



DOING BUSINESS IN CANADA

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Introduction



CAPITAL: OTTAWA



POPULATION

Total Population: 37,058,856

Natural Increase: 1.4%

Density: 4 Inhabitants/km²

Urban Population: 81.4%

Population of main metropolitan areas: Toronto (6,947,229); Montreal (4,394,467); Vancouver (2,479,623); Ottawa-Gatineau (1,477,881); Calgary (1,417,661); Edmonton (1,283,049); Quebec (865,926); Winnipeg (836,416); Hamilton (619,024)

Ethnic Origins: In the last century, the majority of Canadians were of British and French origin, in addition to indigenous peoples. However, successive waves of immigrants from many different countries have considerably diversified Canada's ethnic makeup: Canadian (mostly Anglophone and Francophone Europeans) about 32%, English about 20%, French 15%, Scottish 14%, Irish 14%, German 10%, Italian 4%, Chinese 5%, North American Indian about 4%. Around 51% of the population also declared being from another ethnic background (it is possible to declare more than one ethnicity in Canada). ([Statistics Canada](#))

Official Language: English and French

Other Languages Spoken: [Spanish](#) is the third most widely spoken language in Canada. More than 100 different languages were declared when an inventory was made of mother tongues. The list includes Chinese, German, Italian, Ukrainian, Dutch, Polish and various Asian and Middle Eastern languages. Aboriginal languages are also widely spoken in many regions.

Business Language(s): English is the most commonly spoken language in Canada. All government departments must be bilingual in English and French.

Religion: Catholics 39%, Protestants 24.1%, Orthodox Christians 1.7%, Non-religious 23.9%, Muslims 3.2%, Jews 1%, Buddhists 1.1%, Hindus 1.5%, Sikhs 1.4%.

National Currency: Canadian dollar (CAD)



COUNTRY OVERVIEW

Area: 9,984,670 km²

Type of State: Constitutional monarchy, parliamentary democracy and federation.

Type of Economy: High-income economy, OECD member, G8 member.

The second largest country in the world; the leading producer of zinc and uranium; a major importer of agricultural products.

HDI*: 0.913/1

HDI (World Rank): 9/188

Note: () [The HDI](#), Human Development Index, is an Indicator Which Synthesizes Several Data Such as Life Expectancy, Level of Education, Professional Careers, Access to Culture etc.*



TELECOMMUNICATION

Telephone Code:

To call from Canada, dial 011

To call Canada, dial 1

Internet Suffix: .ca

.qc.com

Computers: 94.3 per 100 Inhabitants

Telephone Lines: 51.9 per 100 Inhabitants

Internet Users: 86.8 per 100 Inhabitants

Access to Electricity: 100% of the Population

Foreign Trade in Figures

Foreign Trade Indicators	2014	2015	2016	2017	2018
Imports of Goods <i>(million USD)</i>	479,985	436,372	416,602	441,729	470,558
Exports of Goods <i>(million USD)</i>	474,725	408,475	390,117	420,861	450,585
Imports of Services <i>(million USD)</i>	106,721	95,405	97,378	105,240	111,831
Exports of Services <i>(million USD)</i>	85,181	76,292	80,927	85,666	91,654

Source: WTO – World Trade Organisation, 2017

[See the latest updates in the Country Profile for Canada.](#)

Latest Update: December 2019

Economic and Political Overview

ECONOMIC OUTLINE

Economic Overview

The Canadian economy - which relies strongly on exports and was hurt by the fall of oil prices and other raw materials in recent years, being the world's fifth largest gas producer - grew 2.1% in 2018, making Canada the second fastest-growing economy in the G7 after the US. An increase in consumer spending, business investment and wage growth especially contributed to the economic performance. For 2019, the IMF forecasts a GDP growth of 2%, followed by 1.8% the following year. Considering that Canada is also among the world's largest oil producers and the third in the world for proven oil reserves, much of the country's economic performance will depend on the level of global crude oil prices.

Canada's debt to GDP ratio has been estimated at 87.3% of GDP in 2018 (down from 89.7% in 2017), and is expected to further decrease to 84.7% in 2019 (IMF). The budget deficit reached 1.4%; however, in its fall fiscal update the government announced its intention to increase public expenditure in 2019, in order to finance measures such as a new tax write-off scheme that allows manufacturers to immediately recoup the full cost of machinery and equipment, as well an immediate write-off for clean energy equipment, which are part of a wider corporate tax incentives programme. In fact, the combination of high household debt, rising interest rates and progressively slowing wage growth is expected to hinder household expenditure, thus business investment is considered to be crucial for Canada's forthcoming economic performance. Other potential threats to the country's growth are instability in the commodity prices, fears of a hard Brexit and the lingering trade disputes between China and the US. The latter, in particular, are Canada's main trading partner: in November 2018 Trudeau's government signed an agreement with the US and Mexico for a revised version of the NAFTA (the so-called CUSMA, Canada-United States-Mexico Agreement), however its ratification is facing some opposition in the US Congress. Inflation - pushed by rising mortgage interest costs and higher prices for telephone services, fresh vegetables, restaurant meals and passenger vehicle insurance - was estimated at 2.6% by the IMF in 2018, with an outlook of 2.2% in 2019.

The unemployment rate stood at 6.1% in 2018 and is expected to remain stable in 2019 and 2020 (6.2%, IMF). Moreover, figures from Statistics Canada show that the unemployment rate went down to 5.6% in December 2018, the lowest jobless rate since 1976. Nevertheless, this low figures could also be put down to fewer Canadians engaging with labour markets, and not only with job creation.

Main Indicators	2017	2018	2019 (e)	2020 (e)	2021 (e)
GDP (billions USD)	1,649.93e	1,712.48e	1,730.91	1,812.46	1,910.94
GDP (Constant Prices, Annual % Change)	3.0e	1.9e	1.5	1.8	1.8
GDP per Capita (USD)	45,217e	46,290e	46,213	47,931	50,067
General Government Balance (in % of GDP)	-0.0	-0.2e	-0.5	-0.8	-0.8
General Government Gross Debt (in % of GDP)	90.1	89.9e	87.5	85.0	82.4
Inflation Rate (%)	1.6	2.2e	2.0	2.0	2.0
Unemployment Rate (% of the Labour Force)	6.3	5.8e	5.8	6.0	6.1
Current Account (billions USD)	-46.33	-45.16e	-32.48	-30.19	-32.24
Current Account (in % of GDP)	-2.8	-2.6e	-1.9	-1.7	-1.7

Source: IMF – World Economic Outlook Database, Latest available data

Note: (e) Estimated Data

Main Sectors of Industry

The agricultural sector represents 1.6% of Canada's GDP and employs 1.9% of the population (World Bank, 2017). However, the agricultural system and the food processing industry employ almost two million persons and is estimated to contribute to 8% of the national wealth. Canada is one of the largest exporters of agricultural products in the world - particularly of wheat - and produces 10% of the world's GMO harvests. Fishing is another important sector. Canada is also one of the leading producers of minerals, especially nickel, zinc and uranium. Moreover, the country is rich in gas and has the 3rd largest reserves of oil in the world (being the 7th oil producer), whose production is concentrated in the western provinces, especially Alberta.

The industrial sector contributes 28.2% of GDP and employs 19.4% of the labour force. Canada has six strong primary industry sectors: renewable energies (mainly wind, the country is a net exporter of energy); the forestry sector, hydrogen and fuel cells, mines, metals and minerals, fishing, oil and gas. According to Statistics Canada, the country's manufacturing sector alone accounted for 10.37% of GDP in 2017.

The service sector dominates the Canadian economy: in 2017 it represented 70.2% of the country's GDP and employed over 78.6% of the active population (the largest employer being the retail sector and the business-related services sector). The education and health sectors are also pivotal for the country's economy. The most dynamic sectors are telecommunications, tourism, internet and aerospace engineering.

Breakdown of Economic Activity By Sector	Agriculture	Industry	Services
Employment By Sector <i>(in % of Total Employment)</i>	1.5	19.4	79.1
Value Added <i>(in % of GDP)</i>	1.7	24.8	69.1
Value Added <i>(Annual % Change)</i>	2.3	1.1	2.8

Source: World Bank, Latest available data.

Learn more about [Market Analyses about Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Indicator of Economic Freedom

Score: 77,7/100
 World Rank: 8
 Regional Rank: 1

[Economic freedom in the world \(interactive map\)](#)

Source: [2019 Index of Economic Freedom, Heritage Foundation](#)

Business environment ranking

Score: 8.30
 World Rank: 4/82

Source: [The Economist - Business Environment Rankings 2014-2018](#)

Country Risk

See the country [risk analysis](#) provided by [Coface](#).

Sources of General Economic Information

Ministries	Treasury Board of Canada Secretariat Department of Finance Canada Global Affairs Canada Innovation, Science and Economic Development Canada Agriculture and Agri-Food Canada (AAC)
Statistical Office	Statistics Canada
Central Bank	Bank of Canada
Stock Exchange	Montreal Stock Exchange Canadian Stock Market Research TSX Group - Toronto Stock Exchange
Other Useful Resources	Canada Revenue Agency Government of Canada: Provinces and Territories
Main Online Newspapers	Ottawa Business Journal Le Devoir (in French) On-line Canadian newspapers Les Affaires (in French) Canoe - Portal for information on news and entertainment
Economic Portals	Quebec social economy (in French) Aboriginal Business Directory Canoe - Portal for information on news and entertainment

POLITICAL OUTLINE

Type of State	Constitutional monarchy, parliamentary democracy and federation.
Executive Power	Queen Elizabeth II is the Head of State. She appoints Canada's Governor General for a five year term. The Governor General appoints the Prime Minister as well as the Cabinet (however, cabinet members chosen by the Prime Minister). The Prime Minister is the head of the government. He holds the executive power. The leader of the majority party or coalition in the House of Commons is automatically chosen to be Prime Minister. The Prime Minister and his Cabinet stay in power as long as they have the support of the majority in the House of Commons.
Legislative Power	The legislative power in Canada is bicameral. The federal parliament made up of: the Senate (upper house), whose 105 members are appointed by the Governor General on the advice of the Prime Minister and the House of Commons (lower house), whose 338 members are elected by universal suffrage. The Governor General calls a general election when the Prime Minister advises him to do so. Most legislative practices are derived from the British Parliament .
Main Political Parties	Historically, the Canadian two-party plus system has been dominated by the centre-left Liberal Party and a centre-right Conservative Party. Since the 1980s or so Canada's dominant third-place party has been the further-left NDP. There is also a consistently fourth-place party known as the Bloc Quebecois which is devoted to Quebec separatism.

- [Conservative Party of Canada](#) (CPC): centre-right to right-wing; colloquially known as the 'Tories'
- [New Democratic Party](#) (NDP): centre-left, socialist
- [Liberal Party of Canada](#) (PLC): centrist party
- [Bloc Québécois](#): centre-left, social-democratic
- [Green Party of Canada](#) (GPC): centre-left, ecologist party

Current Political Leaders Governor General: Julie Payette (since 2 October 2017)
Prime Minister: Justin Trudeau (since 4 November 2015) – Liberal Party

Next Election Dates House of Commons: October 2023

Indicator of Freedom of the Press

World Rank: 18/180

Source: [2019 World Press Freedom Index, Reporters Without Borders](#)

Indicator of Political Freedom

Ranking: Free

Political Freedom: 1/7

Civil Liberties: 1/7

[Political freedom in the world \(interactive map\)](#)

Source: [Freedom in the World 2019, Freedom House](#)

Latest Update: December 2019

Trade Profile

FOREIGN TRADE IN FIGURES

Canada is a country open to foreign trade, which represents 64% of its GDP (World Bank, 2017). Product wise, Canada's main exports are petroleum products, motor cars and other vehicles, machinery and precious metals. The country imports mainly vehicles, auto parts or accessories, machinery, electrical and electronic equipment.

According to data by WTO, the main destinations for Canada's exports in 2017 were the US (by far the leading partner, accounting for 75.9% of total exports), China (4.3%), the UK (3.2%) and Japan (2.2%). Similarly, most of Canada's import had a US origin (51.3%), followed by China (12.6%) and Mexico (6.3%). During 2018, the US administration decided to impose tariffs on steel (25%) and aluminium (10%): considering that Canada exports nearly 90% of its steel to the U.S. (according to the Canadian Steel Producers Association), this policy may have a big impact on the steel industry and on export levels.

Exports of goods from Canada amounted to USD 420.8 billion in 2017, up by 7.8% from the previous year. Imports also grew, reaching USD 441.7 billion (6%). In recent years, the Canadian trade balance has been fluctuating, often ending up in a trade deficit (partially due to the economic crisis and to the low prices of hydrocarbons). In 2017, the deficit for the trade of goods and services reached USD 37.7 billion (around 2.3% of GDP, World Bank).

Foreign Trade Indicators	2014	2015	2016	2017	2018
Imports of Goods (<i>million USD</i>)	479,985	436,372	416,602	441,729	470,558
Exports of Goods (<i>million USD</i>)	474,725	408,475	390,117	420,861	450,585
Imports of Services (<i>million USD</i>)	106,721	95,405	97,378	105,240	111,831
Exports of Services (<i>million USD</i>)	85,181	76,292	80,927	85,666	91,654
Imports of Goods and Services (<i>Annual % Change</i>)	2.5	0.8	0.1	4.2	2.6
Exports of Goods and Services (<i>Annual % Change</i>)	6.3	3.4	1.4	1.4	3.1
Imports of Goods and Services (<i>in % of GDP</i>)	32.7	34.4	33.9	33.7	34.1
Exports of Goods and Services (<i>in % of GDP</i>)	31.8	31.9	31.5	31.5	32.1
Trade Balance (<i>million USD</i>)	4,264	-19,308	-19,529	-19,192	-16,967
Trade Balance (Including Service) (<i>million USD</i>)	-17,696	-39,370	-37,599	-38,955	-36,362
Foreign Trade (<i>in % of GDP</i>)	64.5	66.3	65.4	65.1	66.2

Source: World Trade Organisation (WTO) - 2017; World Bank - 2017

Main Partner Countries

Main Customers (% of Exports)	2018	Main Suppliers (% of Imports)	2018
United States	75.0%	United States	51.1%
China	4.7%	China	12.7%
United Kingdom	2.8%	Mexico	6.2%
Japan	2.2%	Germany	3.2%
Mexico	1.4%	Japan	2.8%
South Korea	1.0%	South Korea	1.6%

Main Customers <i>(% of Exports)</i>	2018
Netherlands	0.8%
Germany	0.8%
India	0.7%
Hong Kong	0.7%

Main Suppliers <i>(% of Imports)</i>	2018
United Kingdom	1.5%
Italy	1.5%
France	1.2%
Brazil	0.9%

Source: Comtrade, 2017

Main Products

450.3 bn USD of products exported in 2018	
Petroleum oils and oils obtained from bituminous minerals, crude	14.9%
Motor cars and other motor vehicles principally designed for the transport of persons, incl. station wagons and racing cars (excl. motor vehicles of heading 8702)	9.1%
Gold, incl. gold plated with platinum, unwrought or not further worked than semi-manufactured or in powder form	2.7%
Petroleum oils and oils obtained from bituminous minerals (excl. crude); preparations containing $\geq 70\%$ by weight of petroleum oils or of oils obtained from bituminous minerals, these oils being the basic constituents of the preparations, n.e.s.; waste oils containing mainly petroleum or bituminous minerals	2.7%
Parts and accessories for tractors, motor vehicles for the transport of ten or more persons, motor cars and other motor vehicles principally designed for the transport of persons, motor vehicles for the transport of goods and special purpose motor vehicles of heading 8701 to 8705, n.e.s.	2.5%
Petroleum gas and other gaseous hydrocarbons	2.3%
Wood sawn or chipped lengthwise, sliced or barked, whether or not planed, sanded or end-jointed, of a thickness of > 6 mm	1.8%
Medicaments consisting of mixed or unmixed products for therapeutic or prophylactic uses, put up in measured doses incl. those in the form of transdermal administration or in forms or packings for retail sale (excl. goods of heading 3002, 3005 or 3006)	1.5%
Turbo-jets, turbo-propellers and other gas turbines	1.5%
Powered aircraft e.g. helicopters and aeroplanes; spacecraft, incl. satellites, and suborbital and spacecraft launch vehicles	1.4%

459.9 bn USD of products imported in 2018	
Motor cars and other motor vehicles principally designed for the transport of persons, incl. station wagons and racing cars (excl. motor vehicles of heading 8702)	6.5%
Parts and accessories for tractors, motor vehicles for the transport of ten or more persons, motor cars and other motor vehicles principally designed for the transport of persons, motor vehicles for the transport of goods and special purpose motor vehicles of heading 8701 to 8705, n.e.s.	4.4%
Petroleum oils and oils obtained from bituminous minerals (excl. crude); preparations containing $\geq 70\%$ by weight of petroleum oils or of oils obtained from bituminous minerals, these oils being the basic constituents of the preparations, n.e.s.; waste oils containing mainly petroleum or bituminous minerals	3.7%
Petroleum oils and oils obtained from bituminous minerals, crude	3.3%
Motor vehicles for the transport of goods, incl. chassis with engine and cab	3.1%
Transmission apparatus for radio-telephony, radio-telegraphy, radio-broadcasting or television, whether or not incorporating reception apparatus or sound recording or reproducing apparatus; television cameras; still image video cameras and other video camera recorders; digital cameras	2.6%
Automatic data processing machines and units thereof; magnetic or optical readers, machines for transcribing data onto data media in coded form and machines for processing such data, n.e.s.	2.3%

459.9 bn USD of products imported in 2018

Medicaments consisting of mixed or unmixed products for therapeutic or prophylactic uses, put up in measured doses incl. those in the form of transdermal administration or in forms or packings for retail sale (excl. goods of heading 3002, 3005 or 3006)	1.7%
Turbo-jets, turbo-propellers and other gas turbines	1.2%
Gold, incl. gold plated with platinum, unwrought or not further worked than semi-manufactured or in powder form	1.0%

Source: Comtrade, 2017

See More Products [More imports \(Intracen Data\)](#)
[More exports \(Intracen Data\)](#)

MAIN SERVICES

77.4 bn USD of services exported in 2016	
Other business services	33.08%
Travel	23.27%
Transportation	14.22%
Computer and information services	7.21%
Financial services	6.50%
Royalties and license fees	5.43%
Communications services	3.76%
Cultural and recreational services	2.63%
Insurance services	1.69%
Government services	1.53%
Construction services	0.68%

97.8 bn USD of services imported in 2016	
Travel	29.39%
Other business services	19.92%
Transportation	19.72%
Royalties and license fees	10.84%
Financial services	7.32%
Insurance services	3.58%
Computer and information services	3.45%
Communications services	2.32%
Cultural and recreational services	2.17%
Government services	0.92%
Construction services	0.36%

Source: United Nations Statistics Division, Latest Available Data

Exchange Rate System

Local Currency	Canadian dollar (CAD)
Exchange Rate Regime	The Bank of Canada controls and establishes the regulations concerning transfers of capital with foreign countries. There is free convertibility of currency, the right to transfer profits, capital, dividends, interest and fees.
Level of Currency Instability	The changes Canadian companies are facing are unprecedented. The meteoric rise in value of the Canadian dollar, the uncertainty of the world energy market, the tightening of credit, the slowing down of the American economy and the weakness of the whole of the manufacturing sector are all conditions which favor the instability of

the Canadian dollar.

