Call & Call for Proxies - P. Glionna

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.

Julia confirms number and names of proxies received; ___1_____

and the number of Regular Members who have logged into the webinar: ___23_____

Julia to announce the total number of votes ___22_____ and say “We have a quorum.”

3. Notice of Meeting – P. Glionna

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

4. Time of Remembrance – P. Glionna

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

5. Minutes of the previous meeting – P. Glionna

(These are posted on our website under MEMBERSHIP/ Annual General Meeting.

<http://www.ciffa.com/membership/agm/>)

Motion to accept the 2022 AGM Minutes as circulated, May I have a seconder please?

Moved by	P. Glionna
Seconded by	C Forth
Any Discussion	Nil
All in favour	22
Opposed	1
Abstained	-

6. President’s Address –P. Glionna

Dear CIFFA Members,

Today, as we launch into our Annual General Meeting, it’s a bittersweet moment for me.

This will be my last address to you as I complete my two-year term as your President.

It's been an honour and a privilege to serve you and I 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. Thank you for your continued loyalty to CIFFA, the trusted advisor to our industry since 1948.

CIFFA's regular membership categories have grown to include not only freight forwarders but also drayage operators and 3PL load brokers. Both these sectors are an integral part of the supply chain and as a collective voice, we broaden our impact and reach as key players in Canada's supply chain.

CIFFA's path and focus has not changed throughout the decades, prioritizing the three important pillars of Membership, Advocacy and Education to drive our success.

Over the course of 2022, as you know, CIFFA returned to holding and attending in-person events and meetings.

While the start was gradual and cautious, our industry rebounded quickly and CIFFA's golf tournaments, and gala dinners (in Montreal, Toronto and Vancouver) were sold-out events, showing a great willingness amongst our members and associates to reconnect and network.

We are particularly proud that in April 2022, with the help of our Young Logistics Professionals Committee, CIFFA held its first Young Logistics Professionals Networking Dinner in Mississauga, Ontario. The event featured a panel of industry experts from air, sea, forwarding and rail, discussing their personal experience and offering advice on working in logistics.

We hope to continue the strong tradition of delivering quality events to our members. This year, CIFFA celebrates 75 years in existence, and we will celebrate this anniversary throughout the year at our various events, and with plans for a larger conference/gathering in 2024.

We are still dealing with great uncertainty and volatility in the world economy and in the global supply chains. Whether it's the threat of labour unrest and strike actions at ports and rail, or a volatile geopolitical climate affecting world trade lanes and capacity, the need to be informed, agile, and responsive remains paramount.

CIFFA's work on the Advocacy front has become instrumental to the success of the association and to facilitating how its members do business. Indeed, the last several years have been busy ones for the Secretariat staff involved in advocacy, government relations, communications and relationship-building overall.

We are involved in various committees, both domestic and international, representing CIFFA on matters involving air cargo, marine, rail, trucking, drayage, customs and trade. We have also expanded into other areas, critically important to our industry: technology and sustainability.

Supply chain issues in Canada tend to be siloed, each sector dealing with their issues in isolation, without regard for the greater impact to the supply chain overall. This is something that CIFFA is fighting to change. We all must work collaboratively on common solutions if we are to enable real change.

We maintain excellent relationships with supply chain partners and our sister associations. We are looking for synergies, and for opportunities to combine efforts and to share our respective strengths. We are looking to be trusted advisors to our members and to fight for results for them, where and when possible.

Our approach is to be proactive, not reactive.

Together with our appointed lobbyist in Ottawa, we are trying to break the siloes down, and bring all stakeholders to the table for a conversation, and a call to action.

Here are some examples of our advocacy work on behalf of the membership, over the course of 2022 and in 2023 to date.

- Consultation with the federal government's National Supply Chain task force on issues affecting our membership.
- Regularly scheduled update meetings with rail, freight forwarder, drayage and customs partners on congestion and clearance issues for containers at the ports and rail terminals.
- Inquiry and pushback on unfair application of detention and demurrage charges, through the Competition Bureau, Transport Minister, and via our legal team. (In November 2022, CIFFA brought forward its concerns to the Commissioner of Competition regarding **costs imposed** to its members. Similar concerns were raised with the Honourable François-Philippe Champagne, Minister of Innovation, Science and Industry).
- CIFFA testified several times before the House of Commons of Canada's Standing Committee on Transport, Infrastructure and Communities and also on the Labour Committee.
- We have met with U.S. Consular officials on cross border supply chain issues.
- We are part of the Future Borders Coalition which has members focusing on trade issues between the two countries, whether passenger or cargo issues, which will keep the border open and fluid.
- 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.
- 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 logistics communities across the globe.
- CIFFA provided both a Pre-Budget consultation brief and commentary on the 2023 Federal Budget, with specifics on the impact for our membership.
- In March of 2023 CIFFA held a meeting attended by Conservative Shadow Minister Mark Strahl. CIFFA asked to be included on the witness list when the TRANS Committee begins deliberations on Bill C33, *Strengthening the Port System and Railway Safety in Canada Act*.
- CIFFA will be looking to comment on changes to Transportation of Dangerous Goods Act, The Customs Act, Transportation Security Clearances and the Canada Transportation Act and associated regulations.

Those are significant matters that impact both industry and our members. CIFFA is well represented with a seat at the table.

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

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

In 2020, CIFFA created TraversEd Limited, a wholly owned for-profit entity whose sole focus is on the delivery of quality education products for the global logistics industry.

Through this entity, CIFFA 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 Cares

With aim to help where we can, last year, CIFFA established a registered charity, CIFFA Cares, led by a President (Julia Kuzeljevich) and two Directors, Nicole Rozinbaum and Christian Siviere.

Over the past month the Charity and our education team have begun allocating funds to the colleges. This work will continue and expand along with our various college partnerships, benefitting many current and future students in business and supply chain programs.

The services and benefits of CIFFA membership are extensive and ever-expanding.

And you, as members, have an important role to play in lending your input towards the association's goals. Let us know about your daily challenges, let us know how we can serve you better.

We invite you to become part of our committees to provide an interchange of ideas, input and collaboration that 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.

In closing, it **may** be safe to say that the challenges of the past several years domestically and in the global supply chain were unexpected, or to use a word we heard frequently, "unprecedented". To some degree in today's economic climate, we know what conditions face us, we know what the forecasts anticipate, and as a resilient industry, going forward we can and we will find success and operate with agility no matter the situation.

Rest assured, your association is ready to assist and to partner with you for whatever comes next. We thank you once again for your valued support and for being a part of the CIFFA community.

And thanks again for the honour of serving you in the role of President.

