



Purpose

- The purpose of this presentation is to provide an overview of the Canada Border Services Agency's Business Lens Checklist



Why do we have a Business Lens Checklist

- In Canada, border inefficiencies cost industry an estimated \$16 billion a year – that is 1% of GDP or \$500 for each man, woman and child in Canada
- Canadian industry has expressed concerns about the time and expenses incurred in understanding and complying with Government regulations
- The burden of compliance can divert a business's resources away from productive activities such as innovating, marketing and creating employment
- This burden is even greater on Small and Medium Enterprises (SMEs) who often lack the resources of larger enterprises and make up a significant portion of Canada's commercial clients

*Please note, all financial numbers are in Canadian Dollars



Why do we have a Business Lens Checklist

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- Small and Medium Enterprises (SMEs)
 - SMEs employ almost 60% of Canadians and produce 45% of Canada's GDP
 - SMEs are responsible for the majority of new jobs created in Canada
 - The complexity of border processes is the number one obstacle for SMEs in cross-border trade
 - For every \$1 the Government spends to administer regulations the private sector spends \$20 to comply
 - Continued compliance in trusted trader programs can cost Canadian companies close to \$100,000
- While many obligations are unavoidable, the Government of Canada has committed to examining whether processes can be simplified, reduced or eliminated
- As a result, all Departments and Agencies are to use a business lens checklist to balance business needs with regulatory obligations



What is the Business Lens Checklist

- The Business Lens Checklist is a tool created to assist staff of the Canada Border Services Agency (CBSA) in designing, modifying and reviewing CBSA policies and procedures from the perspective of the business community
- The Checklist has two goals:

1. To focus on the concerns and issues of our commercial clients when assessing the impact of new information requirements and border obligations

2. To institutionalize business simplification principles within the culture of CBSA



When is the Checklist Used

- The Business Lens Checklist is to be completed any time a new or amended policy or program imposes an obligation or demand on the CBSA's business clients, their activities or operations
- This includes any new or amended procedures, forms or licenses that add or reduce compliance obligations



What is included in the Checklist

- The Checklist is divided into five sub-checklists based on activities that normally call for significant interaction between the CBSA and commercial clients
- The five sub-checklists are:
 1. Policy and Program Review
 2. Consultation
 3. Communication
 4. Compliance
 5. Service Standards



What is included in the Checklist

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Policy and
Program
Review

Ensures that CBSA policies and programs are reviewed with the aim of simplifying border procedures and, if possible, reducing the administrative burden on clients

Consultation

Ensures that both external clients and internal CBSA program/policy areas are engaged in extensive consultation, as early as possible in the process

Communication

Ensures that the CBSA has effectively communicated with its stakeholders throughout the consultation process, and has developed the necessary communication tools when creating or amending policies and programs

Compliance

Ensures that the CBSA has considered, where possible, an educational rather than a punitive approach to encouraging compliance

Service
Standards

Ensures that the CBSA has service standards in place whenever a policy or program is implemented, and that these service standards are measurable and realistic



What do we hope to gain

- The expected results of the Business Lens Checklist are:
 - Improved client service
 - Streamlined and simplified policies and procedures
 - A reduction in the administrative burden placed on business
- All of these will assist Canadian businesses remain competitive in the world market



Contact

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