Exchange Rate on :

Monetary Indicators	2014	2015	2016	2017	2018
Canadian dollar (CAD) - Average Annual Exchange Rate For 1 USD	1.11	1.28	1.33	1.30	1.30

Source: World Bank - Latest available data.

TRADE COMPLIANCE

International Conventions

- Member of [World Trade Organisation](#)
- Member of [OECD](#)
- Party to the [Washington Convention](#) on International Trade in Endangered Species of Wild Fauna and Flora
- Party to the [Basel Convention](#) on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal
- Party to the [Montreal Protocol](#) on Substances That Deplete the Ozone Layer
- Party to the [Wassenaar Arrangement](#) on Export Controls For Conventional Arms and Dual-Use Goods and Technologies

Main International Economic Cooperation

- [NAFTA Trilateral](#)
- [Member of the NACC \(North American Competitiveness Council\)](#)
- [Full member of the OAS \(Organization of American States\)](#)
- [Member of the Commonwealth](#)
- [Participates in the forums of the APEC \(Asia Pacific Economic Cooperation\)](#)
- [Free Trade Agreement with Jordan](#)
- [Free Trade Agreement with Panama](#)
- [Trans-Pacific Partnership \(TPP\)](#)

Party of the ATA Convention on Temporary Admissions and Use of the Carnets

Yes

As a Reminder, the ATA is a System Allowing the Free Movement of Goods Across Frontiers and Their Temporary Admission Into a Customs Territory With Relief From Duties and Taxes. The Goods Are Covered By a Single Document Known as the ATA Carnet That is Secured By an International Guarantee System.

[Look Up the Other Member Countries And Read the Web Pages of the World Customs Organization Devoted to the ATA Carnet.](#)

Party of the TIR Convention

Canada still belongs to the TIR Convention, but the [Canada Border Services Agency \(CBSA\)](#) does not accept the TIR carnet as a cargo control document for import, movement in transit, and export of goods.

As a Reminder, the TIR Convention and its Transit Regime Contribute to the Facilitation of International Transport, Especially International Road Transport, Not Only in Europe and the Middle East, But Also in Other Parts of the World, Such as Africa and Latin America.

The UNCTAD Website Allows You to [Read the TIR Convention](#), [See the List of Member Countries And to Find Further Information](#).

Accompanying Documents For Imports

Goods must be accompanied by the following documents:

- the Single Administrative Document (SAD)
- the commercial or Customs invoice (in 4 copies, in English or in French);
- a phytosanitary certificate (for fruit, vegetables, seeds and other plants);

- a health certificate (for meat);
- a certificate of non-radioactive contamination (for meat, fruit and vegetables)
- the transport documents and packing list.

For any shipment with a value over 1,600 CAD, you must provide:

- either a commercial invoice (it shows all the information on the Customs invoice)
- or a commercial invoice plus a Customs invoice
- or a Customs invoice (which must contain all the required information).

Shipments with a value under 1,600 CAD can clear Customs on presentation of the commercial invoice. The Canadian ten figure classification must be included on the invoice.

Free Zones The bonded warehouses of the Canadian Customs service are located in ports, airports and near American border posts.

For Further Information [Canada Border Services Agency](#)
[Foreign Affairs and International Trade Canada](#)

Non Tariff Barriers The [Canada Customs Act](#) which regulates the Canadian import system, corresponds to a free trade model in which most imports do not require an authorisation. However, tariff quotas may be applied, especially for wheat, barley, beef and cheese. To be granted this quota one must request a General Import Permit, for which you must produce a pro forma invoice from the [Export and Import Controls Bureau of the Ministry of Global Affairs](#).

Canada uses supply management systems - which involve production quotas, producer marketing boards to regulate price and supply, and border protection achieved through tariff-rate quotas (TRQs) - to regulate its dairy, chicken, turkey and egg industries. Alcoholic beverages are subject to interprovincial shipping restrictions, and are regulated differently in each province, for example through sales quotas, requirements for in-province agents and specific labelling. The Canadian Radio-television and Telecommunications Commission (CRTC) imposes quotas that determine both the minimum Canadian programming expenditure (CPE) and the minimum amount of Canadian programming that licensed Canadian broadcasters must carry (Exhibition Quota).

Some goods are prohibited, especially importing second hand motorised vehicles, except for vehicles coming from the USA (the rules are becoming more flexible for Mexico), as well as weapons, munitions, nuclear materials and goods of a similar nature. [Health Canada](#) restricts the marketing of breakfast cereals and other products, such as orange juice, that are fortified with vitamins and/or minerals at certain levels. Processed Products Regulations prescribe standard container sizes for a wide range of processed fruit and vegetable products.

The rules of origin allowing reduction of duties, especially for textiles, have been draconian since the agreements within the [NAFTA](#) (annex 401 on the original rules, incorporated afterwards in national legislation). These rules are considerably favourable to products which have proof of their origin in the USA.

Moreover, Canada is one of the biggest users of anti-dumping measures, with more than 85 products concerned ([SIMA, Special Import Measures Act](#)). These measures affect 35 countries or Customs areas (including the EU, for example). More than 50% of the products concerned are metallurgical.

For further information about import regulations and procedures in Canada, please consult the article [Importing Goods into Canada](#) produced by the [Canada Border Services Agency](#).

<p>Sectors or Products For Which Commercial Disagreements Have Been Registered With the WTO</p> <p>Assessment of Commercial Policy</p>	<p>Agricultural products: cereals, salmon, meat, pork, grain, syrup, wheat, seal, lumber. Biotechnologies, Aeronautics, Asbestos, Pharmaceutical products, Automobile parts.</p> <p>Country's commercial policy, as seen by the WTO.</p> <p>Barriers to exchanges, inventoried by the EU</p> <p>Sanitary and phytosanitary barriers, inventoried by the EU</p>
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Learn more about [How to Export to Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

STANDARDS

<p>National Standards Organisations</p>	<p>The Standards Council of Canada (SCC) Underwriter's Laboratory of Canada Canadian Standards Association Bureau de Normalisation du Québec (BNQ)</p>
<p>Integration in the International Standards Network</p>	<p>Member of ISO, 381 sectors, products. Member of IEC. Member of the International Communication Union Consult the WSSN website</p>
<p>Obligation to Use Standards</p>	<p>Some standards are mandatory such as those for fertilizers, others are voluntary and depend on the manufacturers' desire to commit themselves to observing them, as is the case, for example, for vehicles.</p>
<p>Classification of Standards</p>	<p>CSA marking UL marking</p>
<p>Assessment of the System of Standardization</p>	<p>Canadians are more and more aware of standards, especially standards which concern their safety and their food. Most consumers are well informed and ensure that the products they buy or consume meet Canadian standards.</p>
<p>Online Consultation of Standards</p>	<p>Standards Store of the Standards Council of Canada (SCC) CSA bookstore ISO Catalog</p>
<p>Certification Organisations</p>	<p>Canadian General Standards Board Underwriter's Laboratory of Canada Canadian Standards Association</p>

Latest Update: December 2019

Business Practices

BUSINESS CULTURE

The Fundamental Principles of Business Culture	<p>Business culture in Canada is a blend of American, British, and French tendencies; that is, practices vary depending on the region. Most Canadians identify themselves very strongly with their province. Respect for opinions, equality, diversity and justice are, however, the values governing the business environment.</p> <p>Canadian businesses had traditionally been hierarchical, but flattened hierarchy are gaining ground. Thus, research into a company's structure is required before engaging in negotiations. The managers are going to be in charge of making the final decision. However, they seldom make the decision without consulting the opinions of the subordinates.</p> <p>Developing a personal relationship to strengthen the business relationship is not usually necessary. As a rule, privacy is separated from professional life.</p>
First Contact	<p>It is better to make an appointment for a first meeting. Having a common acquaintance helps, but is not mandatory. The best times to set up meetings are Tuesdays-Thursdays from 10 a.m. to 3 p.m., especially in the morning. Appointment requests can be made by telephone or email followed by an Outlook reminder. Make sure to thoroughly explain the reason for the meeting request.</p>
Time Management	<p>Punctuality is highly valued in Canada. It is advised to arrive 5 to 10 minutes before the meeting. You should expect the meeting time to adhere closely to schedule, both in its start and duration.</p>
Greetings and Titles	<p>Greetings start with a handshake, followed by a personal and company introduction. When meeting with a French Canadian colleague of the opposite sex, you can expect to be greeted with a double cheek kiss no matter how well you are acquainted with the person. It is normal to address a counterpart by "Mr" or "Mrs" or "Monsieur" or "Madame" followed by the surname, and to use their title ("Doctor", etc.). At the end of the meeting, you should remember to say thank you.</p>
Gift Policy	<p>Offering and receiving gifts is not a common practice in Canada. Small business gifts might be given when an agreement is reached or at the end of a commercial mission or an official visit. Traditional gifts from ones' country of origin are particularly enjoyed; good chocolates, flowers or wine also make for acceptable gifts (expect gifts to be opened when received).</p>
Dress Code	<p>Dress code is expected to be formal, with sober-colored suits and dresses. In some industries such as technology, dress can be more casual.</p>
Business Cards	<p>It is advisable to have one side of your business card in English and the other side in French. It should be handed to counterparts at the beginning of the meeting when shaking hands. Other peoples' business cards should be looked at carefully when received before storing them away.</p>
Meetings Management	<p>Business meetings in Canada tend to be more formal than in the United States. Having small talk at the beginning of the meeting is common.</p> <p>Presentations should be short and clear, and it is important to use facts and figures during business meetings. Be sure to be prepared with information and not exaggerate your company's abilities. If an offer is considered to be of real interest, the answer comes very quickly. Agreements are often only sealed by a handshake and a written agreement. The latter must be confirmed by a letter setting out the terms and conditions discussed. A contract in due form is always welcome.</p>

Communication is somewhat indirect. Disagreement is allowed but should be done so respectfully and diplomatically. Francophones are generally more open to interrupting other people talking than Anglophones. It is advised to maintain your distance from counterparts. Limit humorous comments until gauging how others react to them. Making eye contact is important as a sign of respect and sincerity. It is advised to be smiling, confident and to go straight to the point of the meeting.

During business lunches or dinners, talk will be more casual, but business can still be done. Table manners are continental (i.e. fork in left hand), one must wait to be shown to a seat, and food is not consumed until the host begins his meal. Manners in Quebec are a little more formal than other Canadian regions.

Sources for Further Information

- [Canada Guide](#)
- [Global Affairs Canada - Cultural Information](#)
- [Meeting Etiquette Tips for Business Travel to Canada](#)
- [Canadian Business Culture](#)

OPENING HOURS

Opening Hours and Days

Companies are closed on Saturdays and Sundays. Retail outlets are open 7 days a week.

Public Holidays

New Year's Day	1 January
Good Friday (for banks, government offices)	the Friday before Easter
Easter and Easter Monday	March-April
Victoria Day	May
Saint John the Baptist	June
Canada Day	1 July
Civic holiday	August
Labor Day	1st Monday of September
Thanksgiving Day	2nd Monday of October
Remembrance Day	11 November
Christmas Day	25 December
Boxing Day	26 December

Holiday Compensation

If a public holiday falls on a Saturday or Sunday, it is made up on the Friday before or the Monday after.

Periods When Companies Usually Close

Companies are open all year round.

For Further Information [Holiday Schedule \(Post Canada\)](#)

Learn more about [Business Environment in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Tax System

CORPORATE TAXES

Tax Base For Resident and Foreign Companies A company not incorporated in Canada is considered to be resident in the country if its central management and control is exercised in Canada (i.e. if the board of directors meets and takes decisions in the country).
A corporation incorporated in Canada will cease to be a Canadian resident if it is granted Articles of Continuance in a foreign jurisdiction, and viceversa.

Tax Rate

Corporate Tax Rate	<p>Federal Corporate Tax Rate: 15% (9% for Canadian-controlled private corporations claiming the small business deduction).</p> <p>Provincial Tax Rate: Provinces and territories apply two tax rates - a low rate and a high rate. The low rate applies to business income that qualifies for small business deduction (varying between 0% and 8%). The high rate applies to all other income (varying between 11.5% and 16%).</p> <p>For more information, please visit the Canadian government website.</p>
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Tax Rate For Foreign Companies Foreign non-resident companies are subject to taxation on Canada-sourced income and on capital gains arising upon the disposition of taxable Canadian property. On the other hand, they benefit from some [exemptions](#).

Capital Gains Taxation 50% of capital gains is included in taxable income for the year in which the gains are realized and is subject to the normal rate of tax. Capital gains deriving from the disposal of qualified small business corporation shares are exempt up to CAD 848,252 (adjusted every year).

Canadian shareholders that choose to exchange shares for cash in a merger or takeover are taxed on the capital gain. Many acquisitions are accomplished with a combination of cash and shares, permitting a tax-free rollover in some cases if an exchange of shares is chosen.

Main Allowable Deductions and Tax Credits Companies may amortise their capital property up to a certain percentage every year. General business operating costs are also deductible. Losses may be carried back for three years and forward for 20 years for non-capital losses and indefinitely for capital losses. Interest on borrowed money used for earning business or property income, or interest in respect of an amount payable for property acquired to earn income, is deductible. Deductions for business meals and entertainment expenses are limited to 50% of their cost. Insurance premiums relating to property of a business are generally deductible, but life insurance premiums are generally not deductible if the company is the named beneficiary. Donations made to registered Canadian charitable organisations are deductible in computing taxable income, generally to the extent of 75% of net income. Tax credits are also available for tax on dividends received from a foreign company as well as income tax paid in another country. Current expenditures on scientific research and experimental development can be deducted in the year incurred, or carried forward indefinitely to be used at the taxpayer's discretion to minimise tax payable. Start-up expenses are not deductible.

Mining and oil and gas companies are generally allowed a 100% deduction for grassroots exploration costs, whereas other development costs are deductible at the rate of 30% on a declining-balance basis.

Other Corporate Taxes Taxes on natural resources, namely oil and gas, mineral and timber are applied across Canada. Federal and provincial resource royalties and taxes are collected on resource production on federal and provincial Crown lands respectively. Certain rental payments and management fees are also subject to a 25% withholding tax, unless otherwise agreed upon in a tax treaty. Property taxes are levied by municipalities on the estimated market value of real property within their boundaries and by provinces and territories on land not in a municipality.

All provinces and territories impose a premium tax ranging from 2% to 5% on insurance companies (life and non-life insurance). Insurance companies are subject to a tax on capital in Quebec and Ontario. Quebec also levies a compensation tax on insurance premiums at the rate of 0.48% (reduced to 0.30% between 2022 and 2024, will be abolished after 1 April 2024).

Other Domestic Resources [Canada Revenue Agency](#)
[Consult the Doing Business Website](#), to obtain a summary of the taxes and mandatory contributions.

Country Comparison For Corporate Taxation

	Canada
Number of Payments of Taxes per Year	8.0
Time Taken For Administrative Formalities (Hours)	131.0
Total Share of Taxes (% of Profit)	20.5

Source: Doing Business - 2017.

