

Customs Compliance and Client Service: Competing and Complementary Concerns

SUNDAY, SEPTEMBER 14, 2014

14:00 - 17:00 <i>Signal Room</i>	Conference & AGM Voter Registration
16:00 – 18:00 <i>Fort William Ballroom Salon A</i>	Welcome Reception Sponsored by Moore-McLean Insurance Group Ltd. , The Guarantee Company of North America and Novex, Intact Insurance

MONDAY, SEPTEMBER 15, 2014

07:00 – 10:00 <i>Signal Room</i>	Conference & AGM Voter Registration
07:30 – 09:00 <i>Fort William Ballroom Salon C</i>	Certified Trade Compliance Specialists Breakfast Topic: Voluntary Disclosure Policy Guest Speaker: Michelle Stokes, CSCB Director and Member, CSCB Trade Compliance Committee
08:00 – 09:00 <i>Fort William Ballroom Salon B</i>	Continental Breakfast
08:30 – 12:30 <i>Meet in Hotel Lobby</i>	Companions Program
09:00 – 10:30 <i>Fort William Ballroom Salon A</i>	Conference Opening: CBSA and the Customs Broker: Fostering Compliance in a Transformative Environment Facilitator: Donald Cooper, President, The Donald Cooper Corporation Discussants: Wendy Archambault, Vice President, Customs Brokerage, Canada, Livingston International Inc.; Peter Hill, Associate Vice-President, Programs Branch, CBSA; Randy Motley, President, Farrow; and Louis-Paul Normand, Associate Vice-President, Information, Science & Technology, CBSA
10:30 – 10:50 <i>Fort William Ballroom Pre-Function</i>	Refreshment Break Sponsored by Invensis
10:50 – 12:00 <i>Fort William Ballroom Salon A</i>	Taking the Vision and Making it Real Presenter: Donald Cooper, President, The Donald Cooper Corporation
12:00– 13:00 <i>Fort William Ballroom Salon B</i>	Luncheon for Conference Delegates Sponsored by Kewill
13:10 – 14:05 <i>a. Fort William Ballroom Salon C/D</i> <i>b. Fort William Ballroom Salon A</i>	Workshops a. The Changing World of Customs Broker Risk and Liability – Presenters: Rui Fernandes, Partner, Fernandes Hearn LLP; Tracy McLean, Executive Vice President, Marine & Surety, Moore-McLean Insurance Group Ltd.; and Laurie Tannous, Vice-President, Government and Industry Relations, Farrow b. Redefining CARM – Presenter: Candace Sider, CSCB Past Chair and Co-Chair, BCCC CARM Subcommittee

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14:10– 15:10 <i>a. Fort William Ballroom Salon A</i> <i>b. Fort William Ballroom Salon C/D</i>	Workshops a. The Changing World of Customs Broker Risk and Liability – Presenters: Rui Fernandes, Partner, Fernandes Hearn LLP; Tracy McLean, Executive Vice President, Marine & Surety, Moore-McLean Insurance Group Ltd.; and Laurie Tannous, Vice-President, Government and Industry Relations, Farrow b. Is Outsourcing right for Your Business? – Presenter: Jonathan Robinson, President and CEO, Portway International Inc.
15:10 – 15:30 <i>Fort William Ballroom Pre-Function</i>	Refreshment Break
15:30-16:45 <i>Fort William Ballroom Salon A</i>	Challenging CBSA Decisions: Experiences and Observations Moderator: Michelle Criger, Administrator, Education and Professional Development, CSCB Presenters: Peter Kirby, Fasken Martineau; and Darrel Pearson, Partner and Co-Chair International Trade and Investment Practice Group, Bennett Jones LLP

TUESDAY, SEPTEMBER 16, 2014

08:30 – 09:30 <i>Signal Room</i>	Conference & AGM Voter Registration
08:30 – 09:30 <i>Fort William Ballroom Salon B</i>	Continental Breakfast
09:15 – 10:15 <i>Fort William Ballroom Salon A</i>	Annual General Meeting of CSCB Members
10:15 – 10:40 <i>Fort William Ballroom Pre Function</i>	Refreshment Break
10:40– 12:00 <i>Fort William Ballroom Salon A</i>	Defining Customs Compliance: Differing Perspectives Moderator: Mark Glionna, CSCB Director and Chair, CSCB Trade Compliance Committee Presenters: Lorraine Gruszczynski, Customs Compliance Manager, Clearwater Seafoods LP; Caterina Ardito-Toffolo, Director, Trade Compliance Division, CBSA; and Michael Zobin, Member, CSCB Trade Compliance Committee
12:00 – 13:00 <i>Fort William Ballroom Salon B</i>	Luncheon for Conference Delegates <i>Sponsored by Logistics Software Corp.</i>
12:00 – 13:00 <i>Confederation Boardroom</i>	CSCB Board of Directors Meeting
13:15 – 14:45 <i>Fort William Ballroom Salon A</i>	Go with the “data” flow (admissibility to release) Presenters: Members of the CSCB eManifest and Commercial Operations Committee – Melanie Bedard, Barb Miller, and Laurie Pasher
14:45 - 15:05 <i>Fort William Ballroom Pre-Function</i>	Refreshment Break
15:05 -16:15 <i>Fort William Ballroom Salon A</i>	Closing Session Michael “Pinball” Clemons, CFL Legend, Toronto Argonauts Vice-Chairman
16:15 <i>Fort William Ballroom Salon A</i>	Conference Closing
18:00 -23:00 <i>Meet in the Fort William Ballroom</i>	Rally in the Alley <i>Sponsored by Portway International Inc.</i>

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