

Doing Business in *Canada*



Produced by the UKTI Team in Canada
Contact: Sonya Svab
Email: sonya.svab@fco.gov.uk
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The purpose of the Doing Business guides, prepared by UK Trade & Investment (UKTI) is to provide information to help recipients form their own judgments about making business decisions as to whether to invest or operate in a particular country. The Report's contents were believed (at the time that the Report was prepared) to be reliable, but no representations or warranties, express or implied, are made or given by UKTI or its parent Departments (the Foreign and Commonwealth Office (FCO) and the Department for Business, Innovation and Skills (BIS)) as to the accuracy of the Report, its completeness or its suitability for any purpose. In particular, none of the Report's contents should be construed as advice or solicitation to purchase or sell securities, commodities or any other form of financial instrument. No liability is accepted by UKTI, the FCO or BIS for any loss or damage (whether consequential or otherwise) which may arise out of or in connection with the Report.



Are you a member of a UK company wishing to export overseas? Interested in entering or expanding your activity in the Canadian market? Then this guide is for you!

The main objective of this **Doing Business Guide** is to provide you with basic knowledge about Canada; an overview of its economy, business culture, potential opportunities and an introduction to other relevant issues. Novice exporters, in particular will find it a useful starting point.

Further assistance is available from the UKTI team in Canada. Full contact details are available at the end of this guide.

Important Information - Sanctions and Embargoes

Some countries maybe subject to export restrictions due to sanctions and embargoes placed on them by the UN or EU. Exporting companies are responsible for checking that their goods can be exported and that they are using the correct licences.

Further information is available on the <http://www.businesslink.gov.uk/exportcontrol>

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1. Introduction

Canada is the second largest country in the world with six time zones, ten provinces and three territories. The capital city of Canada is Ottawa which is located in the province of Ontario. Canada has a population of just under 34 million and 90% live within 200km of the United States border. There are two official languages, English and French.

Canada ranks 4th in the world in regards to standard of living (measured according to GDP per capita, eg. Life expectancy, education) which contributes to 'quality of life'. Vancouver, Toronto and Calgary are all within the top five most liveable cities according to the Economic Intelligence Unit (2010).

Strengths of the market

Canada is an important trade and investment partner for British companies of all sizes and across the spectrum of business activity. Canada is one of the world's richest and most developed countries, ranking among the top ten industrial powers and is recognised as having one of the highest standards of living in the world. With the low inflation and positive economic growth, particularly given the recent global economic crisis, Canada offers good trade and investment opportunities for British companies in many sectors e.g. energy, food and drink, aerospace, biotechnology, financial services, defence & security and business services.

A recent study comparing business costs in Canada, Europe and the USA placed Canada ahead of other G8 countries across a broad range of business operating costs. Canada's market economy has maintained a varied structure with both small companies and multinational companies. Natural resources remain a major factor, but the growth of hi-tech industries often involving small dynamic companies, is of increasing significance.

The proximity of the US market to much of Canada's industrial activity (based largely in Ontario and Quebec) is of fundamental importance to Canada with 75% of Canadian exports going to the USA. This therefore offers UK companies NAFTA access to the US and Mexican market from Canada. There are also good opportunities for strategic business partnerships and technology transfers between UK and Canadian companies. The market remains receptive to British products and Canadian business are familiar with UK business practices.

Opportunities in Canada

As Canada is not only a natural resources rich country, there are many opportunities across most sectors of this developed and sophisticated market. Sectors include:

Automotive

Energy and power

Creative and media

Aerospace

Pharmaceuticals

Organic chemicals

Healthcare

Mining

Advanced engineering

Information Technology

Biotechnology

Financial services

Defence & Security

Oil and related products, including environmental technologies

The UK is Canada's second largest partner worldwide in the science and technology sector, with a particularly close relationship in the field of clinical research. Canada sees itself as a world leader in scientific discovery, and it has strong energy, mining, ICT, and bio-sciences sectors. The province of Ontario holds North America's 3rd largest biotechnology cluster and has been named one of the top five regions in North America targeting biotechnology companies in 2009. In Ontario alone, the life science sector employs more than 43,000 people at approximately 850 companies and generates \$14 billion in revenues annually. Canada has the second highest number of research publications coming out of the University of Toronto, only outnumbered by Harvard University in the US.