Note: *The Greater the Index, the More Transparent the Conditions of Transactions. **The Greater the Index, the More the Manager is Personally Responsible. *** The Greater the Index, the Easier it Will Be For Shareholders to Take Legal Action. **** The Greater the Index, the Higher the Level of Investor Protection.

ACCOUNTING RULES

Accounting System

Accounting Standards Canadian GAAP requires a publically accountable enterprise to use IFRS. A non-publically accountable enterprise may use [IFRS](#) or [Accounting Standards for Private Enterprises](#).

The Accounting Standards Board of the Canadian Institute of Chartered Accountants ([AcSB](#)) establishes accounting and financial information standards.

Accounting Regulation Bodies [Canadian Accounting Standards Board](#)

Accounting Law Accounting principles are defined by [National Instrument 52-107 Acceptable Accounting Principles and Auditing Standards](#).

Difference Between National and International IFRSs are required for most listed companies and financial institutions. Companies also filing in the United States can choose to apply US GAAP while entities with rate-regulated activities are permitted to apply US GAAP until 2019 even if they do not file

Standards (IAS/IFRS) in the United States. IFRSs are not mandatory for SMEs.

Accounting News [EIN News on Canada](#)

Accounting Practices

Tax Year	<p>The tax year typically begins on 1 January and finishes on 31 December of the same year.</p> <p>A company may also choose to establish a tax year of 12 consecutive months starting on the date the company started its activities. For example: from 1 June to 31 May. A taxation year may not exceed 53 weeks. Once selected, the tax year cannot be changed without approval from the tax authorities.</p>
Accounting Reports	<p>Financial accounts in Canada usually include a balance sheet, a profit and loss account, a statement of retained earnings and a cash flow statement.</p> <p>Balance sheet: 12 pre-determined consecutive months;</p> <ol style="list-style-type: none"> 1) Assets 2) Liabilities 3) Shareholder balance
Publication Requirements	<p>The recommendations in the CPA handbook apply to all Canadian companies. Specific regulations apply to banks, insurance companies and public organisations.</p> <p>Reporting of financial statements and balance sheets must be done yearly. Companies listed on the stock exchange must provide quarterly financial reports.</p>

Accountancy Profession

Accountants	<p>Accountants plan, organise and administer accounting systems for individuals or establishments. Financial auditors and accountants are employed by auditing and accounting firms throughout the private and public sectors, or may be self-employed.</p> <p>Financial Auditors and Accountants: financial auditors examine and analyze the accounting and financial records of individuals and establishments to ensure accuracy and compliance with established accounting standards and procedures.</p>
Professional Accountancy Bodies	<p>CICA, Chartered Professional Accountants of Canada CMA, Order of Certified Management Accountants CPAB, Canadian Public Accountability Board CGA, Certified General Accountants Association of Canada</p>
Member of the International Federation of Accountants (IFAC)	Yes
Member of Other Federation of Accountants	Canada is a member of The American Institute of Certified Public Accountants and a member of the Confederation of Asian and Pacific Accountants (CAPA) which represents the national accountancy organisation in the Asia-Pacific region.
Audit Bodies	Companies have to seek a statutory auditor to conduct an annual audit of the financial

health of their organisation.

You can contact an external auditor such as or

CONSUMPTION TAXES

Nature of the Tax	There are three types of sales taxes in Canada, depending on the province: the GST (federal Goods and Services Tax), the HST (Harmonized Sales Tax) and the PST (Provincial Sales Tax). Some provinces do not levy a PST or levy a single-incidence retail sales and use tax (a type of excise duty).
Standard Rate	The federal GST standard rate is 5%. The PST, where levied, is an additional component of 8-10%, bringing the HST to 13-15%. Five provinces (New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island) have fully harmonised their sales tax systems with the GST and impose a single HST (at 15%). Quebec is not a participating province and levies a separate tax, the QST (Quebec Sales Tax) at a 9.975% rate, bringing the combined effective rate to 14.975% in Quebec. Other non-participating provinces include Manitoba (11%) and Saskatchewan (13%), which levy their own retail sales tax, and Alberta, which does not levy a retail sales tax.
Reduced Tax Rate	Certain products and services are zero-rated (basic groceries, prescription drugs, feminine hygiene products, and most international freight and passenger transportation services). Municipalities, universities, hospitals and other public administration institutions qualify for a partial or a complete refund of GST/HST paid on certain purchased inputs.
Exclusion From Taxation	In general, GST/HST does not apply to supplies of used residential property, financial transactions, most supplies by charities and public sector bodies, healthcare and education services. PST generally does not apply to purchases of taxable goods, software, and services acquired for resale.
Method of Calculation, Declaration and Settlement	Sales tax in Canada is imposed on the purchaser of taxable supplies of business property and services made in Canada, and to imports of goods into Canada, with an obligation on the vendor to collect. All suppliers of taxable goods or services in Canada must register, except for suppliers with taxable suppliers less than CAD 30,000 for four consecutive calendar quarter, non-residents who do not carry out business, and suppliers engaged only in the sale of non-business real estate. Returns are to be filed monthly (if annual turnover exceeds CAD 6 million), quarterly (if annual turnover is between CAD 1.5 million and CAD 6 million) and annually (if annual turnover is below CAD 1.5 million). Registrants must also file their tax returns electronically if their annual turnover is greater than CAD 1.5 million. In the states applying the HST (New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island), there is no need to register separately for GST and HST as both taxes are accounted for under one tax return and are jointly administered by the CRA.
Other Consumption Taxes	Excise duties are levied by the federal government at various rates on spirits, wine, beer, malt liquor, and tobacco products manufactured in Canada. Some provinces levy additional taxes on these items. For further information, consult the Government of Canada website .

INDIVIDUAL TAXES

Tax Base For Residents and Non-	An individual who resides in or ordinarily resides in Canada, or spends more than 183 days in a year in Canada, is considered a resident, unless otherwise provided in a tax
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Residents treaty. Resident taxpayers are taxed at the federal and provincial levels on worldwide income while non-resident taxpayers are taxed on Canadian-source income, on gains from the disposal of Canadian property, and on income derived from carrying on a business in Canada.

Tax Rate

Federal Tax Rate	Progressive from 15 to 33%
From CAD 0 to CAD 47,630	15%
From CAD 47,630 to CAD 95,259	20.5%
From CAD 95,259 to CAD 147,667	26%
From CAD 147,667 to CAD 210,371	29%
Above CAD 210,371	33%
Provincial Tax Rate	Progressive from 4 to 25.75%. For a full list, consult the Government of Canada website .

Allowable Deductions and Tax Credits The main tax exemption is provided for payments into Registered Retirement Savings Plans (RRSPs), limited to 18% of earned income in the preceding year and a maximum contribution of CAD 26,010. Deductible costs and expenses include those related to employment, education, care for a dependent, alimony, certain moving expenses, union and professional dues, donations and investment carrying charges. Individual shareholders may also claim a tax credit on dividends. Interest on money borrowed to acquire investment property or to invest in a business is usually deductible. Capital losses are deductible, but generally only against capital gains. Several tax credits are provided by the law, for further information consult the [website of the Government of Canada](#).

A comprehensive list of deductions for individual taxpayers is available [here](#).

Special Expatriate Tax Regime To eliminate any conflicts and the double taxation that might otherwise result, Canada's tax treaties often provide special residency 'tie-breaker' rules for determining residency. Normally, under Canadian law and the residency provisions of most tax treaties, an individual is considered resident in the jurisdiction to which the individual has closer personal and economic ties, although other factors may influence this conclusion. Non-resident taxpayers are taxed on Canadian-source income, on gains from the disposal of Canadian property, and on income derived from carrying on a business in Canada.

Capital Tax Rate No taxes are levied on personal capital, net worth or property in Canada. However, municipal authorities levy taxes on the occupation of real estate. Canadian-resident employees are required to pay government pension plan contributions of up to CAD 2,593.80 and employment insurance premiums of up to CAD 858.22 (2,829.60 in Quebec). The limits go up to CAD 5,187.60 or CAD 5,659.20 (Quebec) for self-employed individuals. Property taxes are levied by municipalities in Canada on the estimated market value of real property within their boundaries, and by provinces and territories on land not in a municipality.

DOUBLE TAXATION TREATIES

Withholding Taxes A 25% rate applies to interest payments (other than most interest payments to non-residents at arm's length), dividends, rent, royalties, certain management and technical service fees and other similar payments sent by a Canadian resident to a non-resident. Canada keeps renegotiating and expanding its tax treaty network, with some having a retroactive effect. This table (from PwC) gives a summary of current withholding tax rates. The tax treaty is the sole reference on withholding rates that apply in specific circumstances.

SOURCES OF FISCAL INFORMATION

Tax Authorities	Canada Revenue Agency Department of Finance Canada
Other Domestic Resources	Finances Québec Ontario Ministry of Finance Alberta Treasury Board and Finance Government of British Columbia Government of Saskatchewan Government of Manitoba Government of New Brunswick - Ministry of Finance Government of Prince Edward Island Government of Nova Scotia Government of Newfoundland and Labrador Government of Yukon Government of Nunavut Government of the North West Territories

Learn more about [Service Providers in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Learn more about [Taxes and Accounting in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Legal Environment

BUSINESS CONTRACT

General Observation	In Canada, the power to regulate commercial operations is shared between federal and provincial governments.
Law Applicable to the Contract	It is preferable to have a contract drawn up by a lawyer or a specialist in business law or commercial law. Certain international laws are accepted, and Canada has signed agreements with certain countries. Consult the Foreign Affairs and International Trade Canada website.
Advisable Incoterms	The incoterm most often used for transactions in American countries is FOB . CIF is used above all for products coming from abroad. EXW is used to calculate cost price before departure if the buyer wants to check his transport costs.
Language of Domestic Contract	Contracts must be drawn up in one or other of the official languages.

INTELLECTUAL PROPERTY

National Organisations	The organisation responsible for intellectual property in Canada is the Canadian Intellectual Property Office (CIPO) . The Copyright Policy Branch for copyright The Intellectual Property Institute of Canada (IPIC)
Regional Organisations	Canada-United States-Mexico Agreement (CUSMA)
International Membership	Member of the WIPO (World Intellectual Property Organization) Signatory to the Paris Convention For the Protection of Intellectual Property Membership to the TRIPS agreement - Trade-Related Aspects of Intellectual Property Rights (TRIPS)

National Regulation and International Agreements

Type of property and law	Validity	International Agreements Signed
Patent Laws on Patents	20 years	
Trademark Laws on Trademarks	15 years renewable	
Design Laws on Designs	5 years renewable	

Type of property and law	Validity	International Agreements Signed
<p>Copyright</p> <p>Laws on copyright</p>	<p>50 years after the death of the author.</p>	<p>Berne convention For the Protection of Literary and Artistic Works</p> <p>Convention for the Protection of Producers of Phonograms Against Unauthorized Duplication of Their Phonograms</p> <p>Rome Convention For the Protection of Performers, Producers of Phonograms and Broadcasting Organizations</p> <p>WIPO Performances and Phonograms Treaty</p>
<p>Industrial Models</p> <p>Protection of industrial models</p>	<p>5 years</p>	

LEGAL FRAMEWORK OF BUSINESS

Equity of Judgments

<p>Equal Treatment of Nationals and Foreigners</p>	<p>Canada is a constitutional State. Foreign nationals benefit from the same treatment as citizens of the country, including regarding commercial disputes. Canada is considered to be one of the least corrupt countries in the world.</p>
<p>The Language of Justice</p>	<p>English and French are the two judicial languages of the country.</p>
<p>Recourse to an Interpreter</p>	<p>The Charter of Rights and Freedoms guarantees every person has the right to an interpreter for any court appearance in Canada. However, minority groups that have a marginal demographic weight with their jurisdiction have a more more difficult time exercising their linguistic rights before the judicial bodies.</p>
<p>Legal Similarities</p>	<p>The main source of the law is the Canadian Constitution, which is made up of different written and non-written acts, customs, judicial decisions and traditions. The judicial system is based on English Common Law, except in Quebec where it is modeled on French civil law. The judicial power plays an important role in the interpretation of the law; it can repeal laws which violate the Constitution. The Supreme Court of Canada is the highest judicial body in the country.</p> <p>In Quebec commercial law is modeled on the French Civil Code; whereas commercial law in the English-speaking provinces is mostly inspired by English law.</p>

The Different Legal Codes

<p>Accounting Regulations</p>	<p>Acceptable Accounting Principles and Auditing Standards</p>
<p>Contract and Property Law</p>	<p>Civil law in Québec, Common law in the rest of the country</p>
<p>Customs Law</p>	<p>Customs Act (1985, c.1 (2nd Supp.))</p>

Consumer Law	Administered by the Department of Consumer and Corporate Affairs. Among the federal laws, there are the Federal Food and Drugs Act, the Hazardous Products Act, the Motor Vehicle Safety Act and the Motor Vehicle Tire Safety Regulations.
Company Law	Canada Business Corporations Act
Investment Law	Investment Canada Act
Labour Law	Canada Labour Code (L.R.1985, ch.L 2)

Checking National Laws Online [Laws and Regulations in Quebec Justice Laws Website](#)

Other Useful Resources [The Supreme Court of Canada](#)

Country Guides [Country Guide Lexmundi](#)

Learn more about [Lawyers and Legal in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

The Jurisdictions

Disputes with the State, the Administration, local authorities concerning their decisions.	According to the dispute, the jurisdiction may be federal, provincial or municipal.
Disputes concerning work contracts or between employers and employees	null
Trade disputes	Provincial jurisdiction or shared between federal and provincial competence.
Civil liability and insurance (third party), public records of individuals, real estate.	Provincial jurisdiction.
Criminal responsibility (bankruptcy, misappropriation of funds, being an accessory, etc.)	Provincial jurisdiction or shared between federal and provincial competence.

Court Officials

- Attorney [Attorneys](#) plead clients' cases before courts of law.
- Defense Counsel He represents a person accused of an offence. His role consists of ensuring that the defendant's rights are protected from the beginning to the end of the procedures.
- Coroner The coroner is a public officer with judicial authority who has jurisdiction with regard to all deaths which occur in Quebec. His duty is to investigate any suspicious death and, if necessary, hold an inquest.
- Clerk The Clerk is an officer of the Court who is in charge of keeping the registers, compiling and keeping the minutes of proceedings and court actions. The Clerk also has certain judicial powers.
- Bailiff In the province of Quebec, the bailiff is a ministerial officer in charge of carrying out the verdicts of the courts. He also makes known the different civil procedures.
- Magistrate or Judge His role is to give a verdict between the litigating parties.

Attorney General	In Canada there is an Attorney General for the Federal Court and the Supreme Court and for each of the provinces. He is in charge of legal proceedings for breaches of the Criminal Code, of the Youth Criminal Justice Act, of other federal laws and all provincial laws of a repressive nature.
Justice of the Peace	Justices of the Peace are ordinary citizens (most of them are not lawyers) who have a good reputation in their community, and who are appointed by the provincial government to hear "information" and "complaints" (relative to crimes) and to set in motion the necessary judicial process.
Registrar of the Supreme Court	The registrar is responsible for the whole of the administration of the Supreme Court and exercises quasi judicial powers conferred on him by the Rules of the Court. His functions include the appointment and management of personnel, the administration of the library and of the Registry, and the publication of the Canada Supreme Court Reports.