Sincerely,

Paul Glionna
President

7. Treasurer's Report – P. Courtney

Ladies and Gentlemen:

The accounting firm RSM, has audited CIFFA's financial statements for fiscal year ending December 31, 2022. 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 2022 financial statements has been duly circulated and approved by your Board of Directors. The full minutes of this AGM will be posted on the Members Only section of our website by early June.

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

2022 Revenues – \$1,451,290
2022 Expenditures – \$1,758,529
2022 Equity from Subsidiary - \$768,129

Fund surplus - \$2,553,647

Our revenues increased significantly this past year, 19.4%, primarily due to the return of face-to-face Regional events. Expenses also increased considerably, 38.2%, due to the same Regional events, a return to travel for membership engagement and supply chain stakeholder outreach and CRM enhancements for improved membership experience. Lastly, our for-profit entity improved its net income position by 78.2%. Overall, this places the association in a favourable position, improving the fund surplus by 22% compared to prior year.

Our revenue is broadly based, with a good mix from, membership, education and Regional events. Our Education portfolio contributes approximately 41.5% of our total revenue, the majority of which comes from our excellent Certificate Courses.

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

Respectfully Submitted by
Paul Courtney
Treasurer

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

Moved by	P. Courtney
Seconded by	R. Hnatko
Any Discussion	Nil
All in favour	23
Opposed	-
Abstained	-

8. Appointment of Auditors – P. Courtney

Motion to appoint RSM Toronto LLP, Chartered Accountants as the Auditors for the fiscal year 2023 at remuneration to be fixed by the Board of Directors. May I have a seconder please?

Moved by	P. Courtney
Seconded by	A Thomas
Any Discussion	Nil
All in favour	23
Opposed	-
Abstained	-

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

9. TraversEd Limited – T. Cowen

CIFFA Members, this is my TraversEd Report for the CIFFA AGM May 10, 2023

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

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

Some notable highlights for 2022 include:

- Completion of a brand strategy project and the launch of www.traversedglobal.com
- Launch of the TraversEd Global Trade Certificate (TGT)
- Market research completed in the United States to provide analytics and guidance when creating a sales and marketing strategy.
- Online course material, e-textbooks and LMS have been rebranded and integrated into the website.

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 Advanced certificate to their students. College revenue continued to grow in 2022 as partnerships were expanded, and new partnerships added.

- TraversEd revenues for 2022 grew 51.8% from the previous year to **\$1,741,985** with operating expenses increasing 31.3% to **\$867,123**.

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

Looking Forward to 2023

In 2023, TraversEd will focus on its brand strategy which includes a search engine optimization (SEO) project that is currently underway. TraversEd will formally launch its brand in the summer of 2023.

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

TraversEd also has partnerships with 3 global logistics associations who offer TraversEd training to their members.

In 2023 we will maintain a consistent focus on new college and association partnerships domestically and internationally.

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

President, TraversEd.

Past president, CIFFA

P. Glionna thanks T. Cowen for the hard work and excellent achievements of our for-profit entity and calls on Secretary and Membership Chair, Paul Lobas to provide an overview of our Strategic Initiatives, which includes further expansion of our Regular Membership categories.

10. Strategic Initiatives – P. Lobas

Your Board of Directors conducted a strategic planning session on September 28, 2022 and were aligned that CIFFA will be recognized as an influencer and advocate by being the leading voice in the supply chain/logistics industry. This will be achieved through an expanded and inclusive membership, collaboration with all stakeholders, a commitment to sustainability, and increased education, knowledge sharing, and media presence.

The strategic goals that were agreed upon include:

- Diversify Membership,
- Increase two-way communication with Members,
- Be recognized as the voice of the supply chain/logistics industry,
- Differentiate ourselves from similar associations through our leadership position in sustainability initiatives.

As we now wish to extend our Regular Membership category 'E' to include both Licensed Customs Brokers and Warehouse Operators, a motion to accept this new group into Membership will be presented next by our By-Laws Chair.

P. Glionna thanks P. Lobas for the overview and invites VP 1 and By-Laws Chair, Arnon Melo, to present the proposed by-laws changes.

11. CIFFA National By-Laws – A. Melo

As was mentioned by Mr. Lobas, we wish to revise our current by-laws to expand our Regular Membership category, Class ‘E’ – to include Licensed Customs Brokers and Warehouse Companies. The first by-law proposal is as follows:

1) Membership Classes and Conditions – Category ‘E’

Current Language

1 e) Class E voting membership shall be available to persons carrying on business as a load broker or carter/drayage company 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.

Proposed Language

1 e) 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.

Motion to accept the new Membership Category - Class E, to include Licensed Customs Brokers and Warehouse companies. May I have a seconder please?

Moved by	A. Melo
Seconded by	R. Hnatko
Any Discussion	Question raised pertaining to membership dues based on services or company? Clarification received that CIFFA relates to company members, not the services that they offer.
All in favour	23
Opposed	-
Abstained	-

2) Election of Directors – Clause 16

The second by-law change the Board of Directors wishes to propose pertains to Board size and elimination of the Regional Director role.

Current Language

16. The board shall consist of fifteen directors from membership Class A, and two 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. Directors shall serve without remuneration but be entitled to reimbursement of reasonable expenses incurred carrying out the business of the corporation.

Three of the seventeen directors shall be nominated and elected to hold the position of Regional Director, with one Regional Director responsible for representing each of the three Regions; Western, Central and Eastern Canada, and for serving as chair of that Regional Committee.

Proposed Language

Election of Directors

16. 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. 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.

Motion to accept the proposed language increasing the size of the Board of Directors and removing the Regional Director reference. May I have a seconder please?

Moved by	A. Melo
Seconded by	P. Lobas
Any Discussion	Clarification was provided on the differences between a Board seat and the responsibilities of the Regional social committee chair
All in favour	23
Opposed	-
Abstained	-

The third proposed change to the by-laws relates to expansion of the Additional Directors.

3) Appointment of Additional Directors – Clause 18

Current Language

The board may appoint additional directors not exceeding 1/3 of the number of directors elected at the last meeting who shall hold office for a term expiring not later than the close of the next annual meeting of members.

Proposed Language

The board may appoint additional directors to a maximum of eight who shall hold office for a term expiring not later than the close of the next annual meeting of members. The total number of additional Directors will be determined at the discretion of the Board.

Motion to accept the proposed language increasing the size of Additional Directors. May I have a seconder please?

