



2014-2015

NON-PUBLIC PROPERTY ANNUAL REPORT



NPPAnnualReport.ca

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1.1 Leadership message

In this year's Annual Report, we highlight the milestones achieved in Non-Public Property (NPP) programs and services in 2014-2015, and some of the special staff members whose work epitomizes our dedication to serving those who serve.

This year's theme, The Many Faces of NPP, turns the spotlight on staff members who work throughout Canada and support deployed operations overseas. The enthusiasm and dedication demonstrated by these staff members stands as a reminder that our employees are certainly our greatest asset. NPP takes pride in being flexible, adaptable, and capable of meeting the changing needs of the Canadian Armed Forces (CAF) community. Our staff members face the challenge of making productive, effective contributions to NPP program delivery head on: they value their connection to the military community; and they approach their jobs with energy and creativity. Whether they work at a mess, a financial services office or are deployed with CAF members, these employees provide the military community with genuinely helpful support to make life easier both at home and at work.



Throughout this report, the diversity and complexity of the services that we deliver also shines through. From financial services to fitness training, family support to retail stores, discounts to mess administration, the breadth of the morale and welfare programs that we offer is massive. Canadian Forces Morale and Welfare Services does not provide everything for everyone, but it does provide *something* for everyone – military personnel, veterans, and families alike. By ensuring that the right services are available at the right time, we make our interactions with the military community matter.

As we reflect on the strides that we have made to enhance our services over the past year, it is imperative that we also look to the future, and consider how we can better serve our beneficiaries and expand our marketing so that more members of the million-strong CAF community can take advantage of these services. I look forward to another challenging and productive year.

Yours Aye,

Commodore Mark B. Watson

Chief Executive Officer, Staff of the Non-Public Funds, Canadian Forces and
Managing Director NPP

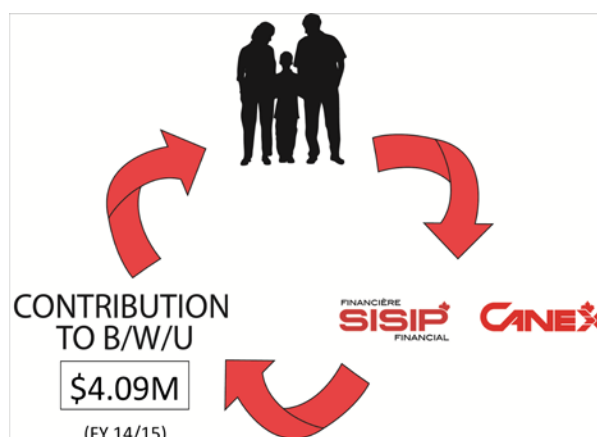
1.2 Spotlight on Non-Public Property

Non-Public Property is dedicated to building a better community for military members, retired members, and the families of both.

Canadian Forces Morale and Welfare Services, who administer Non-Public Property on behalf of the Chief of the Defence Staff is focused on serving the CAF community. The programs and services provided are designed to be responsive to the unique needs of each Base and Wing. While the services available may not be identical in each location, the same fundamental goal is always in mind: provide relevant, helpful and responsive services to the CAF community.

Our programs and services are delivered by approximately 4000 employees of the Staff of the NPF, CF. The programs these staff members deliver may be facilitated solely through NPP, such as CANEX, SISIP Financial, and the CF Appreciation Program. Or, the programs may be funded by the Department of National Defence but delivered by the Staff of the NPF, CF through an Alternative Services Delivery agreement, such as Personal Support Programs' (PSP) fitness, recreation, and deployment support services, as well as Military Family Services (MFS). Though Canadian Forces Morale and Welfare Services' funding structure is multi-faceted, our employees are united under a single umbrella to ensure service coordination and efficiency throughout the military community.

One of the strengths that set our services apart from others is the caring, cooperative framework upon which NPP is founded. The proceeds that military members, veterans and their families invest in NPP programs go back into local community services. For instance, by buying new furniture at CANEX or signing up for life insurance with SISIP Financial, military members may be helping send a child to summer camp, or investing in their Base/Wing's Family Day. In FY 2014-2015, \$4.09M was reinvested in the delivery of local morale and welfare services.



This supportive, sustainable model for NPP allows all members of the CAF community to improve the lives of their families, their neighbours, and other Canadian military families from coast to coast and around the globe.

THE MANY FACES OF NPP



KERRI HOLLYWOOD
Community Recreation Program Coordinator,
CFB Kingston
(13 years of service)

"I love building connections with the members of the community. Working with people to make things successful and striving for good communication and great customer service keeps me going every day."

1.3 CFMWS Divisions

Canadian Forces Morale and Welfare Services is a diverse organization that provides CAF members and their families with morale and welfare services to meet their needs, from recruitment to retirement and beyond. To deliver these services, CFMWS uses a combination of Public Funds and Non-Public Property (NPP). The Annual Report addresses solely the NPP components of CFMWS operations.

CFMWS delivers its programs and services through six operating divisions:

- a) CANEX, an NPP entity;
- b) SISIP Financial, an NPP entity;
- c) PSP, which includes both publicly funded programs delivered by NPP through Alternative Service Delivery (ASD) such as messes, deployment support, fitness, sports, and health promotion delivery as well as NPP programs such as community recreation, newspapers and specialty interest activities;
- d) MFS, publicly funded and delivered by a combination of Public and NPP resources;
- e) Associate Director General (includes the Support Our Troops Program, Canadian Defence Community Banking program, and CF Appreciation Program), an NPP entity; and
- f) Director Casualty Support Management / Joint Personnel Support Unit, a Public entity.

These operating divisions are complemented by three support divisions:

- a) Human Resources (HR);
- b) Finance; and
- c) Information Services.

The Managing Director NPP and the CFMWS divisions are supported by: Strategic Communications, Translation, Real Property, Corporate Projects, Policy and Education, Conflict Management and Administration Services.

<p>THE MANY FACES OF NPP</p>		<p>PASCAL BELAND IT Support Specialist, CFB Halifax (14 years of service)</p> <p><i>“I worked in Ottawa for 5.5 years but then moved in Geilenkirchen, Germany where I spent 7.5 years supporting the European network and the NATEX retail operations. About a year ago, I moved back to Canada. Although it is hard at times to be far away from family and friends, making new acquaintances and discovering new places is extremely exciting and gratifying.”</i></p>
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2.0 2014-2015 At a glance

2.1 Evolving to meet your needs

2.1.1 Retail services



Photo: CANEX has repositioned itself as *Canada's Military Store*. This is embodied throughout its retail outlets, with exclusive military merchandise, more military visuals, and the new TACTIX shop-in-a-shops.

CANEX

CANEX has been a mainstay in the CAF community for nearly 50 years. CANEX continues to innovate and evolve; launching a three-year Strategic Plan focused on more closely aligning business priorities to the evolving needs of its customers. CANEX has made great headway this year in achieving the objectives of repositioning retail operations, growing on-base business, growing business in new markets, and achieving operational efficiencies.

Repositioning and branding

CANEX went through a repositioning of its business to better exemplify its commitment and affiliation to members of the CAF community, while providing relevant goods, services and exceptional customer service. By repositioning itself as Canada's Military Store, CANEX has begun offering more exclusive military-related products to better cater to the unique needs of our community.

Branding is a complex, ongoing process focused on the customer experience. Meeting customer expectations through CANEX's business strategies and relationships is integral to meeting overall objectives.



www.cfmws.com/en/AboutUs/CANEX/About%20CANEX

TACTIX

TACTIX, an exclusive military shop-in-a-shop, is one key component of CANEX's redefinition as Canada's Military Store.

The boutiques feature military affinity merchandise such as military-optional clothing and accoutrements, EC Windbreakers, Mess Dress, CadPat merchandise, court mounting services and much more. Through TACTIX, CANEX is also pleased to offer "Pride of Association" merchandise from participating Kit Shops/Canteens. The first TACTIX was opened in October 2014 at Garrison Petawawa, followed by CFB Saint-Jean, CFB Kingston and CFB Borden in early 2015. Look for TACTIX opening in Esquimalt, Trenton, Valcartier and Gagetown in 2015-2016.



