

# Doing Business in Canada

*Expert knowledge means success*

## Contents

1. Introduction
1. UK-Canada Trade
1. Reasons to do business in Canada
2. Economy
2. Population
2. Geography
3. Climate
3. Government Structure
4. Establishing a Business in Canada
6. Taxation
7. Exporting
8. Importing
8. Customs Duties
9. Terms of Payment
9. Advertising and Marketing
9. Business Hours
9. Business Etiquette
9. Transport and Travel
10. Travel Advice
10. Passports/Visas
11. Useful Contacts
11. Country Data
12. Further Information

Note: This publication has not been updated since it was last published. Some of the hyperlinks may have changed and may need updating. In addition, some of the information in this publication may be out of date.

## Introduction

Canada was established in 1867 as a self-governing Dominion within the British Empire and attained full sovereignty in 1931 (Newfoundland joined later in 1949). With its large size, thinly-spread population and the existence of a large French-speaking minority (historically about 25% of the population this century), Canada developed a federal system of government which made allowance for different regional and linguistic interests. These carry inherent tensions which have in recent years mostly concerned the political status of Quebec, the second largest and predominantly French-speaking province. In 2006, Parliament agreed that the Quebecois should be considered a "nation" within Canada, although the move had no constitutional or legal basis.

Canada is now one of the world's richest and most developed countries. It ranks among the top ten industrial powers and is 6th in the world in standard of living (measured according to GDP per capita) behind only the US, Switzerland, Luxembourg, Germany & Japan. Canada's rank among nations tends to rise even higher in assessments that consider GDP per capita along with other factors (e.g. life expectancy, education) that contribute to "quality of life".

Canadians are very sensitive to being confused with the United States; note that the USA should not be referred to as America, as this is the name of the continent of which Canada is by far the largest country. There are similarities between Canada and the USA and Trade between the two countries has been boosted in recent years by trade agreements, however tariffs on Canadian timber and increased subsidies for US farmers have created tension. Canada also adheres to a foreign policy that is distinct from that of the US and has not provided troops for the US-led war in Iraq or backed the US trade embargo on Cuba. Canada did not send troops to join the US-led war in Iraq.

Canada has been one of a group of neighbouring countries claiming sovereignty

in the Arctic, encouraged by the vast untapped oil and gas reserves to be found there and has become embroiled in territorial spats with the US and Denmark.

### UK-Canada Trade

The UK is Canada's primary European trading partner. Canada is the UK's 11th largest market, with exports reaching \$CAN 12,597,953 in 2008. The UK is the second largest foreign direct investor in Canada after the US. Imports from Canada reached \$CAN 13,054,934 in 2009. For the latest trade figures visit [www.ic.gc.ca/eic/site/tdo-dcd.nsf/eng/Home](http://www.ic.gc.ca/eic/site/tdo-dcd.nsf/eng/Home)

While Canada has its own set of attitudes, cultures, beliefs and customs, it closely resembles the British marketplace in many respects rather more than the American marketplace.

## Reasons to do business in Canada

The market is very receptive to UK goods and services and 700 British companies already operate in Canada. With low inflation and business costs and steady economic growth, Canada offers good trade and investment opportunities for British companies in many sectors, including:

- Oil and related products
- Automotive
- Energy and power
- Creative and media
- Aerospace
- Pharmaceuticals
- Organic chemicals
- Healthcare
- Advanced engineering
- Information Technology
- Biotechnology
- Financial services

The UK is Canada's second largest partner worldwide in the science and technology sector, with a particularly close relationship in the field of clinical research.

- Highest per capita purchasing power in the world.
- Ranked highly for quality of life.
- Excellent educational system and solid technical and industrial bases.
- Low cost Canadian Dollar increases value of investment and lowers labour costs.

- Direct access to the USA market and other key markets in the Americas.
- Positive government programs and incentives.

## Financial Assistance

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Both the federal government and the provinces offer a wide range of incentive programmes. These are aimed at:

- Promoting economic growth and creating jobs;
- Encouraging industrial expansion (particularly in specific industries or less developed regions of the country);
- Increasing exports;
- Supporting research and development; and
- Improving workforce training.