Learn more about [Legal and Compliance in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

INTERNATIONAL DISPUTE RESOLUTION

Arbitration	Arbitration is the procedure for settling legal disputes by resorting to a neutral tribunal chosen by the parties involved. The arbitration tribunal consists either of one arbitrator alone, or an arbitration board which includes an arbitrator chosen by each party and a neutral arbitrator or referee chosen by agreement between the two arbitrators.
Arbitration Law	Two federal laws govern conventional arbitration: the Commercial Arbitration Act , which applies when it is a maritime issue or when the dispute involves the Federal State or one of its agencies, and the Enforcement of Foreign Arbitral Awards Act , which applies when the arbitration affects an issue which comes under the legislative competence of the federal Parliament.
Conformity to International Commercial Arbitration Rules	Party to the New York Convention on the Recognition and Enforcement of Foreign Arbitral Awards. Party to the Geneva Protocol on Arbitration Clauses. Party to the Geneva Convention of the Execution of Foreign Arbitral Awards.
Appointment of Arbitrators	The arbitrators are appointed by the Court or by the judges representing the parties. The arbitrators must be independent as regards the case.
Arbitration Procedure	The plaintiffs must present their complaint to a competent tribunal according to the type of complaint. The judge appoints a competent arbitrator or arbitrators who have received adequate training corresponding to the type of dispute. Once appointed, the arbitrator calls a preparatory meeting, if possible with the consent of each party and within a reasonable time limit. He writes up the minutes of the meeting and notes any agreements or decisions made; he sends a copy to the parties as soon as possible. The final decision of the arbitrator specifies the final offer selected. This decision is binding on the parties. Commercial arbitration decisions are definitive, they are imposed on the parties and are not open to appeal.
Permanent Arbitration Bodies	National Arbitral Bodies (Sectors Covered: all) British Columbia International Commercial Arbitration Centre (Sectors Covered: commercial) Canadian Arbitration Centers (Sectors Covered: commercial) Board of Referees

Learn more about [Lawyers and Legal in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Reaching the Consumers

CONSUMER PROFILE

Consumer Profile	<p>The median age of the Canadian population is 40.6 years as of 2016, 10.2 years older than 30 years ago. 54% of the population is between 24 and 65 years old, 29% are young people and 17% are seniors. The number of households is increasing but their individual size is decreasing: one-person households are the most numerous, followed by couples with children. On average, there are 2.4 Canadians per household. Women are slightly more numerous (50.4%) than men. 82% of the population is urban, and is concentrated in the south of the country, close to the border with the United States. About 20% of the Canadian population are recent immigrants. The level of education is high, two-thirds of the population having completed post-secondary education. The occupations most represented in the population are sales and service occupations (24%), business occupations, finance and administration (16%), trades, transportation and equipment operators, and related occupations (14%).</p>
Purchasing Power	<p>GDP per capita increased to CAD 60,500 PPP in 2017 (i.e. approximately USD 46,705 PPP). In 2016, the median after-tax income was CAD 57,000 and was mainly composed of employment income (CAD 33,300). In the same year disposable income per capita increased slightly to over CAD 31,700. Purchasing power was stable in 2017 compared to the previous year. Consumer spending increased slightly in 2018. Income inequality remains significant (Gini index for Canada is 0.32, 1 representing the highest level of inequality). In 2014, full-time working women aged 25 to 54 earned an average of CAD 52,500, while full-time working men of the same age earned on average CAD 70,700. Management occupations are the highest paid, while public utility manufacturing, sales and service trades are the lowest paid. The highest wages are in the provinces of Alberta, Saskatchewan and Ontario, while the wages in the provinces of Prince Edward Island and New Brunswick are at lower levels.</p>
Consumer Behaviour	<p>Canada's population has a high and diversified level of mass consumption (most of the people consume a large amount of goods and services other than satisfaction of basic needs). Purchases are mostly made in malls, mass retailers and retail parks. Neighbourhood malls are no longer popular. The average purchase is about CAD 55 and remains stable. Consumer confidence is high but has slightly decreased since mid-2018, which is linked to trade tensions with the United States. Online shopping is increasing, but Canadians tend to prefer hybrid shopping (browse online, shop in-store, order online, pick-up in-store). Products distributed throughout the country are mainly produced by international brands. Immigration continues to influence consumer behaviour, especially with regards to food products, and imported products are considered to be attractive. The demand for local products "made in Canada" is a consumption trend which is still in development. The government has put in place several regulations to regulate this nascent trend. In addition, consumers have created the website Made in Canada (https://madeinca.ca) to catalogue all Canadian brands in support of the domestic economy.</p> <p>About 40% of consumers consider themselves non-loyal with their brands and half of consumers are willing to buy an unfamiliar brand if the price is right. Only 19% buy the same brand for each purchase. About 80% of consumers like to try new products, especially if it is a product from a familiar brand. Marketing and social media influence consumer purchases, especially outdoor ads, reviews, comments and feedback on social media platforms. About half of consumers use their phone to shop. However, the use of advertising blocks is rising, especially among millennials.</p> <p>Canadians are increasingly concerned about sustainable consumption, and the purchases of local, ethical or organic products are on the rise, especially for food and</p>

clothing. The second hand market is also growing. The majority of Canadians search for information on what they buy and there is a growing attraction for the most natural products possible. Collaborative platforms are increasing in popularity for accommodations (Airbnb), transport (Uber), music, crowd-funding etc.

Household Consumption Expenditure

Sector	Percentage
Housing, water, energy, gas	23.8%
Transport	16.0%
Food and soft drinks	9.0%
Insurance and financial fees	8.8%
Entertainment and culture	8.2%
Accommodation and restaurant	7.6%
Housing equipment	5.4%
Health	4.3%
Others (clothing, shoes, alcohol and tobacco, communication, education etc.)	16.8%

Source: [Statistics Canada, 2017](#).

Consumer Recourse to Credit Debit cards are used for medium value transactions and credit cards are used for larger transactions. Consumer credit in Canada has risen sharply since 2012, particularly for automobiles and consumer goods. The average consumer (non-mortgage) debt was CAD 8,539.50 in 2017. The most common forms of credit are cash loans for purchases paid in monthly instalments (usually large items such as furniture or cars, but also gasoline and other non-durable consumer goods). Similarly, aggregate household debt, which includes mortgages, margin loans and other forms of non-personal consumer loans, grew at an annual rate of 1.8% over the past five-year period. Borrowing has increased at a higher rate than population growth, exploding the level of indebtedness per capita. Older people accumulate debt at a faster rate than the rest of the population, except for real estate debt. However, the gradual rise in interest rates may cause a slowdown in consumer credit.

Growing Sectors Fuels and lubricants, air transport, rail transport, pet feeds and services, tobacco, housing and cleaning services, housing maintenance and repair products, garden products, plants and flowers, recreational and sporting services, education, ready-made meals and food delivery services are growing markets. (Source: [Statistics Canada](#))

Consumers Associations [The Consumer Association of Canada](#)
[Consumer Protection Office in Québec \(OPC\)](#)
[Alberta Consumers' Association](#)
[Consumers Council](#)

Population in Figures

Total Population: 37,058,856
 Urban Population: 81.4%
 Rural Population: 18.6%

Density of Population: 4 Inhab./km²

Men (in %) 49.5%

Women (in %) 50.4%

Natural increase: 1.41%

Medium Age: 39.0

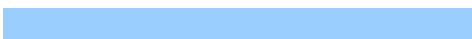
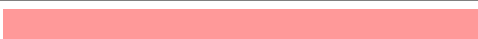
Ethnic Origins: In the last century, the majority of Canadians were of British and French origin, in addition to indigenous peoples. However, successive waves of immigrants from many different countries have considerably diversified Canada's ethnic makeup: Canadian (mostly Anglophone and Francophone Europeans) about 32%, English about 20%, French 15%, Scottish 14%, Irish 14%, German 10%, Italian 4%, Chinese 5%, North American Indian about 4%. Around 51% of the population also declared being from another ethnic background (it is possible to declare more than one ethnicity in Canada). ([Statistics Canada](#))

Population of main metropolitan areas






Name	Population
Toronto	6,947,229
Montreal	4,394,467
Vancouver	2,479,623
Ottawa-Gatineau	1,477,881
Calgary	1,417,661
Edmonton	1,283,049
Quebec	865,926
Winnipeg	836,416
Hamilton	619,024

Source: [OECD](#), 2014 - Latest available data.

Age of the Population

Life Expectancy in Years	
Men:	80.3 
Women:	84.3 

Source: [United Nations, Population division, World Population Prospects: The 2009 revised population database](#), 2009 - Latest available data.

Distribution of the Population By Age Bracket in %	
Under 5:	5.3% 
6 to 14:	11.0% 
16 to 24:	13.3% 
25 to 69:	60.5% 
Over 70:	9.8% 

Distribution of the Population By Age Bracket in %

Over 80:	3.9% 
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Source: [United Nations, Department of Economic and Social Affairs, Population Division, Prospects 2010](#)- Latest available data.

Household Composition

Total Number of Households (in million)	13.3
Average Size of the Households	2.6 Persons
Percent of Households of 1 Person	27.6%
Percent of Households of 2 Persons	34.1%
Percent of Households of 3 or 4 Persons	30.0%
Percent of Households of 5 Persons and More	8.4%

Source: [UN data](#), 2013 - Latest available data.

Consumption Expenditure

Purchasing Power Parity	2017	2018	2019	2020 (e)	2021 (e)
Purchasing Power Parity (Local Currency Unit per USD)	1.22	1.21	1.21	1.21	1.21

Source: [IMF - World Economic Outlook Database, 2015](#)

Definition: Purchasing Power Parity is the Number of Units of a Country's Currency Required to Buy the Same Amounts of Goods and Services in the Domestic Market as USD Would Buy in the United States.

Note: (e) Estimated Data

Household Final Consumption Expenditure	2016	2017	2018
Household Final Consumption Expenditure (Million USD, Constant Price 2000)	1,056,649	1,094,312	1,117,728
Household Final Consumption Expenditure (Annual Growth, %)	2.1	3.6	2.1
Household Final Consumption Expenditure per Capita (USD, Constant Price 2000)	29,262	29,948	30,161
Household Final Consumption Expenditure (% of GDP)	58.2	57.8	n/a

Source: [World Bank, 2015](#)

Consumption Expenditure By Product Category as % of Total Expenditure	2017
Housing, water, electricity, gas and other fuels	24.1%
Transport	15.7%
Miscellaneous goods and services	14.2%
Food and non-alcoholic beverages	9.1%

Consumption Expenditure By Product Category as % of Total Expenditure	2017
Recreation and culture	8.1%
Restaurants and hotels	7.2%
Furnishings, households equipment and routine maintenance of the house	5.5%
Health	4.4%
Clothing and footwear	4.1%
Alcoholic beverages, tobacco and narcotics	3.3%
Communications	2.6%
Education	1.7%

Source: [OECD Stats](#), Latest available data

Information Technology and Communication Equipment, per 100 Inhabitants	2012
Telephone Subscribers	75.3
Main Telephone Lines	51.9
Cellular mobile subscribers	75.3
Internet Users	86.8
PCs	94.3

Source: [International Telecommunication Union](#), Latest available data

MARKETING OPPORTUNITIES

Media in Which to Advertise

Television Television advertising concerns mainly the 35 to 49 age group. Compared to exclusively watching television, the combination of TV, printed matter and internet maximises Canadians' intention to buy by more than 47%. However, traditional mass market Canadian advertising like TV is very costly. With no big events such as the Olympics or elections in 2017, Canadian ad sales on TV are estimated to drop by 1% to CAD 3 billion.

- Main Televisions
- [CBC](#)
- [CTV TV Network](#)
- [SRC, Radio and television](#)
- [TVA, Leading French-speaking TV network in America](#)

Press Printed advertising still has a very strong impact on Canadians, in spite of some dropping off in favor of on-line advertising. However, traditional mass market Canadian advertising like newspapers is very costly. The Canadian newspaper industry continues to see a decline in spend of 5.5% in 2017 and 3% in 2018, with media planning strategies shifting to support digital instead of printed formats. Newspapers in 2017 make up a 17% share of total spend compared to 43% for digital.

- Main Newspapers
- [La Presse](#)

Mail	In Canada, this type of advertising is called "Courrier Poubelle" or "Junk mail". Special advertising weeklies from food stores and of pharmaceutical products are what people like and retain most. When children go back to school, families watch out for mail advertising school items and clothes.
In Transportation Venues	Advertising on public transport, in railway stations and in bus shelters has been everywhere for many years. Out-of-home advertising is expected to see sales growth of 3% for 2017, largely due to a jump of 13% in digital OOH advertising for the year. Market Leaders: PATTISON Outdoor CBS Outdoor
Radio	Radio advertising is listened to above all by motorists, as well as in offices and stores. Traditional mass market Canadian advertising like radio is very costly. Radio advertising is largely local. In 2016-17 local radio ad sales see the steepest decline in five years. On the other hand, national sales grew by 1.2% compared to the previous year. The climate for ad sales was slightly harsher in the Anglophone market than in the Francophone one. Main Radios Radio-Canada Groupe Corrus - Corrus Entertainment All Canadian radio stations
Web	Nearly 22 million Canadians use Internet monthly. Internet has become a means of communication, of networking, of research and of shopping, irreplaceable now for consumers and companies alike. On-line advertising has a stronger impact than television on Canadians' intention to buy. Advertisers follow consumers and devote a growing part of their advertising budgets to interactive media. A crucial factor in promoting products and services in Canada is developing and maintaining a sales-oriented corporate website. Social media ad sales in Canada are expected to jump by 35%, video ad sales by 20% and search ad sales by 13%. Overall, digital ad sales are projected to grow by 16% in 2017 to CAD 7 billion. Canadian consumers' shopping habits are also influenced by social media, and a growing number of them admits to be influenced by reading reviews, comments and feedback on social media platforms, along with online advertisements. While domestic retailers have traditionally lagged behind US retailers in establishing their internet presence, in coming years growth in online shopping is expected to be driven in large part by the improved internet presence of those same domestic retailers. Market Leaders: Atlas Telecom Leo Burnett Canada DDB Rethink Canada
Main Advertising Agencies	Cossette Group Blitz Direct Alpha Vision Giants and Gentlemen OKD Marketing Jules Communication (in French)

Main Principles of Advertising Regulations

Beverages/Alcohol	Advertising is authorized, but sales are controlled by the State in nearly all provinces: SAQ (Société des Alcools du Québec: Quebec Alcohol Society) in Quebec, LCBO (Liquor Control Board of Ontario) in Ontario, LCL (Liquor Control & Licensing) in British Columbia. Only Alberta has been free of the State for about ten years. Radio and television advertising for alcoholic beverages is regulated under the Radio Regulations and Television Broadcasting Regulations, under the Broadcasting Act. Broadcasters must adhere to the Code for Broadcast Advertising of Alcoholic Beverages to maintain a Canadian Radio-Television and Telecommunication Commission (CRTC) license.
Cigarettes	Health Canada has established very strict laws on advertising tobacco products. The latest law has been in force since 2003. Among other things, this law prohibits all sport and cultural sponsorship by tobacco companies. Tobacco advertising is also prohibited in TV, radio and press.
Pharmaceuticals/Drugs	Regulations on advertising medicines and drugs are governed by Health Canada. Only health products authorized for sale in the country by Health Canada may be advertised. There are precise requirements for advertising aimed at consumers of prescription-only medicines.
Other Rules	Article 74.06 of the Competition Act is a federal law governing the conduct of Canadian companies. It contains civil and criminal provisions which aim to prevent anti-competitive behaviour on the market. The Canadian Code of Advertising Standards governs the professional practice of advertising. It is administered by Advertising Standards Canada, an organization set up by the advertising industry, in order to arouse and maintain public confidence in advertising.
Use of Foreign Languages in Advertisement	Article 66 of the law on official languages stipulates that English and French are the 2 official languages in Canada. The use of either language is possible. In Quebec, the Office Québécois de la langue française (Quebec Office for the French language) enforces the dominance of the French language in any display or advertising, resorting if necessary to displaying both languages. For further information, consult also the Office of the Commissioner of Official Languages website.
Organizations Regulating Advertising	Health Canada and its regulatory requirements as regards advertising. Advertising Standards Canada and its Code Interpretation Guidelines.

Learn more about [Sales in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Selling

MARKET ACCESS PROCEDURES

Customs Procedures

Import Procedures	<p>For imported goods to clear Customs, the following documents are needed: properly completed Canada Customs Invoice or its equivalent; form B3 customs coding form, cargo control document and bill of landing. Certain goods such as food or health-related items may be subject to the requirements of other federal government departments and may need permits, certificates, or examinations.</p> <p>For information on importing commercial goods into Canada, consult the Canada Border Services Agency's guide to importing.</p> <p>For further information, consult the Canada Border Services Agency website.</p>
Specific Import Procedures	<p>When fully implemented, Canada Border Services Agency's (CBSA) eManifest initiative will require carriers, freight forwarders and importers in all modes of transportation (air, marine, highway and rail) to electronically transmit cargo, conveyance, house bill/supplementary cargo and importer data to CBSA prior to loading in the marine mode and prior to arrival in the air, rail and highway modes. The eManifest is the third phase of the Advance Commercial Information (ACI) programme. The first two phases of ACI require air and marine carriers to send advanced pre-arrival cargo and conveyance data to the CBSA electronically.</p> <p>For more information on eManifest requirements, visit the CBSA website.</p>
Importing Samples	<p>For import, export and re-export of commercial samples the ATA carnet is generally used. It must be written on the product that it is a free sample and that it may not be sold. Nonetheless, a maximum quantity or value may be applied.</p> <p>For further information, consult the Canada Business website.</p>

Customs Duties and Taxes on Imports

Customs threshold (from which tariffs are required)	CAD 2,500
Average Customs Duty (Excluding Agricultural Products)	<p>The average rate is about 4.8%.</p> <p>To know the Customs tariff in Canada, consult the article Customs Tariff produced by the Canada Border Services Agency.</p>
Products Having a Higher Customs Tariff	<p>Some sectors are relatively protected (foodstuffs up to 30%, textiles and articles of clothing up to 18%). Moreover, since the changing of import quotas into tariff quotas, about 130 products (agricultural products mainly) are subject to different rates according to whether they are imported before or after exhausting the allocated quotas (in the latter case, the rates are generally prohibitive). For further information, click here.</p>
Preferential Rates	<p>Canada has signed a certain number of Customs agreements, especially the NAFTA with the USA (removal of almost all Customs duties) and Mexico, or bilateral agreements with Chile and Israel granting preferential tariffs.</p>

Most favored nation status (MFN) is given to all the countries Canada has trade relations with that are signatories to the General agreement on tariffs and trade (GATT). The General preference tariff (GPT), the Commonwealth Caribbean country tariff (CCCT) and the Least developed country tariff (LDCT) are reduced Customs tariffs granted unilaterally to countries chosen by Canada because of their special geopolitical and economic situation. The Australia Tariff and the New Zealand Tariff reflect Canada's particular trading relationship with these Commonwealth countries.

