



## Canada Transport Border Guide lines and Regulations Manual



Canada Border Service Agency (PIP)

C-TPAT

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## **Section 1**

### **INTRODUCTION:**

As a result of the CAMPAIGN AGAINST TERRORISM initiated by the US Minister for Homeland Security and due to events such as the recent terrorist attacks in New York and London, American Border Security is becoming more and more rigorous at entry inspection points for shippers crossing US borders.

Canada drivers are responsible to review this manual. This manual should be placed in high traffic areas for ease and should be reviewed weekly for updates. Freight traffic to the USA accounts for 90% of our business and Canada encourages all employees and vendor's to participate in border security awareness.

**Drivers must constantly be aware! Drivers are responsible for what is on the truck, trailer and any hidden compartments!**

### **WHAT ARE OUR GOALS?**

- Associate with the international trade community to help secure the North American supply chain.
- Develop the C-TPAT security platform.
- Share information and security 'best practices' with the membership.
- Develop minimum security criteria, applicable to point of origin creating more secure cargo containers.
- Support the implementation and expansion of the Free and Secure Trade (FAST) program.

### **WHAT ARE OUR REWARDS?**

- A reduced number of inspections and reduced border wait times. (1 in every 4 trucks are inspected)
- Self-policing and self-monitoring of security activities.
- Certified C-TPAT importers are eligible for access to the FAST lanes
- Eligibility to receive favorable relief from monetary penalties.
- Reduced cargo theft and pilferage.
- Improved security for the workforce.
- Good sound security practices

## **WHAT DO WE NEED TO DO?**

- Control access
- On-site security
- Document auditing
- Staff training and selection
- Logistics
- Supply sources
- Export process
- Wrapping securely

## **Section 2**

### **OVERVIEW:**

This manual has been developed to explain the regulations of the C-TPAT and PIP programs. These guide lines have been created to protect both Canada and the United States from possible due harm. First this manual will do a run-down of the C-TPAT, PIP and fast programs and their immediate requirements including particulars, policies and procedures. This manual will then describe the basic elements of our businesses needs and what we have done to secure our facilities, conveyances and its individuals. Then finally, what security accomplishment we have achieved with our business partners and step taken to ensure a secure and safer supply chain.

### **WHAT IS C-TPAT? Customs-Trade Partnership against Terrorism**

To better secure and facilitate the flow of goods into the United States, CBP (Customs and Border Protection) will ensure that existing and new C-TPAT partners fulfill their commitments by verifying that agreed security measures have been implemented. CBP will also work with its C-TPAT partners to further finalize minimum, applicable supply chain security criteria and security best practices. CBP will send teams of supply chain specialists around the globe, to visit members, their vendors, and vendors' plants to validate that supply chain security meets C-TPAT minimum security criteria and best practices and that procedures used are reliable, accurate, effective and meet the agreed upon security standards. CBP will continue providing tools and creating incentives for the private sector to join C-TPAT, which is a prerequisite for the Free and Secure Trade (FAST) program and other CBP expedited processing programs.

Compliance with C-TPAT Regulations for companies exporting into the US is now a fundamental part of doing business. Canada Transport has been a member of C-TPAT since June of 2005.

### WHAT IS PIP? (Partners in Protection)

Partners in Protection (PIP) is a Canada Border Services Agency (CBSA) program that enlists the cooperation of private industry to enhance border and trade chain security, combat organized crime and terrorism and help detect and prevent contraband smuggling.

### Fast (Free and Secure trade)

FAST is a joint initiative between the Canada Border Services Agency (CBSA) and U.S. Customs and Border Protection that enhances border and trade chain security while making cross-border commercial shipments simpler and subject to fewer delays.

It is a voluntary program that allows the CBSA to work closely with the private sector to enhance border security, combat organized crime and terrorism, and prevent contraband smuggling. The CBSA and industry are mutually committed to maintaining the FAST program requirements and they work together to achieve compliance and to find solutions to problems.