## Economy

As an affluent, high-tech industrial society, Canada resembles the US in its market-oriented economic system, pattern of production, and affluent living standards. Since World War II, the impressive growth of the manufacturing, mining, and service sectors has transformed the nation from a largely rural economy into one primarily industrial and urban.

The 1989 US-Canada Free Trade Agreement (FTA) and the 1994 North American Free Trade Agreement (NAFTA) (which includes Mexico) resulted in a dramatic increase in trade and economic integration with the US. Given its great natural resources, skilled labour force, and modern capital plant, Canada enjoys solid economic prospects. Strong fiscal management has produced consecutive balanced budgets since 1997, although public debate continues over the equitable distribution of federal funds to the Canadian provinces.

Exports account for roughly a third of GDP. Canada enjoys a substantial trade surplus with its principal trading partner, the US, which absorbs 80% of Canadian exports each year. Canada is the US's largest foreign supplier of energy, including oil, gas, uranium, and electric power. During 2007, Canada enjoyed good economic growth, moderate inflation, and the lowest unemployment rate in more than three decades.

In 2008, growth slowed sharply as a result of the global economic downturn, US housing slump, plunging auto sector demand, and a drop in world commodity prices. Public finances, too, are set to deteriorate for the first time in a decade. Tight global credit conditions have further restrained business and housing investment, despite the conservative lending practices and strong capitalization that made Canada's major banks among the most stable in the world.

## Population

The population of Canada numbers 34.1 million (2010, Source: World Bank). Approximately 90% of the population is concentrated within 160 km of the US border.

Canada's labour force is highly-skilled and well-educated. Its health insurance, consumer protection and education systems provide Canadians with a quality of life equal to or better than that offered in other developed nations.

## Geography

Canada is located in Northern North America. It borders the United States of America on the south, the North Atlantic Ocean on the east, the North Pacific Ocean on the west, and the Arctic Ocean on the north.

Canada has a land mass of 9,093,507 sq km and a water mass of 891,163 sq km. Its border with the USA runs for 8,893 km (including 2,477 km with Alaska). The terrain is mostly plains with mountains in the west and lowlands in southeast. The highest point is at Mount Logan at 5,959 m.

Canada is the second largest country in the world after Russia. However, its population is only about one-fifth of Russia's. Nearly 90% of Canadians live within 200km of the border with the United States, which means that Canada contains vast expanses of wilderness to the north.

The relationship to its powerful neighbour is a defining factor for Canada. The US and Canada have the world's largest trading relationship.



## Administrative divisions

Canada is divided into 10 provinces and 3 territories (marked \* below):

- Alberta,
- British Columbia,
- Manitoba,
- New Brunswick,
- Newfoundland and Labrador,
- Northwest Territories\*,
- Nova Scotia, Nunavut\*,
- Ontario,
- Prince Edward Island,
- Quebec,
- Saskatchewan,
- Yukon Territory\*

## Climate

The climate varies from temperate in south to sub-arctic and arctic in north. The continuous permafrost in the north is a serious obstacle to development; cyclonic storms form east of the Rocky Mountains (mostly from May to September), a result of the mixing of air masses from the Arctic, Pacific, and North American interior, and produce most of the country's rain and snow east of the mountains.

## Government Structure

Canada's chief of state is Queen Elizabeth II (since 6 February 1952) who is represented by Governor David Lloyd Johnston (since 1 October 2010). The head of government is Prime Minister Stephen Harper (since 6 February 2006).

Canada is an independent federal democracy, with two primary levels of government designed to meet the diverse needs of Canada's population: federal and provincial. Each has an impact on business operations in Canada.

The structure of government and the distribution of legislative powers between federal and provincial jurisdictions are outlined in Canada's Constitution Act. These two levels are generally mutually exclusive, although federal powers prevail in the event of a conflict.

## Federal Government

Canada's federal government is responsible for issues that affect citizens across Canada. Some of these issues that may have an impact on business operations include:

- trade regulation (both within Canada and internationally);
- taxation (both direct and indirect);
- banking;
- bills of exchange;
- incorporation of federal companies;

- bankruptcy and insolvency;
- transportation;
- communications;
- immigration;
- criminal law;
- unemployment; and
- healthcare.

