

Stellar CBSA Employees are shining stars

for the Canadian Society of Customs Brokers

2012

Members of the Canadian Society of Customs Brokers (CSCB) have a fundamental affiliation with individuals at the Canada Border Services Agency (CBSA).

In a wide range of roles and at every port of entry, CBSA staff make a difference in the day-to-day work of Canadian customs brokers. Together, we efficiently facilitate commercial trade, customs compliance and border management. We speak the same language and share mutual goals to help our clients transport legal goods across the border for the benefit of Canadians and the economy.

Because the knowledge and goodwill of CBSA staff are so essential to the effectiveness of our members, the Canadian Society of Customs Brokers created the CBSA Stars program to formally acknowledge those individuals who demonstrate stellar professionalism, goodwill and commitment to service.

CSCB members responded enthusiastically, nominating twenty-three CBSA Stars held in high esteem for their knowledge, fairness and service excellence. The hearty appreciation that CSCB members have expressed for CBSA staff underscores

“*Quality means doing it right when no one is looking.*”

—Henry Ford, founder of the Ford Motor Company

how essential this reciprocal relationship is to accomplishing our shared goals.

CBSA President Luc Portelance congratulated the CBSA Stars in a videotaped address, saying, “they do us proud because they represent the entire CBSA. And in that way, they demonstrate the kind of dedication to service delivery that we expect of all of our employees.”

Mr. Portelance added that the CBSA could not have completed over 13 million border transactions in 2011 without the support of their CSCB colleagues across Canada. He thanked the nominators, CSCB President Carol West and Society members for their contribution to the protection of Canadians and trade facilitation.

The CBSA Stars of 2012 work at ports, regional offices and national headquarters and help to make work easier for CSCB members on a daily basis. These twenty-three support clerks, superintendents and senior officers work in Montreal, Hamilton, Mount Hope, Sarnia, Windsor, Toronto, Winnipeg, North Portal, Vancouver and Ottawa.

In the spring of 2013, CSCB and CBSA organized events in Vancouver, Winnipeg, North Portal, Toronto and Ottawa to thank the CBSA Stars in person and present certificates and specially-designed awards. The memorable celebrations of the CBSA Stars were well attended by both CBSA and CSCB representatives and



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1 Max Air 2 Robert Boivin 3 Jill Bryce 4 John Casey

extended the recognition of the CBSA Stars both internally and externally. With CSCB's 160 corporate members, over 3,900 Certified Customs Specialist designates and connections to thousands of individuals through our education and professional development program, our collaboration with CBSA spans a range of trade facilitation activities and the presentation events helped strengthen the successful and rewarding relationship that exists at so many levels between CSCB and CBSA. The presentations underscored our appreciation for these wonderful CBSA Stars and added a touch of glitz to the formal recognition of the shining stars of exceptional service.

Collectively, this first-ever group of CBSA Stars has set the bar for the future nominees. On behalf of all the members of the Canadian Society of Customs Brokers, we thank you.

SOUTHERN ONTARIO REGION

Max Air (Windsor)

Nominated by Mary Kennette of SDV Logistics, Max Air is prized for his professionalism and ability to keep customs brokers up to date with developments while keeping his cool under pressure. "Max has a great sense of humour and is an absolute pleasure to work with." In a recent case (that was not even his file to

handle), Mr. Air "took care of my issue with grace, professionalism and personality."

Robert Boivin (Hamilton)

"Bob is very informative and professional when it comes to answering questions," according to Lindsay Pauls of Willson International. Mr. Boivin takes extra time to send helpful links and information and the staff at Willson International feel they can call Mr. Boivin with their questions. "He is always friendly and cheerful when he calls" and he takes pains to make dealing with Canada Customs as stress free and easy as possible.

Jill Bryce (Sarnia)

CBSA Officer Jill Bryce was endorsed by June Oake, Christine Robertson, Susan Vanderveer, Louise Seguin, Lori Mitchell, Patricia Postma-Niemeyer, Nancy Hilbert, Stephanie Haight, Fred Fletcher, Brenda Fletcher, Donna Crozier, Helen Bota, Tammy McLean, and Bob Thomas—every customs brokerage manager in the port of Sarnia. "Her professionalism, calm personality and her desire to 'make it right' has made our daily business activities an easier task... We all agree Jill is fantastic and indeed makes doing business at this port a pleasure. Problem resolution, expediting changes and showing respect to the customs brokers at this port has made her our 'shining star'."

