



Canada Border Services Agency
Agence des services frontaliers du Canada

ALL Brokers/Importers/Carriers
Fort Erie

RE: NATIONAL OFFLOAD POLICY

Attached, please find information regarding the offload pilot that will take place in Fort Erie beginning early January.

The contact information for the service provider will be forwarded once the telephone numbers have been confirmed. You will also be provided with the fixed pricing list as soon as it is received.

Please do not hesitate to contact me at 905-994-6311 should you require clarification regarding this matter. I also look forward to any suggestions or concerns that you may have once the pilot is up and running.

Debbie Smyth
Chief, Commercial Operations
Fort Erie

Attachment

CANADA CUSTOMS AND REVENUE AGENCY

Offload Policy

CCRA's POLICY

1. The Canada Customs and Revenue Agency (CCRA) is committed to ensuring that the manner in which commercial examinations are conducted at the land border supports the movement of legitimate trade while recognizing the needs of the importing community and providing Canadians with a secure and efficient border operation. As such, the CCRA national offload policy shall support the following four key objectives:
 - 1.1 Provide a secure facility in which only persons with pre-approved CCRA security clearance shall be granted access;
 - 1.2 Ensure that facilities and resources are conducive to the operation of a responsible compliance verification program;
 - 1.3 Maintain operational efficiencies while providing clients with the standard of service that is expected of the CCRA; and
 - 1.4 Provide a safe and healthy working environment for employees and others lawfully in its premises.

It is CCRA's policy to support responsible border management by ensuring the availability of a national service provider to offload vehicles selected for examination in a timely and efficient manner, while simultaneously supporting the health, safety and security of CCRA employees and users of border facilities.

All persons reporting goods bear responsibility for all costs associated with the unloading and reloading of the conveyance. A time standard of two (2) hours shall be applied for the presentation of goods for examination.

POLICY GUIDELINES

The legal obligation to report and present goods to Customs for examination as established in the *Customs Act* obliges such persons to assume all financial costs associated with the offload process. As such, under no circumstances shall the CCRA bear any responsibility for costs associated with the offload process nor have involvement in the financial transactions between the offload service provider and the clients.

Once a shipment has been identified for examination by the CCRA, the carrier will be notified immediately and provided with the name(s)/phone number(s) of the pre-approved service provider(s).

After a carrier has been notified that their shipment is to be examined, they will have two (2) hours to complete appropriate business transactions with the service provider and present their goods for examination. Failure to present the goods within this time period will be deemed a contravention of the *Customs Act* and appropriate penalties will be assessed.

In instances where the offload and subsequent examination cannot take place at the DCO (e.g., perishable goods, etc.) the shipment may be convoyed to an appropriate facility for inspection.

At no time shall an employee of the CCRA at a DCO operate forklifts or tow motors, open containers, or engage in the offload or reload process.

The CCRA has awarded a contract to a pre-approved service provider(s) who shall provide offloading services at each of the DCOs. To be approved, the service provider has successfully met or exceeded the following conditions as established by the CCRA:

- a) All labourers have valid enhanced security clearance;
- b) A minimum of one labourer, per offload, shall possess valid licences/certificates to operate offloading equipment and possess proper training designation to operate such equipment;
- c) The service provider provides all equipment required for conducting offloads and reloading including forklifts;

- d) The service provider is bonded and carries appropriate liability insurance;
- e) The service provider is on site during core hours, and at all other times will report within two (2) hours;
- f) The service provider shall perform the entire process of offloading and reloading within the standards set by the CCRA - maximum of six (6) hours for a full offload of bulk goods, and four (4) hours for a full offload of palletized goods; and
- g) The service provider will offer competitive fixed pricing for the offload services and will be responsible to collect all fees relating to the offload service directly from the client.