### FAST-eligible goods



In order to qualify for the streamlined FAST process, goods imported into Canada must meet these conditions:

- They must not be prohibited, controlled or regulated importations as set out in any act of Parliament or provincial legislation;
- They must not be subject to the release requirements of any other government department; and
- They must be shipped direct to Canada from the continental United States (and from Mexico for automotive goods).

In order to ensure that you continue to receive your expedited passage across the border, it is recommended that you send in your **renewal request four to six weeks prior to expiry**. The CBSA can begin to process your renewal request no sooner than 90 calendar days prior to your FAST expiry date.

### **Section 3**

#### **Canada Self-Assessment Security Report**

As an Importer to the United States, Caneda Transport Inc. has conducted a self-comprehensive assessment based upon C-TPAT security criteria. Where Caneda Transport Inc. out-sources or sub-contracts elements of their supply chain, such as a foreign facility, Caneda works with these business partners to ensure that pertinent security measures are in place and adhered to throughout the supply chain.

The supply chain for C-TPAT purposes is defined from point of origin through to point of distribution. Caneda Transport Inc. ensures business partners develop security processes and procedures consistent with C-TPAT security criteria to enhance the integrity of the shipment at point of origin. Random, unannounced security assessments will be conducted within the Caneda supply chain.

#### **Vendor Requirements**

Caneda is currently in the process of conducting an ongoing survey to all vendors and customers. This survey / questionnaire will provide Caneda with all proper information including policies and procedures, insurance updates, maintenance schedules, fleet numbers and driver security procedures. Risk assessment will happen during load transfers, each driver is will perform a (VI) visually inspection looking for any unsuitable trailer/driver defect.

If any deficiencies are spotted the vendor will be notified. If deficiencies are not being resolved the vendor will be classified as a risk and terminated. Caneda Transport encourages all Vendors join C-TPAT and PIP programs.

## **Section 4**

### *Personal and Office Security:*

#### **Documentation Processing**

All documents need to be restricted to the employees that require access; all other employees are locked out. This includes financial statements, pay records, employee profiles, load sheets, BOL's, trip sheets and envelopes. All business partners are restricted from this information.

Be aware that programs used by Caneda record the last person to audit, change, or create a file. Systems event logger records files and errors executed during operating and off hours. Files are often audited by our sister offices to ensure proper shipping manifesting and control.

#### **Password Protection**

Computer systems are locked out from those who do not have a password. Passworded screensavers are in effect at all times. Computers are centralized to one area and are monitored by fellow employees. Computers not in populated areas are located in offices and should be locked when not occupied. Computers are not left on when not being used. Passwords are to be renewed every month, and employees are encouraged to use one capital letter one number and at least 8 characters long.

To further Trade-sensitive data security; all windows are shaded and reinforced by shaded curtain to discourage on lookers. If a near by window is not shaded, employees are positioned to be facing away from view.

#### **Personnel Security**

Application information, such as employment history and references, must be verified prior to employment.

To be consistent with foreign, federal, state, and local regulations, new applicants will be subjected to background checks and investigations are conducted. Caneda will perform routine unscheduled background checks to maintain certification. Periodic checks and reinvestigations are performed based on cause, and/or the sensitivity of the employee's position. This is done annually by obtaining drivers abstract and FAST certification. Random drug test are on going through-out the year. Caneda Transport must maintain a permanent and 'legal' employee list.



For departing employees, identification cards, facility and system access tools, and all other company equipment are returned.

In event of an unauthorized entry, staff must advise the proper authorities immediately via phone or security access panel. Challenging the individual is only recommended if no threat is intent. Once the threat is removed Caneda is to initiate emergency procedures to ensure integrity of the container/trailer, cargo, or building structure.

Frequent and random security checks for alcohol/substance abuse, current criminal checks, current driver abstract (for off and on office drivers) and spot audits will performed on current office staff.