Canada also has strengths in various areas of Information technology, engineering, and clean technologies. Particular energy strengths include the oil sands, wind energy, carbon capture and storage, and biomass sectors. Marine energy (primarily tidal or wave turbines) and bio fuel sectors are expected to gain prominence in the commercial sector within five to seven years.

Trade between UK and Canada

The UK & Canada share deep cultural and historical ties, with broadly similar legal and political systems. The UK is Canada's primary European trading partner. Canada is the UK's 16th largest market, with exports reaching £3.25bn in 2008. The UK is also the second largest foreign direct investor in Canada after the US.

Canada is the UK's third largest export market outside Europe, the US and China. The value of UK goods exported to Canada totalled approximately £3.6 billion in 2008. Energy products, industrial goods and machinery products dominated UK goods exported to Canada in 2008. Between January-May 2009 the value of UK exports were £1.5 billion.

Economic Overview

Canada has emerged from the recession with modest growth in September 2009. As the Canadian dollar continues to strengthen (\$0.95/USD), the composition of GDP has shifted away from net exports and towards final domestic demand. With slow growth and risk from a strong Canadian dollar, Bank of Canada maintains commitment to hold interest rates at 0.25% (from 4.25% a year ago) through the second quarter of 2010. Unemployment is easing (8.5%); with public sector accounting for over half the new job gains. The Bank of Canada expects growth to pick up as consumer spending and business investment begins to increase.

Canada and the EU started a round of Free Trade talks in September 2009 with the expectation of a final deal at the end of 2011. Both the EU and Canada are looking for a positive outcome to these talks which could open up the market for both sides. For example, both sides could open up their markets with the removal of quotas or non tariff barriers on agricultural, including dairy, products. Both sides have said that they are in 90% agreement, but the final 10% of both sides concerns will be where most of the work will be in the talks during 2010 and 2011. From the EU side, the main priorities remain Intellectual Property protection in Canada and access to Canadian Government Procurement at a Federal and Provincial level.

Population

October 2009 Canada's population was estimated at 33 million.

Principal population of metropolitan areas:

| | |
|------------------------------|--------------|
| Calgary (Alberta) | 1.1 million |
| Edmonton (Alberta) | 1.1 million |
| Halifax (Nova Scotia) | 394 thousand |
| Montreal (Quebec) | 3.7 million |
| Ottawa (Ontario) | 1.1 million |
| Toronto (Ontario) | 5.5 million |
| Quebec City (Quebec) | 700 thousand |
| Vancouver (British Columbia) | 2.2 million |
| Victoria (British Columbia) | 348 thousand |

Source: Statistics Canada, 2008.

Political Overview

Canada was established in 1867 as a self-governing Dominion within the British Empire and attained full sovereignty in 1931 (Newfoundland joined later in 1949). With its large size, thinly-spread population and the existence of a large French-speaking minority (historically about 25% of the population this century), Canada developed a federal system of government which made allowance for different regional and linguistic interests. These carry inherent tensions which have in recent years mostly concerned the political status of Quebec, the second largest and predominantly French-speaking province which witnessed a rise in nationalism in the 1960's.

The failure from the 1970s to early 1990s of attempted constitutional reforms aimed at helping Quebec protect its language and culture gave rise to two "sovereignty" referendums which both however failed, the second in 1995 very narrowly. The 1990s has witnessed the birth of several regionally based parties replacing the traditional nation-wide parties. The Conservative government of the 1980s was left with only two seats in Parliament after the 1993 election. They were replaced by the liberals (a Canada-wide party) led by Quebec politician Jean Chretien, whose government was re-elected for a third term of office following the Federal elections held in November 2000.

Paul Martin's Liberal Party won a minority victory in the June 2004 general elections, but twelve years of Liberal government ended when he was defeated by Stephen Harper's opposition Conservatives in January 2006. In 2008 Stephen Harper again went to the country and currently leads a minority government. Michael Ignatieff (liberal party) is the present leader of the opposition. The Head of State in Canada is Queen Elizabeth II, with Michaëlle Jean as Governor General.

Find out more about Canada's History and Current Political Situation

- [Read the FCO's Country Profile](#) put in website for all three
- [Read the BBC's Country Profile](#)
- [Read the BBC's Country Timeline](#)

Getting here and advice about your stay

FCO Travel Advice

The FCO website has travel advice to help you prepare for your visits overseas and to stay safe and secure while you are there.