John Casey (Mount Hope)

John Brooks of Russell A. Farrow Limited says John Casey is a CBSA Star and "willing to explore every avenue within the scope of the regulations to recommend a course of action to his supervisor in order to resolve challenging issues." Nominated for his ability to use common sense with fairness and integrity, Mr. Casey has made a difference for Russell A. Farrow Limited.

Tim Meloche (Windsor)

"Tim is extremely knowledgeable, helpful and a great resource," according to Kristin Renaud of Russell A. Farrow Limited. "He is always courteous and assists



Ottawa: (l-r) Laury Gross, Michelle Stokes, Sandy Wood, Amy Rose, Mark Grant, Norma Lahoud, Carol West, Malcolm Brown, Kimberly Paradis, Richard Carrier, Bob Beausoleil, Edward Hayes.



my team in providing our clients with the most accurate and comprehensive answers.” Ms. Renaud also worked previously with Mr. Meloche in the area of trade compliance and appreciated his ability to provide “insight and clear direction in completing amendment claims.”

GREATER TORONTO AREA

Marisha Aleks

Michael Zobin with Omnitrans International recognizes Marisha Aleks for going “above and beyond to take the time to understand the issues faced by my clients and offering clear and concise guidelines for resolving the issues according to CBSA policy. The time and service Ms. Aleks provides, informed by her exceptional knowledge of Customs requirements, has made a real difference for my company and our clients.”

Fran Biro

Fran Biro was nominated by Jeffrey Willson of Willson International because “her willingness to assist and provide direction on technical issues has been a positive experience.” Ms. Biro is appreciated for her co-operative willingness to assist, regardless of the question being asked, and for her efficient follow-up and collaboration with her fellow CBSA officers. Ms. Biro has assisted Willson International numerous times concerning the preparation and presentation of voluntary disclosures and blanket adjustments.

Les King

Nominated by Kim Campbell of mkmarin trade services, Les King is commended for challenging

the status quo and trying to improve programs when needed. In addition, Mr. King has outstanding negotiation skills. “He genuinely hears all parties’ concerns and develops group consensus in short order. His project management skills keep everyone on task and initiatives delivered. People are inspired to work with him as it is clear he is always attempting to do the right thing for all. ... Here is one individual that really gets it!!! Les King is a star we are lucky to know.”

Steve Love

Lauded as “a true professional” by Percy Bubis of Viacan Customs Brokers Inc., Steve Love is respected for his courteousness and dependability. “We have had a few dealings with this gentleman and he always returns his calls. When he advises that he will get to the bottom of a situation quickly, you can be sure that an email is received within 24 hours with a concise reply.”

QUEBEC REGION

Céline Ferland

Nominated by Melanie Bedard of Milgram & Company, Céline Ferland shines as a knowledgeable and reliable contact for classification rulings. “She is always responsive, with a smile in her voice.” Ms. Bedard adds that with Ms. Ferland, “it is nice to know that we have a go-to person to count on.”

CBSA HEADQUARTERS

Mark Grant

Melanie Bedard of Milgram & Company praises Mark Grant “for consistent professionalism in the area



GTA /Southern Ontario: [l-r] John Moccia, Mark Glionna, Anita Payer, Goran Vragovic, Carol West, Jill Bryce, June Oake, Les King, Max Air, Steve Love, John Brooks, Rod Kyle, Kim Campbell.

of trade policy and trade compliance.” Mr. Grant works in the Origin and Valuation Policy Unit of CBSA Headquarters and through trade compliance, ensures that all import requirements are met in order to protect the economy, the environment and the health of Canadians.

Ed Hayes

Ed Hayes in the Origin and Valuation Policy Unit of CBSA Headquarters was nominated by Melanie Bedard, Milgram & Company. His unwavering commitment and expertise in the area of trade policy and trade compliance are appreciated and respected.

Norma Lahoud

Nominated by Sandy Wood of Milgram & Company, Norma Lahoud works in the Commercial Licensing and Security Unit. As Ms. Wood observes, “I have dealt with several people over the years in this position but have never received the level of service Norma provides. Norma is very helpful, returns calls and always tries to help find a solution or bring clarity to the situation.”

Mark Laramore

Nominated by Bob Beausoleil, now retired from Russell A. Farrow, Mark Laramore is a CBSA Star in his role as Senior Policy Advisor with the Import Policy Unit. Mr. Laramore pays attention to the views of customs brokers and their clients and has an outstanding knowledge of import policies and regulations.

Kimberly Paradis

Kimberly Paradis, Senior Program Advisor with CBSA's Import Policy Unit, was nominated by Bob Beausoleil, now retired from Russell A. Farrow Limited. As Mr. Beausoleil says, Ms. Paradis should be commended “for being especially fair and knowledgeable.”