## Section 5

### Training

#### Training and Awareness

When new procedures are created, the office staff will then transmit the information to the drivers. Communication with the drivers is made by satellite or our monthly news letter. **Caneda drivers are responsible to review this manual.** This manual and the orientation manuals are in places high driver traffic for ease and should be reviewed weekly for updates. Caneda encourages employee participation in border security awareness.

**\*\*\*\* See Caneda Orientation Hand Book and Orientation Manual for further instructions.**





## Visitors

All visitors are required to present proper photo ID and to wear a Caneda visitors badge upon arrival until departure. Visitors are not to be left alone in high risk area including: document storage areas, product storage areas or computer access terminals.

## Incoming Vendors

All vendors are required to show photo ID and pick-up request during arrival. Visual inspections are required to be performed by dock personnel. Truck and driver should be the subject of scrutiny if discrepancies are discovered. All shortages, overages and other significant discrepancies or anomalies must be resolved and/or investigated appropriately. Vendor's manifests must be checked for legibility, completion, and accuracy once received and then checked against the cargo. Any incorrect numbers must be documented and reported to the shipper, Caneda, and resolved before boarder crossing.

Bills of lading are to be filled out prior to leaving shipper. Note any damage that may have occurred while loading: **It would be in your best interest to have the party responsible for damage initial the BOL.**

Caneda instructs its drivers/dock masters to check:

- Photo ID's
- Opened or damaged cargo
- Proper paper work completion (seal number)
- Weight and size comparison
- Inquiring about vague information
- Checking unmarked boxes
- Did the driver remove a bolt/lock?
- Was the factory tape tampered with?

**Section 7**

*Trailer Security*

**Trailer Container Seals**

The purpose of a trailer bolt seal is to enhance the integrity of the shipment at the point of origin. For all trailers in Canada’s custody, trailer integrity must be maintained at all times to protect against the introduction of unauthorized material and/or persons. Even though a driver/carrier may not “exercise control” over the loading of trailers and the contents of cargo, drivers/carriers must be vigilant in ensuring that merchandise is legitimate and that there is no loading of contraband at the loading dock/manufacturing facility. Drivers must ensure that while in transit to the border, no loading of contraband or tampering with cargo has occurred, even at unforeseen vehicle stops. All seals are controlled and managed by assured personnel who assign them once a load has been dispatched; this insures proper distribution and control.

When transporting a trailer for a C-TPAT importer, a high security seal that meets or exceed the current PAS ISO 17712 standards for high security seals must be utilized. All security seals numbers are to be updated to Canada via macro. All security seals meet the ISO 17712. Product is the 79-T06 flexible high security bolt purchased through Windsor Factory Supply.

If a seal is broken, dispatch is notified immediately with the proper information, via phone and satellite; who removed it, why it was broken and what the new number is. When swapped out, the new seal number is transmitted by macro. If a high security bolt has been compromised, Canada, customs and all local authorities must be notified immediately. Each bolt is cataloged and matched to paperwork.

*Seal change macro:*

TRAILER SEAL CHANGE	
TRUCK NUMBER	<input type="text"/>
DRIVER NAME	<input type="text"/>
TRIP NUMBER	<input type="text"/>
1st SHIPMENT # TO UNLOAD :	<input type="text"/>
	SAMPLE C#####-AA
OLD SEAL NUMBER	<input type="text"/>
NEW SEAL NUMBER	<input type="text"/>
REASON FOR SEAL CHANGE:	<input type="text"/>
	<input type="text"/>

The following must be done to ensure that the seal is intact, cataloged, and ascertain if the seal exhibits evidence of tampering along the route:

- The original seal number must be documented properly.
- A verification of the seal number and location of the seal must be done frequently to ensure that it is the same as stated by the shipper on the shipping documents.
- If the seal is removed in-transit to the border, even by government officials, a second seal must be placed on the trailer, and the seal change must be documented the driver must immediately notify the dispatcher when a seal is broken.
- The carrier must immediately notify the shipper, the customs broker and the importer of the placement of the second seal.

