

Stellar CBSA Employees are shining stars

for the Canadian Society of Customs Brokers

2013

All across Canada, members of the Canadian Society of Customs Brokers (CSCB) have a very close working relationship 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 facilitate trade, we manage customs compliance and we ensure the safety and security of Canadians. In managing requirements that must be met at the border, we speak the same language and share mutual goals to help our clients move legal goods across the border in a consistent, predictable and efficient manner for the benefit of Canadians and the economy.

Because the knowledge and goodwill of CBSA staff are so important to our members and so essential to how well our borders work, in 2012 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.

For the second year, CSCB members responded enthusiastically, nominating nineteen CBSA Stars who are held in high esteem for their knowledge, fairness and service excellence. The hearty appreciation that CSCB members have expressed for CBSA staff underscores how essential this reciprocal relationship is to accomplishing our shared goals.

The CBSA Stars of 2013 are found at a variety of ports and national headquarters and help to make the work of CSCB members easier on a daily basis, facilitating the trade of many thousands of Canadian companies. These nineteen outstanding individuals are Border Services Officers, Senior Trade Compliance Officers, Chiefs, Superintendents and Managers in Montreal, Sarnia, Windsor, Calgary, Emerson, Vancouver, Victoria and Ottawa.

“*Quality is never an accident. It is always the result of intelligent effort.*”

—John Ruskin

In the spring and summer of 2014, CSCB and CBSA organized events in Victoria, Vancouver, Calgary, Winnipeg, Montreal, Sarnia 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 extended the recognition of the CBSA Stars both internally and externally. We were pleased to have many CBSA managers attend our events across the country and especially delighted to have Richard Wex, Vice-President of the Programs Branch speak at our Ottawa event.

With CSCB's 160 customs broker members, over 4,100 Certified Customs Specialists, over 170 Certified Trade Compliance Specialists and connections to thousands



Victoria: (l-r) Richard Payn, Ray Sibbald, Paul Olsen, Simon Smith, George Horner



Ottawa: (l-r) Grant Tebbutt, Darren Uchman, Mike Junek



Ottawa: (l-r) Rod Kyle, Mark Glionna, Darren Uchman, Grant Tebbutt, Anita Payer, Rick Woods, Angela Collins, Melanie Bedard, Richard Payn, Richard Wex, Raymond Collins, Candace Sider, Alan Dewar, Michelle Stokes, Kim Campbell, Mike Junek, Carol West

of individuals through our education and professional development programs, our collaboration with CBSA spans a range of trade facilitation activities. The events celebrating the Stars 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 sincere and formal recognition of these individuals.

Collectively, the past and present CBSA Stars have set the bar for the future nominees. On behalf of all the members of the Canadian Society of Customs Brokers, we thank you for your commitment to exceptional service.

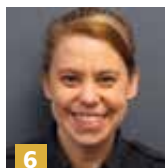
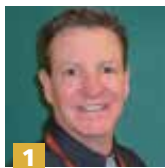
PACIFIC REGION

Jan Brock

Cherie Storms of Pacific Customs Brokers Ltd. has recognized Jan Brock for her ongoing effort “to engage and work with various trade partners in the supply chain to improve service and compliance” and “keeping an open and honest dialogue within the region.”

Jonathan Evans

Edmond Wong of William L. Rutherford (B.C.) Ltd., recognized Jonathan Evans for providing “exceptional knowledge of valuation requirements” and spending his personal time to participate in industry meetings.



Cherisse Raynor

Cherisse Raynor is valued by the team at Pacific Customs Brokers because “... Cherisse is always polite and courteous.” Sherry Cosier nominated Ms. Raynor for her professionalism and respectful manner and going “above and beyond her call of duty.”

Cathy Glass

Cathy Glass was nominated by Simon Smith and entire staff of King Bros. Ltd in appreciation of her “daily commitment to border security, while still appreciating the needs of the commercial community, which is nothing short of exemplary.”

Ray Sibbald

Ray Sibbald was nominated by Simon Smith and entire staff of King Bros. Ltd for keeping an “open avenue of communication, [making] a true effort to answer questions or give advice on procedures, and always a desire to assist whenever called upon.”

Paul Olsen

Paul Olsen was singled out by Simon Smith and entire staff of King Bros. Ltd for “his dedication and commitment . . . while respecting the needs of importers, brokers, and marine operators” and doing so with “a welcome smile and a pleasant word.”

Dean Wunsch

Patti O’Malley, Karin Munch, Charlene Hudon, Clorie Zaharia, Gail Wright, Sandra Troche, and Russ Joyce of Pacific Customs Brokers Ltd., recognized Dean Wunsch.

In their words: “Dean is always personable and understanding when we contact him. He listens...” and “is always a pleasure to deal with.” “We appreciate his service very much.”

