



Canada Border
Services Agency

Agence des services
frontaliers du Canada

SERVE

Industrial Awareness Program

RC4130(E) Rev. 07



Canada

An initiative of the Strategic Export Control Enforcement Program.

La version française de cette publication est intitulée
SERVE - Programme de sensibilisation industrielle.

What is SERVE?

We, at the Canada Border Services Agency (CBSA), created the SERVE Industrial Awareness Program, to ensure that you, as a Canadian exporter, have all the information you need to comply with the law.

When you ship sensitive or strategically controlled goods to destinations outside Canada, you must meet certain government regulations. SERVE's main goal is to provide the information you need to:

- understand export legislation, regulations, and policy;
- abide by international agreements to limit and monitor the export of controlled goods;
- recognize suspicious transactions and report them to the proper authorities;
- facilitate the movement of your goods with the least disruption to international trade;
- help the government maintain accurate statistics on Canada's economic growth; and
- protect your business from economic espionage.

Sensitive or strategically controlled goods

These are goods that are listed on *Canada's Export Control List (ECL)* or any goods that are destined to countries on *Canada's Area Control List (ACL)*. Examples of sensitive or strategically controlled goods include:

- military equipment;
- nuclear-related materials;
- certain chemicals;
- biological agents;
- dual-use goods (e.g., computers); and
- goods of U.S. origin.

Why is SERVE important?

SERVE helps ensure that measures are in place to control the export of sensitive or strategic goods to countries that are:

- a threat to Canada and its allies;
- involved in, or under imminent threat of hostilities;
- a proliferation concern;
- under United Nations Security Council sanctions; or
- known to have a persistent record of serious human rights violations.

Another goal of SERVE is to ensure that you are treated fairly, and that your business does not suffer because you do not understand your legal obligations. For example, incomplete or incorrect permits or licences can delay processing of your goods. These delays could affect the delivery dates you have negotiated with your clients.

Why do we need your help?

As an exporter, you are in the best position to:

- recognize and report suspicious transactions;
- determine what information or technology is critical to your business;
- assess what sensitive information could be at risk, and from whom you must protect it;
- identify who may pose a threat to Canada and your export product; and
- provide information on unusual routings and possible diversionary tactics.

How can you help?

We rely on your co operation to stop the illegal export of sensitive and strategically controlled goods from Canada, and to help us safeguard the transfer of technology.

Know your customer

Even simple, non threatening products that end up in the wrong hands could become a hazard. Knowing both your customer and the end-use application of your product ensures that your business dealings comply with Canadian law, and that they do not pose a threat to Canada or its allies.

Canadian and foreign nationals may be used as agents to illicitly acquire proliferation-related technologies and material (e.g., human, animal, or plant pathogens, or chemical testing equipment). Once the agents have obtained the product, they may export it to its final destination through a complicated series of front companies, the misuse of in-bond status, false labelling, or diversions through other countries. The companies manufacturing the material, or those responsible for shipping it, are often misled about the final destination.

To help you avoid becoming involved with an illegal export order, we have provided a checklist called *What to watch for* to provide you with warning signals to keep in mind. If any of these situations seem familiar to you, contact one of the regional Strategic Export Control Enforcement Units in the section called "Who do you contact?".

Protect sensitive information

Here are some basic measures to help you guard against illegal exports of shipments and transfers of technology:

- Classify, control, and protect sensitive documents correctly.
- Protect computer databases and network links from unauthorized access.
- Properly store and dispose of sensitive documents and technology.
- Discuss sensitive company matters in secure locations.
- Control employee and visitor access to sensitive facilities and materials based on the **need to know** principle.
- Use sensitivity and caution when deciding how to provide customers with information about your business, and how much detail to supply.
- Use open communications lines cautiously (e.g., cellular telephones, fax machines, and telephones).
- Make sure that your employees understand the threat that economic espionage poses to their job security, and to the company's economic well-being.
- Emphasize that effective security policies and practices are everyone's responsibility.

Understand your legal obligations

As an exporter of controlled goods, you have certain legal obligations. You must:

- report any controlled items as required to the CBSA before you export them;
- get an Individual Export Permit (IEP), licence, or certificate from the responsible government department or agency for transactions involving controlled items; and
- keep complete and accurate records and documents of all your export transactions for the current year plus the previous six.

What about nuclear materials?

If you are involved in the purchase or sale of nuclear materials, you must be aware of the details and history of these products. We must have ready access to this information so we can guard against their illegal export.

By following the enclosed checklist called *Nuclear materials - What you need to know*, you ensure you have all the necessary information.

Are there penalties for non-compliance?

Non-compliance with export control legislation and procedures is a serious offence. We can impose severe penalties under the *Customs Act*, the *Export and Import Permits Act*, the *Nuclear Safety and Control Act*, and any other act of Parliament that controls, regulates, or prohibits the export of goods from Canada. Penalties can include forfeiture of the entire export shipment, fines, imprisonment, or a combination of these penalties.

Who do you contact?

If you want to report a suspicious transaction, or if you have questions about exporting controlled goods, contact your nearest regional Strategic Export Control Enforcement Unit.

Halifax	Telephone:	(902) 426-7130
	Fax:	(902) 426-1647
Montréal	Telephone:	(514) 283-0141
	Fax:	(514) 283-0692
Ottawa	Telephone:	(613) 991-0572
	Fax:	(613) 952-9869
Toronto	Telephone:	(905) 405-3900
	Fax:	(905) 405-3935
Calgary	Telephone:	(403) 292-5705
	Fax:	(403) 292-4579
Edmonton	Telephone:	(780) 890-4688
	Fax:	(780) 890-4690
Vancouver	Telephone:	(604) 666-5078
	Fax:	(604) 666-7118
Headquarters	Telephone:	(613) 954-4936
	Fax:	(613) 952-7793

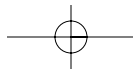
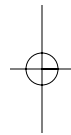
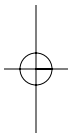
Suggestions and comments

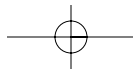
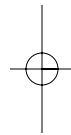
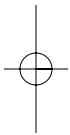
Through SERVE, we try to balance the facilitation of trade in controlled goods with the need to stop the illegal export of sensitive goods and technology. If you have any suggestions or comments about SERVE, contact any of the offices listed on page 8. For more information concerning the exportation of goods from Canada, visit the following Web sites:

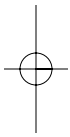
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Notes







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