### **Less than full Truck Load (LTL)**

As a LTL carrier, the driver must use a high-security padlock or a similar appropriate locking device when picking up local freight in an international environment. All LTL drivers must ensure that strict controls are in place to limit access to keys or combinations that can open these padlocks.

After the freight from the pickup and delivery run is sorted, consolidated and loaded onto a line haul carrier destined to cross the border, the trailer must then be sealed with a high-security seal that meets or exceeds the current ISO/PAS 17712 standard for high-security seals.

In cases of LTL pickup or delivery operations that do not use consolidation hubs to sort or consolidate freight prior to crossing the border, the driver must use ISO high-security seals for the trailer at each stop and to cross the border.

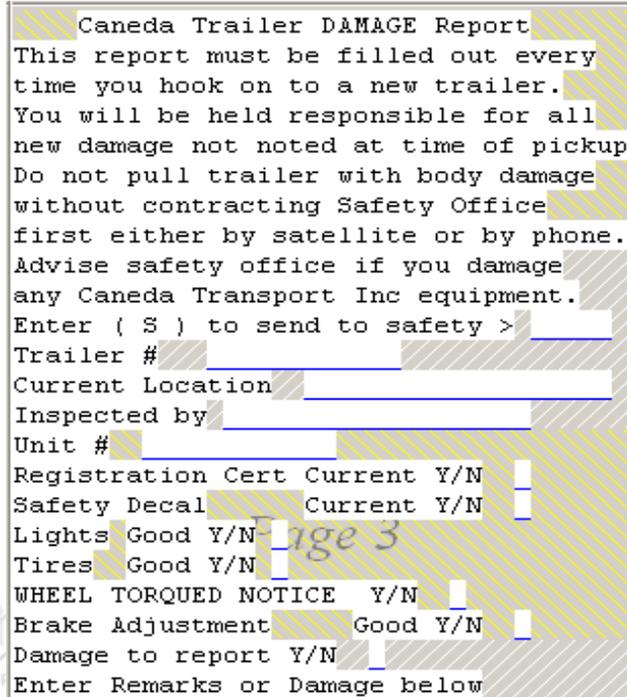
### **When Shipping Conveyance**

When shipping conveyance: owner of the automobile, boat, motorcycle, or any type of recreation vehicle must surrender the keys. The conveyance must be searched for contraband, hidden compartments and damage. The owner of the vehicle must be aware of custom laws and the repercussions illicit actions.



checking lights, locks, and any other type of tampering. Caneda Transport recommends a seven-point inspection process (as follows) for all containers/trailers:

- Front wall
- Left side
- Right side
- Floor  
Ceiling/Roof
- Inside/outside doors
- Outside/Undercarriage



Canada Trailer DAMAGE Report  
 This report must be filled out every time you hook on to a new trailer. You will be held responsible for all new damage not noted at time of pickup. Do not pull trailer with body damage without contracting Safety Office first either by satellite or by phone. Advise safety office if you damage any Caneda Transport Inc equipment. Enter ( S ) to send to safety >   
 Trailer #   
 Current Location   
 Inspected by   
 Unit #   
 Registration Cert Current Y/N   
 Safety Decal Current Y/N   
 Lights Good Y/N  Page 3  
 Tires Good Y/N   
 WHEEL TORQUED NOTICE Y/N   
 Brake Adjustment Good Y/N   
 Damage to report Y/N   
 Enter Remarks or Damage below

Including the following:

Conveyances	Trailers	Outside/undercarriage Containers
Bumpers/tires/rims	Exterior - front/sides	Front wall
Doors/tool compartments	Rear - bumper/doors	Left side
Battery box	Front wall	Right side
Air breather	Left side	Floor
Fuel tanks	Right side	Ceiling/roof
Interior cab	Floor	Inside/outside doors
compartments/sleeper	Ceiling/roof	Outside/undercarriage
Faring/roof	Inside/outside doors	

In cases where anomalies or illegal activities or tampering are detected or suspected, the CBSA, Caneda and law enforcement agencies must be notified, as deemed appropriate.