Customs Classification	Yes
Method of Calculation of Duties	Most Customs duties are calculated Ad Valorem on the FOB value of the goods.
Method of Payment of Customs Duties	Importers generally go through a Customs broker or a Customs clearance agent to carry out Customs formalities, in this instance the payment of Customs dues.
Import Taxes (Excluding Consumer Taxes)	All imported products are subject to the goods and services tax (GST), 7% recoverable in input tax credits. Each province or territory also levies provincial taxes, on products sold to consumers, but this tax is not generally applied when the products are imported.

Labeling and Packaging Rules

Packaging	The Consumer Packaging and Labeling Act applies to any person who is a retailer, manufacturer, processor or producer of a product, or a person who is engaged in the business of importing, packing or selling any product. For consumer products, see the Consumer Packaging and Labeling Regulations . Visit also the Competition Bureau website.
Languages Permitted on Packaging and Labeling	The identity of the product must be shown in both official languages (English and French). The name and address of the supplier may be in either official language.
Unit of Measurement	Metric system
Mark of Origin "Made In"	The Canada Customs Act specifies the requirements as regards designating the country of origin of goods (68 categories of articles) when they are imported into Canada. Tariff classification, Country of origin, Marking of goods, NAFTA countries, consult the Guide to Importing Commercial Goods .
Labeling Requirements	The following information must appear on the package/label of consumer goods sold in Canada: the product identity declaration, the net quantity declaration, the dealer's name and principal place of business. In the case of foodstuffs, labeling must show the weight, the nutrition facts, the ingredients and the origin. For all other finished products, where they were made or where they come from must be written on the label. Clothes or finished textile products must have a label saying "made with new materials" and CA must be put on it. For further information, consult the Canada Border Services Agency (CBSA). See the Guide to Fair Labeling Practices .
Specific Regulations	The Canadian government has issued a set of guiding principles governing the use of environmental labeling and advertising, which may be obtained by contacting Industry Canada . For food products, consult the Canadian Food Inspection Agency's Guide to Food Labeling and Advertising .

The [Competition Bureau](#) is responsible for administering and applying the [Competition Act](#), the [Consumer Packaging and Labeling Act](#) (non-food), the [Textile Labeling Act](#) and the [Precious Metals Marking Act](#). Canadian legislation is quite complex; consult these websites for further information.

DISTRIBUTING A PRODUCT

Distribution Network

Types of Outlet

Supermarkets, food markets, traditional grocery stores, convenience stores	Food and non-food. There are many of them and they are common in the bigger towns. There is at least one food store in each town. Metro , Maxi , Walmart
Specialized hypermarkets	Hypermarkets located on the outskirts of towns and specialized in a sector of activity. Hardware-DIY-Decoration: Home Dépot Culture : Chapters Sports : Group Forzani -Sport Expert Electrical appliances: The Brick Electronics: Future Shop , Best Buy Toys: Toy's r us Automobile parts: Canadian Tire Office supplies: Staples (wholesale)
Department stores	Located in the city center, or in shopping malls. Sears , La Baie , Wal Mart
Discount stores	Mainly for clothes and shoes. Winners
Small shops	Small, specialized shops: butcher's, fishmonger's, greengrocer's, cheese shops, delicatessens, baker's, cake shops, florists, ready-to-wear, decoration. People prefer them for the quality of their goods, human contact and advice.
Cash & Carry	Hypermarkets reserved for professionals. Costco
Specialized shopping chains	Chains or franchises. Pharmaceuticals: Jean Coutu Textiles: Fabricville (in French), Fabricland Small items for personal care: Centre du Rasoir - Personal Edge

Evolution of the Retail Sector

Growth and Regulation According to *Euromonitor*, retail sales in the packaged food market reached US\$40.3 billion in 2016, ranking Canada as the 11th largest market in the world. They also forecast this sector to reach over US\$46.1 billion by 2021. *Euromonitor* reports that in 2015 grocery retailers registered 2% current value growth in Canada, reaching C\$140.3 billion. Overall grocery retailing in Canada was active. One factor driving growth was the growing focus on health and wellness, which supported value sales.

According to *Euromonitor* hypermarkets registered the fastest growth of 9% in current value terms in 2015. Canadian discounters continued to see growth within grocery retailers in 2015. The consistent slow economic performance helped the development of the discounter's channel, as many Canadian consumers shifted their shopping habits in favour of the lowest-cost options. As the economy improved slowly, many consumers returned to their pre-recession habits, but discounters managed to hold onto many consumers who became accustomed to the very low prices offered. Canadian consumers are expected to increasingly look for discounts and promotions as the key incentive to shop.

Grocery retailers are also facing competition from non-grocery channels such as chemists/pharmacies, as they introduced food products in their categories. To make room for foods such as fruit and fresh meat, underperforming products were removed in some cases, and seasonal goods and magazines were relocated.

In addition, convenience stores and forecourt retailers continue to face strong competition from other channels such as supermarkets and hypermarkets, which provide consumers with a wider product profile, and now also a better price offering.

Market share In the 1990s, the Canadian distribution market underwent changes after the arrival of American distributors like [Costco](#) (volume cash & carry) and [Walmart](#) (hypermarkets). The food trade sector is very concentrated and dominated by a few big groups, especially national companies such as [Sobeys](#) and [Loblaws](#).

The market is shared as following, in value:

- 58% supermarkets and traditional format stores
- 20% mass merchandisers stores
- 7% independant and speciality stores
- 9% chemists
- 3% convenience stores and gas station

Retail Sector Organisations [AMDEQ \(Association of shopkeepers, convenience storekeepers and grocers of Quebec\)](#)
[Canadian Federation of Independent Grocers](#)
[Canadian Convenience Stores Association](#)
[Food and Consumer Products of Canada](#)
[Retail council of Canada](#)

E-commerce

Internet access With an 88.5% internet penetration rate, Canada continues to be among the most connected countries in the world. According to comScore, Canadians spend more hours online than anyone else in the world (36.7 per month), seeking out an average of 3,238 unique web pages per month. The majority of Canadians still use a desktop or laptop computer to access the Internet (67%), but those between 18 and 34 are less likely to do so (54%) and often prefer to connect through a smartphone (41%). Data by comScore confirms that the use of smartphones in Canada continues to grow,

with a penetration rate of 81% in 2017 (+6% over the previous year). Moreover, 9% of Canadians report having 10 or more Internet-connected devices in their household. Email continues to be the number one online activity for Canadians, with 92% citing it as a frequent reason for accessing the web. Other popular internet activities include banking (68%), social media (59%) and reading the news or current events (55%). The most popular web search engines in Canada are Google (67.5%), Yahoo (21%) and Bing (9.6%).

E-commerce market	For the past decade, e-commerce sales have grown at a far higher rate than traditional retail sales. Total Canadian e-Commerce revenue in 2017 reached US\$ 20.16 billion, and is expected to grow to US\$ 28.7 billion by 2021. Major online retailers in Canada include Walmart, Amazon, Dell, Sears, Staples, Costco and Best Buy. Although Canadians prefer to support Canadian businesses, a significant proportion of the nation's e-Commerce spending goes to non-Canadian websites: 67% of online purchases Canadians made in 2016 were from other countries. One-third of the total spending is in the United States and the rest in Asia (primarily China) and Europe. Canadians cite lower prices and better selection as principal reasons for shopping outside the country. Regarding the B2B e-Commerce market, virtually all Canadian small business owners report making online purchases.
E-commerce sales and customers	The Canadian e-commerce market is constantly growing. Canadian consumers increasingly rely upon the internet to place orders: there are currently 18.5 million e-commerce users in Canada, with an additional 5.21 million users expected to be shopping online by 2021 (Statista). Fashion is currently the leading product category in Canada, accounting for US\$ 6.3 billion, followed by electronics and media, which generated US\$ 5.9 billion in sales. One-fourth of Canadians shopped online with their mobile devices and this trend is growing. Millennial consumers (ages 18-34) lead the trend, with 41% of them purchasing via digital devices at least once a week. In general terms, Millennials are the group that buys online the most, however the difference with older age groups is less marked than in many countries, as also the latter do often recur to the internet to make a purchase. There are several methods with which Canadian e-shoppers can make their payments, the most popular being credit card-based – Instadebit, Interac Online, and PayPal – or through prepaid card or prepaid voucher. MasterCard is the preferred credit card in Canada, with 53.6% share of the market, Visa closely follows with 41.3% and American Express has a 5.1% share.
Social media	In 2017, there were approximately 22.7 million social network users in Canada. Advertising expenditures on social media were estimated to have reached nearly CA\$ 835 million by the end of 2017. Given the increasing access to and dominant presence of younger consumers on social media sites, digital ads have more consistently targeted social media rather than the traditional online news and information portals or information sources: currently, an estimate 36% of digital ads are placed on social media, 18% on entertainment sites, and 12% on portals. The remaining ads are placed on news and information sites and directories, among others. As of the third quarter of 2017, the most popular social networks were YouTube and Facebook, with a 74% penetration rate (in 2016 the number of Facebook users in Canada was calculated at 18.2 million). YouTube had about 16.8 million users, followed by Facebook Messenger (11.3 million), Instagram and Twitter (7.7 and 7 million respectively). Among the general population, most time spent accessing different social platforms was via smartphones, followed by desktops and tablets. Social media usage among women is growing steadily across all networks, and growth among Canadian men is slower by comparison. Women prefer using visual social networks more, with Instagram and Pinterest showing the biggest growth. LinkedIn growth among Canadian males is almost double the usage of women.

Direct Selling

Evolution of the Sector According to the World Federation of Direct Selling Associations (WFDSA), direct selling retail sales in 2016 increased 5.8% and accounted for USD 1,917 million. 1,283,000 independent representatives are involved in direct selling.

Direct selling, in a way, has existed in Canada since 1882 with Carsleys' launch of the first direct sales catalog (the company disappeared in 1977). The current direct selling sector in Canada is fragmented, with New Avon having a 16% value share in 2017 followed by Amway. Other relevant companies include Arbonne, Cutco/Vector Marketing, Mary Kay, Nu Skin, Pampered Chef, PartyLite, Scentsy, Steeped Tea and Unicity. Main products sold include beauty and personal care items, homewares, and home furnishing, although [farm operators](#) also use direct selling to grow their business. Though dominated by female representatives, companies view Millennials as both customers and the next generation of direct sellers.

Commercial Intermediaries

Trading Companies

Type of Organization In Canada, most supermarkets centralize their purchasing at their headquarters which are concentrated especially in Toronto, Montreal and Vancouver. Some specialized sectors have got together and formed their own purchasing groups in order to obtain better prices.

Main Actors The leading actors in the food sector are: [Sobey's](#), [Loblaw](#) and [Métro](#). In hardware, DIY and decoration we have [Rona](#), [Home Hardware](#) and [Home Dépot](#).

Wholesalers

Type of Organization Wholesalers are called "distributors" in Canada. These companies play essentially the same role, i.e. sales, warehousing, distribution, marketing, promotion of food, DIY and pharmaceutical products or others. Some distributors are small and play a regional or provincial role. Given the population of about 33 million, spread over 10 million km², 10 provinces and 3 territories, small regional distributors must often diversify their offer to meet demand and make a profit.

Main Actors The list is very long. To quote but a few:
 Fresh produce: [Quebec Produce Growers Association](#)
 Grocers : [Atlantic Grocery Ltd](#)
 Garden tools: [Garant](#)
 Automobile parts: [Automaster Supplies](#)
 Textiles : [Freder Textile](#)

Useful Resources [Canadian Wholesale Directory](#)

Using a Commercial Agent

The Advantages A commercial agent in Canada will generally represent one or several companies. Paying on commission is an effective and inexpensive way for an SME to be represented in a region or a province. There are other advantages; we can highlight especially: delivering goods "Just in time", billing in Canadian dollars, the proximity of a very large market in the United States.

Where to Be Vigilant The agent should be chosen for his motivation to represent the company, the quality of his customer network and his skills. The company behind him must however provide

the training, the technical support, and all the necessary materials for good representation, i.e. samples, prices, promotional tools, etc. As Canada is a huge country, it is usually prudent to secure a manufacturer's agent near your potential buyers.

Elements of Motivation	Over and above his commission, the agent needs to feel he is supported; so the company must ensure good back-up and supervision.
The Average Amount of Commission	Commission is based on the sales turn-over in the area covered by the agent. It varies according to the sector of activity, for example in fashion, the rate of commission is from 12 to 15%. In the food sector it is from 5% to 10%. Most sales agents expect to work on a two-tier commission basis. Agents receive a lower commission for contract shipments and a higher rate when purchases are made from the local agent's own stocks.
Breach of Contract	A breach of contract may contain different clauses which are drawn up during negotiations and can vary. However, in certain industries, associations have been created to protect agents, and thus pre-established contracts have been produced.
Finding a Commercial Agent	The Canadian Trade Commissioner Service Agent Solo Alibaba

Learn more about [Traders, Agents in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Setting Up a Commercial Unit

The Advantages	There are several possibilities for a foreign company which wishes to open a subsidiary or a branch in Canada. Resorting to specialized consulting firms can be easy, not very expensive and can gain time.
Where to Be Vigilant	Long term planning should be considered as far as is possible and targeting all of the North American market.
Different Possible Forms of Settlement	
A Representative Office	Some business centers are specialized in facilitating start-up by offering domiciliation, warehousing, order taking, invoicing services etc. Trading Houses also offer representation, import, distribution and marketing services.
A Branch Office	A firm forming a company abroad may decide to open a branch office because of certain tax advantages linked to this legal structure. Before a foreign company can open a branch office, it must obtain a commercial permit or register in the province where it intends to do business.
A Company	A foreign company can set up in Canada by creating a separate legal entity or a subsidiary under Canadian federal law or a provincial law governing companies. A subsidiary is treated in the same way as a branch office. It must have a commercial permit or be registered in the province where it does business.

Franchising

Evolution of the Sector	According to the Canadian Franchise Association (CFA), Canada's franchising sector includes approximately 1,300 franchises and more than 78,000 individual units with a wide range of franchising opportunities ranging from restaurants and non-food retail establishments to automotive product retailers and purveyors of business services.
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The franchise sector in Canada generates approximately \$US 68 billion every year. Fees can range from less than \$5,000 to more than \$75,000. Individual investments can range from less than \$10,000 to more than \$1,000,000.

According to the CFA, in the restaurant sector 35% of all sales were from franchise operations in 2017. In the retail sales sector, 45% of all sales were from franchise operations.

Although there are no federal franchise laws, six provinces (Alberta, British Columbia, Manitoba, New Brunswick, Ontario, and Prince Edward Island) have franchise-specific legislation to enable small business investors to make informed decisions prior to committing to franchise agreements. Disclosure requirements provide prospective franchisees with information about how sellers plan to approach key contractual issues such as termination, and afford buyers legal remedies regarding court action. Similar legislation is under consideration in other provinces.

Some Big Franchises [St-Hubert \(in French\)](#), grills
 [Remax](#), real estate
 [Jean Coutu](#), pharmacies
 [Mazda Canada](#), cars

For Further Information [Planète Franchise](#)
 [Canada Franchise Opportunities](#)
 [Canadian Franchise Association](#)
 [Be the Boss](#)
 [Quebec franchise](#)

Finding Assistance

Export Trading [Alpha Logistics](#)
Companies [Fedex](#)
 [SDV Logistique](#)

Learn more about [Sales in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Buying

CUSTOMS PROCEDURES

Export Clearance	In general, it is best to consult a Customs broker who, when he has obtained a precise description of the product, will provide the corresponding Canadian code number (NAICS code) and afterwards will be able to answer questions concerning tax exemption. It will cost less than a hundred dollars to get reliable information.
Necessary Declaration	The Customs declaration must contain information on the origin of the goods, the Customs tariff and Customs valuation of the goods.
Restrictions	Few products belong to the controlled or restricted category (some agricultural products, cultural goods, pharmaceutical products and some types of technology). The prohibited goods category includes, of course, products like drugs and counterfeit money. To determine if your products fall into one of these categories, you can contact the The Export and Import Controls Bureau (EICB) , which manages a webpage of people-resources giving the telephone numbers to call to get information on the various types of controlled products.
Export Taxes	None

INDUSTRIAL AND MANUFACTURING PROFILE

Type of Production The type of production differs according to the province. The following list shows the industry responsible for GDP growth by province and by territory:

- Alberta: Petrochemicals and oil sands
- British Columbia: Natural Gas
- Manitoba: Canola (colza) and Wheat
- Saskatchewan: Mining and cereal growing
- Newfoundland and Labrador: Nickel and oil fields
- New Brunswick: Wood pulp
- Prince Edward Island: Agriculture
- Nova Scotia: Services sector
- Quebec: Hydro-electric energy, Aerospace, Metal processing and pharmaceuticals
- Ontario: Construction
- Nunavut: Diamond mines
- North West Territories: Mineral and oil exploration
- Yukon: Mineral extraction and exploration

Source: [Canada's Performance Report](#), Treasury Board of Canada Secretariat

Type of Manufacturers

Original Equipment Manufacturers	Canadian OEMs are, among others, in the aerospace, aeronautics, defense and transport sectors. There are , General Dynamics , Bombardier and Bell Helicopters (transport and aeronautics).
Original Design Manufacturers	Design, style and performance are important factors for pleasure craft and vehicles in Canada. Several manufacturers of sailing boats, motor boats, jet skis and campers are making their mark. Aeronautical design and transport are going strong.
Subcontractors	A large increase has been recorded in subcontracting in the professional, scientific and technical, and administrative sectors, back-up services, waste management, and

sanitation systems; in the sectors of company management and IT and multimedia.