1 Jonathan Evans 2 Cherisse Raynor 3 Cathy Glass 4 Ray Sibbald
5 Dean Wunsch 6 Andrea Milner 7 Melanie Smith





PRAIRIE REGION

Andrea Milner

A border officer making a difference in the Prairie Region, Andrea Milner, was nominated by Trevor Bye of Calgary Customs Brokers Ltd. “Andrea has always been very courteous and patient ... Her customs knowledge is great... I think I can speak for the whole brokerage community when I say she’s been sorely missed [since] she’s transferred out from the airport location.”

Melanie Smith

Andria Phillips of mkmarin trade services inc., recognized Melanie Smith for “going above and beyond in order to assist me in resolving an EDI transmission that had been rejected... she was very understanding and respectful... It was refreshing to be greeted with a helping hand.”

QUÉBEC REGION

Régis Faustin

Michael Zobin of Omnitrans Inc., appreciates Régis Faustin’s guidance and efficiency during the process of filing Blanket B2s. “Mr. Faustin has been consistently helpful... he has enabled a seamless application process and filing of relevant adjustments. ... Mr. Faustin takes filing target dates into consideration ensuring a timely response to submitted applications. This allows for the next step of the filing process to

take place well in advance of the filing time limits. My thanks to Mr. Faustin for his continuous assistance.”

Carl Sunderland

Ginette Ste-Croix of DHL Global Forwarding (Canada) Inc., recognized Carl Sunderland. “Mr. Sunderland takes the time to listen and understand the concerns regarding specific situations with importers and brokers... He has been providing professional advice which was very helpful and highly appreciated...”

SOUTHERN ONTARIO REGION

Andrea McLeod (Windsor)

Nominated by Michael Zobin of Omnitrans Inc., Andrea McLeod is prized for her communication skills and transparency during audit verification. Ms. McLeod “has gone above and beyond to ensure that the importer understands the verification process.” She “has set an example and a level of service far beyond our expectations.”

Kathryn Daneliuk (Windsor)

“[Ms. Daneliuk] has always gone above her duties to be helpful, and she always does a very thorough investigation when issues arise...” according to Lottie Pare of Willson International Limited. Ms. Daneliuk is patient, a good listener and takes the time to understand complex scenarios. “She is a great asset to CBSA.”



Vancouver: [l-r] Richard Payn, Kim Campbell, Carol West, Jan Brock, Cherisse Raynor, Darlene Klips, Patti O’Malley, Dean Wunsch, Edmond Wong, George Horner



Calgary: [l-r] Trevor Bye, Andrea Milner, Tim Ziola



Winnipeg: [l-r] Rick Cuzzetto, Carol West, Melanie Smith, Kim Campbell, Jim Clark



Montreal: [l-r] Melanie Bedard, Pierre Provost, Carol West, Ginette Ste-Croix, Carl Sunderland, Kim Campbell, Benoit Chiquette, Éric Lapierre



8 Carl Sunderland **9** Andrea McLeod **10** Kathryn Daneliuk
11 Tracy Robinson **12** Darren Uchman **13** Grant Tebbutt
14 Mike Junek **15** Cody Collins



Tracy Robinson (Sarnia)

A shining star in the port of Sarnia, Tracy Robinson, was nominated by the Sarnia port managers led by June Oake, S.M. Hewitt (Sarnia) Limited.

“Tracy is forever going above the call of duty...” said Tammy McLean of Cole International.

Keri Symington of S.M. Hewitt (Sarnia) Limited remarked on Ms. Robinson’s in-depth knowledge. “She’s a problem solver who explains her solutions, complete with the why and how. She is exceptional at her job.”

“Tracy does her work with a sense of responsibility and care, it appears to be more than just a job for her” said Donna Crozier of Farrow.

CBSA HEADQUARTERS

Darren Uchman

Michelle Criger, Janice McBride and Carol West of the Canadian Society of Customs Brokers praise Darren Uchman for bringing “clarity to the complexity of eManifest in a way that is open and fair. He is responsive and dependable and we know we can count on him for timely, authoritative answers to our questions. He understands the importance of feedback both from and to clients.”

Grant Tebbutt

Grant Tebbutt was nominated by Michelle Criger, Janice McBride and Carol West of the Canadian Society of Customs Brokers, in appreciation of his “wealth of knowledge and professional manner... Mr. Tebbutt is respectful and thorough, with a great sense of humour and personal warmth.”

Mike Junek

Endorsed by Michelle Criger, Janice McBride and Carol West of the Canadian Society of Customs Brokers, Mike

Junek “is knowledgeable and sincere about what he does, and always listens to what the private sector has to say. He is thoughtful and reflective... He is a great communicator, engaging others in a collaborative way both within and outside CBSA.”

Cody Collins

Cody Collins was recognized by Rowena Manzano of mkmarin trade services inc. for “his professional manner and being helpful in the time of distress. It was greatly appreciated.”

Karim Daher

Rowena Manzano of mkmarin trade services inc. recognized Karim Daher for being “very polite and helpful every time I have a question... It is a pleasure working with him.”



Montreal: [l-r] Ginette Ste-Croix, Carl Sunderland

The Canadian Society of Customs Brokers (CSCB) 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**