

## **Canada Border Services Agency**

### **Re-Organization**

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*The following was compiled by Russell A. Farrow Limited from information released by the Canada Border Services Agency (CBSA).*

#### **CBSA Re-organization**

News of the anticipated re-organization of the CBSA has now been made public. CBSA President Stephen Rigby and CBSA Vice-President Cathy Munroe yesterday announced details of the **new management model and organizational structure** that will be formally implemented on **April 1, 2010**.

The re-organization is the culmination of Stephen Rigby’s plan to **better align the Agency with its objectives and to establish clear lines of authority** and a structure that would **support a new service strategy with measurable performance standards**.

Although change is evident throughout the new structure, our focus here is on those changes that will have the most direct impact on policies and procedures affecting cross-border trade and of most interest to our clients. Following is a partial chart of the new structure:



The Directors General of the Recourse Directorate, Communications and Internal Audit and Program Evaluation will report directly to the President.

According to Mr. Rigby, **service, recourse, border integrity and border courtesy** are the mainstays of the new model.