Strengthening business partnerships and supporting the CAF community



CANEX is further developing its 20-year business partnership with Tim Hortons by adding 19 coffee kiosk locations inside CANEX stores over the next three years. CANEX is also excited to announce that Tim Hortons will be expanding in Bagotville, Meaford, Wainright and Goose Bay over the next several months. Additional Tim Hortons are slated to open in Cold Lake, Suffield, Moose Jaw, North Bay, Kingston, Saint-Jean and Shearwater.

CANEX.ca

After years of perseverance, focus and commitment by the CANEX team and many CFMWS colleagues, CANEX officially launched an online shopping platform in November 2014. CANEX.ca offers a compelling online selection of military affinity products, brand name merchandise, extended aisles and much more. Using a COne card, customers gain access to exclusive benefits such as CANEX Rewards points, special promotions, CANEX's Price Match Guarantee, and coming soon – the CANEX No Interest Credit Plan will be available online.

Sales to date are very encouraging, showing progressive increases with positive feedback on the customer experience.


Since its launch, CANEX.ca has experienced:

- Close to 100,000 unique visitors;
- Over 870,000 pages viewed; and
- A continually growing rate of returning customers, which is high relative to industry benchmarks.

With the launch of its online store, CANEX also began a new initiative of using email marketing to reach customers across Canada. Since the launch of CANEX.ca, a weekly email newsletter has achieved an open rate of 48.3%. Compared to the retail industry standard of 15% (open rate is the number of subscribers who actually open the email when it appears in their inbox) this is quite impressive and

proves that CANEX is valued by the members of our community. For customers who open the email, 15.3% will click on a link, image or other item contained within the message. The retail industry typically only achieves a click rate of 1.9%.



CANEX, Canada's Military store: Connect on Facebook  and at www.CANEX.ca.

Pride of Association Kit Shops/Canteens

CANEX has partnered with over 40 Kit Shops/Canteens to sell their branded products in-store and online. This partnership not only provides additional sales and revenue for unit funds, but also increases awareness and convenience for members, families, and Veterans interested in this merchandise. In just 3 months, Kit Shop merchandise accounted for 7% of total online sales of CANEX.ca. CANEX Kit Shop year-end sales for FY 2014-2015 were over \$100,000. In the year ahead, CANEX aims to expand the partnership to include the majority of Kit Shops/Canteens throughout the CAF.

Expanding on-base business

CANEX will continue to focus on how best to support customers by being right-sized and relevant to the needs of each local CAF community. CANEX will cater to the needs of customers with new structures, amalgamations and renovations to CANEX bricks and mortar stores.

In FY 2015-2016, CANEX will open a new ExpressMart store at CFB Winnipeg as part of a mixed use complex presently under construction. Plans are also underway to begin construction this year on a new CANEX mall in Petawawa which will include a CANEX Supermart, as well as a SISIP Financial office, a BMO ATM, Barber shop, a real estate office, Service Ontario office, and other Concessions.

Social media and digital marketing

CANEX reaches out daily on Facebook to highlight community events, relevant articles and other interesting posts that entertain, educate and engage the CAF community. CANEX has reached a milestone of over 11,000 likes and continues to grow. In the year to come, CANEX will also create specific, relevant digital marketing promotions to targeted audiences within the CAF community.

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JOEY SLAUNWHITE

Shipper/Receiver, CANEX Halifax Retail Store
(40 years of service)

“If after 40 years you still love your job, the people you work with and the customers you serve; it’s a great organization!”

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.1.2 Canadian Defence Community Banking



Photo: Spectators line up to cheer on the Canada Army Run finishers in September 2014

Now in its seventh year, the partnership between the Canadian Defence Community Banking Program and BMO Bank of Montreal continues to grow. This program serves the unique banking needs of the military community with exclusive offers and discounts to help them save money from recruitment to retirement and beyond.

Membership and access to banking services is growing across the country. There was a 14% increase in Canadian Defence Community Banking accounts last year, and BMO now has over 60 ATMs on Bases, Wings and Units across the country. BMO is also a significant partner in sponsoring local and national events for military members and families.

CDCB/BMO contributions to the community in 2014-2015:

- BMO contributed over \$400,000 as a sponsor for local events, the Soldier On Afghanistan Relay, and as the presenting sponsor of the Canada Army Run.
- Through the Support Our Troops MasterCard, BMO has contributed over \$64,000 to support a variety of morale and welfare programs and activities.

New Student Line of Credit

Since September 2014, BMO Bank of Montreal has offered a special discounted BMO Student Line of Credit to meet the needs of the CAF community in their pursuit of post-secondary education.

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.1.3 Insurance

The Personal Insurance Company

The Personal Insurance Company has partnered with CANEX since 1986 to provide home and auto group insurance to authorized patrons. The Personal offers customized insurance products such as the Military Renter's Policy (designed specifically for DND housing), property policies which automatically include \$5,000 coverage for a military kit, and coverage for personal belongings while on deployment outside of Canada.

Term life and disability insurance

With licensed insurance professionals across Canada, SISIP Financial offers term life and disability insurance options that are both competitively priced and uniquely adapted to the very specific needs of the CAF members and their families.

In FY 2014-2015, approximately 139,971 serving and former CAF members and their spouses were insured under SISIP Financial term life insurance plans. Over \$43.3M in life insurance benefits were paid to beneficiaries and insurance coverage in force was \$29.307 billion.

There are 92,465 Regular and Reserve Force members insured under the SISIP Long Term Disability policies*. Total benefits paid and support provided under the Long Term Disability and Vocational Rehabilitation Programs reached \$176.75M. Long Term Disability benefits were paid to over 6,741 members, and the Vocational Rehabilitation Program assisted over 4,037 members.

As per the settlement in the Class Action, Manuge vs. Her Majesty the Queen*, Phase II, the Cost of Living Allowance settlement is to be finalized by July 2015.

Coming soon: Travel Insurance from SISIP Financial

SISIP Financial plans to expand its product shelf to include a new Travel Insurance offer in FY 2015-2016. This service will be a great complement to the many travel offers available through the CF Appreciation Program.

*SISIP Long Term Disability policies and the Class Action are funded by the Government of Canada.

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.1.4 COne Card



The COne card is the only card needed to access programs and services delivered by CFMWS.

The COne card consolidates the functions of two cards into a single card. It easily and accurately confirms membership within the Canadian military community and provides access to both the CANEX Rewards Program and the CF Appreciation Program, the official discount program of the CAF community.

In the future, it will also be the sole card needed to access PSP sports, fitness and recreation programs and services at Bases and Wings across the country. In addition, the COne card will provide membership and confirm access to messes and specialty interest clubs and activities, such as golf, curling and sailing clubs.

In November 2014, CFMWS celebrated a significant milestone: issuing the 100,000th COne card. At year end, more than **125,000 cards** had been issued, reaching 13% of our One Million Strong community.

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.2 Always caring for CAF communities

2.2.1 Support Our Troops Programs and Funds



Photo: On Thursday, November 20th Brenda Hetman-Craig and Layne Craig, owners of 40 Knots Vineyard and Estate Winery, presented Colonel Tom Dunne, 19 Wing Commander, with a cheque for \$1,400 for the Military Families Fund on behalf of their customers.

The Support Our Troops Program is funded through generous donations from individuals, small businesses, other charitable foundations and Corporate Canada.

The Military Families Fund allows the chain of command to quickly respond to the unique, unforeseen and often immediate needs of military members and their families. Support from the Fund may be provided in the form of a grant or an interest-free loan. During FY 2014-2015, the Fund supported more than 2000 families with a variety of challenges, including: medical travel for families serving in remote locations, financial assistance for exceptional counseling support, assistance with basic needs, as well as assistance for families with dependants who have special needs.