For advice [please visit the FCO Travel section](#)

It is important to remember that Canada has six time zones to consider especially when you are travelling for business reasons. The distance between UK and Canada is the same as from Halifax to Vancouver. Please review the map on the first page.

The vast majority of British business visitors to Canada will arrive by air. There are direct flights from British airports to the Canadian gateways of Calgary, Edmonton, Halifax, Montreal, Ottawa, St Johns, Toronto and Vancouver. Alternatively, a good proportion of flights come via US hubs such as New York, Chicago or San Francisco, to the same airports for roughly the same fare.

Toronto

Pearson International Airport (YYZ), is situated 24km north-west of downtown Toronto. There are bus services to the Yorkdale, York Mills and Islington subway stops which runs every 20 minutes. There are also shuttle buses from the airport to the major hotels taking around 60 minutes.

Halifax

The airport (YHZ) is situated 33 km from the city. There are no public buses to or from the airport. However, there are shuttle buses that run between the airport and downtown, which also stop at the major hotels. The journey takes around 45 minutes.

Montreal

Montreal is served by Dorval International Airport (YUL), 25 km from the city centre. The best way into town from Dorval is by bus or by one of the hotel courtesy buses. The trip takes around 30 minutes.

Calgary

Calgary is served by Calgary International Airport which is approximately 30 minutes from downtown. Calgary Transit provides public bus transportation to and from the airport via Route #57 with service to and from the Whitehorn LRT Station.

Ottawa

Ottawa is served by Macdonald-Cartier International Airport which is approximately 30 minutes from downtown. There are shuttle buses available and public transport.

Vancouver

Vancouver is served by Vancouver International Airport which is approximately 20 minutes from downtown. The Canada Line is a new rapid transit rail link connecting to downtown Vancouver in 26 minutes and to downtown Richmond in 18 minutes. You can conveniently gain access to trains from both the international and domestic terminals. There are also courtesy shuttles to many of the local hotels.

Passports/visas

British Citizens and British Overseas Citizens who are entitled to re-admission to the UK do not require a visa to enter Canada; neither do citizens of British dependent territories who derive their citizenship through birth, descent, registration or naturalisation in one of the British dependent territories of Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn, St Helena, Turks & Caicos Islands.

For information on visas please visit the website www.canadainternational.gc.ca. Please ensure to check with the Canadian High Commission if you expect to remain for a lengthy period of time in Canada.

Health advice

There are no specific vaccinations recommended or required for a trip to Canada. It is advisable to be in date for tetanus, polio and diphtheria. Rabies is present in more remote areas but is unlikely to pose a risk to business travellers.

Information on health hazards, and precautions to take when travelling abroad can be found in the leaflet 'Health advice for travellers' available from main Post offices.

It is essential to take out full medical insurance when visiting Canada as there are no reciprocal healthcare agreements between Canada and the UK. Tap water in Canada is universally safe to drink.

Electricity

120-240V (mostly 120V) 60 cycles AC with two pin flat prong plug fittings (or three pin with one round and two flat prongs) and screw type lamp sockets. Adapters and transformers are available for appliances using other voltages.

The Canada Official Tourist site can assist you with planning your trip. www.canada.travel

2. Preparing to Export to Canada

UKTI's team in Canada can provide a range of services to British-based companies wishing to grow their business in the Canadian market. Our services include the provision of market information, validated lists of agents/potential partners, key market players or potential customers; establishing the interest of such contacts in working with the company; and arranging appointments. In addition, they can also organise events for you to meet contacts or promote a company and its products/services.

You can commission these services under which are chargeable and operated by UK Trade & Investment (UKTI) to assist British-based companies wishing to enter or expand their business in overseas markets. Under this service, the Post's Trade & Investment Advisers, who have wide local experience and knowledge, can identify business partners and provide the support and advice most relevant to your company's specific needs in the market.

To find out more about commissioning work, please contact your local UKTI office. See www.uktradeinvest.gov.uk

3. How to do business in Canada

Customs and Regulations

Most imports to Canada (except those of low pecuniary value) require a Canada customs invoice. Additional information is required for textiles. Copies of the prescribed forms can be obtained from certain commercial stationers. Commercial shipments of relatively low pecuniary value may use an ordinary commercial invoice or other document in support of the declared value of goods.