Moved by	A. Melo
Seconded by	D Sones
Any Discussion	Nil
All in favour	23
Opposed	-
Abstained	-

4) Executive Committee – Clause 25

The last change the Board of Directors wishes to propose pertains to the composition of the Executive Committee

Current Language

25. a) The Board of Directors shall meet within six weeks of the annual meeting of members and shall appoint the Immediate Past President as a Director of the corporation.

b) The Board of Directors shall meet within six weeks of the annual meeting of members and shall appoint from among themselves the Executive Committee, which shall consist of the:

- i) President;
- ii) First Vice President;
- iii) Second Vice President;
- iv) Third Vice President;
- v) Secretary;
- vi) Treasurer;
- vii) Immediate Past President

Proposed Language

25. a) The Board of Directors shall meet within six weeks of the annual meeting of members and shall appoint the Immediate Past President as a Director of the corporation.

b) The Board of Directors shall meet within six weeks of the annual meeting of members and shall appoint from among themselves the Executive Committee, which shall consist of the:

- i) President;
- ii) Vice President;
- iii) Secretary;
- iv) Treasurer;
- v) Immediate Past President

Motion to accept the proposed change in the by-laws, reducing the Executive Committee from 7 members to 5. May I have a seconder please?

Moved by	A. Melo
Seconded by	C Ford
Any Discussion	Nil
All in favour	23
Opposed	-
Abstained	-

P. Glionna thanks Arnon for his contribution of the by-law changes and moves to discuss the election of the National Board of Directors

12. Election of National Board of Directors – P. Glionna

The following eight directors from Membership Class ‘A’ have one year remaining on their 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, Traffic Tech International Inc., Montreal
- Arnon Melo, MELLOHAWK Logistics, Toronto
- Martin Schultz, Manitoulin Global Forwarding, Toronto
- Jodie Wilson, ECU Worldwide, Toronto.

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

- Joel McKay, Mactrans Logistics Inc, Toronto

There are up to twelve seats open for election, seven from Membership Class ‘A’ and five from Membership Class ‘E’:

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

- Marc Bibeau, OEC Overseas Express (Canada) Consolidators Inc., Montreal
- Paul Courtney, Courtney Agencies Ltd., Vancouver
- Troy Cowen, Manitoulin Global Forwarding, Montreal
- 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 one Directors from Membership Class ‘E’ will complete his two-year term and has agreed to stand for re-election to another two-year term

- Chris Ford, The Ace Group, Toronto

The secretariat has also received the following one nomination:

Class E – Joel Belanger, Pro-Formance Intermodal Inc, Calgary

As we have do not have more candidates than available seats, Motion to accept the seven individuals named in the previous slide to serve as your Board of Directors for membership class A and two named individual for membership class E. May I have a seconder please?

Moved by	P. Glionna
Seconded by	A Loffredi
Any Discussion	Nil
All in favour	23
Opposed	-
Abstained	-

P. Glionna advised Membership

- 13. 75th Annual General Meeting – at a date and venue to be named later in 2024**

P. Glionna to ask if anyone has anything further they wish addressed.

- 14. Other/New business – P. Glionna**

As there is no further business of the Association may I ask for a motion to adjourn this meeting. May I have a seconder please?

	P. Glionna
Seconded by	C Forth
Any Discussion	Nil
All in favour	23
Opposed	-
Abstained	-

- 15. Adjournment of AGM – P. Glionna**

Meeting adjourned at 1:54 ET and thanked everyone for attending.

2023 Annual General Meeting Reports



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AIRFREIGHT COMMITTEE REPORT

My Fellow CIFFA Members,

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

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

Transport Canada Pre-load Air Cargo Targeting Program (PACT)

On March 20th Transport Canada Aviation Security advised the details of the Proposed Regulations Amending the Canadian Aviation Security Regulations, by establishing requirements for a Pre-load Air Cargo Targeting (PACT) program, to identify high-risk cargo before it is loaded on Canada-bound aircraft.

There is a 75-day consultation period ending June 1, 2023.

It is expected that the Regulations will be finalized and published in the Canada Gazette, in fall 2024, depending on industry response.

The program would not apply to mail, or a passenger's checked or carry-on baggage. Details can be found at: <https://www.canadagazette.gc.ca/rp-pr/p1/2023/2023-03-18/html/reg5-eng.html>

CIFFA with member input will be sending a submission to Transport Canada prior to June 1st.

European Union - ICS2 pre-loading advance information

The Import Control system 2 (ICS2), is a pre-arrival security program and as of March 1st, 2023, will introduce new processes and procedures relating to the entry or transit of goods to/through the EU including Switzerland, Norway and Northern Ireland.

This new program will require lodging an Entry Summary Declaration (ENS) (advance cargo information) to EU customs, a security and safety risk analysis by customs, upon arrival in the EU the presentation of goods to customs and control of goods by customs, where required. Shortly before its intended implementation notice was received that several EU countries were still not ready to receive ICS2 pre-loading data. The EU has postponed full implementation until June 30th to allow all member countries to be ready to accept pre-loading submissions from airlines and forwarders.

FIATA has issued Guides explaining ICS2 and how non-EU forwarders can apply for filing authority and CIFFA is working with FIATA to supply further information for non-EU forwarders as to their options to file HAWB information directly to EU Customs, should they wish not to involve the air carrier.

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) and adopted by Transport Canada. 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).

Canadian Air Cargo Program Joint Council Activities

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

Currently the Joint Council has set up working groups to look at the CASS Associates program in Canada, minimum dangerous goods training, and staffing requirements, as well as the review of the current IATA Cargo Intermediary Agreement.

CASS Canada

2022 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 9 intermediaries' defaults (not remitting on time and in full) registered between (1 October 2021 – 30 September 2022), further details are as follows, with previous years for comparison.

		2022	2021
Number of Agents Defaulted:		5	9
Total Amount Defaulted:	USD	89,139	18,682
Total Amount Recovered:	USD	59,007	6,584
Total Amount Unrecovered:	USD	30,132	12,098
Total CASS settlements	USD	390,134,268	342,314,765

The collection rate for 2021 was 99.992%

Total CASS settlements in 2021 showed an increase of 13.9% 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
- Greg Birley – Sea Cargo Air Cargo Logistics
- Mario Mastropasqua - Cole International
- Alex Newell - Newell's Express Worldwide Logistics
- Nicole Rozinbaum – ITN Logistics
- Rosa Turchio - Cargo Partners International
- Simon Wang - Arrival Air & Sea Transport
- Katrina Monette - Dangerous Goods Packing
- Bill Gottlieb – ITN Logistics

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

Respectfully submitted,
Bill Gottlieb – Chair

CUSTOMS COMMITTEE REPORT

Dear fellow CIFFA members,

It has been my pleasure to serve as your Chair of the Customs committee and my pleasure to report on our activities over the past year. There are so many issues in this sphere that part of our job is deciding which issues are most important to our members. Even so, the issues that we feel are most 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 CBSA initiatives we worked on in the last year and their associated Working Groups

E-House Bill

As our members know, after many years of development, EHL finally came into full implementation on January 31st, 2022. CBSA continues to work within an informed compliance period to educate freight forwarders, however they are issuing penalties for repeat offenders. As mentioned in this space before, to file properly and on time means having to rely on other trade chain partners whereas it is the Freight Forwarder that is most often liable for the penalties. We know that at some point the informed compliance period will end so we continue to monitor penalties and encourage members to come forward with their experiences. We continue to advocate to CBSA for members and remain hopeful at some point that there will be further improvements such as sunseting ACI supplementary filing.