The Hospital Comforts Fund ensures hospitalized CAF members have access to basic comforts of home, such as reading material, access to television and internet, and commissary goods. In FY 2014-2015, 272 members benefited from the Fund.

Established in 1991, **Operation Santa Claus** provides Canadian companies and individuals with a way to bring the holiday spirit to serving members who cannot be home with their families over the holiday season. In FY 2014-2015, more than 2,600 packages were sent to deployed troops, including items such as calendars, gum, holiday cards, brushes, mouthwash, clothing, Christmas decorations and greeting cards.

The Soldier On Fund provides financial support to former and serving members of the CAF to overcome their non-visible or visible illness or injury through participation in recreational, sporting and other physically challenging activities.

Since it was first established in 2006, the Soldier On Fund has supported more than 1000 serving and former ill and injured CAF members and their families. In the most recent year, Soldier On supported 343 beneficiaries, a 39.5% increase from last year.

The Soldier On Fund received strong support once again from Canadians, with \$837K in donations, a 20% increase from last year. The Fund disbursed over \$782K in grants to beneficiaries in 2014 for hand-cycles, adaptive sporting equipment, registration fees, training expenses, and more. This represents a 25% increase from last year.

In FY 2014-2015, the **Canadian Forces Personnel Assistance Fund (CFPAF)** provided assistance to military members through grants and low-interest loans across four programs. CFPAF provided \$9.2M in support to almost 2,400 members and families of the CAF community. Effective April 1st 2015, CFPAF has been amalgamated into the Support Our Troops Fund to provide a single official source of charitable support to the CAF community.



Representing the Cons family of Montreal, Rabbi Mendel Marasow presented a significant gift to the loved ones of our fallen heroes.

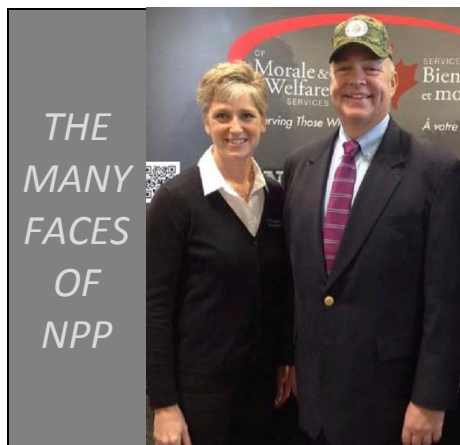
The Support Our Troops licence plate honours current and former members of the CAF. The majority of the revenue from the sale of this plate will go towards the Support Our Troops Program. The design features artwork in honour of the first four Alberta-based Canadian soldiers whose lives were lost in Afghanistan in April 2002.

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.2.2 Canadian Forces Appreciation Program

With hundreds of brands representing over 27,000 locations worldwide, members of the CAF community can save within two categories: Travel & Leisure, and Everyday Discounts.

The Program has more than 2,300 industry partners offering discounts and special offers to the CAF community. Of the 316 new industry partners added last year, notable brands include: Pet Valu, Hard Rock Café International, Destiny USA (an outlet mall), Sobeys, Landmark Cinemas, Ripley's Aquarium, Tip Top Tailors, George Richards, Mr. Big & Tall, Kingsport, and John Deere Canada.



LESLEY LEHMAN

Partnership Development Coordinator, Canadian Forces Appreciation Program, CFMWS Headquarters, Ottawa (5 years of service)

"I am proud to be working with such a great team and to be able to provide a variety of discounts to Canadian military personnel and their families in recognition of their sacrifices and dedication. We continue to grow and develop our program to meet the changing need of the military community."

Photo: Ms Lehman with the President of the American Bus Association Mr. Peter Pantuso

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.2.3 Corporate Outreach



Photo: The new National Camp Program sent 500 children from military families across the country to summer camp in 2014.

The Corporate Outreach Office is responsible for developing relationships with Corporate Canada and external organizations to enhance morale and welfare programs and services beyond what is currently provided to current and former CAF members and their families

During FY 2014-2015, over 100 third party fundraisers were registered with the Corporate Outreach section. In addition, CFMWS sent representatives to more than 50 external events, which served to raise the profile of the organization and its various programs with Canadians and the CAF community.

Among FY 2014-2015's highlights were the Vacations for Veterans Program, which provided complimentary vacation lodgings to 40 members. The Support Our Troops National Summer Camp Program also had a successful year, sending 500 children from military families to summer camp.



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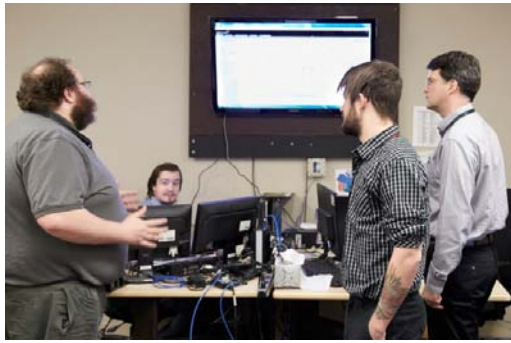
HEATHER CONNOLLY

Support Our Troops Funds Coordinator, CFMWS Headquarters, Ottawa (7 years of service)

"Before joining the staff of CFMWS I had little knowledge about the life of our CAF. Over the past 7 years I have gained a greater appreciation for all that they do for our country and a better understanding of the ups and downs that they face on a day-to-day basis. It gives me a great sense of fulfillment knowing that the role I perform has a positive impact in their lives and has helped to ease some of the burden placed on their families."

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.2.4 Investments in technology



The Information Services Division provides a complete range of information management/information technology (IM/IT) services in support of the delivery of morale and welfare programs. Its primary focus is to ensure the operation of the NPP systems to support CFMWS headquarters, Base/Wing Commanders, CANEX, SISIP Financial, MFS and PSP. Its secondary focus is to manage and implement IM/IT projects on behalf of the NPP.

The NPP network (NPPNet) exists nationally and at the Base/Wing level to provide connectivity and access to morale and welfare programs and services to CAF personnel and their families. It is a separate network from that operated by Shared Services Canada and the Department of National Defence as it must provide support to retail, financial planning, insurance, messes, golf courses, and more.



During FY 2014-2015, CFMWS IM/IT:

- Invested in a centralized, secure client data repository to support the expansion of the CFOne card, with the goal of ultimately being able to support one million clients;
- Coordinated with the Finance Division to design and plan the implementation as the new NPP accounting information system (called PROPHET);
- Supported the successful deployment of CANEX.ca using a leading e-retailing platform;
- Implemented and expanded the customer relationship management tool for SISIP Financial, and ultimately, for all CFMWS divisions;
- Finalized the development and implementation plan for the converged Family Force and Community Gateway websites* to be launched in summer 2015; and
- Designed and planned an electronic fitness solution to support the automation of PSP FORCE Program fitness testing and results management*.



*These IT projects are funded by the Government of Canada.

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ANDREA MELEE

Senior Applications Developer, CFMWS Headquarters,
Ottawa (14 years of service)

“In IT, every day is a new exciting challenge. Being able to create applications and solve problems with the Information Services Division team is rewarding and satisfying. With ever-evolving technologies, there’s always something new to learn and do with the same goal in mind: to help our military members and their families.”

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.2.5 Support to deployed operations



Photo: Operation IMPACT

Since 2000, CFMWS has been deploying Staff of Non Public Funds, Canadian Forces employees to deliver publicly funded morale and welfare programs on overseas operations and large continental exercises. These staff members support deployed personnel by delivering publicly-funded rest and recreation programs, Home Leave Travel Assistance, fitness, sports and recreation programs.

In 2014, CFMWS provided support to:

- The Royal Canadian Navy, by deploying staff on Her Majesty's Canadian ships as Fitness, Sports and Recreation Coordinators. In March 2014, an employee was also deployed within a few days' notice to provide services to the crew of the HMCS PROTECTEUR after the ship suffered a devastating fire at sea, and was towed to Pearl Harbor;
- Maple Resolve, a large Canadian Army exercise;
- OP KUWAIT, by providing one employee for a period of six months;
- Four Show Tours to Alert, on board HMCS REGINA in Thailand, and to the Sinai, Egypt;
- OP IMPACT, by deploying a team of five in late 2014.