*Drivers vehicle inspection report: (located at the bottom of the Drivers log)*

**DRIVER'S VEHICLE INSPECTION REPORT**

Company Name & Address: CANADA FOREST PRODUCTS SALES LTD. - 4330 46TH AVE. S.E. - CALGARY, AB T2B 3N7

Pre-trip Time of Inspection: \_\_\_\_\_ AM/PM Odometer Reading \_\_\_\_\_ Location of \_\_\_\_\_  
 Post-trip Date: \_\_\_\_\_ (if equipped): \_\_\_\_\_ Inspection: \_\_\_\_\_

Tractor/Truck Licence # \_\_\_\_\_ Prov./State \_\_\_\_\_ Tractor/Truck # \_\_\_\_\_ Trailer License # \_\_\_\_\_ Prov./State \_\_\_\_\_ Trailer # \_\_\_\_\_

I declare that the vehicle(s) shown above has (have) been inspected in accordance with the applicable requirements of Schedule 1 and/or jurisdiction legislation. Trailer # \_\_\_\_\_

No Defects Found

Inspector / Driver's Name Print \_\_\_\_\_ Inspector / Driver's Signature \_\_\_\_\_ Driver's Signature (if different from inspector) \_\_\_\_\_

Driver (D) use an X if item is not satisfactory and indicate defect code(s). Schedule 1 Code Example: 21b = Tire Leaking 21b | X | Tires Repairer (R) use ✓ when corrected and your initials.

Tractor/Truck				Tractor/Truck				Trailer				
Code(s)	D	R	NSC #	Code(s)	D	R	NSC #	Code(s)	D	R	D	R
			13				1					
			General				Air Brake System					
			2				21					
			Cab				Tires					
			6				22					
			Driver Controls				Wheels, Hubs, Fasteners					
			15				20					
			Heater/Defroster				Suspension System					
			16				4					
			Horn				Coupling Devices					
			19				18					
			Steering				Lamps/Reflectors					
			7				9					
			Driver Seat				8					
			14				10					
			Glass and Mirrors				Exhaust System					
			23				11					
			Windshield Wiper/Washer				3					
			9				17					
			Emergency Equipment and Safety Devices				8					
			12				Electric Brakes					
			Fuel Systems									

Minor/Major Defects Not Coded Above: \_\_\_\_\_

Defects En Route: \_\_\_\_\_



**Section 8**

*Trailer and Cargo Security*

**Trailer/Cargo Security**

All employees and vendors arriving need to check in with dock master. The dock master is responsible for having all cargo secured, labeled and sorted for distribution. Cargo arriving or leaving is to be reconciled against information on the cargo manifest. Cargo must be immediately checked for shortages, overages and damage. The manifest must accurately describe weight, labels, marks and piece counts, dock master is to verify. All hazardous shipments must be clearly labeled with all applicable warnings so it could be singled out. All cargo that is not being delivered on its day of arrival will be secured on the dock, as per dock master.

Please be aware of the signage that directs conveyances and persons to appropriate staging areas. Signage is in place to prevent and deter unauthorized personnel from accessing restricted areas.

Gates through which vehicles and/or personnel enter and exit must be manned or monitored. Perimeter fencing encloses the areas around cargo handling and storage facilities, and is sufficient height and type to restrict the threat of unlawful access. The





number of gates and exits are kept to the minimum necessary for proper access and safety. Please note: Caneda yard security are as follows:

- Brampton warehouse has one entry port, visually monitored by guard and a very well lit yard.
- Mira Loma warehouse has one point of entry monitored by a guard and is very well lit.
- Calgary yard has one entry point and is visually monitored by staff during day hours. Fence was installed at the Caneda Calgary office on 5/18/09. A security pin is required for access; please see local MGR for security code. Entry port and yard area(s) is monitored by on site camera installed 5/18/09.