## Provincial Government

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Canada consists of ten provinces plus three territories. Each province has its own government, while territories are still governed federally. Issues that affect provincial residents, but do not necessarily affect all Canadians, are governed at the provincial level.

The provincial governments, directly or indirectly, influence business activities through several areas of jurisdiction, including:

- direct taxation for provincial purposes;
- licensing for revenue purposes;
- regulation of provincial trade and commerce;
- incorporation of provincial companies;
- natural resources;
- property law;
- labour law;
- municipal affairs; and
- education.

## Establishing a Business in Canada

In general, businesses are free to choose whichever business status suits them, be it a branch office, subsidiary, Joint Venture, or Partnership.

A foreign company considering establishing an operation in Canada has a number of options. In Canada, business has traditionally carried on in three forms: the sole proprietorship, the general partnership and the corporation. Joint ventures and limited partnerships have also become popular. In addition a foreign corporation may set up a branch or a Canadian subsidiary corporation.

Foreign investment in Canada is principally regulated by the Investment Canada Act (ICA). The purpose of the ICA is to “*encourage investment in Canada by Canadians and non-Canadians that contributes to economic growth and*

*employment opportunities*”. Certain sectors of the economy, such as financial services, and the communications and transportation industries, are also subject to special ownership rules under other statutes.

Under the ICA, foreign capital has equal status with Canadian funds for most purposes. Except for acquisitions above specific thresholds, investors are required only to notify the investment-review division of Industry Canada of an acquisition or new venture within 30 days of the transaction. New investments are only subject to review and approval under the ICA if they fall within certain “culturally sensitive areas”, such as the publication, distribution or sale of books, magazines, periodicals or newspapers.

Limitations on the level of foreign ownership prevail in the following sectors:

- banking,
- media,
- insurance,
- trust and loan companies, and
- airlines.

## Branch Operation

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While most foreign investors choose to carry on business in Canada through a Canadian corporation (see below), a foreign entity can carry on a business in Canada via a branch operation. The branch must be licensed or registered in each of the provinces in which it will operate. The taxation of branches and subsidiaries varies considerably, and differences exist in the liability of parent companies.

## Joint Venture

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Foreign investors may also carry on business through a “joint venture”, a franchise relationship or a licence arrangement. A joint venture relationship is often used in the Canadian resource sector where one party provides property for development and another provides capital to enable such development. A joint venture has no fixed legal meaning, but in general, it is an association of two or more participants for the purpose of a commercial venture, pursuant to a written agreement. There is no Canadian legislation which governs the structures of joint ventures.

Apart from branches and joint ventures, there are three main forms of business (covered in detail below):

- Sole Proprietorship
- Partnership (General or Limited)

- Corporation

## Sole Proprietorship

The owner is an individual and the business is usually carried out under the owner's name. The proprietor assumes total responsibility, including unlimited liability. There are fewer regulations associated with the sole proprietorships, and the owner can choose his own year end for the business. All profits are taxed in the individual's hands at taxation rates applicable to individuals

## General Partnership

A partnership exists when two or more people join together to operate a business for profit. In a general partnership the partners each contribute capital and effort, share the profits, and all of the partners are jointly liable for the debts of the partnership. General partnerships are governed by provincial law and registration requirements.

## Limited Partnership

In a limited partnership, one or more partners must be designated as a general partner with unlimited liability for debts and obligations of the partnership. The liability of the remaining partners is limited to the amount of capital they have invested.

## Corporation

A corporation with share capital is the most common form of business entity in Canada and enjoys advantages that make it the most practical form of business organization in most instances. Corporations may also be incorporated without share capital, generally for not-for-profit purposes. A company can be incorporated in one of four ways:

- Federally, under the Canada Business Corporations Act (CBCA);
- Pursuant to the provisions of another federal act, such as the Trust and Loan Companies Act;
- Under one of the provincial acts respecting corporations; or
- By a special act of incorporation by the federal Parliament or one of the provincial legislatures.

Corporations in Canada can be either public or private. A corporation can be incorporated by individuals or other corporations or a combination of the two. A private corporation may have no more than 50 shareholders who are restricted in their ability to transfer and offer shares. Public corporations are those which issue securities to the public.