Over the past year, PSP has also strengthened its ability to respond quickly to the ever-changing landscape of CAF operations. PSP established a group of employees and contractors who are fully trained and ready to deploy should CFMWS be asked to provide immediate assistance.

These services are funded by the Government of Canada, and delivered through Alternative Service Delivery by the Staff of the Non-Public Funds, Canadian Forces.

2.3 Unique programs and services

2.3.1 Community Recreation



Photo: *Bridge to Infinity*

Photographer of the Year – Advanced was awarded to LCol Scott Murphy, Commanding Officer of 413 Transport and Rescue Squadron at 14 Wing Greenwood

From the largest Base to the smallest Wing, PSP recreation departments around the country are united in their mission of improving health and well being, contributing to operational success, and providing safe and enjoyable recreation opportunities for all.

June is Recreation Month

To celebrate the sixth annual June is Recreation Month campaign, CFMWS highlighted the mental health benefits of participating in recreation. Thanks to the generous support of corporate sponsors, CFMWS held an exciting contest that engaged the whole community in recreation. MCpl Andre McLean from 4 Wing Cold Lake was the winner, and enjoyed a grand prize trip to Orlando, Florida.



June is Recreation Month participation has increased steadily over the past three years. In 2014, 203 events were planned across CAF locations, with 21,950 participants in total. Sixty-seven percent of the June is Recreation Month activities were part of larger events such as Family Days, Navy / Army Runs, and Canada Day celebrations.

Films for Forces

This year, Films for Forces grew to include two movies, screenings in new communities and, for the first time, a French language screening. On 7 and 14 January 2015, PSP Recreation partnered with Warner Brothers Films to invite 600 community members from cities across Canada to see American Sniper. On 4 March 2015, in partnership with Elevation Pictures, 750 military family members saw '71.

In addition to these screenings, Warner Brothers donated hundreds of DVDs to OP IMPACT and REASSURANCE to give members on deployment the chance to unwind.



CAF Photography Contest

Photographers from CAF communities across the country revealed their best images of the year for the 2014 CAF Photography Contest. Organized by PSP National Recreation Services in partnership with the Imaging Services of the Chief of Defence Intelligence, this annual contest encourages serving and retired military members, National Defence and CFMWS employees, and their families to demonstrate their creativity and showcase their work. The contest received 2,382 entries from 427 amateur and professional photographers in the CAF community.

Winners were announced at a ceremony held at the National War Museum, where the Vice Chief of the Defence Staff, Patron of the Contest, recognized the year's best images. Prizes were made possible due to the generosity of corporate sponsors.

To see all of the winning images from the 2014 contest, visit the photo gallery at CAFPhotoContest.ca.

Support for children with special needs

Eight percent of CAF families have a child with a physical, intellectual or emotional condition requiring special supports or adaptations to be able to experience a good quality of life and participate fully in the community.

PSP Community Recreation Departments facilitate meaningful participation of people of varying abilities in the community activities of their choice. Last summer, the Support Our Troops Funds* provided PSP Community Recreation with \$25,000 to support the participation of children with special needs in PSP-led summer programs. This funding allowed PSP to offer support workers, which opened additional camp spots for children who require one-on-one support. Fifty children were supported in 138 weeks of camp, and 28 different types of special needs were supported.

HIGH FIVE

HIGH FIVE is Canada's only comprehensive quality standard for children's sport and recreation, offering a holistic approach to healthy child development based on years of research. As such, HIGH FIVE continues to be an integral part of assuring quality in PSP Community Recreation. During FY 2014-2015, \$25,000 in Support Our Troops Funds* was disseminated to Bases and Wings to support the HIGH FIVE framework.

HIGH FIVE works because of its comprehensive, evidence-based approach to quality experiences for kids. Quality matters because research shows people are more likely to stay active for life if they have positive experiences in sport, recreation and physical activity as a child. Through the use of HIGH FIVE tools, like QUEST 2 evaluations, quality becomes measurable, quantifiable and attainable. PSP evaluates a selection of programs throughout the year.



“Since implementing HIGH FIVE nationally in 2011, the CAF has not only met the standards of HIGH FIVE but have exceeded them,” says LJ Bartle, Director, HIGH FIVE National Standard. “The CAF assisted in the development of HIGH FIVE’s Healthy Minds for Healthy Children online training and resource, and were also an integral part of the QUEST 2 upgrade by attending focus groups and pilots and providing valuable feedback and insight.”

CF Community Gateway

Every day, from Comox to Halifax, PSP and MFRC teams make important differences for CAF personnel and their families. Feedback has indicated that both organizations need to communicate more effectively with military families. To improve online communication, PSP and MFS are merging the Community Gateway and Family Force websites so that families can find local service information from one easy to use website. Over the course of the past year, there were over 3.8M visits to the Community Gateway website, and 1.3M unique visitors.

*The Support our Troops Program is funded by Non-Public Property.

These services are funded by the Government of Canada, and delivered through Alternative Service Delivery by the Staff of the Non-Public Funds, Canadian Forces.

2.3.2 Financial services



Photo: 2014 marked SISIP Financial Services' 45th Anniversary, providing the perfect opportunity to rebrand and modernize its name to SISIP Financial (Financière SISIP in French). SISIP Financial professionals understand the complex CAF pay and benefits system, and assist their clients in obtaining financial health and security while building long-term relationships with those they serve.

CANEX and SISIP Financial Combined Grants

SISIP Financial and CANEX work closely together to achieve their objectives and give back to the community.

Employees of CANEX and SISIP Financial met with Base and Wing leadership to present a symbolic cheque representing a combined grant to respective CAF communities in support of local morale and welfare programs. In FY 2014-2015, a combined total of approximately \$4.09M was given to local Base and Wing programs. These cheque presentations heightened awareness of NPP's commitment to the CAF and local communities, as well strengthened relationships with the Base/Wing leadership.

CAF Savings Plans

SISIP Financial introduced its CAF Savings Plans in November 2014 in partnership with Great West Life. The exclusive CAF Savings Plans, which complements the Canadian Forces Group Retirement Savings Plan (CFGGroupRSP), provide a simplified approach to "pay yourself first" by saving as little as \$1 a day. Whether the goal is a vacation, new home or retirement, the savings options available are managed by some of the best investment management firms in the world at lower rates than the competition.



As at the end of March 2015, 218 clients had already signed up for CAF Savings Plans with a total investment of \$220,000.

Financial Planning

SISIP Financial Certified Financial Planners handle a vast range of financial matters, from personal money management, RRSPs and TFSAs to tax planning, release/transition planning and investment products*. With 8,433 clients (1089 more than last year), SISIP Financial was entrusted a total \$352M in investments as of December 31, 2014.

Canadian Forces Group Retirement Savings Plan

Together with the Group Retirement Services division of the Great West Life Assurance Company, administrator of this group plan, SISIP Financial helps ensure that serving and former CAF members and their families continue to achieve their financial objectives. Through its endorsement of this “do-it-yourself” online investment service, SISIP Financial retained 3,213 clients with invested assets of over \$136,219,568 as of December 31, 2014.

Financial Literacy Month and SISIP Financial’s Learning Centre

SISIP Financial takes its role as a financial educator even further through its participation, alongside Canadian Defence Community Banking, in the Financial Literacy Month and Financial Planning Week campaigns. Throughout November, SISIP Financial staff members were on hand to direct participants to the vast array of financial information, tools and resources. During Financial Planning week, the CAF community sought out financial planning information at various kiosks, briefings and open houses held at local SISIP Financial offices and on Bases and Wings across Canada. Additional information was also available through SISIP Financial’s online Learning Centre, such as investment planning, mortgages, credit and debt management, with relevant articles and pertinent advice. SISIP Financial also used Financial Literacy Month as an opportunity to bring attention to its Facebook page. The initiative garnered almost 100 new Facebook likes, and thousands of views of the Facebook page and Learning Centre website.