Trailers must be backed door to fence to discourage tampering and cameras will be installed at the Calgary and Edmonton docks at a later date. Only employees, maintenance staff, and properly identified drivers are allowed onto lots, any one else must be ushered to the office for verification.



**Section 9**

*Tracking*

Tracking

Before travelling, routes should be predetermined, and procedures should consist of random route checks as well as the documentation and verification of the length of time between loading points and drop off. Drivers should notify the dispatcher of any route delays or rerouting due to weather or traffic. Driver’s logs will be continually reviewed and maintained.

*Hours of service macro:*

```

HOURS of SERVICE
ENTER (S) FOR SAFETY( ) MM/DD/YY
TRUCK #:  On date  /  /
Day totals not Recap totals
Example: 00.25 hrs MUST HAVE (##.##)
Driving ##.## 09.25 = 9 an 1/4 Hours
On Duty ##.## 00.75 Hours = 3/4 Hour

Please submit your hours by 9 AM MST
Each Day off, Enter Separately
Off for a week put in last 3 days
  
```

**Section 10**

*Driver Pickup Requirements*

**Driver pickup requirements**

On top of trailer inspection, Personnel should be trained to review manifests and other documents in order to identify or recognize suspicious cargo shipments that: originate from or are destined for unusual locations; have been paid by cash or certified cheque; have unusual routing methods; exhibit unusual shipping/receiving practices; or provide vague, generalized or poor information. All instances of suspicious cargo shipments should be reported immediately to the nearest Canadian or U.S. port of entry.

**Drivers must constantly be aware! Drivers are responsible for what is on the truck, trailer and any hidden compartments!**

*Damage report and shipment pick up macro:*

```

Canada Trailer DAMAGE Report
This report must be filled out every
time you hook on to a new trailer.
You will be held responsible for all
new damage not noted at time of pickup
Do not pull trailer with body damage
without contracting Safety Office
first either by satellite or by phone.
Advise safety office if you damage
any Canada Transport Inc equipment.
Enter ( S ) to send to safety >
Trailer #
Current Location
Inspected by
Unit #
Registration Cert Current Y/N
Safety Decal Current Y/N
Lights Good Y/N
Tires Good Y/N
WHEEL TORQUED NOTICE Y/N
Brake Adjustment Good Y/N
Damage to report Y/N
Enter Remarks or Damage below
    
```

```

SHIPMENT PICKUP CONFIRMATION MACRO
Sample C####-AA
LOAD #:
PCS: ##### PALLETS: ##
WGT: ##### IN LB'S FT: ##
SPACE LEFT: IN FEET
WEIGHT LEFT: LBS
* HAS THE PCS, FT, OR LBS CHANGE *
FROM DISPATCH ORDERS Y/N:
EXPLAIN CHANGE:
SHIPPERS FULL NAME
HAZMAT Y/N:
SEND
    
```

If a seal is need, dispatch must be notified immediately with the proper information, via satellite macro; what the new number is. When/if it was swapped out. If a high security bolt has been compromised, Caneda, customs and all local authorities must be notified immediately. Each bolt is cataloged and matched to paperwork.