Corporations used by foreign investors are usually created by incorporation under the Canada Business Corporations Act (CBCA) or under similar provincial laws. Some types of corporations can be formed under other federal legislation, such as the Trust and Loans Companies Act, or under provincial equivalents. Both the federal Parliament and provincial legislatures can also form corporations by special acts.

A corporation incorporated under federal law may conduct business in any province, subject to the general laws of the province. A corporation established under the laws of one province must be registered or licensed by each additional province in which it wishes to conduct business.

Both federal and provincial corporations are created by filing articles of incorporation with the appropriate government authorities. The articles must include details of the rights, restrictions, privileges and conditions attached to each class of shares. Corporations may have any number of shares of one or more classes but at least one class must have full voting rights.

A federal corporation's articles must also name the first directors, a majority of whom must be Canadian. While the directors generally exercise management authority on behalf of the shareholders, their power can be restricted through a unanimous shareholder agreement. The corporation, its shareholders or third parties can hold the directors personally liable for certain decisions. A provincial incorporation is often used when a corporation intends to restrict its activities to one province. The provincial acts governing corporations vary somewhat, and, while many of their provisions are similar to those of the CBCA, there are a number of differences in some of the provinces.

## Unlimited Liability Subsidiary Company

The Province of Nova Scotia allows for the incorporation of an "unlimited liability company" as the Canadian subsidiary of a foreign corporation. This type of corporation can be used as an alternative to a branch, as it may allow for losses incurred by the corporation in Canada to be deductible by the foreign corporation, while still providing certain advantages of corporate status in Canada.

## Business Names

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You will need to register a business name or incorporate to open a business account at the bank and obtain a business line from the telephone company. You must also obtain a Business Number (BN) from Canada Customs and Revenue Agency. This number is sometimes referred to as an import number or export number. The BN streamlines the regulatory process by combining various registration requirements into one system. The BN has 15 digits: the first nine identify the business while the following two letters and four numbers indicate programmes and accounts. There are four programmes that you can register for with Canada Customs and Revenue Agency:

- the Goods and Services Tax (GST);
- payroll deductions;
- corporate income tax;
- import/export (identified by the letters RM).

## Taxation

### Income tax

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Canada imposes income tax at the federal and provincial levels on the worldwide net income of Canadian resident corporations and other residents of Canada. Subject to an income tax treaty between Canada and the country of residence of non-residents, a non-resident who:

- carries on business in Canada;
- is employed in Canada;
- disposes of certain property called "taxable Canadian property"; or
- receives passive income from certain Canadian sources,

is subject to Canadian federal income tax on the income from those sources.

The latest federal and provincial tax rates are available at

[www.cra-arc.gc.ca/tx/ndvdl/fq/txrts-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/fq/txrts-eng.html)

### Branch tax

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Canada imposes an annual branch tax on non-resident corporations which carry on business in Canada through a branch. The branch tax is equal to 25% of branch profits after tax (calculated in accordance with special rules) and is intended to equate the Canadian tax position of non-residents who carry on business in Canada through a branch with those who do so through a Canadian subsidiary. The rate of branch tax can be reduced under the provisions of an applicable tax treaty. Under the Canada-US Income Tax Convention 1980 (Canada-US Treaty), the rate has been reduced in certain circumstances to 5%. Certain tax treaties (including the Canada-US Treaty) also provide an exemption in respect of a certain amount of branch profits.

### Subsidiaries

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Canada imposes an annual subsidiary tax on non-resident corporations which carry on business in Canada through a subsidiary. Foreign investors undertaking business activities in Canada through a subsidiary are taxed as residents. That is, income tax is applied to their worldwide income and appropriate relief is provided for taxes paid in foreign jurisdictions if the subsidiary also carries out business abroad.

In addition to income taxes, Canadian residents, including corporations controlled by non-residents, are subject to withholding taxes on payments that they make to non-resident persons, including foreign shareholders. Such withholding taxes can be viewed, in part, as proxy for the income taxes that shareholders would pay if they were residents of Canada. However, invested capital can be repatriated tax-free before any withholding taxes start to apply. The statutory withholding tax rate is 25%, although this may be reduced by tax treaty.