Vancouver: [l-r] Richard Payn, Bernie Lahmann, Stan Liu, Wyatt Holyk, Michael McAlduff, Jacqueline Stadel, Adam Greenwood, Patti O'Malley, Lisa Kent, Carol West.

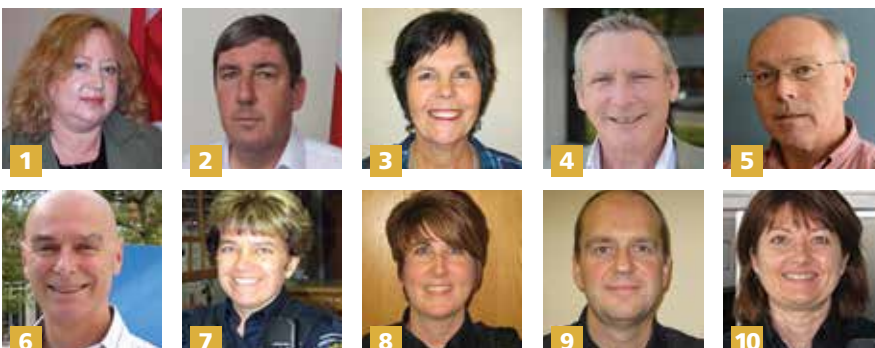
PACIFIC REGION

Adam Greenwood

Adam Greenwood was nominated by four CSCB member companies. In the words of Ruth Palmer-Haenisch at SDV Logistics, “Adam is truly a star.... He is always receptive to calls for help when the system fails us.” Lisa Kent of Davidson & Sons Customs Brokers adds, “I hold the kind of position in my company where all the weird shipments that no one else wants to deal with land on my desk. Sometimes they leave me scratching my head and every time they do, I know that I can call Adam.” Patti O'Malley of Pacific Customs Brokers Ltd. says that, “Adam knows the regulations and follows them, but he makes the dealings of difficult shipments more bearable.” Reena Kupser of EAJ Customs Brokers appreciates that Mr. Greenwood “always goes above and beyond.... He is well known amongst the brokerage community as being great to work with. He makes all of our jobs easier, and always seems like he is happy to do it.”

Michael McAlduff

“There are many specific examples of how Michael McAlduff has assisted with inquiries and guidance,” according to Michael Zobin of Omnitrans Inc. Some of the areas Mr. McAlduff knows thoroughly include all the details of drawback refund filing and reporting, duty deferral applications and various remissions. He is



1 Marisha Aleks 2 Steve Love 3 Céline Ferland
4 Mark Grant 5 Ed Hayes 6 Michael McAlduff
7 Teresa Leslie 8 Tina Longney 9 Todd Weber
10 Nedra Yurkowski



North Portal: (l-r) Lynn McDonald, Tina Longney, Teresa Leslie, Nedra Yurkowski, Neil Himmelspeck.



Winnipeg: (l-r) Bruno Biondi, Rodney Stagg, Al Dewar, Todd Weber, Catherine Keiller, Carl Jarvin.

always prepared to work with customs brokers “to ensure issues are dealt with fairly, according to Customs regulations and policy.”

Ana Santos

Ana Santos is valued by Pacific Customs Brokers because “Ana always gives us the room to make our case.” PCB’s Patti O’Malley reports that Ms. Santos “takes the time to listen to our concerns regarding secondary examinations,” for example. “Ana will also reach out to other sections within the CBSA on our behalf in order to expedite the process.... We appreciate her service very much.”

Jacquie Stadel

Jacquie Stadel was nominated by Patti O’Malley of Pacific Customs Brokers in appreciation of her high level of service and respect. “Jacquie will listen closely to our concerns regarding specific shipments and assist if she is able. She will expedite things if that is what is needed. Jacquie will also reach out to other sections in CBSA on our behalf if required and get back to us with the results. In summary, she understands that we as brokers and the CBSA are in the same business.”

PRAIRIE REGION

Teresa Leslie (North Portal)

Another seasoned officer making a difference in the Prairie Region, Teresa Leslie was nominated by Lynn McDonald of Livingston International Inc. “We are so lucky to have outstanding CBSA officers at the port of North Portal and Teresa Leslie serves with distinction. When the opportunity came for an official pat on the back for the stars of Customs, I thought of Ms. Leslie and her helpfulness and knowledge.”

Tina Longney (North Portal)

Lynn McDonald of Livingston International Inc. nominated Tina Longney because “she deserves recognition for her wonderful attitude and helpfulness.” As a primary CBSA contact for Livingston over many years, Ms. Longney “has always been willing to go the extra mile if we require help” and in addition to that, “she knows her stuff.”