*Seal change macro:*

TRAILER SEAL CHANGE	
TRUCK NUMBER	<input type="text"/>
DRIVER NAME	<input type="text"/>
TRIP NUMBER	<input type="text"/>
1st SHIPMENT # TO UNLOAD :	<input type="text"/>
SAMPLE C#####-AA	
OLD SEAL NUMBER	<input type="text"/>
NEW SEAL NUMBER	<input type="text"/>
REASON FOR SEAL CHANGE:	<input type="text"/>
	<input type="text"/>



## Section 11

### *Business Partner Security*

#### **Business Partner Security**

As a member of C-TPAT and PIP; Caneda encourages all of its cross border partners to become active members of the organizations. Caneda encourages that its cross border business partners develop security procedures consistent with the security criteria in this manual to enhance the integrity of the shipment at the point of origin. Business partners are measured against our company's security standards and periodic risk assessments of our business partners' procedures, finances and facilities are continually conducted.

For the smaller carrier that does not cross the border into Canada or the USA, they are examined and monitored on one to one bases. The truck and its driver will be subject to inquiry if discrepancies are discovered.

**Vendor drivers must constantly be scrutinized. Vendor drivers must be made aware that they are responsible for what is on there truck, trailer and hidden compartments.**

The intercontinental supply chain partners must demonstrate that they are meeting C-TPAT and PIP supply chain security obligations. Vendors that are not eligible for PIP or C-TPAT can demonstrate that they are meeting the security criteria in a number of ways: through written or electronic confirmation; through contractual obligations; through a letter from a senior business partner officer attesting to compliance; through a written statement demonstrating their compliance with these criteria or another country's supply chain security criteria; or by providing a completed supply chain security profile.

Caneda is currently in the process of conducting an ongoing questionnaire to all vendors and customers. This questionnaire will provide Caneda with all proper information including policies and procedures, insurance updates, maintenance schedules, fleet numbers and driver security procedures. Credit checks are performed frequently. Caneda instructs its drivers to check: photo ID's, opened or damaged cargo, proper paper work (seal number), weight comparison, shipping method, vague information, unmarked boxes and unlabeled shipments. Drivers must also be cautious when accepting cash or certified cheque.

*Sample of the Security send out:*

#### Vendor partner Requirements

As an Importer to the United States, Caneda Transport Inc. must conduct a comprehensive assessment of our international supply chain based upon C-TPAT security



criteria. Where Caneda Transport Inc. out-sources or sub-contracts elements of their supply chain, such as a foreign facility, Caneda must work with these business partners to ensure that pertinent security measures are in place and adhered to throughout the supply chain. The supply chain for C-TPAT purposes is defined from point of origin through to point of distribution.

Please complete and return your SVI# by one of the following:  
Fax: 866-236-4402, 403-236-4402 (Calgary, AB)

Online at: <http://www.caneda.com/forms.htm>

Login C-TPAT: <https://ctpat.cbp.dhs.gov/StatusVerification.aspx>

CANEDA SVI#      canNor05149

At your earliest convenience so we may update our profile on your company.

Company name: \_\_\_\_\_ Completed by: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Contact #: \_\_\_\_\_ Contact fax#: \_\_\_\_\_

C-TPAT CERTIFIED:      YES      NO

SVI#: \_\_\_\_\_

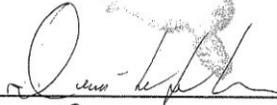


Section 12

Certificates

The Canada Border Services Agency  
welcomes  
*Canada Forest Products Sales, Ltd.*

As a Partner in Protection  
Contributing to safer homes, safer streets



President  
Canada Border Services Agency

 Canada Border Services Agency Agence des services frontaliers du Canada





**FAST IEXPRES**  
Free and Secure Trade (FAST)

I am pleased to hereby confirm that  
**Canada Forest Products Sales Limited**  
**Canada Transport Inc.**  
has been a participant in the  
**Free and Secure Trade Program** since  
**September 21, 2004**  
and is playing a vital role in securing the Canada-US Border  
and facilitating legitimate trade.