The CARM (CBSA Assessment and Revenue Management) Working Group

Bruce Rodgers, your Executive Director represents CIFFA on this working group. This continues to be a significant topic and a work in progress, and I am sure it will be for several years ahead. As many are now aware, this program will have a profound effect on how imports are handled. This will require importers to register on an on-line CBSA portal and delegate to their Customs broker(s) and other trade chain partners. It will also require importers to post financial security if they want their goods released prior to payment. Registration started in May 2021 and is expected to become mandatory this October. The CBSA is currently running deep cycle testing and simulations to work out any issues involved. Most importers remain unregistered so there will be a big push by CBSA over the next several months. In January CBSA proposed a transition period of 180 days after the October mandatory date which means that importers will not have to post any financial security during this 180-day period as long as they are registered prior to October. There are still many unanswered questions (too many to mention in this report) and we are very concerned that if October remains the mandatory date, there could be some major issues in the import process.

Systems Outages Working Group (courtesy of Christina Fisker co-chair)

A pilot program for Estimated Time of Resolution (ETR) was run by CBSA from August 2022 through March 2023, where accuracy of ETRs improved for CBSA internal outages, making improvements on communications and information to commercial clients and Trade Chain Partners (TCPs). Last November, TCCU implemented a new phone system where there are more options, engagement and support on EDI entry submissions.

In light of increasing volume of e-commerce shipments entering Canada, CBSA has worked on IT solutions to address high volume thresholds in cargo data reporting. In 2020, CBSA started conducting research and testing to identify reporting conditions affecting the system, and identified certain scenarios causing system slowdown or failure, including:

- Capturing a conveyance highway document impacting more than 1,500 cargos
- Exceeding a certain number of Integrated Import Declaration (IID) documents to related cargo and House Bill (HB) documents
- Submitting a House Bill Close (HBC) document with a large number of related HBs either within one level or multiple levels
- Submitting more than 1,500 cargo supplementary documents before the related cargo is submitted

Implementation of IT solutions will involve the following validation rules in Spring 2023

Reporting scenarios	Limitations
Integrated import declaration (IID) to cargo relationship	Number of cargo control numbers (CCN) reported on an IID cannot exceed 999
reported on a release on minimum documentation (RMD) to cargo relationship	Number of CCNs RMD cannot exceed 99
Highway conveyance to cargo relationship	Number of CCNs reported on a highway conveyance cannot exceed 1,500
Rail conveyance to cargo relationship	Number of CCNs reported on a rail conveyance cannot exceed 2,000
House bill closed to house bill relationship	Number of house bills reported on a house bill close cannot exceed 999
Cargo to supplementary cargo relationship	Number of supplementary cargos related to a cargo document cannot exceed 1,500
IID invoice lines	Number of invoice lines on an IID, pre-arrival review system (PARS) or RMD cannot exceed 999 overall regardless of the number or combination of multi-line invoices used in the transmission

As a result, CBSA developed protocols outlining how to transmit high volumes of cargo reports. An instructional webpage and Customs Notice (CN20-24) were published in mid-2020, followed by updates published in the relevant ECCRDs in November 2022. CBSA will confirm implementation date for system changes via a Commercial Client Bulletin soon, in 2023.

Trusting Trader Working Group (courtesy of Christina Fisker co-chair)

In October 2023, a **Mutual Recognition Agreements (MRA)** was signed with the EU’s Taxation and Customs Union (TAXUD), considered a big accomplishment being 8 years in the making. EU is Canada’s second largest trading partner (after the US). Other countries with MRAs recognizing compatibility of Canada’s PIP program include: Australia, Hong Kong, Israel, Japan, Korea, Mexico, New Zealand, Peru, Singapore, and the US.

CBSA encourages carrier members to join the **Secure Corridor and Commercial Lane**

Enhancement (SCCLE) pilot, where they can be listed and start using this lane at Windsor, ON. Described as a 'rolling stop', its 80% faster than a conventional lane, using RFID technology, cameras and license plate readers. Program expansion depends on technology enhancements, between CBSA and the Secure Corridor, an implementation timeline to be announced at a later date.

CBSA is working to modernize the **Partners in Protection (PIP) program**, and related security profiles, based on WCO's SAFE Framework, and efforts to align with US CBP's C-TPAT program. In January 2023, CBSA published an update to the PIP Directive (D23-1-1). New Minimum Security Requirements (MSRs) for participants will be updated soon, with the first release scheduled for early 2024. A second release will update MSRs for customs brokers, 3PL and warehouses that do not have a sub locator code. The new requirements will apply once the new MSRs are published in the Trusted Trader Portal (TTP).

First release (early 2024)

1. Air Carrier
2. Highway Carrier
3. Marine Carrier
4. Rail Carrier
5. Importer Exporter General Requirements
6. Freight forwarders

Second release (~2024 date tbc)

7. Customs brokers
8. Warehouses, 3PL etc.

In fall/winter 2022, during Trusted Traders validations, CBSA Officers started introducing discussions on upcoming PIP categories and focus areas, such as agricultural and cybersecurity, enhanced risk assessment, training and seals, etc. in addition, CBSA has initiated 'action plans', as a solution for PIP members in need of support to meet certain security requirements. Action plans are seen as an effective tool, that proactively opens dialogue and collaboration for enhancing member compliance. It can help identify an issue, review AMPS, and clarify compliance expectations.

CBSA started to publish a bi-annual newsletter (every spring and fall); intended to be interactive, identify areas of awareness, process, share security tips and more. The newsletter will be distributed exclusively to Trusted Traders.

Your Customs Committee

Our committee meets 5 or 6 times a year by video conference. We have a very strong committee that has a good grasp of the technical issues and bring a range of small, medium, and large company perspectives. I would like to thank our committee members for their volunteer time and their companies for allocating their resources.