Specimen copies of the Canadian Customs invoices and bill of entry and other forms may be obtained from the Canadian High Commission. For up to date customs information for Canada please visit <http://www.cbsa-asfc.gc.ca/trade-commerce/tariff-tarif/menu-eng.html> Canada operates the World Customs Organisation's Harmonised System (HS) nomenclature. Tariffs are levied on the free on board (fob) value of the goods in the country of export and may be specific or ad valorem.

Special tariffs are in operation for Commonwealth countries (British Preferential schedule), USA and Mexico (NAFTA schedule) Israel and Chile. Most other countries are placed on the most-favoured-nation tariff. The remainder trade on a slightly higher general tariff schedule.

[HM Revenue & Customs](#) provides information and guides to assist you with the export process. The first line of enquiry for routine tariff classification advice down to the 6 digit Harmonised System subheading level, used worldwide is the National Advice Service (NAS). Their national helpline number is 0845 010 9000.

The Tariff Classification Service can also provide advice on tariff classification numbers. Their helpline (+44 (0)1702 366 077) is open from 09:00-17.00 on Monday to Thursday and 09.00-16.30 on Friday. A voicemail service operates outside these hours.

- [Read Businesslink's guide on customs procedures](#)
- [Find out about the classification of goods](#)
- [Find out which customs procedures and reliefs apply to you](#)
- [Find out about supplementary declarations](#)
- [Find out about export declarations and the National Export System](#)

Commercial Samples and Temporary Imports

ATA Carnets

- [Read SITPRO's guide on Temporary exportations from the UK](#)
- [Read about ATA Carnets on HMRC's website](#)
- [Apply for an ATA Carnet at the London Chamber of Commerce](#)

Anti Dumping and Countervailing

- [Read Businesslink's guide on anti dumping and countervailing duties](#)

Additional taxes

Since 1 January 1991, imported goods have generally been subject to the federal VAT-style Goods and Services Tax (GST). The 5% GST, is payable on entry on the duty and excise-paid value of the goods. For GST purposes a number of goods and services are zero-rates (these goods also do not attract GST upon import). They include most agricultural and fish products, certain major purchases by farmers and fishermen, basic groceries, prescribed medical devices and prescription drugs. HST in Ontario will change with affect from July 1st, 2010 to 13%.

All products and services exported from Canada are zero-rated.

- [Read Businesslink's guide on understanding your tax liabilities when exporting](#)

Legislation and Local Regulations

Inspection rules change frequently so exporters should check the requirements either with their customer or with the relevant pre-shipment company.

Labelling and Packaging Regulations

This is of particular importance to Canada as the country is officially bilingual. Under the Consumer Packaging and Labelling Act, special federal packaging and labelling requirements have to be met for pre-packaged food products and most consumer items exported to Canada. Bilingual labelling, in English and French is required on all consumer products.

The regulations provide for placement of identification data, identification of the manufacturer, product information and standard quality disclosures. Additionally, many food products must also comply with strict hygiene and ingredients regulations. Some goods for personal or household use, hardware,

novelties and sporting goods, paper products and clothes must be clearly marked, stamped, branded or labelled so as to indicate the country of origin.

In addition, any imported textile article must have a label affixed to it which states the textile fibre content of the article. Imported packages of tobacco, cigarettes and cigars also have special packaging and stamping requirements. For food products, the Food and Drugs Act Regulations stipulate which foods offered for sale must carry a label and also the required contents of the label. Strict requirements for pharmaceuticals also exist.

Attractive packaging is essential in Canada. Canadian law strictly regulates packaging, which must be manufactured, filed and displayed in such a manner that the consumer is not misled as to the quality or quantity of the product. Further information on the labelling of non-food products can be obtained from www.ic.gc.ca For Food products contact www.agr.gc.ca

The Liquor control Board of Ontario (LCBO) is Canada's largest alcohol retailer, has developed new standards for the shipping of Tetra Pak containers to ensure proper handling at every stage in the supply chain. For detailed information visit the website www.lcbotrade.com

The Canadian Food Inspection Agency (CFIA) www.inspection.gc.ca has approved the adoption of an international measure to prevent the introduction of foreign pests through wooden packaging materials. Exemptions will be made for wood packaging originating from the continental United States. Certain other packaging products may also be exempt depending on the type, thickness or origin of the wood being used. For detailed information please visit the website www.inspection.gc.ca

Getting your Goods to the Market

SITPRO (Simplifying International Trade) is the UK's trade facilitation body dedicated to encouraging and helping business trade more effectively and to simplifying the international trading process. SITPRO offers advice on the documents and procedures for the movement of goods to countries www.sitpro.org.uk/trade/index.html.