Useful Resources [Industry Canada](#)

IDENTIFYING A SUPPLIER

Business Directories

Multi-sector Directories [All.biz - Canada](#) - Directory of companies in Canada.
[Bell Business Directory](#) - Search for products or services.
[Business and Economy Directory](#) - Canadian Web Directory
[Canada Trade Index](#) - A Mac Rae's industrial directory.
[Canadaone Business Directory](#) - Canadian business directory.
[Canadian Business Directory](#) - Help for businesses to promote their products and services.
[Canadian Company Capabilities](#) - Business directory provided by Industry Canada. Find companies that can supply your organization with the goods, services and technology it needs.
[Canadian Company Capabilities \(CCC\)](#) - Directory of women-owned businesses
[Canadian Company Capabilities Directory](#) - Find companies that can supply your organization with the goods, services and technology it needs.
[Canadian Importers Database](#) - Directory of Canadian Importers provided by Industry Canada.
[Canadian Manufacturing](#) - Frasers industrial supply companies.
[Canadian Planet](#) - A search engine for companies in Canada.
[Company Directories by Industrial Sector](#) - Business Directory provided by Industry Canada. Find directories of Canadian companies by sector.
[Franchise Gator](#) - Business and franchise opportunities directory for entrepreneurs.
[Industry Canada](#) - Provided by Industry Canada, The Canadian Environmental Solutions (CES) is a directory of export-oriented Canadian companies providing technologies and services directed to the environmental challenges faced by every sector of the economy.
[Industry Canada Company Directories](#) - Links to Canadian business directories.
[Manitoba Business Information Services](#) - The Manitoba Companies Directory is compiled through a joint-sponsored survey conducted by the Governments of Canada and Manitoba.
[Québec Manufacturers and Wholesalers](#) - Québec's company profiles.
[Scott's directories](#) - Canada's source for business contact information.
[White and Yellow Pages](#) - Find a business in Canada.
[White and Yellow Pages](#) - Find a business in Canada.
[Ziplleaf](#) - Business directory for several countries in the world.

Marketplaces

Domestic Marketplaces [Tiger Direct](#)

Other Useful Resources

Trade Agencies and Their Representations Abroad [The Canadian Chamber of Commerce](#)
[Association of Local Development Centers in Quebec \(in French\)](#)
[Business Development Bank of Canada](#)
[Foreign Affairs and International Trade](#)

	Canadian International Development Agency
Fairs and Trade Shows	Building mechanics trade show Montreal International agri-food show All trade shows in Canada Palais des Congrès, Calendar of events Place Bonaventure, Montreal Direct Energy Center Metro Toronto Convention Center, Calendar of events

Learn more about [Service Providers in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

CONTROLLING THE QUALITY OF THE PRODUCTS

Quality Control Organizations	Canadian Food Inspection Agency. National Water Research Institute Standards Council of Canada Canadian Air Transport Security Authority
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ORGANIZING GOODS TRANSPORT TO AND FROM CANADA

Main Useful Means of Transport	<p>Canada possesses an advanced transportation system.</p> <p>Road transport of goods accounts for 50% of commercial freight. Canada is ranked number one for road provision among all G7 countries. Canada's railway system is the third largest among OECD countries. Vancouver is Canada's biggest port and is constantly classified among the first five North American ports in terms of tonnage of imports and exports. It is the biggest bulk goods port on the west coast of North America with a tonnage of more than 80 million tons. All the ports of eastern Canada amount to 68.9 MT.</p>
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By Sea

Ports	Port of Montreal Port of Quebec Port of Halifax Port of Toronto Port of Vancouver Alliance of the Ports of Canada, the Caribbean, Latin America and the United States
Transport Professionals	Transport intermodal Canadian Steamship (GROUP CSL INC.)
Government Transport Organisations	Transport Canada

By Air

Airports	Montréal Trudeau Airport Vancouver International Airport Calgary Airport Ottawa Airport
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	Toronto Airport
Transport Professionals	Air Canada Ace Aviation Parent Company of Air Canada Westjet Transport Association of Canada
Government Transport Organisations	Canadian Air Transport Security Authority

By Road

Transport Professionals	CFT Canada Transport Training Center Transport Routier: the business resource for Quebec's trucking industry Ontario Trucking Association Canadian Trucking Alliance
Government Transport Organisations	Transport Canada: Road Canada Border Services Agency

By Rail

Transport Professionals	Canadian National Railway (C.N.) Canadian Pacific Railway (C.P.) Via Rail Canada (passenger transport)
Government Transport Organisations	Canadian Transportation Agency

Learn more about [Sourcing in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Operating a Business

LEGAL FORMS OF COMPANIES

One man business.	Number of partners: 1 person. Capital (max/min): No minimum capital. Shareholders and liability: Liable for all debts and obligations.
Partnership	Number of partners: 2 persons or more. All partners must be Canadians to be a Canadian partnership. Capital (max/min): Personal investment but no minimal capital required. Shareholders and liability: Personally liable for all the debts and obligations of the company.
Limited liability partnership	Number of partners: 2 persons and more. All partners must be Canadians to be a Canadian partnership. Capital (max/min): Personal investment but no minimal capital required. Shareholders and liability: Unlimited for general partners and limited for limited partners.
Private joint-stock company (Corporation)	Number of partners: One or more partners/shareholders. All partners must be Canadians. Capital (max/min): No minimum capital required. Shareholders and liability: Limited to share capital for all shareholders.
State owned company	Number of partners: Investing partners. Capital (max/min): No minimum capital required. Shareholders and liability: Limited liability. Not liable for the debts, obligations or acts of the company.
Private company	Number of partners: Majority shareholder is Canadian. No minimum. Capital (max/min): No minimum capital required. Shareholders and liability: Limited liability. Not liable for the debts, obligations or acts of the company. Cannot sell shares or securities to the general public.
Cooperative	Number of partners: Managed by members. Capital (max/min): No minimum capital required. Shareholders and liability: Limited liability.
Limited partnership	Number of partners: person financially involved. Capital (max/min): No minimum required. Shareholders and liability: The liability of the silent partner to the company and creditors is limited to the amount of capital he invested.
Enterprises Federation	Canada Business Network Businessman Information
Find a Company or a Financial Report	SEDAR

BUSINESS SETUP PROCEDURES

Setting Up a Company	Canada
Procedures (number)	2.00
Time (days)	1.50

Source: *Doing Business*.

For Further Information [Consult the Doing Business website](#), to know about procedures to start a Business in Canada.
[Canada Business Network](#)

The Competent Organisation Registering a company can be done through the office of a notary or a lawyer. Each province has a provincial or regional office to make registering easier. Companies with a business number are registered within 10 days. In Quebec this is the department of the [Enterprise Registrar](#).

Recovery Procedures

Principle Going into receivership is possible when it is not possible to pay creditors all they are owed. First, it is advisable to call on a trustee. He will present an offer proposal to the company's creditors. Presenting a proposal stops all the legal procedures started or envisaged by ordinary creditors. It gives the company a certain leeway, allowing it to discuss its financial situation.
For further information about bankruptcy, consult the [Office of the Superintendent of Bankruptcy Canada](#).

Minimum Debt-to-Capital Ratio Proof of insolvency must be established by a trustee. See the [database of the office of trustees](#).

Triggering Liquidation

Bankruptcy Laws [Bankruptcy and Insolvency Act](#).

Reorganization and Rehabilitation Laws Act C-12, the act amending the [Bankruptcy and Insolvency Act](#), the [Companies' Creditors Arrangement Act](#), the Wage Earner Protection Program Act and [chapter 47 of the Statutes of Canada](#) (2005), received royal approval on 14 December 2007. The date of enforcement has not yet been decided.
[To see a summary of changes in legislation, click here](#).

THE ACTIVE POPULATION IN FIGURES

	2012	2013	2015
Labour Force	18,850,000	19,080,000	19,300,000

Source: CIA - *The World Factbook*

	2015	2016	2017
Total activity rate	65.56%	65.40%	65.24%
Men activity rate	79.14%	79.11%	79.09%
Women activity rate	60.97%	60.85%	60.71%

Source: ILO, *Laborstat - Yearly Statistics*

Employed Persons, by Occupation (% of Total Labour Force)	2016
Trade, Transportation, Accommodation and Food, and Business and Administrative Services	42.7%
Public Administration, Community, Social and other Services and Activities	36.1%
Manufacturing	9.4%

Employed Persons, by Occupation (% of Total Labour Force)	2016
Construction	7.7%
Mining and quarrying; Electricity, gas and water supply	2.6%
Agriculture	1.6%

Source: *ILO, Laborstat - Yearly Statistics*

For Further Statistics [Statistics Canada](#)
 For Further Information [Quebec Ministry of Labour \(in French\)](#)
 About the Labour Market [Ontario Ministry of Labour](#)

WORKING CONDITIONS

Opening Hours

Legal Weekly Duration	Normal hours of work are eight hours per day and 40 hours per week. The maximum weekly working time is 48 hours.
Maximum Duration	There is no maximum. On the other hand, there is a minimum of 3 hours a day. An employer who brings in a worker must pay him for 3 hours even if he only works one hour.
Night Hours	4 pm to 8 am

Working Rest Day	24 to 48 hours
Paid Annual Vacation	4% of salary from the 1st to the 5th year of work, and 6% after the 5th year except for the clothing industry where it is 4% for less than a year, 6% for 1 to 3 years, 8% for 3 years or more. The equivalent number of days is as follows: 1 year's work = 5 days paid. 2nd to 5th year = 2 weeks paid. 5 years and more = 3 weeks.
Retirement Age	The Canadian government removed the age of mandatory retirement in December 2011. All Canadian provinces, with the exception of a few thousand public employees in New Brunswick, have abolished the mandatory departure to retirement. Officials and employees of enterprises under federal jurisdiction can now retire at age 70, or even later if they wish. Workers who stop at age 70 (instead of 65) receive 42% more from the Canadian Pension Plan , the public pension.
Child Labour and Minimum Age For Employment	The working age may vary according to the province. Several provinces have set the age at 18 or after the end of secondary studies. Some provinces have more flexible laws and the age is determined by the type of work and the number of hours a day.
Informal Labour Market	In 2004, "moonlighting" corresponded to about 5% of the volume of paid work and it is growing each year in spite of public awareness campaigns.

THE COST OF LABOUR

Pay

Minimum Wage	Minimum wages vary by province. In July 2018, the lowest minimum wage is in Saskatchewan (CAD 10,96 per hour) and the highest in Ontario (CAD 14 per hour). Adjustments are planned in some provinces (source: Canadian government).
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Average Wage	Gross average monthly wage: CAD 4 071 (source: ILO, 2016, latest available data).
Other Forms of Pay	
Pay For Overtime	At least one and one-half (1.5) times the regular rate of pay must be paid for hours worked during overtime.
Pay For Rest Days Worked	Public holidays are paid double.

Social Security Costs

The Areas Covered	Employment insurance, health insurance, pensions.
Contributions	Contributions Paid By the Employer: In 2018, employer contribution to Employment Insurance (EI) is 2.32%, with a maximum contribution of CAD 1,201.51; Canada Pension Plan (CPP) is 4.95%, with a maximum contribution of CAD 2,593.80. Contributions Paid By the Employee: In 2018, employee contribution to Employment Insurance (EI) is 1.66 %, with an annual maximum contribution of CAD 858.22; Canada Pension Plan (CPP) is 4.95%, for wages between CAD 3 500 and 55 900. The Quebec Parental Insurance Plan provides maternity and parental benefits in Quebec.
Competent Organization	Revenu Québec (Quebec Revenue Agency) Canada Revenue Agency Ontario Ministry of Health and Long-term Care British Columbia - Medical Services Plan New Brunswick Department of Health

MANAGEMENT OF HUMAN RESOURCES

Recruitment

Method of Recruitment	Companies still use adverts in newspapers or employment agencies or search engines specialized in job offers. On the other hand, applications are made more and more by Internet or fax, and there is often a first interview over the telephone followed by a face to face meeting.
Recruitment Agencies	The Canada Job Bank and the Quebec employment center are the official agencies.
Recruitment Websites	Jobboom Canadajobs Monster Jobs Aide Emploi (in French) Workopolis

The Contract

Type of Contract	Federal provisions govern contracts of employment in Canada. The Government of Canada has established minimum standards for employment in Part III of the Canada Labour Code , including the minimum wage, annual leave, public holidays, bereavement leave, etc. Collective agreements and individual negotiations supplement these provisions. In addition, each province has its own labour law.
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Breach of Contracts

Retirement	There are several ways of retiring: early retirement, automatic retirement and official retirement.
Dismissals	The employer initiates dismissals for different reasons: - redundancy is either individual or mass redundancy - dismissal for professional misconduct, lack of work, seasonal work
Other Possible Methods	Resignation; this is initiated by the employee. On the other hand, he does not receive any severance pay.
Labour Laws	Service Canada, Employment Labor legislation, on Human Resources and Social Development Canada Labor Code - Compliance Policy Consult Doing Business Website , to obtain a summary of the labour regulations that apply to local enterprises.

Dispute Settlement

Conciliation Process

Cases of Dispute	Working conditions, unfair dismissal, sexual and moral harassment, verbal violence, physical violence
Legal Framework	When there is a dispute or a disagreement, the parties first try to come to an amicable agreement. If, however, they cannot come to an agreement, the worker must lodge a complaint with the Department of Human Resources. According to the complaint, the Minister can appoint an inspector who carries out an investigation. The Minister assesses, authorizes the settlement and the sentences to be served by the party in the wrong. The party in the wrong does have, however, a right of appeal to have the case reviewed within a precise time limit. For further information, see the Canada Labor Code .
Procedure	Canada Labor Code

Judicial Structures

Legal Framework	Canada Labor Code .
Competent Legal Body	See the Canada Labor Code .

Social Partners

Social Dialogue and Involvement of Social Partners	Labour organisations and trade unions are very strong and well structured in Canada. Quebec is the most unionised province. Canada's labour unions have frequently clashed with the government and corporations over the past few years. Canada has often resorted to passing "back-to-work" legislation to end labour disputes. Canada justifies introducing the legislation by claiming it is a necessary action to protect the Canadian economy.
Unionisation Rate	22.9 % of part-time workers, 31.2% of full-time workers, 30.2 % of permanent workers, 25.8 % of non-permanent workers. These rates have dropped in companies of less than 20 employees and in those of 100 to 500 employees. On the other hand, they have risen in establishments of more than 500 employees and those of 20 to 99 employees.

Unions	FTQ - Quebec workers federation (in French) CSN - Canada national federation of labor organizations and trade unions (in French) CLC-CTC - Canadian Labor Congress NUPGE - National Union of Public and General Employees The Union Canada (Unifor) CUPE - Canadian Union of Public Employees
Regulation Bodies	Employment and Social Development Canada

Learn more about [Operating a Business in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Investing

FDI IN FIGURES

According to UNCTAD's [2019 World Investment Report](#), Canada was the 11th destination for FDI in the world in 2018, climbing 4 places compared to the previous year. Canada attracted USD 39.6 billion of FDI in 2018, an increase of 60% compared to 2017, where Canada suffered from a decline in inflows. The situation in 2017 was mainly due to divestments from oil and gas assets, and in 2018, only one divestment in this field was recorded. However, the stock of FDI went down 16.7% to reach USD 893 billion (around 52.2% of GDP). Canada adopted a new regulation on ownership of land by foreign investors: increase in the property tax on residential property transfers to foreign entities. In the following years, the ratification of CUSMA (Canada-United States-Mexico Agreement, an update version of NAFTA) could have a decisive impact on the inflows and outflows of investments in Canada (the US are the main investor in the country), just as the Comprehensive Economic and Trade Agreement (CETA) signed with the EU and currently applied on a provisional basis, as the ratification by the individual EU Member States is still pending. In fact, the US and the EU are the main investing partners in Canada: nearly a third of the stock is held by the United States, the Netherlands and Luxembourg. Switzerland, the United Kingdom, Japan, Brazil, China, Germany, Hong Kong, Bermuda and Australia are other major investing countries in Canada. These investments are mainly oriented towards the industrial and mining sector, hydrocarbons, professional, technical and scientific activities, finance and insurance, trade, transport and real estate.

Canada has a very favourable business climate: the country ranks 22th out of 190 countries in the World Bank's [2019 Doing Business report](#), losing four positions compared to the previous year. Strengths of the countries are the ease of starting a business and getting a credit. Canada should improve the access to electricity and reinforce contracts. To improve the last point, Canada introduced an e-system that allows plaintiffs to file the initial complaint and pay court fees electronically.