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

Our committee members are as follows:

Paul Courtney	Courtney Agencies
Christina Fisker	FCL Fisker Customs & Logistics
Gillian Chang (retired from Committee in Oct 2022)	Livingston International
Naomi Yamanaka (retired from Committee in Oct 2022)	Kintetsu World Express Canada Inc.
Wayne Bibeau	OEC Group
Ted Chazin	CH Robinson
Luc Proulx	Traffic Tech Inc.
Lorin Levine	Priority Worldwide
Lorena Zevallos	Fedex Trade Networks
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 and port logistics market, 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 will be to represent and protect the interests of members, while also consulting and informing on issues of concern both regulatory and operationally.

2022 presented many challenges around Drayage in Canada. Capacity was at an all-time low both around equipment, drivers and container yard storage space. Below are some highlights of what the Drayage Committee has been working on.

CN and CP Rail Meetings

We had a number of meetings with both CN and CP Rail. Terminal Waiting time and CN Gate Reservation constraints were the main points of discussion.

CN imposed a Gate Reservation penalty system in the hopes of reducing the number of late cancellations and no shows.

We continue to ask both Rails for transparency around terminal congestion. Having real time information would greatly assist drayage providers when dispatching trucks to their terminals. Up until now, we have been unsuccessful in this area. We will continue to push this initiative.

CBSA

CIFFA is pushing CBSA to return to the practice of clearing cargo at the first point of arrival. If the process is started when the cargo is unloaded in Vancouver, most of it will have been cleared by the time it reaches Toronto or Montreal. One rail provider is also pushing for this change.

Container Chassis Shortage

The Government of Canada imposed an anti-dumping fee on chassis from China after a Canadian manufacturer, Max-Atlas, complained that China was putting his company out of business. He claimed to be able to meet the requirements of the Canadian market. Instead of the 6,000 chassis a year he said his company could make, it is making only 1,400, of which 1,200 are going to the U.S. There are no manufacturers/distributors of chassis in Western Canada, and no chassis currently available to buy or rent. Ocean Trailer, the dealer for CIMC (Chinese chassis manufacturer), which used to supply the market, now has no business.

There is nothing CIFFA can do to reverse the decision, but if an importer from another country is found, CIFFA will proactively express official support to the government if the company were also accused of dumping in the Canadian market.

CIFFA raised this issue with the Deputy Minister of Transportation during a meeting to raise awareness of the challenge.

Responsible Business Practices

We are working to develop a Responsible Business Practices Education Program for the Drayage Community. Drayage has always seemed to be on the lower end of professionalism in transportation and our goal is to change that. We also want to provide more value to Drayage Members and use this value as part of our membership drive.

Yang-Ming Empties

In early 2023, Yang-Ming moved to an automated process for the return of their empties. Trakking is a digital platform for sourcing, managing, and returning empty shipping line containers. Drayage companies must put funds on deposit with Trakking, which are then used to pay the CAD 40.00 fee for each empty return. This system avoids having to send numerous emails to Yan-Ming requesting a return location and has been well received by the community.

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 throughout the year.

The Drayage Committee Members are:

Jessica Abraham, SIMARD
Liran Bartal, Carmel Transport
Joel Belanger, Pro-Formance Intermodal
Alex Carvajal, Paul's Transport
David Payne, Harbour Link Container Services
John Bourbonniere, Harbour Link Container Services

Respectfully,

Chris Ford
Chair, Drayage Committee

EDUCATION REPORT

CIFFA Members, this is my Education Report for the CIFFA AGM May 10, 2023

I am pleased to report that 2022 was another successful year for CIFFA Education.

Highlights from 2022

First some highlights from the past year.

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

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

In 2022, CIFFA education revenues were **\$608,043** which is 4% below projection for the year. Operating expenses (not including staff salaries) for the education programs came in at **\$197,306**. This amount is 35.5% lower than prior year because of expenses being shared with TraversEd.

Some notable results for enrollment in 2022 include:

- *Enrolment in the **Certificate Program** by members and non-members met expectation, growing by 4% from 2021.*
 - *Participation in the FIATA Diploma Course – Advanced Freight Services exceeded expectations by both members and non-members for the 3rd year since it was launched.*
- *Participation in dangerous goods programs was lower than 2021, but higher than 2020 year- end results. CIFFA continues to experience strong enrolment due to our online offering. Confirming that CIFFA is a premier choice for members and non-members for Dangerous Goods training.*
- *Schulich Management courses in Sales, Client Service and Financial accounting experienced its highest participation since inception and its most successful year.*
- *CIFFA continues to teach its established virtual workshops and launched two “on-demand” workshops with incoterms2020, and letters of credit.*

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 2022. 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 2023

In 2023, 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 includes the creation of multiple versions of our certificate examinations within the new examination tool
- All course content is continually evaluated through learner feedback and updated based on this feedback and any industry changes.

Air Dangerous Goods:

- The introduction of a new Competency Based Training approach (CBT) to Air Dangerous Goods by IATA in 2023, and by Transport Canada in 2024 means CIFFA is designing a new online course offering to meet this need. CIFFA members and all employers will need to prepare for this change, as they will have a significant stake in the training of their employees. CIFFA is committed to helping its members transition to this new method of training.

Workshops:

CIFFA is working with its members to create new workshops that are timely and relevant. A few new workshops are expected to launch in the Fall of 2023.

Conclusion

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

Special Thanks

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

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

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

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

Sanket Seth and 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.

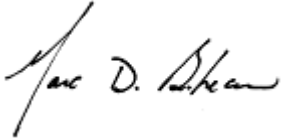
FIATA

- Over the last 12 months, I have been actively involved in participating on the IATA/FIATA Consultative Committee (IFCC) review. This file is still very active on many fronts but due to the confidentiality and NDAs signed with IATA and FIATA we are not at liberty to disclose final stages of a potential agreement between FIATA and IATA. There has been some progress, but we remain cautiously optimistic on the final outcome. As an observer we contribute outside of the decision-making process. We will report back when a final position is available which should be prior to the world congress meeting in Brussels.
- Working Group Sea/ MTI: This is the most active institute and group in FIATA today. We are making some excellent headway on our initiatives which include, meetings with WTO, carrier analysts and consultants, world shipping organizations and others. The focus is no longer on congestion or cost of shipping. It is more towards operational excellence visibility and transparency. We are monitoring carrier actions on blank sailings and service levels. We are also working with carriers on the detention and demurrage tariffs. We are aware of the unfair practice and charges we experienced over the last 30 plus months and it is becoming more and more prevalent that a lot of these fees were billed inaccurately and in many cases should not have been billed due to carrier infrastructure problems, the inability to return equipment or event get access to containers. We are taking a collaborative approach and an open dialogue with carriers willing to collaborate.
- Air Freight Institute (AFI): There has been very little activity with AFI. My involvement has been with the IFCC and IATA here in Canada with Bill Gottlieb and Bruce Rodgers. Bill will report on the Joint Council meetings and updates. Bill and I were nominated to working groups on the Air Cargo Program recommendations and suggestions. We were also nominated to the DG information group. Until this day there has been no meetings or calls by IATA to commence these two working groups.