SITPRO Helpline may be able to assist Tel: +44 20 7215 8150 or email: info@sitpro.org.uk

Export Controls and Licensing.

The UK Government maintains export controls on a range of goods such as arts and antiques, Medicines and prescription drugs, chemicals, food, animals, plants and horticulture and strategic goods (Including military goods, software, technology and so called dual-use items).

If items are subject to UK export controls, a license is required before they can be exported by any Means. Dependent on the nature of your goods, different government departments are responsible for issuing licences. Dependent on the export destination, sanctions and embargoes might also apply.

The export of most goods from the UK to Canada is unrestricted. Some items including arms, explosives, military equipment, atomic energy equipment, metals and minerals, antiques, works of art, diamonds, computer technology and live animals are subject to control, although sometimes temporarily.

Standards and Technical Regulation

The British Standards Institution (BSI) can provide information and advice on compliance with overseas statutory and other technical requirements through their Professional Services team. BSI can supply detailed information on foreign regulations; identify, supply and assist in the Interpretation of foreign standards and approval procedures; research and consult on technical requirements for a specific product; and provide translations of foreign standards, items of legislation

and codes of practice. Fees vary according to the amount of work involved.

For further information visit the www.bsi-global.com/ImportExport

The UK National Physical Laboratory www.npl.co.uk maintains detailed information on international aspects of standards, accreditation and measurement infrastructure, including more specific facts and figures for a number of countries.

The information should help exporters and investors form a view of a country's underpinning technological infrastructure, vital to trade and product quality.

Intellectual Property Rights

Advice on matters relating to patents, designs or trade marks can be obtained from agents specialising in these fields. Names and addresses of these are provided at a small charge by the Chartered Institute of Patent Agents www.cipa.org.uk

The Patent Act and Regulations define the procedures for obtaining and enforcing patent rights in Canada. An application to register a patent is made to:

Canadian Intellectual Property Office (CIPO)

Place du Portage I

50 Victoria St., Room C-229

Gatineau, Quebec K1A 0C9

For international callers:

Telephone: General enquiries: 819-934-0544

Fax: Enquiries only: 819-953-7620

Submit IP documents: 819-953-CIPO (2476)

Business Hours 8:30 a.m. to 5:00 p.m. (ET) Monday to Friday

The first inventor to file a patent application for an invention is entitled to a patent for that invention. It usually takes three years from the filing of the application to the granting of a patent.

Patents are granted in Canada for 20 years from the date of application. On expiry, patented inventions become public property and renewal is unavailable.

Registration of a trade mark grants the owner the exclusive right to use that trade mark throughout Canada. Trade marks are protected for 15 years from the date of registration and are renewable for 15 year periods without limitation.

IP rights are territorial, that is they only give protection in the countries where they are granted or Registered. If you are thinking about trading internationally then you should consider registering your IP rights abroad.

▶ [Read our brief introductory guide to the Intellectual Property Office and International Trade](#)

4. Business Etiquette, Language and Culture

Language

In Canada the official languages spoken are English and French. Most native French speakers in Canada live in the province of Quebec and interpretation may be required for business meetings. All laws of the federal government are enacted in both English and French and that federal government services must be available in both languages.

The National Centre for Languages can assist with language training, interpreting and translation services. www.cilt.org.uk

Meetings, Negotiations and Presentations

It is important to be on time and appropriately dressed for the venue you are holding the meeting. Face to face meetings are important and this will be the opportunity to build up a rapport immediately which will help with negotiations and discussions. For presentations be well prepared, clear and be thorough in your knowledge.

Hours of business

Working hours vary throughout the country. Some small businesses close completely in July and August and government departments may work variable hours during the summer months. Fewer UK business visitors come to Canada during the winter months of December-March.