### Corporation Tax

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Canadian companies and corporations pay tax on profit – both income and capital. You can find details of the latest corporation tax rates at: [www.cra-arc.gc.ca/tx/bsnss/tpcs/crprtns/rts-eng.html](http://www.cra-arc.gc.ca/tx/bsnss/tpcs/crprtns/rts-eng.html)

## Provincial or territorial rates

Generally, provinces and territories have two rates of income tax - a lower rate and a higher rate.

The lower rate applies to either the income eligible for the federal small business deduction; or the income based on limits established by the particular province or territory. The higher rate applies to all other taxable income.

For more information on provincial and territorial tax rates visit [www.cra-arc.gc.ca/tx/bsnss/tpcs/crprtns/rts-eng.html](http://www.cra-arc.gc.ca/tx/bsnss/tpcs/crprtns/rts-eng.html)

## Sales Taxes

Canada also has a general Goods and Services sales tax (GST) system largely modelled on the UK VAT regime. Basic information on how GST/HST works, what HST is, the place-of-supply rules, what is meant by “taxable, zero-rated, and exempt supplies”, importing and exporting, buying or selling a business can be found at: [www.cra-arc.gc.ca/tx/bsnss/tpcs/gst-tps/gnrl/menu-eng.html](http://www.cra-arc.gc.ca/tx/bsnss/tpcs/gst-tps/gnrl/menu-eng.html)

## Exporting

UK Trade and Investment encourages the availability of competitive export finance to all UK companies seeking to export goods or services or invest overseas. For further information visit [www.uktradeinvest.gov.uk](http://www.uktradeinvest.gov.uk)

The Integrated Tariff of the United Kingdom contains helpful information on Importing or Exporting. It includes references to the relevant laws and regulations. For further information, visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

## Export licences (from UK)

You should check with Her Majesty's Revenue and Customs to see if a licence is required for any goods you wish to export to Canada. There are a number of licensing requirements, relevant to exports. These include:

- Common Agricultural Policy (CAP) Licences;
- Department for Business, Innovation and Skills (BIS);
- Department for Environment, Food & Rural Affairs (DEFRA) Licences;
- Department of Culture, Media and Sports (DCMS) Licences.

An export licence is mandatory if you are exporting certain products. If a licence is required and is not presented at the time of export, the consignment will not be able to leave. For further information, visit:

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

The BIS's Export Control Organisation is the first point of contact for information on export controls. They provide advice on many issues, including how to establish whether or not specific goods need an export licence, the different types of export licences, how to complete export licence application forms and how long they take to process. They are also the point of contact for Export Control Organisation publications and licence application forms. For further information visit:

[www.berr.gov.uk/europeandtrade/strategic-export-control/index.html](http://www.berr.gov.uk/europeandtrade/strategic-export-control/index.html)

The Defence Export Services Organisation (DESO) can provide information concerning the export of defence related equipment. For further information visit: [www.deso.mod.uk](http://www.deso.mod.uk)

For information concerning export controls on antiques and works of art, please visit the Department for Culture, Media and Sport website. For further information visit: [www.culture.gov.uk](http://www.culture.gov.uk)

## Export Credits Guarantee Department (ECGD)

ECGD can provide insurance or arrange medium/long-term finance packages in a wide range of markets worldwide for UK exporters of capital goods and projects. They can also provide contacts for private sector insurance for UK exporters of consumables. For more information on how ECGD may be able to help you visit the ECGD website at [www.ecgd.gov.uk](http://www.ecgd.gov.uk) or contact their helpline: Tel: +44 (0) 207 512 7887.

## Export Documentation

SITPRO is the UK's trade facilitation body dedicated to simplifying the international trade process by cutting red tape. It manages the UK Aligned Series of Export documents, and licenses a network of approved suppliers to provide them. The series now contains nearly 70 standard commercial, transport, banking, insurance and official forms. Further information can be found at: [www.sitpro.org.uk](http://www.sitpro.org.uk)

## Technical Help for Exporters

Technical Help for Exporters (THE) is a service provided by the British Standards Institution (BSI) to provide information and advice on compliance with overseas statutory and other technical requirements.

THE produces a wide range of publications and provides a special updating service of information in some product fields. THE can supply detailed information on foreign regulations; identify, supply and assist in the interpretation of foreign standards and approval procedures; research and consult on technical requirements for a specific product; and provide translations of foreign standards, items of legislation and codes of practice. Fees vary according to the amount of work involved.