- FIATA world congress: October 2023 we will be present and work towards a position on the Presidency through the election process. I am grateful and thankful for the support I continue to receive from CIFFA and board members. We will be discussing strategy and a position to take with the board's recommendation and endorsement.

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'.

Marc Bibeau
CIFFA Director
FIATA Committee Chair

Freight Broker Committee Report

Dear fellow CIFFA members:

The Freight Broker Committee is the newest committee at CIFFA and celebrated our first full year in 2022. The committee consists of the following members:

Joel MacKay, Mastrans Logistics Inc.
Rena Hawkins, H-Four Logistics Inc.
Lonny Fineberg, Delmar International
Rob Thomas, **Titanium Logistics Inc.**
Steve Quinn, Pival
Tim Drake, Seaboard Logistics
Mark Evans, Complete Shipping Solutions
Gary Nicholson, Polaris Global Logistics

Mandate of CIFFA's Freight Broker Committee

A Freight Broker is an intermediary who assists shippers with finding qualified carriers to manage their freight across North America. Brokers use their knowledge, skills, technology, and resources to help both parties succeed. Instead of taking possession of the cargo, the Freight Broker facilitates communication between the shipper and the carrier. They're the ones making sure the handoff goes smoothly between carriers and shippers and provide updates to the shipper through a variety of different formats. CIFFA Freight Brokerage members include 3PL's, 4PL's, and all transportation intermediaries servicing North America. All members must abide by the CIFFA code of ethics, meet the FMCSA's BMC 84 Bond or BMC 85 Trust requirements for US freight, carry cargo liability insurance and have dangerous good training. The mandate of the CIFFA Freight Brokerage Committee will be to represent and protect the interests of members, and to inform them about issues of concern, both regulatory and operational, where these may impact their activities.

Highlights from 2022

- Developed a CIFFA approved Broker – Carrier Contract that is free to use for all CIFFA Members
- Built the committee with member companies across Canada.
- Hosted our first webinar in August called Freight Brokerage Fundamentals - Legal & Insurance Requirements

Goals for 2023

- Launch our discounted FMCSA BMC-84 Surety Bond program in partnership with Roanoke Insurance Group Canada.
- Host our first in person Freight Brokerage event.
- Expand our membership base.
- Continue to meet the needs of transportation intermediaries across Canada.

Respectfully submitted,

Joel MacKay
Freight Broker Committee Chair

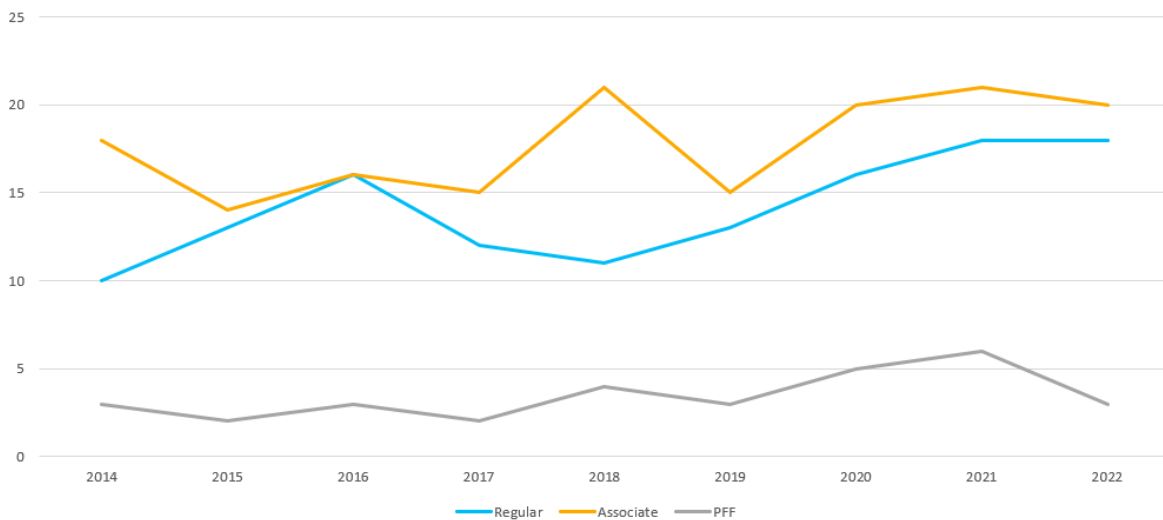
MEMBERSHIP REPORT

Dear CIFFA Members, please find the following membership report for the CIFFA AGM May 10, 2023

Membership Statistics

	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Regular members	251	255	291	305
Associate members	137	142	119	138
PFF members	90	93	97	101

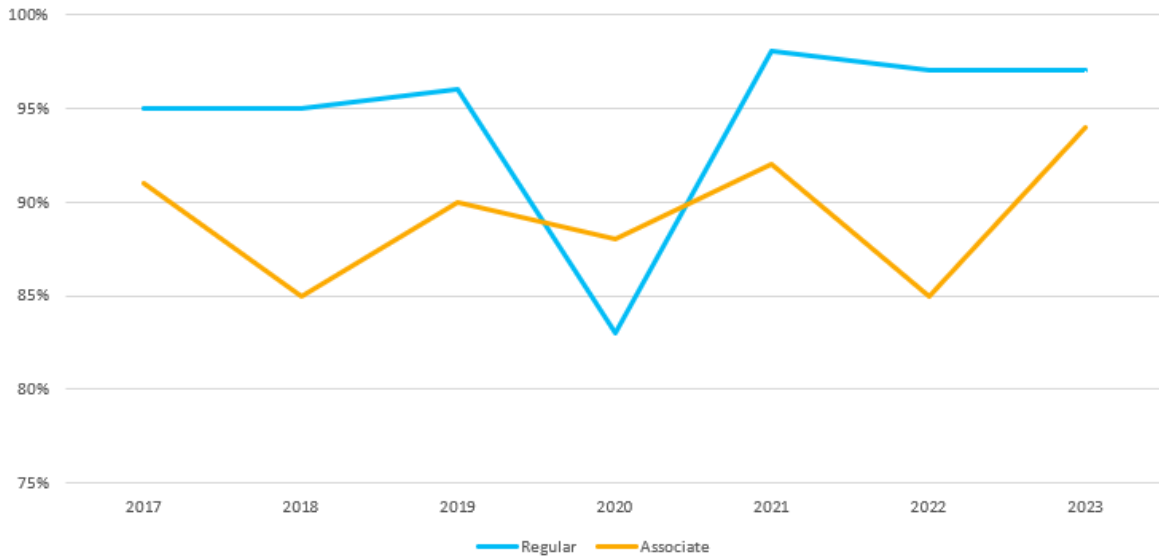
2022 New Members Gained



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

Membership Retention Rates

Renewal Rates



	2017	2018	2019	2020	2021	2022	2023
Regular	95%	95%	96%	83%	98%	97%	97%
Associate	91%	85%	90%	88%	92%	85%	94%

Regular member retention rate is high and stable (97.0% this year compared to 96.9% in 2022) Associate member retention rate has improved significantly compared to prior periods (93.5% this year compared to 85.2% last year).