Government and Business

08.30 - 17.00 Monday to Friday

Banking

10.00-17:00 Monday to Thursday

10.00-18.00 Friday

Some banks in large centres operate much longer hours including evenings, and Saturdays.

Shops

There is a five-day working week, but most retail stores in cities open on Saturday and often on Sunday as well. Late shopping (to 21.00) on Thursday or Friday is common in large cities; in suburban shopping centres, supermarkets often stay open until 21.00 or 22.00 (Monday to Friday). Some convenience stores and supermarkets remain open 24 hours a day, especially in heavily populated areas.

Lunch and dinner meetings

Canadians do conduct business over meals but tend to eat early, 12.00 for lunches and 6.30pm-7.00pm for dinners.

5. What are the challenges?

Canada is a relatively straightforward market to work in; however, relationship building should not be underestimated even though Canadians are relaxed and approachable in their business dealings. Canada is a foreign market with business differences in comparison both to the UK and USA.

Companies should always consider legal advice if they are unsure about any formal agreements.

Food and drink products

All meat and meat by products from the UK are banned from entry into Canada. Dairy products are subject to an import quota system (between the EU and Canada). Please visit the Canadian Food Inspection Agency www.inspection.gc.ca Alcoholic beverages are purchased and sold through the Canadian Provincial Governments (with the exception of Alberta).

6. How to Invest in Canada

First contact should be with the Federal Government via Canadian representatives at the Canadian High Commission in London. Please visit the website www.tradecommissioner.gc.ca or you can visit the website www.investincanada.gc.ca which highlights specific regions and relevant information for British Columbia, Alberta, Nova Scotia, and Quebec.

Secondly you can also obtain information via the Provincial Economic Development Ministries www.investinontario.com ; www.ontariocanada.com (Ontario); www.mdeie.gouv.qc.ca (Quebec);

www.alberta-canada.com (Alberta); www.investbc.com (British Columbia);
www.gov.ns.ca/econ/ (Nova Scotia)

7. Contacts

If you have a specific export enquiry about Canadian market which is not answered by the information on this report, you may contact:

UK Trade & Investment Enquiry Service

Tel: +44 (0)20 7215 8000

Fax: +44 (0)141 228 3693

Email: <mailto:enquiries@ukti.gsi.gov.uk>

UK Trade & Investment

Canada Desk

Helen Tanner, Senior Country Manager - Canada.

Tel: 020 7215 4788.

Email: helen.tanner@ukti.gsi.gov.uk

You will be signposted to the appropriate section on our website or transferred **at local call rate** to UKTI in **Canada**.

If you prefer to contact the team in **Canada** direct, contact:

TORONTO

UK Trade & Investment Toronto

British Consulate-General

777 Bay Street,

Suite 2800

Toronto, ON

M5G 2G2

Tel: 001 416 593 1290

Fax: 001 416 493 1229

Email: Canada.tradeenquires@fco.gov.uk

NB: To reach an extension, press '1', followed by the extension number

NB: Toronto is five hours behind the UK

Valerie Strand, Trade Officer

Extension 2229

E: Valerie.Strand@fco.gov.uk

Lead Sectors: CREATIVE INDUSTRIES
FOOD/DRINK
CONSUMER GOODS
HEALTHCARE

Helen Hemmingsen, Trade Officer

Extension 2242

E: Helen.hemmingsen@fco.gov.uk

Lead Sectors: AUTOMOTIVE
CONSTRUCTION

ENGINEERING
POWER PROJECTS AND SERVICES
AEROSPACE (CIVIL)
TRANSPORT, RAIL AND ROAD

Gilda Carbone, Trade Officer

Extension 2224

E: Gilda.Carbone@fco.gov.uk

Lead Sectors: FINANCIAL SERVICES
ICT
LIFE SCIENCES

OTTAWA

UK Trade & Investment
British High Commission
80 Elgin Street
Ottawa ON K1P 5K7
CANADA

T: (001) 613 237 1530

F: (001) 613 237 7980

NB: Ottawa is five hours behind the UK

Bernadette Terry, Trade Officer

T: (001) 613 364 6146

E: bernadette.terry@fco.gov.uk

Lead sector: FIRE, POLICE, DEFENCE & SECURITY

VANCOUVER

UK Trade & Investment
British Consulate-General
Suite 800 - 1111 Melville Street
Vancouver BC V6E 3V6
CANADA