For further information visit the British Standards Institution (BSI) website at: [www.bsi-global.com/Technical+Information](http://www.bsi-global.com/Technical+Information) or e-mail: [THE@bsi-global.com](mailto:THE@bsi-global.com)

## Getting your goods to the market

As an exporter of goods you need to develop an understanding of various issues such as the legal and regulatory requirements your consignments have to comply with; paperwork involved; choosing the right mode of transport, i.e. road, air rail sea transport; protection for your goods; packaging; labelling; how freight forwarders can help you; rules for dangerous goods etc.

British International Freight Association (BIFA) can provide assistance to companies who are new to exporting. BIFA can be contacted on +44 (0)20 8844 2266 or via [www.bifa.org](http://www.bifa.org)

The Freight Transport Association (FTA) can put UK companies in touch with UK fleet operators who send lorries into Europe or even further afield. FTA's International department can be contacted on +44 (0) 1892 55 22 58 or via [www.fta.co.uk](http://www.fta.co.uk)

## Importing

The Integrated Tariff of the United Kingdom contains helpful information on Importing or Exporting. It includes references to the relevant laws and regulations. For further information, visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

## Import licenses

You should check with HMRC to see if a licence is required for any goods you wish to import from Canada into the UK. There are a number of licensing requirements, relevant to imports. These include;

- Common Agricultural Policy (CAP) Licences,
- Department for Business, Innovation and Skills (BIS);
- Department for Environment, Food & Rural Affairs (DEFRA) Licences,
- European Commission Licences,
- Forestry Commission Licences and
- Radio Communications Agency (RDA) Licences.

If a licence is needed and is not presented at the time of importation, the goods will not be allowed to enter the country.

## Customs Duties

Canada operates the World Customs Organisation's Harmonised System (HS) nomenclature. Tariffs are levied on the free on board (fob) value of the goods in the country of export and may be specific or ad valorem.

Special tariffs are in operation for Commonwealth countries (British Preferential schedule), USA and Mexico (NAFTA schedule) Israel and Chile. Most other countries are placed on the most-favoured-nation tariff. The remainder trade on a slightly higher general tariff schedule.

Since 1 January 1991, imported goods have generally been subject to the federal VAT-style Goods and Services Tax (GST). The GST is payable on entry on the duty and excise-paid value of the goods. For GST purposes a number of goods and services are zero-rated (these goods also do not attract GST upon import). They include most agricultural and fish products, certain major purchases by farmers and fishermen, basic groceries, prescribed medical devices and prescription drugs.

All products and services exported from Canada are zero-rated.



## Terms of Payment

Generally speaking, any of the customary methods of payment used in international commercial transactions can be used when doing business with Canadian businesses

In order to minimise the risk of bad debts, exporters should take up credit references on Canadian importers with whom they do business. Legal action can be both costly and lengthy, and may not be worthwhile for relatively small debts.

Companies should contact an international branch of their own bank to advise on the best route for their money to be transferred to the UK. Banks can also give advice on credit management, and short term credit insurance and factoring.

## Advertising and Marketing

In promoting a product in Canada, please remember that the mass media are very decentralised. It is rarely possible to use media with a nation-wide distribution. Moreover there are two distinct markets from the language point of view (English and French) and a number of regional differences.

All forms of marketing and promotion are used throughout Canada – including advertising, direct mail, television, radio and the Internet.

In Canada, there are more than 450 advertising agencies. The largest of which are subsidiaries and associated companies of the major US agencies. Most of the top 20 are US or UK owned. To obtain information on the various agencies and the areas in which they specialise, please refer to:  
<http://library.concordia.ca/research/subjects/marketing/cardguide.pdf>

## Business Hours

Working hours vary throughout the country. Some small businesses close completely in July and August and government departments may work variable hours during the summer months. Generally, Government and Business offices are open 08.30 - 17.00 Monday to Friday.

Banks are open 10.00-15.00/16.30 Monday to Thursday and 10.00-18.00 Friday. Some banks in large centres operate much longer hours, including Saturdays.