Nedra Yurkowski (North Portal)

A shining star in the port of North Portal, Nedra Yurkowski was nominated by Lynn McDonald of Livingston International Inc. “Ms. Yurkowski has been so helpful to our clients over the years. Her positive approach and can-do attitude are enhanced by her familiarity with the rules and regulations. She makes my job a lot easier when she assists with the difficult situations we sometimes encounter.”

Todd Weber (Winnipeg)

“It is so much easier dealing with Customs now that Todd Weber acts as the liaison with the brokers,” says Rodney Stagg of Livingston International Inc. He nominated Mr. Weber and appreciates that he has a main contact at CBSA “who is able to respond to our inquiries in a very timely and efficient manner.”

The Canadian Society of Customs Brokers

represents the interests of customs brokers and their clients to government departments and agencies involved in regulating international trade and managing borders. For more information, please call **613-562-3543** or visit **cscb.ca**



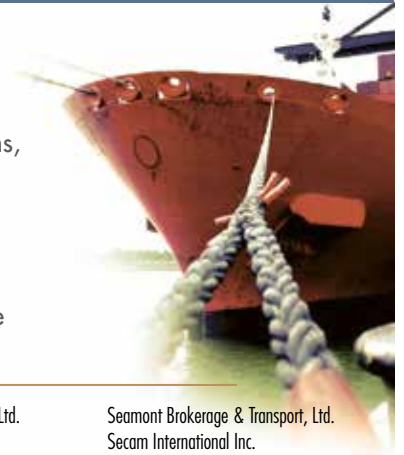
GLOBAL TRADE IS CHANGING.

And chances are, the experts are **already** on your team.

True leaders are known by the company they keep. So it's no surprise that leading importers, exporters and transport companies keep turning to CSCB members for extraordinary customs, forwarding and logistics services.

CSCB Customs Brokers have:

- unmatched knowledge and experience in the fast-changing world of international trade
- the inside track on changing rules and regulations, through CSCB's instant updates and alerts
- the leading edge on new policies, business practices and strategies, through CSCB's professional development programs
- the commitment to turn knowledge into real value —for your business



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A.B.C. Customs Brokers Ltd.
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Active Customs Brokers Ltd.
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Business Consultants Ltd.
Carson Customs Brokers Ltd.
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Dilas International Ltd.
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EAJ Customs Brokers Inc.
EDI Customs Brokers Inc.
Elliott Custom Brokers & Storage Ltd.
Eurofret Canada Inc.
Events on the Move Customs and Freight
Expeditors Canada Inc.
Expert Customs Brokers, TransX Group of
Companies
Federal Express Canada
Federated Customs Brokers Ltd.
FedEx Trade Networks, Transport &
Brokerage (Canada), Inc.
Four Points Customs Brokers
Frank M. O'Dowd, Inc.

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gcb Glover Customs Brokers Inc.
Geo. H. Young & Co. Ltd.
Gestion Douanière W2C Inc.
Golden Jet International, Freight & Customs
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Goudreau Cargo International
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King Bros. Limited
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LCS Customs Brokers Inc.
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M.E & P.E. Samson, Customs Brokers
Maersk Customs Services Canada
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Seamont Brokerage & Transport, Ltd.
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Service Plus International, Inc.
Shelini Transportation Corp.
Sterling Customs Brokers & Freight
Forwarders Inc.
Stockwell International Trade Solutions
TCS Total Customs Services
Team Cargo Logistics Inc.
The Canadian Customs House, Ltd.
The Commerce Trade Show Logistics Group
Thompson, Ahern & Co. Ltd.
TNT Express (Canada) Ltd.
Traders Customs Brokerage Ltd.
Traffic Tech Inc.
Transpacific Customs Brokers
Tri-Ad Int Freight Forwarding, Ltd.
Trillium Customs Brokers Inc.
Triumph Express Service Canada
United Parcel Service Canada
Universal Logistics Inc.
UPS Supply Chain Solutions
UTi Canada Inc.
Vancouver Customs Brokers Ltd.
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Welke Customs Brokers Ltd.
White & White Customs Brokers
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Willson International Limited
World Wide Customs Brokers Ltd.
Yusen Logistics (Canada) Inc.

Members as of: 2013-06-20

CSCB
CANADIAN SOCIETY
OF CUSTOMS
BROKERS

SCCD
SOCIÉTÉ CANADIENNE
DES COURTIERS EN DOUANE

Canadian Society of Customs Brokers

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