Alain Joffe, President, Canada Border Services Agency  
signed at Ottawa on the 7th day of March 2005

 Government of Canada / Gouvernement du Canada 

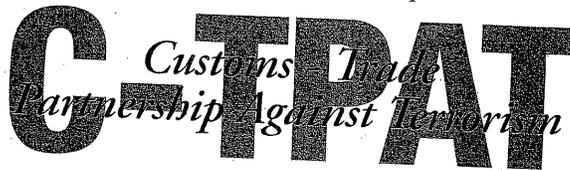
CUSTOMS - TRADE  
PARTNERSHIP AGAINST TERRORISM



*In recognition of your commitment to partnership,  
and in appreciation for joining with us to secure  
the international supply chain and protect our country's security,*

***U.S. Customs and Border Protection***

*is pleased to certify your membership in the*



*and to present this certificate to*

***Canada Transport, Inc.***

***U.S. / Canada Highway Carrier***

*During the month of* June *, 2005*  
*at Washington, D.C.*

Commissioner

## Section 14

### Contingency for Emergencies

In the case of an emergency or heightened security situation Canada transport has the following procedures in place:

#### **Warehouse emergencies**

- \*source of disaster
- \*if collection material is affected
- \*if the area is safe
- \*Building and Security Services Help Desk
- \*Preservation Services
- \*Evacuation of Material if necessary
- \*Communicate with customers with status update.
- \*Future preventive controls and policy creation.

#### **Truck emergencies:**

- \*Plan to set up emergency transportation hubs at multiple locations. Preparing a plan for the standby warehouse.
- \*Management responsible for information collection, contingency plan preparation & solutions for sensitive cargo: chemicals, metals, flora and routing.
- \*Communicate with customers with status update.
- \*Future preventive controls and policy creation.

## Section 14

### FAQ

The following is some original source information located on the local web at:  
<http://www.cbsa-asfc.gc.ca/security-securite/bwl-lsf-eng.html>

#### Border Watch Toll-free Line

If you have information about suspicious cross-border activity, please contact the Canada Border Services Agency Border Watch Toll-free Line at **1-888-502-9060**.

#### Cross border smuggling tip line (BC): 1-888-RIG-TIPS (744-8744)

If you or someone you know is being pressured to smuggle drugs or weapons across the Canada-US border the RCMP would like to know. The more detailed information you can provide, the better - but remember that no information, however trivial it may seem, is too small. Your help may be the missing piece of the puzzle that we are looking for. Reporting suspicions, even after the fact, can be an effective means of stopping future smuggling attempts. Please never try to take the law into your own hands, or get involved in any illegal activities. If you have witnessed or are aware of an incident, for your own protection, please do **not** get involved or try to gather evidence. Just let us know.

**Will my call be confidential?** Yes. All calls are completely confidential.

**Do I have to call during certain hours?** No. You can call at any time, any day of the week. The Canada Border Services Agency Border Watch Toll-free line (**1-888-502-9060**) is available 24 hours a day, 7 days a week, in both official languages.

**Will my phone call be recorded?** No.

**Will the information I give be shared with anyone else, like the police?** The Canada Border Services Agency (CBSA) works in close partnership with law enforcement bodies, such as the [Integrated Border Enforcement Teams](#), provincial and local police, as well as with other customs organizations around the world. If the information received is relevant to any of our partners, we may share it. However, the caller's identity (even provided to us) will remain confidential.

**What kind of information are you looking for?** As a guide, we are interested in the following information:

- Name of individual or company
- Date of birth or approximate age
- Location, date and time of suspected illegal activity
- Physical description of individual, including clothing worn
- Address, if known
- Phone numbers, if known
- Conveyance: car, boat, airplane or train
- Known associates
- Known business ties

However, you do **not** need to have all of the above information before calling the CBSA Border Watch Toll-free Line. We will accept and research any detail, even if it seems trivial.

**Will callers get a reward for giving information?** At the discretion of the CBSA, a caller may receive a cash reward for providing information.

**If you receive false information, could this lead to unnecessary searches or detentions when someone is crossing the border?** No. All information received will be thoroughly researched. If the information proves to be false, no action will be taken.