There is a five-day working week, but most retail stores in cities open on Saturday and often on Sunday as well. Late shopping (to 21.00) on Thursday or Friday is common in large cities; in suburban shopping centres, supermarkets often stay open until 21.00 or 22.00 (Monday to Friday). Some convenience stores and supermarkets remain open 24 hours a day, especially in heavily populated areas.

## Business Etiquette

For visitors, business wear is western style suits for men and western business wear for women. Be prepared for cold weather, especially in the north.

Punctuality is important. However in French areas, although you will be expected to be on time, your host may not. French Canadians stand closer and are more demonstrative when talking than English speaking Canadians. Good manners are expected. Do not eat on the street. Gifts are normally only given to celebrate the completion of a deal.

Address new business contacts by their official or academic title or their title followed by the first surname. Handshaking is customary and should be firm with eye contact. Men will wait for women to extend their hands. French Canadians will shake hands more frequently and may use their first name on the phone. English is spoken in most of Canada. French is spoken in Quebec, and some area of Nova Scotia and New Brunswick.

## Transport and Travel

### Air Travel

The vast majority of British business visitors to Canada will arrive by air. There are direct flights from British airports to the Canadian gateways of Calgary, Edmonton, Halifax, Montreal, Ottawa, St Johns, Toronto and Vancouver. Alternatively, a good proportion of flights come via US hubs such as New York, Chicago or San Francisco, to the same airports for roughly the same fare.



## Toronto

Pearson International Airport (YYZ), is situated 24km north-west of downtown Toronto in the City of Mississauga. Pacific Western run a bus service to the Yorkdale, York Mills and Islington subway stops which runs every 20 minutes. The same company operates buses from the airport to the major hotels taking around 80 minutes.

## Halifax

The airport (YHZ) is situated 33 km from the city. There are no public buses to or from the airport. However, Aerocoach City Shuttle runs between the airport and downtown, and also stops at the major hotels. The journey takes 45 minutes.

## Montreal

Montreal is served by Dorval International Airport (YUL), 25 km from the city centre. The best way into town from Dorval is by bus or by one of the hotel courtesy buses. The trip takes about 30 minutes.

## Hotels

International standard hotels can be found in most parts of Canada.

## Travel Advice

The Travel Advice Unit provides up-to-date advice on problems that may arise owing to political unrest, violence, natural disasters and epidemics. Travel advice is available from the Foreign and Commonwealth Office at [www.fco.gov.uk/](http://www.fco.gov.uk/)

## Health Advice

There are no specific vaccinations recommended for a trip to Canada. It is advisable to be in date for tetanus, polio and diphtheria. Rabies is present in some wild areas but is unlikely to pose a risk to business travellers.

Information on health hazards, and precautions to take when travelling abroad can be found in the leaflet 'Health advice for travellers' available from main UK Post offices.

It is essential to take out full medical insurance when visiting Canada as there are no reciprocal healthcare agreements between Canada and the UK. No vaccinations are required to enter Canada.

## Passports/Visas

British Citizens and British Overseas Citizens who are entitled to re-admission to the UK do not require a visa to enter Canada; neither do citizens of British dependent territories who derive their citizenship through birth, descent, registration or naturalisation in one of the British dependent territories of Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn, St Helena, Turks & Caicos Islands. Further information can be obtained from the Canadian High Commission.

However, before leaving the UK, it is advisable to obtain any necessary visas required for onward travel, otherwise delays and inconvenience may occur on departure from Canada. Passport and visa regulations are liable to change at short notice and business visitors are advised, before departure, to consult their travel agent.

Temporary entry to Canada for conducting business activities is governed by the Canadian Immigration Act and Regulations, in conjunction with inter-related Acts, or international agreements, such as NAFTA and the General Agreement in Trade for Services ("GATS"), and policy provisions provided for within Canadian Immigration government manuals and policy directives:

- Persons seeking to temporarily enter Canada for business purposes may be allowed to enter Canada as a business visitor for a short term to negotiate contracts or participate in business meetings;
- Persons coming to Canada to be actively employed in a position involved in the production of goods or the delivery of services must apply for and secure a temporary employment authorisation prior to commencing such business activities in Canada.