T: (001) 604 683 4421

F: (001) 604 681 0693

NB: Vancouver is eight hours behind the UK

Tish Nicolls, Trade Officer

Extension 2209

E: Tish.Nicolls@fco.gov.uk

Lead Sectors: AGRICULTURE, HORTICULTURE & FISHERIES
SPORTS & LEISURE INFRASTRUCTURE
EDUCATION & TRAINING, R & D
BUSINESS SERVICES
MARINE
TRANSPORT, INFRASTRUCTURE & SERVICES

Sarah Clegg, Trade Officer

Extension 2208

E: Sarah.Clegg@fco.gov.uk

Lead Sectors: ENVIRONMENT
PAPER, PACKAGING & PRINTING
WATER & WASTE WATER
CLEAN TECHNOLOGIES

CALGARY

UK Trade and Investment

Suncor Energy Centre

3000-150 6 Avenue SW

T: (001) 403-705-1755

F: (001) 403 538 0121

NB: Calgary is seven hours behind the UK

Paul Paynter, Director

T: (001) 403-705-1755

E: Paul@btoalberta.com

Lead Sector: OIL & GAS

Tracey Grindal, Trade Officer

T: (001) 403-705-1755

E: tracey@btoalberta.com

Lead Sector: MINING

MONTREAL

UK Trade & Investment

British Consulate-General

1000 rue de la Gauchetiere West

Suite 4200

Montreal QC H3B 4W5

CANADA

T: (001) 514 866 5863

F: (001) 514 866 0202

NB: Montreal is five hours behind the UK

[UK Trade & Investment](#) can help you make the most of these opportunities and help you plan your approach to the market. You may find out more about the range of services available to UK companies trading internationally through your local International Trade Team.

We hope that you have found this guide useful. For further information, please contact your International Trade Adviser or one of the UKTI team in Canada.

8. Resources/Useful Links

Business Link: International Trade

Business Link's International Trade pages provide an overview of export basics including licensing, customs procedures, classifying and movement of goods, other regulatory information and export paperwork issues. It also introduces exporters to the UK Trade Tariff.

Essential reading for exporters!

Find out more at:

http://www.businesslink.gov.uk/bdotg/action/layer?r_s=tl&r_lc=en&topicId=1079717544

Country Information:

BBC Website:

http://news.bbc.co.uk/1/hi/country_profiles/default.stm

FCO Country Profile:

<http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/country-profile/>

Culture and communications:

CILT – National Centre for Languages - Regional Language Network in your area:

http://www.cilt.org.uk/workplace/employer_support/in_your_area.aspx

Kwintessential culture guides:

<http://www.kwintessential.co.uk/>

Customs & Regulations:

HM Revenue & Customs: www.hmrc.gov.uk

Import Controls and documentation (SITPRO): <http://www.sitpro.org.uk>

Economic Information:

Economist:

<http://www.economist.com/countries/>

Export Control

Export Control Organisation:

<http://www.berr.gov.uk/whatwedo/europeandtrade/strategic-export-control/index.html/strategic-export-control/index.html>

Export Finance and Insurance:

ECGD: <http://www.ecgd.gov.uk/>

Intellectual Property

Intellectual Property Office:

www.ipo.gov.uk

Market Access

Market Access Database for Tariffs (for non-EU markets only):

<http://mkaccdb.eu.int/mkaccdb2/indexPubli.htm>

SOLVIT – Overcoming Trade Barriers (EU Markets only)

www.bis.gov.uk/EUMarketAccessUnit

Standard and Technical Regulations:

British Standards Institution (BSI):

<http://www.bsigroup.com/en/sectorsandservices/Disciplines/ImportExport/>

National Physical Laboratory: <http://www.npl.co.uk/>

Intellectual Property - <http://www.ipo.gov.uk/>

Trade Statistics:

National Statistics Information: <http://www.statistics.gov.uk/hub/index.html>

UK Trade Info: <https://www.uktradeinfo.co.uk/>

Travel Advice:

FCO Travel: <http://www.fco.gov.uk/en/travel-and-living-abroad/>

NHS: <http://www.nhs.uk/nhsengland/Healthcareabroad/>

Travel health: <http://www.travelhealth.co.uk/>