Foreign Direct Investment	2016	2017	2018
FDI Inward Flow <i>(million USD)</i>	35,992	24,832	39,625
FDI Stock <i>(million USD)</i>	965,881	1,072,950	893,959
Number of Greenfield Investments***	307	306	343
FDI Inwards <i>(in % of GFCF****)</i>	9.6	n/a	n/a
FDI Stock <i>(in % of GDP)</i>	62.5	n/a	n/a

Source: UNCTAD, Latest available data.

Note: * The UNCTAD Inward FDI Performance Index is Based on a Ratio of the Country's Share in Global FDI Inflows and its Share in Global GDP. ** The UNCTAD Inward FDI Potential Index is Based on 12 Economic and Structural Variables Such as GDP, Foreign Trade, FDI, Infrastructures, Energy Use, R&D, Education, Country Risk. *** Green Field Investments Are a Form of Foreign Direct Investment Where a Parent Company Starts a New Venture in a Foreign Country By Constructing New Operational Facilities From the Ground Up. **** Gross Fixed Capital Formation (GFCF) Measures the Value of Additions to Fixed Assets Purchased By Business, Government and Households Less Disposals of Fixed Assets Sold Off or Scrapped.

FDI stocks by country and industry

Main Investing Countries	2017, in %	Main Invested Sectors	2017, in %
United States	49.0	Professional, scientific and technical activities	22.8
The Netherlands	11.1	Manufacturing sector	21.3
Luxembourg	6.0		

Main Investing Countries	2017, in %
United Kingdom	5.7
Switzerland	4.8
Japan	3.5
Brazil	3.5
Germany	2.0
China	1.9

Main Invested Sectors	2017, in %
Mining and hydrocarbon sector	19.6
Finance and insurance	14.4
Wholesale and retail trade, maintenance	13.4

Source: [OECD statistics](#) - Latest available data.

Form of Company Preferred By Foreign Investors	Corporations (private joint-stock companies identified by Ltd or Inc or Co. Public or Private)
Form of Establishment Preferred By Foreign Investors	Subsidiary
Main Foreign Companies	General Motors , Ford , Daimler Chrysler , Exxon Mobil (Imperial Oil) , Chevron Texaco , ConocoPhillips , Bank of America , Home Depot , Wal Mart .
Sources of Statistics	Statistics Canada

WHAT TO CONSIDER IF YOU INVEST IN CANADA

Strong Points

Advantages for FDI in Canada:

- A qualified workforce
- A welcoming business environment
- Large reserves of gas, oil and ore
- A solid banking sector
- Unparalleled market access (ALENA) and a strong anchor in international trade
- A dynamic economy, with a market of 30 million consumers
- Sophisticated infrastructure, as well as a very modern transportation network.

Weak Points

Disadvantages for FDI in Canada:

- Strong exposure to the United States' economy, namely to exports to the US
- Sensitivity to international commodity prices and to the government revenues that depend on oil
- High household debt (mainly for housing) in certain regions
- A drop in productivity in manufacturing industry
- A decrease of the active population due to ageing.

Government Measures to Motivate or Restrict FDI

Canada offers low business taxes for companies and a very good business climate. Total business tax costs are by far the lowest among the G7 countries. Additionally, Canada offers a competitive research and development environment, with the lowest business costs in the G7 for R&D intensive sectors.

In 2015, Canada amended the [Investment Canada Regulations](#), which changes how the value of an acquisition of a Canadian enterprise is assessed for acquisitions or sale by private investors from WTO countries and gradually raises the threshold that triggers a review under the Investment Canada Act for acquisitions by foreign private investors. Finally, measures exist that favour FDI in specific sectors, at a regional

level. Each Canadian province and territory has agencies dedicated to the promotion of investment which list existing measures.

PROTECTION OF FOREIGN INVESTMENT

Bilateral Investment Conventions Signed By Canada As of 1 May 2015, Canada had signed bilateral [agreements](#) with 38 countries (29 of which are in force).
 As of [December 2014](#), Canada had air transport agreements or arrangements covering 115 countries. In 2014 alone, Canada concluded agreements with the Philippines, Mexico, China and South Korea. In 2015, new agreements were also signed with the [United States](#) and [Australia](#).
 Canada has concluded 15 bilateral or multilateral [Free Trade Agreements](#). As of February 2016, 12 FTAs were currently in force (a bilateral agreement with South Korea went into force in January 2015). In 2015, Canada concluded the Trans-Pacific Partnership agreement, through which Canada and 10 other Asia-Pacific partners are seeking to establish a comprehensive regional agreement to liberalise trade and investment - as well as a bilateral agreement with Ukraine. An additional eight FTAs are in negotiations in 2016 and exploratory discussions are underway for another four agreements.
 Canada has signed 37 [Foreign Investment Protection Agreements](#) (FIPAs), 30 of which are currently in force. FIPAs with Côte d'Ivoire and Serbia were brought into force in 2015 and new agreements signed with Burkina Faso and Guinea. In February 2016, and FIPA was signed with Hong Kong. Canada is actively pursuing FIPA's with 10 other countries, including India, the UAE and Pakistan. Negotiations have concluded for agreements with five other countries but they have yet to be signed.

International Controversies Registered By UNCTAD A controversy with the United States about lumber has been registered.

Organizations Offering Their Assistance in Case of Disagreement [ICCWBO](#) , International Chamber of Commerce
[ICSID](#) , International Center for settlement of Investment Disputes
[NAFTA](#) , NAFTA investor-state dispute settlement mechanism

Member of the Multilateral Investment Guarantee Agency Yes

Country Comparison For the Protection of Investors

	Canada
Index of Transaction Transparency*	8.0
Index of Manager's Responsibility**	9.0
Index of Shareholders' Power***	9.0

Source: Doing Business - Latest available data.

Note: *The Greater the Index, the More Transparent the Conditions of Transactions. **The Greater the Index, the More the Manager is Personally Responsible. *** The Greater the Index, the Easier it Will Be For Shareholders to Take Legal Action. **** The Greater the Index, the Higher the Level of Investor Protection.

PROCEDURES RELATIVE TO FOREIGN INVESTMENT

Freedom of Establishment	Yes, on condition that the company follows the directives required by the Canadian Government. Foreign investment is subject to the Investment Canada Act .
Acquisition of Holdings	Possible so long as the procedure for an in-depth examination of the project is respected.
Obligation to Declare	Canada is first among OECD countries in terms of the low number of procedures (2) and the shortest time limit (3 days) required for setting up an industrial or commercial company. A foreign company can set up in Canada by creating a distinct legal entity or a subsidiary under Canadian federal law or a provincial law governing companies. A subsidiary is treated in the same way as a branch office. It must have a commercial permit or be registered with the province where it does business.
Competent Organisation For the Declaration	Invest in Canada Citizenship and immigration Canada - Guide 4000
Requests For Specific Authorisations	There are particular restrictions in the communications and transport sectors. All requests must be sent to the Department of Global Affairs . For further information, see investment laws in Canada . Investment in specific sectors is covered by special legislation. Foreign investment in the financial sector is administered by the Finance Department. Investment in any activity related to Canada's cultural heritage or national identity is administered by the Heritage Department. The main foreign investment prohibitions concern "cultural industries", the financial sector, as well as the aviation, mining, telecommunication and fishing industries. Restrictions on foreign investment differ by province, but are largely confined to the purchase of land and to financial services

Learn more about [Foreign Investment in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

OFFICE REAL ESTATE AND LAND OWNERSHIP

Possible Temporary Solutions	There are several solutions: domiciliation of the company at the private address of the owner, in a business center, at the office of a Chamber of Commerce, at the office of a Local Development Center, or company "nurseries" or renting professional premises.
The Possibility of Buying Land and Industrial and Commercial Buildings	It is possible to buy freehold or leasehold, to build industrial and commercial premises or to buy through a real estate company.
Risk of Expropriation	Canada wanted to make a clear distinction between expropriation with compensation and a measure taken in the normal exercise of government power, which would not involve any compensation (zoning regulations, environmental standards, etc.). There are a few cases of legal precedents. The federal government has not nationalized any foreign firm since the nationalization of Axis property during World War II.

INVESTMENT AID

Forms of Aid	The Canadian government offers several programs of fiscal incentives: <ul style="list-style-type: none"> - Canadian Manufacturing and Processing Profits - Reduced Rate of Corporate Tax - Investment Tax Credit - Flow-Through Share Program - Canadian-Controlled Private Corporation
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- [Federal Corporate Tax Rate Reductions](#) .

The provincial governments also offer fiscal incentives; consult the websites of the 10 provinces or 3 territories: [Newfoundland](#), [Prince Edward Island](#), [Nova Scotia](#), [New Brunswick](#), [Quebec](#), [Ontario](#), [Manitoba](#), [Saskatchewan](#), [Alberta](#), [British Columbia](#), [North West Territories](#), [Yukon](#), [Nunavut](#).

[Invest in Canada](#) also provides useful information.

Privileged Domains	None of the federal incentives are specifically aimed at promoting or discouraging foreign investment in Canada. The incentives are designed to advance broader policy goals, such as boosting research and development or promoting regional economies.
Privileged Geographical Zones	For further information, click on the following links: Scientific Research and Experimental Development (SR&ED) ; Mining-specific tax incentives ; Film or Video Production Services Tax Credit (PSTC) Program .
Free Zones	At the level of both federal and provincial governments, investment is encouraged especially in zones affected by large-scale unemployment or when economic development is slow. The privileged sectors are those of processing, life sciences, advanced technologies, agri-food, plastics, and any sector with a strong potential for creating employment.
Organizations Which Finance	<p>The Business Development Bank of Canada offers programs of subsidies and start up assistance.</p> <p>Canadian Chartered Banks can grant loans for purchasing equipment. Provincial investment centers, Local Development Centers in each province and territory can offer programs of subsidies and professional start up assistance.</p>

INVESTMENT OPPORTUNITIES

The Key Sectors of the National Economy	Hydro-electricity, mines, agri-food, agriculture, hydrocarbons, aerospace, advanced technologies, retail, defence and building.
High Potential Sectors	Information and communication technologies (big data, Internet of Things, AI, cybersecurity among others), biotechnologies, health (growing importance of the aging population sector), telecommunications, environment (renewable energies and environmental protection technologies), chemical industry and tourism.
Privatization Programmes	The topic of healthcare privatisation in health sector is being studied by the government. The road infrastructure sector is carrying out some PPP works - " Public Private Partnership".
Tenders, Projects and Public Procurement	<p>Merx, Canadian Public Tenders</p> <p>Tenders Info, Tenders in Canada</p> <p>PODS Providers, Procurement Opportunities in Canada</p> <p>DgMarket, Tenders Worldwide</p> <p>Buy and Sell Canada , Public Works and Government Services Canada</p>

SECTORS WHERE INVESTMENT OPPORTUNITIES ARE FEWER

Monopolistic Sectors	<p>Several sectors are provincial or federal monopolies in Canada. Among them are health, alcohol imports, energy, road and education systems.</p> <p>FDI is limited in some sectors (telecommunication services, cultural industries, commercial aviation, fishing, uranium mines, banking sector for consumers).</p>
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FINDING ASSISTANCE FOR FURTHER INFORMATION

Investment Aid Agency [Business Development Bank of Canada](#)
[Global Affairs Canada \(Government of Canada\)](#)
[Invest in Canada \(Canada's global investment attraction and promotion agency\)](#)
[International trade and investment \(Government of Canada\)](#)

Learn more about [Investing in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

Entry Requirements

PASSPORT AND VISA REQUIREMENTS

Passport and Visa Service [Consult the Citizenship and Immigration Canada website](#)
 [Consult the Canadian Border Services Agency](#)

For Further Information [Canadian Embassies and Consulates Abroad](#)

Check [IATA Travel Website](#) for visa requirements and health advices.

TAXES AND RESTRICTIONS ON PERSONS WHEN GOING THROUGH CUSTOMS

Taxation On Persons	None
Tobacco	200 cigarettes 50 cigars or cigarillos 200 grams (7 ounces) of manufactured tobacco 200 sticks of tobacco
Alcohol	1.5 liter (53 imperial ounces) of wine 1.14 liter (40 ounces) of spirits a total of 1.14 liter (40 ounces) of wine and spirits 24 bottles or cans of 355 ml (12 ounces) of beer or ale (maximum 8.5 liters).
Perfume	No restrictions.
Foreign Currency	No restrictions.
Obligatory Declaration of Foreign Currency	Over CAD 10,000.
Local Currency	No restrictions.
Obligatory Declaration of Local Currency	Over CAD 10,000. For further information, consult the Canada Border Services Agency (CBSA) website .
How to Refund Consumption Tax	Visitors can obtain a refund for Goods and Services Tax and the Harmonized Sales Tax. Provincial Retail Sales Taxes are not refundable. For further information, consult the Canada Revenue Agency website .
Other Requirements	You can consult the Canada Border Services Agency website .

HEALTH PRECAUTIONS

Obligatory Vaccination and Other Recommendations	No requirements.
For Further Information	Canada Border Services Agency The World Health Organization

SAFETY CONDITIONS

Crime	The crime rate in Canada is very low. If you are visiting the large Canadian cities, as in all large cities, you should keep a close eye on your personal belongings.
Terrorist Risk	Low to medium. A systematic check on items at airports has been implemented since

the attacks in England in 2005. Security at the American borders has increased vastly since 11 September 2001.

Risk of Natural
Disaster

The most frequent risks are flooding, snow storms and forest fires in summer. There may be earthquakes and landslides in British Columbia and in the eastern part of Quebec.

Traveling Women
Conditions

The risks are the same as for a man.

For Further Information [Canada Safety Council](#)

Learn more about [Travel in Canada](#) on Globaltrade.net, the Directory for [International Trade Service Providers](#).

Latest Update: December 2019

In the Country

ACCOMMODATION

Bed & Breakfasts, Country Inns	All price categories. Usually propose bed and breakfast. Gîtes et auberges du passant (Certified Bed & Breakfasts and Country Inns) Canada Bed and Breakfast accommodations
Youth Hostels	Very economical, for teenage and young adult travelers. Bedroom and shared communal areas such as bathroom, sitting room, kitchen. Hostelling International Canada
Motels	Economical, generally located on the edge of towns and villages. Hotel-guides.us
Hotels	1 star (economical) to 4 or 5 stars (luxury) Hotel Association of Canada
Furnished Apartments Rentals	Short term apartment rental, temporary housing or vacation rentals. My Studio Montreal
Chalets, Cottages, Houses in the country	Can be rented weekly, monthly or for the season Homelidays
Camping & Caravanning	Canada has many camping and caravanning sites, either private or governmental, located in the provincial parks. Depending on the equipment, tent or camper, prices vary. Fédération québécoise de camping et caravanning Canadream Camping Québec
Hotel Rules	Rates are per night, or per room and vary according to the number of people. Tax is not included. Added taxes are 5% GST (federal goods and services tax) or HST (Harmonized Sales Tax) + provincial tax + a lodging tax which varies from province to province. In Quebec, taxes are 2 CAD per overnight stay or 3% of the rental price of the unit. It is customary to leave a tip for the chambermaid when you depart, and to give the porter a tip, about 1 CAD per suitcase.
For Further Information	Canada Revenue Agency Lodging Tax

Price Indications

Economy Room	23 CAD to 70 CAD
Medium Price Room	80 CAD to 150 CAD
Good Quality Room	150 CAD and +

Source: Lonely Planet

EATING OUT

Categories of Restaurant

Fast Foods	Fries, hot dogs, hamburgers, subs, sodas, coffees, muffins, doughnuts, sandwiches, etc.
Breakfast and	Egg-based dishes, with fruit, toast, pancakes, muffins, etc.

dinner (lunchtime) specialties

Brasseries Cooked food, steaks, beers and wines.

Family Restaurants Daily menus, set menus noon and evening

Specialty Restaurants Italian, Greek, Chinese, Vietnamese, French, Seafood, Fondues, etc.

Gastronomic Restaurants Elaborate dishes. This type of catering is more widespread in Quebec.

Sugar shacks Traditional Canadian food, served with maple syrup. Usually open during the sugar season (March - beginning of April). Some shacks open all year if a reservation is made.

Rules For Eating Out The prices displayed never include tax or service. The taxes are added to the bill and the service is left to the customer's discretion which is generally about 15%. The taxes are: GST 5% or HST 13%, provincial taxes between 7 and 7.5% and taxes on alcohol, but only in certain provinces.

Price Indications

Economy Meal	from 8 CAD
Medium Price Meal	Between 15 CAD and 35 CAD
Good Quality Meal	from 35 CAD and +

Food Specialties Inspired by French, British, American or Native American cooking, typical Canadian cuisine adapts to the seasons. Each region has its unique recipes, made with local products: from the tourtière (meat pie) to the pain banique (Native American bread), from maple syrup to poutine (see below). Places like le Saguenay, and Lac St-Jean in Quebec are known for their tourtières called 'cipâte or cipaille', which is made with game or beef and pork and covered in pastry. One of the traditional dishes is the pâté chinois (sheppard's pie), which is made with cooked, seasoned ground beef, with sweet corn and mashed potatoes. 'Poutine', a dish of fried potatoes, gravy and cheese curds has been the Quebec dish *par excellence* for the past 30 years. In the Maritime Provinces, as well as in Quebec, fish and seafood are very popular. From May to July, people enjoy lobster from the Magdalen Islands and New Brunswick. Alberta and the Great Plains Provinces are well-known for the quality of their beef, served grilled or braised. The arrival of the many immigrants who brought their culinary traditions with them and learned to adapt them to the country's tastes, which provides even greater diversity to local cuisine in Canada.