The overall goal of these campaigns is to raise awareness and stress the importance of financial literacy to foster more in-depth knowledge and understanding of what CAF community members will need to achieve their financial goals.

Personal Financial Management Education Program

Some 2,671 recruits and officer cadets participated in the Personal Financial Management course** offered by SISIP Financial through the formal CAF training program.

Financial Counselling


With a total of 7,672 appointments held, SISIP Financial’s counsellors assisted thousands of CAF members through remedial and preventative counselling. Financial counselling* helped these CAF members develop and improve their money management skills, and helped them resolve serious financial difficulties.

*Mutual Funds provided through [FundEX Investments Inc.](#)

**SISIP Financial Counselling and the Personal Financial Management Education Program are funded by the Government of Canada.


Social media

SISIP Financial reaches out to the CAF community online through its social media following on Facebook, coupled with its [Learning Centre](#) on SISIP.com. These resources provide the CAF community with a central portal where they can seek out relevant information and tips on hot topics in the financial world.

Visit SISIP Financial and join the conversation: 



<https://www.cfmws.com/en/AboutUs/SISIPFS/AboutUs/Pages/default.aspx>

<p>THE MANY FACES OF NPP</p>	 A photograph of a woman with short blonde hair, smiling. She is wearing a black polo shirt and is sitting at a table with a green metal box in front of her. The background is slightly blurred, showing what appears to be an outdoor setting with trees.	<p>KARRIE LEE Financial Security Advisor / Mutual Funds Representative, SISIP Financial, CFB Comox (9 years of service)</p> <p><i>“After 9 years of providing financial advice to the members of our CAF, I am still excited to come to work. Helping members overcome the stresses of their day to day finances, so they can focus on their duties, is my way of contributing to our missions’ success.”</i></p>
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These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.3.3 Messes and Service Clubs

Steeped in a rich military heritage and tradition, messes have been used by the CAF throughout Canada's history as a meeting place that fosters the esprit de corps and camaraderie essential for an effective, professional armed force. Messes enable all ranks to become acquainted with their peers and subordinates, and enable members to create bonds of friendship and better working relations through an atmosphere of good fellowship.

The mess facility provides space to carry out the functions of the organization, and may include a wardroom or dining room, bar or anteroom, lounge, conference room, games room, TV room, internet cafe and other common rooms.

Using the contributions from the members and profits from operations such as the bar, messes organize activities for their members such as official mess functions and a wide range of entertainment events. In 2014, a working group was assembled to start discussions on a mess renewal plan to increase relevance and participation by CAF members.

In 2014, more than 380 messes generated revenue to fund entertainment, bar operations, and special events.

<p>THE MANY FACES OF NPP</p>		<p>ANGIE LAFORGE Mess Manager, Normandy Officers' Mess, Garrison Petawawa (16 years of service)</p> <p><i>"Getting to know the members and their families is the best part of my job. It brings me great pleasure to get the opportunity to chat with individual members and to find out a little about each one of them."</i></p>
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These services are funded by the Government of Canada, and delivered through Alternative Service Delivery by the Staff of the Non-Public Funds, Canadian Forces.

2.3.4 CF Newspapers



Photo: With every edition, Misty Gervais picks up a copy of [Servir](#), the local CAF newspaper for the military community in the Greater Montreal and Saint-Jean-sur-Richelieu region.

CF Newspapers are the source for local military community information. Collectively, CF Newspapers offer a total circulation of 85,000 copies per edition. They serve as an internal communications tool for the Base/Wing, and as an external public relations product. Most CF Newspapers are operated by CFMWS and are involved in other morale and welfare programs such as contests for children and publishing community welcome guides.

National Newspaper Week

CF Newspapers from coast to coast celebrated the 74th year of National Newspaper Week, from 5-11 October. The theme “Newspapers: The Foundation of Vibrant Communities” reinforced the integral role newspapers play in communities across the country, large and small. CF Newspapers celebrated with open houses and a social media contest where readers were invited to capture themselves reading a CF Newspaper for a chance to win an All-in-One Printer.

Canadian Community Newspapers Association

This year, the CF Newspapers joined the **Canadian Community Newspapers Association**. This partnership will provide the CF Newspapers with access to programs and services offered by Newspapers Canada, including awards programs, business services, education and training, marketing materials, newsletters and industry reports. These benefits will help modernize the CF Newspapers, increase advertising revenue and improve services to the military community.

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.3.5 CAF Museums



Musée du Royal 22^e
Régiment opening

New Brunswick Military History
Museum opening

The Military Museums in Calgary

The Directorate of History and Heritage provides for, administers and maintains the Accredited CAF Museum system and policies for the CAF.

Each official CAF museum (and unaccredited Unit/Base historical collection) is an independent, self-financed, NPP-administered institution operating under the authority and direction of its supporting commander.

CAF Museums preserve and interpret Canadian military heritage to increase a sense of identity and esprit de corps within the CAF.

One of the CAF Museums' major achievements in 2014 was the opening of the Royal 22^e Régiment Museum in Quebec City last June. The museum had been closed for a number of years, but since it reopened, it has become one of the most visited CAF Museums. Its modern exhibits, various activities such as French painting exhibits, and the superb medal room, which is also used as a meditation place, greatly contributed to the significant increase in the number of visitors since the museum's opening.

The New Brunswick Military History Museum in Gagetown has now become an important provincial attraction, after having been shut down for a number of years in order to complete major renovations. Partnerships have been set up with the province's regiments, the New Brunswick Museum and the University of New Brunswick, to only name a few.

The Military Museums of Calgary bring seven museums under one roof. They include a 'sprung shelter' from the Cold War and three classic aircraft, a CF 18, a Starfighter and a Sabre, which are similar to those that were used in Europe. The use of a new 3D printer, combined with the creativity and dedication of the curators and volunteers, has made it possible to set up fantastic exhibits that are extremely realistic and create replicas of life-sized tanks made of wood, canvas and plastic.

These services are funded and delivered by the Government of Canada.


2.3.6 Specialty Interest Activities



Photo: In the heart of Montréal, curling enthusiasts have been venturing out on “thin ice” for 50 years in Quebec’s only remaining operational military curling club, the Longue-Pointe Curling Club.

CAF Bases and Wings operate specialty interest activities across the country such as military golf courses, curling rinks, marinas, horse riding clubs, etc. Primarily delivered by CFMWS, specialty interest activities are important to the mental and physical wellbeing of the military community, and are open to all skill levels.

Curling fosters community spirit through a variety of activities, including men’s and women’s leagues, new player programs, competitive player development, and various bonspiels and fun-spiels. Similarly, golf is a sport for life, with a focus on family and community participation. Golf programs include junior golf, men’s and women’s leagues, Get Golf Ready, Tee It Forward, Take a Kid to the Course, Future Links, and First Tee. CFMWS continues to seek and build relationships with the golf community, such as with PGA TOUR Canada, to offer unique opportunities to the CAF community.

<p>THE MANY FACES OF NPP</p> 	<p>AJAY LALA Lounge/Food & Beverage Supervisor, Edmonton Garrison Memorial Golf & Curling Club (1 year of service)</p> <p><i>“I pride myself in teaching my staff to succeed, creating new special menus with them, and expanding their knowledge in the culinary and hospitality field. Working at the Club for about a year has given me the satisfaction of making positive changes that matter to our staff and military members.”</i></p>
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These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

2.3.7 CAF Sports Program

The CAF Sports Program plays a prominent role in promoting fitness and good health within the military community. Sports inspire CAF members to improve their physical fitness and build their leadership skills and self-discipline. Sports also promote teamwork, loyalty, and commitment.

PSP delivers and supports the CAF Sports Program by providing funding, facilities, coaches, referees, trainers, and support staff. In FY 2014-2015, PSP contributed to the continued development of officials, coaches and athletic trainers. PSP also helped the CAF reward athletes' hard work with championship medals, trophies, and the annual CAF Sports Awards Ceremony.