The following companies have joined the Association since January 1, 2023;

Regular Members

- EP America Inc.
- Peerless Logistics
- Ship Air Logistics Inc

Associate Members

- KlearNow
- Prolog (Professional Logistics Network Inc.)
- TMX Intermodal
- RW Solutions Ltd.

Professional Freight Forwarders (PFF)

- Imane Lamouih

Membership Engagement

In conjunction with our Associate partners, CIFFA will be conducting membership engagement townhall events in various cities throughout 2023. The purpose of these sessions will be to communicate to both member and non-member firms the value that CIFFA brings and the many initiatives that are being worked on. These townhalls are meant to be interactive, where companies can share their views with the CIFFA Secretariat staff.

Meetings are being scheduled in the following cities:

- Winnipeg - May
- Calgary - June
- Edmonton - June
- Vancouver – July
- Toronto – July (Fall session TBD)
- Montreal – July (Fall session TBD)

By-Law Changes

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

- Further expansion of our Regular membership Class "E" category
- Board enlargement due to additional categories
- Restructured Executive Committee to improve decision making

Lastly, we 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,

I would like to share with you some of the key activities that were undertaken by your sea freight committee this past year.

The national sea freight committee has met four times by video conference since the last AGM, as well as committee members participated in various other calls with differing stake holders in the supply chain. The year 2022 was a very challenging one with various congestion, volume, and other challenges impacting ports and inland terminals at various points throughout the year. These various challenges have led to unprecedented costs.

Gateway Infrastructure Fee (GIF)

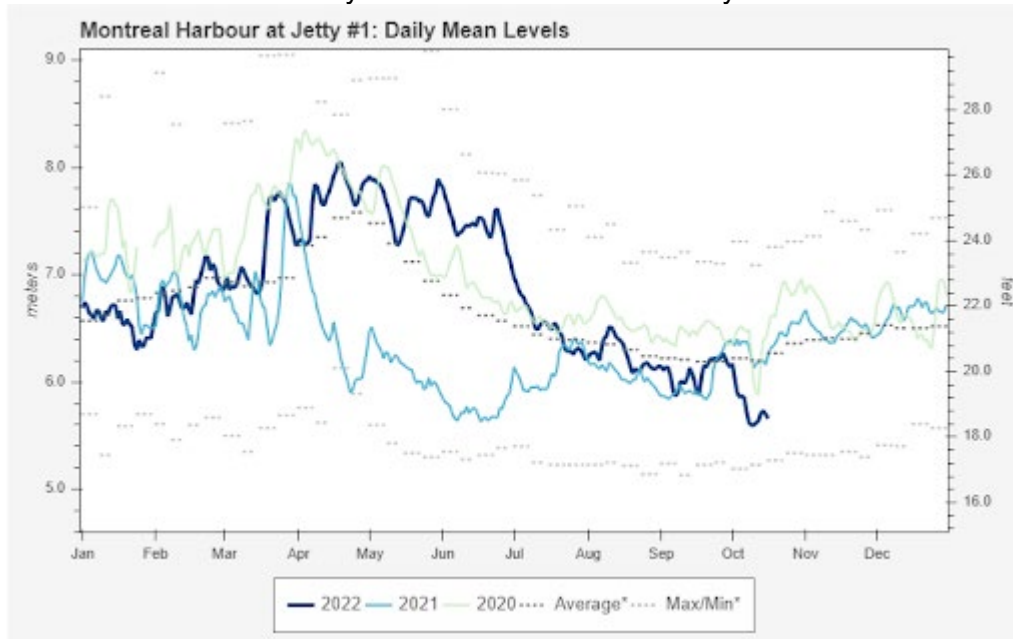
For 2023, the GIF saw very modest increases in some areas, and very small decreases in others (specifically North Shore and non-containerized cargo). The areas that did increase, were well below inflation levels.

CIFFA is part of the Gateway infrastructure Program Advisory Committee and continues to provide feedback on concerns and application of the fee.

Port of Montreal

Longshoremen are still without a contract and have been since 2018. CIFFA remains engaged with the Port and legislators at all levels of government.

Ocean carriers had introduced a low water surcharge. This was investigated and water levels were in fact the lowest they have been in the last three years:



Port of Vancouver

BCMEA/ILWU agreement expired on March 31, 2023. There have been only a handful of negotiations to date. The BCMEA filed a Notice of Dispute to the Minister of Labour, under the Canadian Labor Code, mandating a minimum of 60-day conciliation period, followed by a 21

day colling off period (if required). CIFFA has written letters to both the Ministers of Transport and Labor requesting their engagement, and to take a proactive approach to resolution.

Supply Chain Congestion relief

The committee was given presentations by alternative outlets, whom may in future, if required, provide additional capacity. None of these were readily available and required a variety of projects (including capital in some cases) to be fully operational and viable.

Railways

Although a potential CN Rail strike was announced, this was averted as both sides agreed to terms prior to any work interruption.

Inland Rail Terminals

In 2022, the industry was introduced to the new phenomenon of “metering” or moving a maximum number of containers for a certain origin/destination as the prior approach had led to severe congestion at inland terminals (specifically Toronto and Montreal). Discussions were held with the railways whom had shared historic and current statistics to highlight what the main factor contributing to the issue is. This was caused by very high numbers of laden containers being stored at the depot due to supply chain uncertainty and limited warehousing being available.

This was also the main cause of the empty return issues that impacted Toronto and Montreal.

Detention and Demurrage

This is a highly contested topic as empty return issues in certain locations, as well as increased container fees led to many forwarders facing very steep bills from carriers as a result. As mentioned, the committee partook in various discussions with several supply chain stakeholders. The reason for the issue was completely understood, however, the committee was unable to create a solution to the problem. As a result, the CIFFA Board of Directors has taken the action of examining if these detention and demurrage practices can be viewed as a result of abuse of dominance position by the carriers. CIFFA is hopeful to have more to report on this later in Q2, 2023.