Drinks The production of local wine is growing: several types of wines, and local specialties such as ice wine and ice cider are produced in vineyards and orchards in Quebec, in the region of Niagara and in the Okanagan Valley.

Dietary Restrictions There are no dietary restrictions in the country.

Table Manners The Canadians are influenced by the United States, especially in English-speaking Canada, as regards table manners. In Quebec, where European influence is more marked, it is common to wish each other "bon appétit" before starting the meal. We also clink our glasses to wish each other "Santé" (Good health) or "Tchin Tchin" (Cheers) when we have an aperitif or at the beginning of a meal when wine is served.

GETTING AROUND

Means of Transport Recommended in Town

Recommendation	Many cities have a network of public transport services which includes a bus network, and also streetcars, sea buses and trains in some cities. The major cities have a subway/metro or a light rapid transit service including in Vancouver (skytrain), Calgary (CT train), Edmonton (LRT), Toronto (subway), Ottawa (O-Train), and Montreal (metro). Suburban trains run frequently at rush hours. Getting around by car is often difficult and it is sometimes preferable for foreign visitors to take a taxi.
Maps of Urban Networks	Map of the Montreal metro Map of the Toronto subway Map of the Ottawa network Map of the network of the Capital of Quebec
Urban Transport Agencies	STCUM GO Transit Toronto Transit Commission Transport Company of the Outaouais Transport network of the Capital of Quebec
Find an Itinerary	Itinerary in Montreal Itinerary in Ottawa Itinerary in Quebec
Taxi Companies	FIDO TAXI

Transportation From Airport to City Centre:

Airport	Distance	Taxi	Bus	Train	Car Rental
Montreal - Pierre Elliott Trudeau/Dorval (YUL)	16 km / 9 miles	CAD 35-45 / 25-40 min	CAD 13 / 25-50 min	Available	Available
Toronto - Pearson Intl (YYZ)	27 km / 17 miles	CAD 45-55 / 30 min	CAD 16.95 / 45 min	-	Available

Means of Transport Recommended in the Rest of the Country

Recommendation	The air transport system offers many daily domestic flights between Canadian cities. They are generally punctual, except when weather conditions are bad. In Quebec, several airline companies have domestic links between most of the large urban areas. The rail transport system, Via Rail, makes several journeys a day between large Canadian cities and even offers flat-fee tickets to cross Canada from one ocean to the other. The bus network works well and has links between the towns of each province.
Rail Companies	Via Rail

Airlines

Name	Type	Domestic Flights	International Flights
Air Canada	Major	yes	Yes
Westjet	Low cost	yes	Yes
Air Canada Jazz	Major	yes	Yes

You Can Consult [the List of Airlines Banned Within the EU](#) Look Also at [the rating of the United States Federal Aviation Administration \(FAA\)](#).

Travelling By Yourself

Recommendation	Urban areas in Canada are very far apart. In some fairly uninhabited parts, it is not unusual to drive for 100 km without finding a service station, a store or a motel. The roads are generally very good but when you venture into remote rural areas, you often find roads which are not asphalted. The average speed drops then from 90 to 50 km/h. The highway code and people's driving habits are somewhat particular and it is in your interest to have them explained to you before you start driving.
Driver's License	The provincial driver's license (recognized everywhere in Canada). Some provinces automatically recognize foreign driver's licenses. The international license is accepted.
Conditions For Renting a Vehicle	You must be at least 21 (25 in some cases), have a major credit card, and have had your license for more than 12 months. An international driver's license is necessary if the driver's license does not use the Roman alphabet. Travelers renting cars in winter should make sure that they are equipped with winter tires (mandatory in Quebec).
Rental Agencies	Budget Alamo Discount National Thrifty Enterprise
Tolls or Taxes	You have to pay on most of the bridges between Canada and the United States which cross the St Lawrence river (about 3 CAD). Some provinces have toll bridges such as the Confederation Bridge , and roads such as the Express Toll Route 407 , the Trans-Canada Highway and Highway 5 (Coquihalla Highway).
Road Maps	Greyhound
Find an Itinerary	Via Michelin Google Maps
Traffic Conditions Online	Highway conditions by province Météomedia, traffic
Parking Facilities	In French-speaking Canada, we use the word "Stationnement" to talk about a "Parking lot". These "stationnements" are indicated by the letter "P" and you mostly have to pay for them. It is imperative to read the signs about parking in the streets of Canadian towns very carefully; they are not always very clear, and sometimes 3 signs with different information may be located in the same area. In winter it is prohibited to use some parking lots in order to facilitate snow clearance. There are pay points in quite a few places, but some towns still use parking meters.

Rules of the Road

Minimum Driving Age	16, with written consent from someone with parental authority for under 18s.
Side of the Road For Driving	Right
Speed Limits	30 km/h in a school zone, 50 km/h. in town, 70 km/h. on bridges and some rural roads, 90 km/h. on secondary roads, 100 km/h on highways.
Safety Belts	Obligatory
Permitted Amount of Alcohol in the Blood	The permitted alcohol level according to the Criminal Code is 0.08g per 100ml of blood.
National Roads Organizations	Transport Canada

TIME AND TIME DIFFERENCE

Summer Time	Summer time from March to November.
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CLIMATE

Type of Climate	The summer period begins with spring weather in April or May, when the snow melts. The hottest period is from the end of June to the beginning of September. As for the autumn, it is the most beautiful season in Quebec, when the regions natural beauty provides a magnificent environment for walking in the mountains. The months of April and November are considered at least interesting months for visiting Canada. In April it is not quite spring, the snow has sometimes not completely melted, and road cleaning and repairs are often not finished. In November the trees have lost all their leaves, the weather is grey, and it often rains and sometimes it is already snowing.
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For Further Information	Canadian Weather Authentik Canada
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ELECTRICAL STANDARDS AND MEASUREMENT SYSTEMS

System of Measurement Used	Metric system and English system.
Unit of Measurement of Temperature	Degree Celsius (°C)

Electricity	
Voltage	110 volts
Frequency	60 Hz

Type of Electric Socket	Type A and B
Type of Telephone Socket	US RJ-11 phone plug
DVD Zoning	Zone 1

PAYING

Domestic Currency	Canadian dollar
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ISO Code	CAD
To Obtain Domestic Currency	There are exchange offices in all airports and in town centres. Credit card companies automatically take a percentage of exchange transactions. ATMs are being used more and more instead of travelers checks.
Possible Means of Payment	The following credit cards are commonly accepted: American Express, Diners Club, MasterCard and Visa. Most stores will take American dollars, with a % fee or exchange rate which is higher or lower according to the value of the Canadian dollar. Prices displayed do not include taxes, including in restaurants.

To Find a Cash Machine Where You Need, Use the [ATM locator](#)

SPEAKING

Official Language	English and French
Other Languages Spoken	Spanish is the third most widely spoken language in Canada. More than 100 different languages were declared when an inventory was made of mother tongues. The list includes Chinese, German, Italian, Ukrainian, Dutch, Polish and various Asian and Middle Eastern languages. Aboriginal languages are also widely spoken in many regions.
Business Language	English is the most commonly spoken language in Canada. All government departments must be bilingual in English and French.
Getting Some Knowledge	Please consult the following website for French Quebecois expressions.
Free Translation Tools	Linguee : Translator of phrases, words and websites Translation Bureau of Canada : The Translation Bureau is the federal organisation responsible for supporting the Government of Canada in its efforts to communicate with and provide services for Canadians in the official language of their choice. Foreignword : Portal for languages

EMERGENCY NUMBERS

Police, fire department, ambulance	911
North America Directory Assistance	411
Relay services for hearing-impaired people	711

COMMUNICATIONS

Quality of Communications	It is easy to get landline or cell phone services. The networks are well linked together. Nevertheless, in the country, mobile communications may be interrupted.
Telephone Codes	To Make a Call From Canada, Dial 011 To Make a Call to in Canada, Dial 1
Number of Digits of National Telephone Numbers	11 1 (if long distance) + regional code + subscriber's number
Mobile Telephone Standards	The IS41 standard of American origin (standard ANSI-41) and the GSM standard, defined in Europe by ETSI, are the most widespread.
National Mobile Phone	Bell Mobilité , Rogers AT&T , Telus , Fido , Videotron .

Operators

Availability of Internet

Internet Suffix	.ca .qc.com
National Internet Access Providers	Vidéotron Bell Sympatico Distributel Acanac Cogeco
Access in Public Places	Cybercafés and restaurants with WIFI.
Access in Hotels	Almost all hotels have cable or WIFI in the bedrooms and communal areas.

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Latest Update: December 2019

Living

COMMUNITIES OF EXPATRIATES

The Number of Expatriates	There are 6 186 950 expatriates.
Blogs For Expats	Citizenship and Immigration Canada Internations Forum
For Further Information	Welcome to Canada
Immigration Authority	Citizenship and Immigration Canada
Transportation Companies For Moving/Removals	Canada Moving Allied Van Lines

RANKING OF CITIES

Cost of Living	Toronto is the 143rd most expensive city in the world while Vancouver 142nd according to the Mercer Index 2016.
Quality of Life	Major Canadian cities have one of the highest qualities of living in the world. Mercer's 2017 Quality of Living Survey ranks Vancouver 5th, Toronto 16th and Ottawa 18th out of 231.
Sanitary Conditions	All the large Canadian cities are ranked in the 25 best cities from the point of view of health and sanitary conditions (Calgary 1st, Ottawa 4th, Vancouver and Montreal 10th and Toronto 21st). Sanitary conditions are generally very good.
For Further Information	2017 Quality of Living Worldwide City Rankings -Survey - Mercer 2016 Cost of Living Worldwide City Rankings -Survey - Mercer

RENTING AN APARTMENT

Description of apartments	LOFT: A large open plan room often located in converted industrial buildings. Apartments go from the 1 1/2 (apartment with one room and a bathroom) to the 4 1/2 (2 bedrooms, a sitting room, a kitchen + bathroom) and so on. All these types of apartment can be offered unfurnished, half-furnished (stove and refrigerator), furnished (just all necessary furniture), heated (heating included in the monthly rate), lit (electricity included), hot water (water tank heated).
Normal Lease Term	1 year lease, 3 months' written notice for any suspension of the lease. An apartment can be sub-let with the agreement of the landlord; unless there is an understanding with the landlord, the main tenant stays responsible for the lease until the end.
Rental Costs	The rent is payable on the 1st of each month. Most landlords ask for 12 post dated checks, but they do not have the right to demand this. The landlord can require a cosignatory or a guarantor. A deposit is rarely required.
Agencies or Private Rentals	Most apartment rentals are agreed directly with the landlord or the manager of the building. Estate agencies can propose a tenant finding service; it is the owner of the apartment for rent who is generally liable for the fees.
Rental Agency Websites	Realtor.ca Du Proprio Remax Real Estate Group

	Century 21 Boardwalk
Private Rentals Announcements Online	Immobilier Particulier Canada Just Landed
Other Possibilities For Accommodation	Rooms to rent in private houses may be available. There is not necessarily a lease to sign, and they are often rented monthly. Easyroommate is a website for finding rooms and roommates.
For Further Information	The guide to buying a house for newcomers The guide to renting a house for newcomers

SCHOOL SYSTEM

School Level	The school system is under provincial and territorial jurisdiction; the Canadian government plays an indirect role. School is compulsory from age 6 or 7 to age 15-16. Education is free in public schools. Some provinces offer schooling from age 4 (nursery school) to age 6 when primary school begins (for 6 years), and then secondary school (for 5 years) in preparation for post-secondary education. In Quebec, post-secondary college studies for 2 or 3 years (CEGEP : College of General and Vocational Education) are also free. Canadian universities are private institutions with a worldwide reputation.
International Schools	International school of French Catalog of universities, colleges and schools in Canada International school of Montreal
For Further Information	Council of Ministers of Education, Canada

HEALTH SYSTEM

Quality of Healthcare	Canada's medical care is of a high standard but is government-controlled and rationed. The public healthcare system (health insurance) in Canada is a group of ten provincial regimes and three territorial regimes financed by public money. It is a universal system which covers all medical and hospital services. These services are free. The governments of the provinces and territories finance health services with the help of the federal (national) government.
International Hospitals	The staff in Canadian hospitals generally speak English and French, but some health care professionals in the province of Quebec may speak only French.
Health Insurance	Yes. According to the province or the territory, hospital or medical services are free or you may have to pay.
Accessibility of the Health Insurance Network to Foreigners	Canadian hospitals give medical care to all visitors, but a good insurance is necessary to cover the costs. Quick and easy access to ongoing medical care is difficult for temporary visitors who are not members of each province's government-run health care plans. Many physicians will not take new patients.
Health System Insurance Body	Links to provincial and territorial websites concerning healthcare.
Health Ministry	Health Canada

TOURISM AND CULTURE

Different Forms of Tourism

- Historical** There are more than 154 [historical sites](#) listed in Canada.
 Parks: 46 national and 82 historical national parks.
 Montreal: the old quarter; [the Cathedral-Basilica of Mary Queen of the World](#) which is a copy of St Peter's in Rome; the Olympic park.
- Cultural** Canada has more than [2900 museums](#). There are also many festivals and events, about 267 a year, spread over all Canadian cities.
- Nature** Canada's territory is immense and overflows with natural beauty. There are more than 46 national parks and many marine conservation areas, especially in [the St Lawrence river](#), the [Great Lakes](#), [Niagara Falls](#) and the [Montmorency Falls](#). For further information, consult the [Parks Canada](#) website.
 UNESCO has named [18 Canadian jewels](#) World Heritage Sites.
- Religious** Canada's religious heritage is concentrated especially in Quebec where the Catholic religion had a strong foothold. Some of its churches are part of the religious heritage. Please consult the website of the [Corporation for religious heritage and tourism](#) for more information.
- Thermal** The [hot springs](#) in the Canadian Rockies are very well-known and managed by Parks Canada.
- Beach** There are many kilometers of beaches on the Pacific coast, the Atlantic coast, the Bay of Chaleur, the Gaspé Peninsula, Georgian Bay, the Thousand Islands region in the St Lawrence river, the Magdalen Islands.
- Winter Sports** Due to the climate, mountain ranges, as well as the vast expanses of land and frozen lakes, you can practice downhill skiing, cross-country skiing or ski touring, snowboarding, ski-pulka, sledding or tube sliding, paraski, skating, snowshoeing, snowmobiling, ice fishing, etc.
 To practice these winter sports you can go to the Rockies in British Columbia, or to the Laurentians and the Appalachians in Quebec.
- Outdoor Activities** There are plenty of outdoor activities all year round in Canada. During winter and summer there are many festivals and events: [Events in Quebec](#); [Festivals Alberta](#). Possible summer activities include: whale and beaver watching, sea and river canoeing, rafting, black bear watching, contact with wolves, quad riding, horseback riding, fishing, hunting, diving, and canoe, rowboat, motor boat or sail boat trips.
- Shopping** Tourists especially want to taste and buy Canada's famous maple syrup. They also like to taste the renowned 'Smoked Meat', and 'Ribs', or 'BBQ Chicken'.

Top Highlights in the Main Cities
Parliament
National Library
Rideau Hall
Supreme Court
Winterlude
Château Laurier
Outaouais museums
Ottawa tulip festival
Canada Day - Parliament Hill

Top Highlights of the Country
Niagara Falls (Ontario)
Montmorency Falls(Quebec)
Château Frontenac (Quebec)
The Thousand Islands (Ontario)
The Rocher Percé in Gaspé
The Saguenay Fjord (Quebec)
CN Tower (Toronto)
Calgary Stampede (Calgary)
Georgian Bay- 30 000 islands Ontario
Rocky Mountains

[Canada Keep Exploring](#)
 Cultural Organizations [Canadian Heritage](#)
 For Further Information [Canada Border Services Agency](#)

INDIVIDUAL AND CIVIC FREEDOMS

Political Freedom	Widespread
Civil Liberty	1/7
	World Ranking of Freedom of the Press According to "Reporters sans Frontières", 2019 report : 18/180
	For Further Information, Consult 2019 World Press Freedom Index, Reporters Without Borders
Free Access to the Internet	Widespread.
Rule of Law	Guaranteed.
Personal Autonomy and Individual Rights	Guaranteed.
Women's Condition	Canada is considered to be a leader as regards women's rights. However, Canadian women today are still paid 15 to 25% less than men.
For Further Information	Canadian multiculturalism. Conditions for women in Canada

RELIGION

Degree of Freedom	Freedom of worship is governed by the Canadian Charter of Rights and Freedoms. However, there is a controversy in Quebec, over arrangements judged to be unreasonable and which infringe the rights of some people to the benefit of others.
Beliefs	Catholics 39%, Protestants 24.1%, Orthodox Christians 1.7%, Non-religious 23.9%, Muslims 3.2%, Jews 1%, Buddhists 1.1%, Hindus 1.5%, Sikhs 1.4%.
Role of Religion in Society	The Catholic religion was the dominant religion for a long time in Canada. Over the last thirty years or so, its influence has greatly diminished.

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