The CAF Sports Program is divided into two main sub-groups: the intramural and the extramural programs. At every Base, Wing and Unit, there are intramural (inter-section or inter-unit), or local sporting events for all levels of athletes. Extramural competitions include inter-base, CAF Regional, National and International competitions.

CAF Bases compete within five geographic regions to determine who will compete at the Nationals. Currently, the Nationals include competitions in badminton, ball hockey, basketball, golf, hockey (men's, women's and old timers), running, slo-pitch (men's and women's), soccer (men's and women's), squash, swimming, taekwondo, triathlon and volleyball (men's and women's). The CAF National Sports Program had a very successful year with full complements in all team events and maximum participation in individual events such as badminton, squash, running, and golf.



Commodore Mark Watson visited CFB Shilo to participate in the opening ceremonies from the Prairie Regional Volleyball Championships.



Start of the 2014 CAF 5K Running National



Cpl Hugues Boisvert-Simard and Lt Jean Lelion, high performance athletes with CISM and Team Canada, are pictured at the Fencing World Cup in Tallin, Estonia in November 2014.

- 18/248: Cpl Boisvert-Simard
- 92/248: Lt Lelion
- Team Canada: 22/29



Cpl Alex Boulé at the World Winter Masters Championship in Quebec City in January-February 2015.

Cross-country skiing 30 km: 1st in age group – Gold
Cross-country skiing 10 km: 3rd in age group – Bronze
Triathlon: 1st in age group and 4^e/121 overall – Gold
Snowshoeing: 7th in age group and 17th/128 overall



Out Service: Major Joel Maley celebrates winning the military division of the 2014 Ironman World Championship in Kailua-Kona, Hawaii.

The Out Service competition process is designed to provide support and assistance to help encourage high-level athletes to continue to compete when presented with opportunities outside of the parameters of the current CAF military sports structure. This process includes the approval and, when possible, financial assistance for athletes to attend competitions at an elite level such as provincials, Canadian Nationals or international competitions in sports that are not offered in the current CAF Sports Program.



Sports Award Ceremony

General Tom Lawson, Chief of the Defence Staff, with guest emcee Mr Gord Miller during the 26th edition of the CAF Sports Awards in October 2014.

These services are funded by the Government of Canada, and delivered through Alternative Service Delivery by the Staff of the Non-Public Funds, Canadian Forces.

2.3.8 Fitness and Health Promotion Programs



Photo: DFIT.ca, reactive interface and mobile site scheduled for release in 2015.

PSP Directorate of Fitness implements FORCE Program

It was a remarkably busy year for the PSP Directorate of Fitness and local Base and Wing PSP Fitness staff as they continued to deliver the FORCE Program to CAF members. The Program has two key components: the FORCE Evaluation; and the FORCE Exercise Prescription available at www.DFit.ca, where over 27,000 members have joined.

Throughout FY 2014-2015, the Directorate of Fitness laid the groundwork for the upcoming implementation of a new component to the FORCE Program, the FORCE Fitness Profile. The FORCE Fitness Profile will broaden the scope of the FORCE Program to connect the dots between training and evaluation, and deliver a measurement of overall wellness and physical fitness that can be analyzed and tracked over time, individually and by unit/command.

Along with this initiative, the Directorate of Fitness will launch an improved version of DFit.ca* in fall 2015. The new DFit mobile browser support will introduce a modern interface that will allow users to transition seamlessly from smartphone to tablet to computer. It will feature a new, more intuitive website design and faster response time.

Along with all those features for serving members, DFIT.ca will also be available to CAF families. DFIT.ca for Families will introduce a complementary online resource featuring general fitness and a more family-friendly, total lifestyle approach to active living. The features will include:

- Parenting tips focused on active living;
- Online personal trainers;
- Program discounts and coupons;
- Diet and weight loss guides; and
- Fun contests.

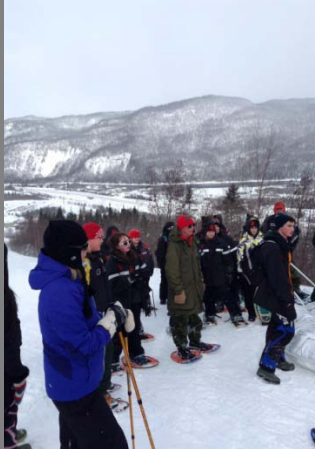
*DFit.ca receives funding from Non-Public Property.

Though CAF Fitness programs are publicly funded, CFMWS staff members play supporting roles to DFit implementation efforts, providing services such as Translation, Communications and IM/IT.

Health Promotion

Good health is essential to the well-being of CAF members and to the operational effectiveness of the CAF. Health is a positive concept, emphasizing social and personal resources, as well as physical capacities. To contribute to strengthening the culture of health within the CAF, the Strengthening the Forces Health Promotion Program is designed to enable CAF members to increase control over and to improve their overall health and well-being.

In FY 2014-2015 there were, 1,363 Strengthening the Forces courses and workshops offered to 13,428 participants.

<p>THE MANY FACES OF NPP</p>		<p>SHARON CANNING Health Promotion Manager, 9 Wing Gander (6 years of service)</p> <p><i>"I recently had an opportunity to educate a group of 30 Junior Canadian Rangers (JCR) on better eating. With guidance, over the three day period the JCR's learned that cooking and eating healthy is not hard work. In educating the individuals at a young age and using a hands-on approach, we are setting up possible future CAF members who will come into the military with some knowledge healthy living that they will hopefully continue to practice throughout their careers."</i></p>
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These services are funded by the Government of Canada, and delivered through Alternative Service Delivery by the Staff of the Non-Public Funds, Canadian Forces.

2.3.9 Military Family Services



The MFS Division is staffed by a team of CFMWS employees who provide a variety of services for military families. The Military Family Services Program is publicly funded, and is delivered by not-for-profit Military Family Resource Centres at Bases and Wings across Canada. To support this publicly-funded program, CFMWS MFS personnel provide policy and program management support, deliver training, and also deliver several national NPP programs designed to respond to the unique challenges of the military lifestyle.

In 2014, MFS initiated a modernization of military family support programming and service delivery to better align with the needs of modern military families, which have evolved significantly in the post-2000 period.



Providing information, referrals and counselling through the Family Information Line

In January 2014, the Family Information Line service was formally extended to 24 hours a day, seven days a week. The 1-800-866-4546 Family Information Line is a national service for all military families regardless of where they live or what questions or concerns they may have. Trained counsellors offer confidential, professional and bilingual assistance around the clock. They provide information, referral and crisis support for families. To further promote these important services, the Family Information Line released a 15-second public service announcement (<https://www.youtube.com/watch?v=JF6zgwioSZ0>) in French and English. These are currently broadcast on bases, in CANEX stores and online.

In 2014, the Family Information Line provided 2,707 services for families. Of these, 1,250 callers were referred to Military Family Resource Centres, the Canadian Forces Member Assistance Program, and other community resources.

Strengthening the partnership with Military Family Resource Centres

In a collaborative effort between MFS and Military Family Resource Centres, the primary partner in the delivery of services to military families, 10 working groups were established to address key areas influencing how modern military families are supported. Among the working groups' priorities were modernizing the Military Family Services Program, improving communications with families, and maintaining and sustaining the current level of support to families.

Supporting military families' mental health

Along with strengthening our existing partnerships with Military Family Resource Centres, 2014 also saw MFS reinforcing relationships with other important partners, both within the CAF and outside the organization. Working with CAF Health Services and the Canadian Mental Health Association, MFS published *You're Not Alone* in May 2014 - a new mental health resource for military members and families. MFS also continued its collaboration with the Royal Mental Health Care and Research to develop new episodes of the mental health interactive video series, *The Mind's the Matter*.