## Useful Contacts

### British High Commission

80 Elgin Street  
Ottawa, Ontario, K1P 5K7  
Tel.: (001) 613 237 1530  
E-mail:  
[generalenquiries@britainincanada.org](mailto:generalenquiries@britainincanada.org)  
Website: [www.britainincanada.org](http://www.britainincanada.org)

### British International Freight Association

The primary body representing the UK international freight services industry.  
Tel: +44 (0) 208 844 2266  
[www.bifa.co.uk](http://www.bifa.co.uk)

### CIA World Factbook

Website:  
[www.cia.gov/cia/publications/factbook](http://www.cia.gov/cia/publications/factbook)

### UK Trade and Investment

The UK Government website with information to help you do business internationally.  
Tel: +44 (0) 207 215 8000  
[www.uktradeinvest.gov.uk](http://www.uktradeinvest.gov.uk)

### Toronto

British Consulate-General  
UK Trade and Investment Office  
Suite 2800, 777 Bay Street  
College Park, Toronto, M5G 2G2  
Tel: (001) 416 593 1290  
E-Mail: [canada.tradeenquiries@fco.gov.uk](mailto:canada.tradeenquiries@fco.gov.uk)  
Web Site: [www.uktradeinvestcanada.gov.uk](http://www.uktradeinvestcanada.gov.uk)

### Calgary

British Trade office  
Suite 700, Bow Valley Square II  
250-5th Avenue SW, Calgary, Alberta  
T2P 2V7  
Tel: (001) 403 705 1755  
Website: [www.uktradeinvestcanada.gov.uk](http://www.uktradeinvestcanada.gov.uk)

### Montreal

British Consulate-General  
Suite 4200, 1000 De La Gauchetiere  
Montreal, H3B 4W5  
Tel: (001) 514 866 5863

### Ottawa

British High Commission  
80 Elgin Street, Ottawa, K1P 5K7  
Tel: (001) 613 237 1530  
Email:  
[generalenquiries@britainincanada.org](mailto:generalenquiries@britainincanada.org)  
Website: [www.britainincanada.org](http://www.britainincanada.org)

### Vancouver

British Consulate-General  
Suite 800, 1111 Melville Street  
Vancouver, V6E 4V6  
Tel: (001) 604 683 4421  
E-mail: [britishconsulate@shawlink.ca](mailto:britishconsulate@shawlink.ca)

## Country Data

Feature	Country Data
Local time	Canada has six time zones. The easternmost, in Newfoundland, is three hours and 30 minutes behind Greenwich Mean Time (GMT). The other time zones are Atlantic, Eastern, Central, Rocky Mountain and, farthest west, Pacific, this is eight hours behind GMT.
Population	34.1 million (2010) The leading Canadian cities are Calgary (metropolitan area) population: 953.0, Edmonton (metropolitan area) population: 944.2, Halifax (metropolitan area) population: 356.0, <b>Montreal (metropolitan area)</b> , <b>Ottawa</b> (metropolitan area) population: 1,081.0; Toronto (metropolitan area) population: 4,751.4; Quebec City (metropolitan area) population: 689.7; Vancouver (metropolitan area) population: 2,048.8; Victoria (metropolitan area) population: 317.5; Winnipeg (metropolitan area) population: 681.1 (2001 census).
Capital City	Ottawa, in the province of Ontario
Language /Religion	English 59.3% (official), French 23.2% (official), other 17.5% Roman Catholic 42%, Protestant 40%, other 18%
Area	Total: 9,976,140 sq km - second-largest country in world (after Russia)
Public and Statutory holidays	Holiday dates are detailed at: <a href="http://gocanada.about.com/od/canada/travelplanner/a/canada_holidays.htm">http://gocanada.about.com/od/canada/travelplanner/a/canada_holidays.htm</a>
International dialling code from UK	001
Local currency	Canadian \$ and cents
Weights and measures	The metric system is used in Canada: distances and speed are measured in kilometres, liquids are sold by the litre, and temperature is measured in Celsius.
Electricity supply	110-volt, 60-cycle current

## Further Information

This guide is for general interest - it is always essential to take advice on specific issues.

We believe that the facts are correct as at the date of publication, but there may be certain errors and omissions for which we cannot be responsible.

If you would like to receive further information about this subject or other publications, please call us – see our contact details on the next page.

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