In closing I would like to take a moment to acknowledge and thank all the committee members and their employers for their support and dedication to the Ocean committee.

The sea freight committee members are:

Michael Long	- Carson International (Vancouver)
Karl-Heinz Legler	- Rutherford Global Logistics (Montreal)
David Lyчек	- Universal Logistics
Brad Fallon	- Maltacourt
Paul Moon	- Fracht
Liton Paul	- UPS SCS Inc. (Montreal)
Marie-Christine Gaudreault	- Synergie Canada
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 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 2023 AGM. Since last year, the CIFFA's Sustainability Committee has expanded their knowledge, research, networking, and begun aligning with a new strategic vision, known as the ACE Framework, in support of CIFFA sustainability initiatives.

Participation in the UN Global Compact

In June this year, CIFFA will publish its first Communication on Progress (COP) report, since joining the UN Global Compact as a Participant on September 29th, 2021. We have also engaged in the local Global Compact Network webinars, recent program focus areas include gender equality, women's empowerment principles, and gap analysis tools. By joining the Global Compact, CIFFA has committed to take steps to support the global sustainability goals and principles, and target goals that align with its mission and strategies. The overall objective of the global goals is to achieve a universal agenda for sustainable development by 2030, to meet urgent environmental, political and economic challenges facing our world.

ACE Framework

This year, CIFFA plans to advance sustainability through an **ACE framework**, to implement goals and principles through increased "**action, communication and education**", in alignment with CIFFA's 2023-2025 strategic direction. The objective is to expand implementation through our committees, secretariat, enabled by knowledgeable resources using the ACE framework.

There will be increased focus on **three key sustainability pillars: environmental, social and economic**, including diversity equity and inclusion (DEI). Since the spring of 2021, our committee focus has evolved from basic info ("Sustainability 101"), to highlighting events, resources, tools, and insights from experts like Coro Strandberg, and increased participation in sustainability networks by CIFFA, which include:

- Participant of the UN Global Compact since Sept 29, 2021
- SmartWay Affiliate Partnership since October 13, 2021
- Affiliate membership with the Global Logistics Emissions Council (GLEC) since Dec 7, 2022.

Our future strategy incorporates actionable objectives: to take action on global sustainability goals and principles, DEI, and horizontal integration on the topic of sustainability within each mode of transport. CIFFA's growing sustainability network will also open opportunities to build strategic partnerships.

Through increased communications, we plan to share relevant information on the global goals and principles with membership, publish more content and guidance, share member success stories, and more.

In education, CIFFA will promote awareness for membership on sustainability goals and industry initiatives, highlight knowledge and information resources for members, publish a sustainability blueprint, and begin developing a sustainable logistics course.

Conclusion

We would love to hear from you! To learn about your work and business efforts in sustainability, share your expertise, experience, and potentially join our sustainability committee. Membership feedback is valuable for our work and growing membership. Please email me at christina@fisker.ca.

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.

Respectfully submitted,

Christina Fisker

Sustainability Committee Chair

Technology Committee Report

Dear fellow CIFFA members:

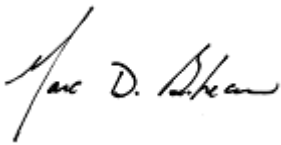
I wish to draw your attention to the mandate of your technology committee, which states: Evolving technology is pushing the boundaries and changing how the world does business. While some of the effects can disrupt the logistics industry, over the long run they can also help leverage the use of automation,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

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

Our committee continues to grow with great new talent and interest. We are currently working on a whitepaper on the subject of workflow automation and leading practices including offshoring best practices. We expect to have our next paper ready by the end of the third quarter and a webinar to follow shortly thereafter. The committee is dynamic and very enthusiastic. More good things to follow.

Respectfully submitted,

Marc Bibeau



Marc Bibeau
CIFFA Director
Technology Committee Chair

CIFFA CENTRAL REGION

Dear Members,

2023 members of CIFFA Central Region consist of:

1. Jodie Wilson	Central Chair	ECU Worldwide
2. Amit Arora		
3. Ana Da Cunha		Nu-Era Logistics Inc.
4. Collette Lamonday		Scan Global Logistics
5. Jaime Parker Niccols		Jas Forwarding Worldwide
6. Edna Carr		Trade Link International Ltd
7. Joe Chan		Rutherford Global Logistics
8. Nasy Panahi		CIFFA
9. Paul Glionna		Universal Logistics Inc.
10. Tom McGinn		Coast Underwriters Ltd.
11. Vania Gava		Marsh Canada Limited
12. Katrina Monette		Dangerous Good Solutions

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

FCA 2023 Thursday October 19th, 2023
Mississauga Convention Centre.
CIFFA's 75th- Theme - Diamonds

Golf 2023
Cardinal / Red Crest
Thursday September 14/23

Boat Cruise June 2023, we are discussing bringing back the boat cruise .

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;

It feels great again that together we overcame those terrible and difficult times that we experienced during the pandemic. These past two years have been very tough and like I said in my last report, there was a light at the end of the tunnel and is now shining brighter than ever before.

I'm very happy to inform everyone that our social activities are back on track and look forward to seeing you all there. Last week on May 4th, we held our popular Bowl for Kidz event, which once again was sold out and thank everyone that attended.

I would like to extend a big thank you to our members for their continued trust in allowing me to serve as your Eastern Region Chair over the last 12 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 is our annual golf tournament.

I'm very excited to announce that our FCA will be held on Thursday, June 8, 2023 at the exquisite "Crowne Plaza Volare Hotel" 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.

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

Name	Company	Responsibility
Angelo Loffredi	Traffic Tech	Chair
Ellen Kumpic	Bollore Logistics	Vice Chair
Emmanuelle Etur	Air Canada	Committee Member
Karisa Machika	Expeditors	Committee Member
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 jobs in the region that much better and easier.

Respectfully submitted,
Angelo Loffredi – Eastern Region Chair

CIFFA WESTERN REGION

Western Region Committee members are:

Angela Wu – 1UP Cargo
Julio Gil – DSV Air & Sea Inc
Leia Pengelley – Rhenus Logistics Canada
Nasy Panahi - CIFFA
Shannon Wangler – Bronco Transportation

We are extremely grateful to all Member firms who allow these people to give their valuable time to the Region and the Association.

Annual Golf Tournament: Mayfair Lakes Golf & Country Club - July 27, 2023

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: Hilton Vancouver Metrotown - Nov 15, 2023

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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.