Easing transitions between schools

MFS built upon its relationship with the Ottawa Carleton District School Board to develop a new guidance counselling service and support for distance education. This service, offered by Children's Education Management within MFS, assists the children of any military family transitioning between different school systems when relocating either inter-provincially or internationally.

Supporting the families of ill and injured personnel

Family Liaison Officers served 2,475 families in 2014, spending an average of 12 hours per family. The average case load for Family Liaison Officers across Canada is approximately 25 per staff member. The Family Liaison Officer remains one of the most valuable resources for families who are trying to support their loved ones during rehabilitation, recovery and reintegration.

Communicating with families online

FamilyForce.ca is an important access point for families, providing useful information and connecting them to the Family Information Line and all Military Family Resource Centres in Canada, as well as to service points in the United States and Europe. This year, more families turned to FamilyForce to look for information and resources. In 2014, FamilyForce saw a 2.3% increase in visits to the site over the previous year, with a total of 396,182 visits on the website during 2014. It also saw a 7.47% increase of total users in the past year.

MFS also increased its use of social media to communicate with partners and families. In 2014, MFS had 674 followers on Twitter, 1.8M fans were reached on Facebook, and MFS YouTube vignettes were viewed 3,300 times.

Pilot project: New services for veterans and their families

In November 2014, the Ministers of Veterans Affairs Canada and National Defence jointly announced a four-year trial to serve medically-releasing CAF personnel and their families for the two year period following release. In 2015, MFS will work with its partners to develop an effective implementation plan to extend the network of family support to this new population.

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NANCY LACHAPELLE

Volunteer, Military Family Resource Center in Valcartier
(volunteer for 14 years)

“Since I started volunteering, I learned that rubbing shoulders with people from the military community is very rewarding on a personal level. I get great satisfaction from giving back to the generations who have joined our community. Volunteering my time pushes me to surpass myself constantly and staff members show their confidence in me everyday.”

Photo: Governor General’s Caring Canadian Award, March 2015

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CHANTAL BEAUCHAMP

Communications Manager, Military Family Services,
CFMWS Headquarters, Ottawa (3 years of service)

“Invariably, most of my projects put me in touch with military families across Canada and abroad, and THAT is what I love best. It’s challenging, interesting, sometimes frustrating, but ultimately rewarding, especially when I can see firsthand the positive results that occur because of the work that we do at MFS.”

These services are funded by the Government of Canada, and delivered through
Alternative Service Delivery by the Staff of the Non-Public Funds, Canadian Forces.

2.3.10 Employment opportunities

Talent management

CFMWS' ability to deliver first class morale and welfare programs to the CAF community depends upon a stable, dedicated, and experienced workforce of approximately 4,000 employees at Bases, Wings and Units across Canada, in the United States and overseas.

CFMWS aims to have the right people, in the right place, at the right time. Human Resources programs are designed to be flexible and adaptable in order to acquire, develop, motivate and retain individuals who are capable of meeting clients' needs. A portion of the employee base is comprised of CAF family members and veterans.

Special programs are available to employees to expand their knowledge and skills. Looking ahead, HR will also launch a Leadership Path process to provide opportunities for current and future leaders to enhance their skills.

The organization's long-serving employees take pride in providing morale and welfare services to the CAF community. In recognition of their commitment, events are held regularly at Bases, Wings and Units across the country to recognize and thank employees. In 2014, 459 employees were recognized for their years of service ranging from five years to 40 years, and 73 employees were recognized on the occasion of their retirement. The CEO Exceptional Merit Awards are also awarded to employees annually to recognize outstanding achievements.

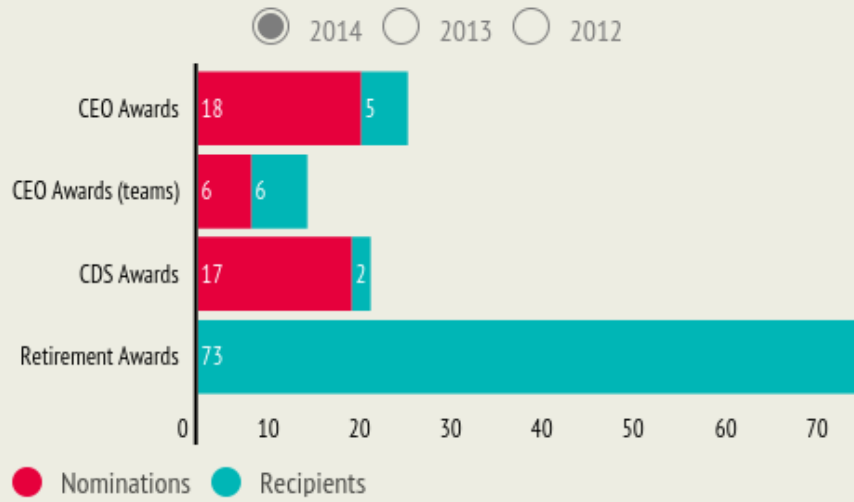
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GINETTE CHAMPAGNE
Vice-President, Human Resources,
CFMWS Headquarters, Ottawa (3 years of service)

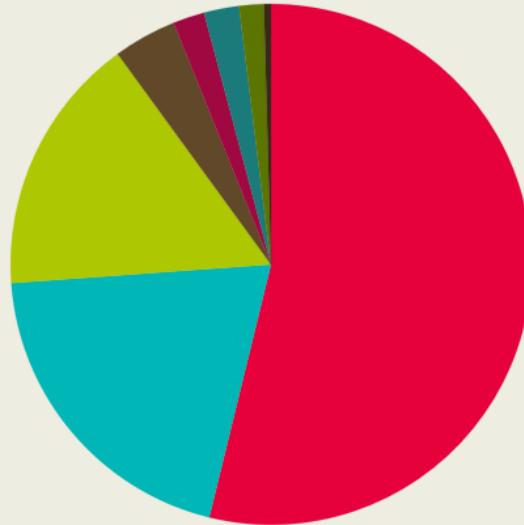
“When I’m asked if I like my job my answer is always ‘this is the best job I’ve ever had.’ There are so many aspects that I love about my job, but the one thing that truly makes it the best job is the fact that every day I get to work with a great team of individuals who make my job so easy.”

RECOGNITION



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YEARS OF SERVICE AWARD



5 10 15 20 25 30 35 40

40.68 years of service – Gina Neufeld, CFB Winnipeg, Finance
 40.01 years of service – Joseph Slaunwhite, CFB Halifax, CANEX

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AGE DEMOGRAPHIC



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3.0 Governance

3.1 NPP Board membership

The NPP Board* provides the overall strategic direction for all activities associated with Non-Public Funds. The Board financially oversees the operation of NPP, approves policies for the operation of NPP activities and provides policy direction for the Canadian Forces Central Fund.

CHAIRPERSON

General Tom Lawson

Chief of the Defence Staff

MEMBERS

Lieutenant-General Guy Thibault

Vice Chief of the Defence Staff

Vice-Admiral Mark Norman

Commander of the Royal Canadian Navy

Lieutenant-General Marquis Hainse

Commander of the Canadian Army

Lieutenant-General Yvan Blondin

Commander of the Royal Canadian Air Force

Lieutenant -General David Millar

Chief of Military Personnel

Major-General Robert Bertrand

Representative for Assistant Deputy Minister
(Finance Corporate Services)

Rear-Admiral Jennifer Bennett

Chief Reserves & Cadets

Chief Warrant Officer Kevin West

Canadian Forces Chief Warrant Officer

Rear-Admiral (Ret'd) Bryn Weadon

Retired Canadian Armed Forces Member

PERMANENT ATTENDEES

Mr Amipal Manchanda

Chief Review Services

Major-General Blaise Cathcart

Judge Advocate General

Commodore Mark Watson

Managing Director Non-Public Property

Ms Leigh Taylor

Department of National Defence / Canadian Forces Legal
Advisor

EX OFFICIO MEMBERS

Chief Petty Officer First Class Geoffrey Mctigue

Vice Chief of Defence Staff - Command Chief Warrant Officer

Chief Petty Officer First Class Tom Riefesel

Chief of the Naval Staff - Command Chief Petty Officer

Chief Warrant Officer Michael Hornbrook

Chief of the Army Staff - Command Chief Warrant Officer

Chief Warrant Officer Patrick Young

Chief of the Air Force Staff - Command Chief Warrant Officer

Chief Warrant Officer Pierre Marchand

Chief Military Personnel - Command Chief Warrant Officer

Chief Warrant Officer Howard Dunbar

Chief Reserves & Cadets - Chief Warrant Officer

SECRETARY

Steven R. Fash

Canadian Forces Morale and Welfare Services
Chief of Staff

*The composition of the NPP Board evolved over the course of the fiscal year and is subject to further change.

3.2 NPP Committee overview

Investment Committee

This committee provides oversight of the Canadian Forces Central Fund and the SISIP Segregated Fund investment portfolios and advises on investment policy and performance. The committee normally meets quarterly. Members this fiscal year were:

CHAIRPERSON

D. Langton Associate DGMWS

MEMBERS

L. Mohr Senior Vice-President Commercial Services
S. Tang-Jassemi Chief Financial Officer
B. Vanden Bygaart External Member
M. St-Jean External Member

SECRETARY

G. Archambault

Pension Board

This board has the responsibilities on the governance and investment decisions regarding the pension plan for the Staff of the Non-Public Funds, Canadian Forces. Members this fiscal year were:

CHAIRPERSON

D. Langton Associate DGMWS

MEMBERS

G. Champagne Vice-President Human Resources
L. Mohr Senior Vice-President Commercial Services
S. Tang-Jassemi Chief Financial Officer
B. Pickard Chief Information Officer
E.-L. Flynn
D. Latulippe
G. Winchester

EXECUTIVE SECRETARY

J. Gibson

Audit Committee

The Chief Review Services is responsible to the Chief of the Defence Staff for the audit and evaluation of NPP programs, activities, and financial statements. The NPP Audit Committee provides risk management, control and accountability, as they relate to NPP. It also has the authority to direct audits of any NPP activity as required. Members this fiscal year were:

CHAIRPERSON

M. Jeffery

MEMBERS

K. Pennie

J.R. Sellar

EX OFFICIO MEMBERS

A. Manchanda

Cmdre M.B. Watson

CWO M. Martel

4.0 NPP Accountability Framework

PROPHET

CFMWS has recently replaced its accounting information system, ABACIS. The replacement system is known as PROPHET. Key players from Finance and IM/IT worked together tirelessly to ensure PROPHET was functional for 1 April 2015. Team members have dedicated the last two years to mapping NPP business processes, creating the Request for Proposal for the initial software, and managing the implementation of PROPHET.

Charitable Status

As requested by the Canada Revenue Agency (CRA), Finance staff and the Office of the Legal Advisor to National Defence and the Canadian Armed Forces identified 126 NPP entities – including CAF Museums, CAF Regular and Reserve Units, and Regimental Funds – that had been incorrectly granted charitable status by the CRA. Finance staff worked closely with CRA representatives to identify 55 NPP entities that were targeted for annulment by CRA as their foundation documents did not meet CRA’s criteria for charitable status, 59 NPP entities whose charitable status has been revoked by CRA for failure to file income tax returns, and 12 NPP entities that meet CRA’s criteria for charitable status and therefore needed CFMWS to initiate voluntary revocation to migrate them to the NPP accountability framework.

Reserve Project

Work is progressing on a project to bring all Reserve NPP activities under the NPP Accountability Framework. NPP has expanded the scope of this project, and is working with the Canadian Army Reserve to provide a new range of accounting, HR, PSP, and CANEX services. Once a service level agreement is signed and resources are allocated, NPP plans to start the project in September 2015.

Compliance and Assurance

The Compliance and Assurance team completed reviews of 10 Bases and Wings, 14 small units, and five Military Family Resource Centres. The reviews ensure programs and services delivered are relevant to enhancing operational performance and ensure consistency in application of internal controls of all NPP operations.



TREVOR CLONEY
Senior Manager Finance Division Projects,
CFB Halifax (12 years of service)

“The AIS project has been both the most challenging and rewarding endeavour I have faced within CFMWS. The professionalism and dedication displayed by CFMWS’ team needs to be recognized, as without their unwavering support PROPHET would not have been successful. I am truly honoured to be part of that extraordinary team.”

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GINA NEUFELD

(left) NPP Accounting Manager, 17 Wing Winnipeg (over 40 years of service and CFMWS' longest serving employee)

“Over the past 40 years, I have seen the transition from manual books of account to a sophisticated Enterprise Resource Planning software implementation – this is change with a capital “C”. By far the best part of my job is the wonderful people I have met along the way. I would do it all over again with no regret whatsoever – I only recall the good times.”

These services are funded by Non-Public Property and delivered by the Staff of the Non-Public Funds, Canadian Forces.

5.0 Financial summary

FINANCIAL HEALTH (in 000's of dollars)

OPERATING HIGHLIGHTS

		CANEX			
	As at 31 March 2015	As at 31 March 2014		FY 2014-2015	FY 2013-2014
Assets	80,412	86,800	Sales	125,822	130,118
Liabilities	26,236	32,375	Income from Operations	5,413	3,551
Net Worth	54,176	54,425	Contribution to CFCF and Royalties	3,754	3,782
			Net Income/(Loss)	1,659	(231)

		CANADIAN FORCES CENTRAL FUND			
	As at 31 March 2015	As at 31 March 2014		FY 2014-2015	FY 2013-2014
Assets	284,894	284,945	Revenues	24,713	21,731
Liabilities	155,193	158,337	Expenses	21,619	18,717
Net Worth	129,701	126,608	Net Income/(Loss)	3,094	3,014

		CANADIAN FORCES MORALE AND WELFARE SERVICES			
	As at 31 March 2015	As at 31 March 2014		FY 2014-2015	FY 2013-2014
Assets	7,234	10,991	Revenues	20,699	18,555
Liabilities	15,657	13,710	Expenses	20,461	18,800
Net Worth	(8,423)	(2,719)	Net Income/(Loss)	238	(245)

		CANADIAN FORCES PERSONNEL ASSISTANCE FUND			
	As at 31 December 2014	As at 31 December 2013		FY 2014	FY 2013
Assets	17,027	16,789	Revenues	935	979
Liabilities	318	32	Expenses	983	783
Net Worth	16,709	16,757	Net Income/(Loss)	(48)	196

		SISIP FINANCIAL			
	As at 31 December 2014	As at 31 December 2013		FY 2014	FY 2013
Assets (segregated fund)	399,361	375,931	Revenues	107,342	102,966
Liabilities	3,545	3,509	Expenses	80,798	40,153
Net Worth	395,816	372,422	Contribution to CFCF	3,150	3,150
			Net Income/(Loss)	23,394	59,663

		BASE/WING/UNIT FUNDS			
	As at 31 March 2015	As at 31 March 2014		FY 2014-2015	FY 2013-2014
Assets	115,400	117,069	Revenues	72,206	78,372
Liabilities	25,252	31,259	Expenses	67,472	72,107
Net Worth	90,149	85,810	Net Income/(Loss)	4,733	6,265

		CAF MESSES			
	As at 31 March 2015	As at 31 March 2014		FY 2014-2015	FY 2013-2014
Assets	26,554	27,294	Revenues	31,279	32,351
Liabilities	1,688	1,723	Expenses	31,934	31,397
Net Worth	24,866	25,571	Net Income/(Loss)	(655)	954

		RESERVE UNITS			
	As at 31 March 2015	As at 31 March 2014		FY 2014-2015	FY 2013-2014
Assets	3,194	2,523	Revenues	1,910	1,639
Liabilities	855	487	Expenses	1,698	1,430
Net Worth	2,339	2,036	Net Income/(Loss)	212	209

NOTE: The data in the above financial summary are subject to audit. They will be replaced with the audited data when available.