

LEADERSHIP MESSAGE

PSP

CANEX AND SISIP FINANCIAL

MFS

STRATEGIC OUTREACH

CORPORATE SERVICES

INFORMATION SERVICES

HUMAN RESOURCES

FINANCE

FRANÇAIS



CFMWS ANNUAL REPORT

2016-2017

Table of Contents

LEADERSHIP MESSAGE	10
Leadership Message	10
1996–2016 Celebrating 20 years: Virtual Gallery	11
20 Years, Building One Community, One Million Strong	12
CFMWS Divisions	13
Connect with CFMWS	14
PSP	15
Personnel Support Programs (PSP)	15
About PSP	15
Delivery of publicly funded programs	16
FORCEcombat	16
EFit / FORCE Fitness Profile	17
From an NPP perspective	17
Highlights	18
PSP Cross-Divisional Projects	18
CANEX and DFIT collaborating to provide a healthier food environment in the CAF	19
Launch of CAFconnection.ca with Military Family Services	20
Community Needs Assessment (CNA) with Military Family Services	21
Cross-marketing with all operational divisions	22
Other Highlights and Key Initiatives	23
PSP Recreation Programs	24
Just is Recreation Month (JRM)	25
PLAY Magazine	26

Table of Contents

CAF Photography Contest	27
Summer Camp	28
Support for children with special needs	29
HIGH FIVE	30
PSP Recreation by the Numbers	31
PSP Distinction and Awards	32
Parks and Recreation Ontario President’s Award of Distinction.....	32
HIGH FIVE Champion Award	33
Petawawa Proves Excellence with HIGH FIVE Accreditation	33
Deployment Support.....	34
CAF Gym-in-a-box	35
More about PSP	36
Connect with PSP	36
CANEX AND SISIP FINANCIAL	37
CANEX and SISIP Financial	37
Together We Stand.....	38
CANEX and SISIP Financial giving back	39
CANEX	40
CANEX: Canada’s Military Store	40
CANEX’s Year in Review.....	41
Three-year strategic plan completed in 2016	41
CANEX focusing on segmented marketing	41

Table of Contents

CANEX Championship Gaming Series	42
Other Segmented MARKeting Initiatives.....	42
Key accomplishments	43
Largest NPP Capital Project Ever!	43
Healthier Choice / BeneFit program	44
CANEX New Pint-of-Sale (POS) System	45
Assessing Custmer Satisfaction.....	45
Military Family Collection.....	46
CANEX.ca by the Numbers.....	46
CANEX.ca: Get more with CFOne	47
CFOne Day	47
CANEX's Partners.....	48
CANEX in the Community	49
CANEX on Social Media	50
Connect with CANEX	51
SISIP Financial	52
SISIP Financial.....	52
What We Do	53
Highlights.....	54
Online Learning Centre	54
The Online Learning Centre includes.....	55
SISIP Financial Rebranding	56
SISIP Financial Rebranding	56

Table of Contents

SISIP Financial	57
SISIP Financial In Your Community	58
SISIP Financial Contributes to the Support our Troops Fund	58
SISIP Financial In Your Community	59
Highest Military Civilian Honour	59
SISIP Financial by the Numbers	60
More About SISIP Financial	61
Connecy with SISIP Financial	62
MFS	63
Military Family Services (MFS).....	63
MFS Year in Review	64
The Military Family Services Program (MFSP) celebrated 25 years of support to military families in 2016	64
Children’s Education Management	65
Partnerships	66
Health Care	66
Employment	67
Leadership	67
Other Partnerships	68
Modernizing the MFSP	69
Connecting with Military Families	71
#MyVoice	72
Connect with MFS	73

Table of Contents

STRATEGIC OUTREACH	74
Strategic Outreach	74
CFOne Membership Program	74
CFOne: Discover the Benefits.....	75
CFOne: Your Health – Get Involved.....	75
Support Our Troops.....	76
Support Our Troops programs	76
Types of grants provided.....	77
Testimonials	78
Special Events: National Capital Open to Support Our Troops.....	79
CF Appreciation Program	80
Canadian Defence Community Banking (CDCB).....	82
Strategic Outreach by the Numbers	83
Connect with.....	84
CORPORATE SERVICES	85
Corporate Services.....	85
The Corporate Services Divisions Includes.....	85
Highlights.....	86
Communications	86
Translation Services.....	87
Travel Services.....	88
NPP Education and Policy Management Framework	89
NPP Education and Awareness	89

Table of Contents

Policy Management Framework.....	90
Other Corporate Services.....	91
For more information	93
INFORMATION SERVICES	94
Information Services (IS).....	94
About the IS Division	94
The IS Division is made up of four business groupes	95
IM/IT Strategy and Planning.....	95
IM/IT Business Services.....	96
IM/IT Operations.....	97
IS Administrative Services.....	98
Key Accomplishments	99
CAF Connection (CMS and Web Convergence).....	99
CF Appreciation Mobile	100
eFIT and DFIT	101
Other Highlights.....	102
More About the IS Division	103
Contact Information Services	103
HUMAN RESOURCES	104
Human Resources Division	104
What We Do	105
Our Programs and Services	106

Table of Contents

The Year in Review	107
Staff of the NPF by the Numbers	109
More About Staff of the NPF	110
More Information About Human Resources	110
Connect With Us	110

FINANCE	111
Finance.....	111
About the Finance Division.....	111
Highly Dedicated Team	112
Aiming for Excellence.....	112
Accounting Services and Accounting Information System	113
At the Corporate Level	113
Chief Financial Officer – One Person, Multiple Roles	114
Compliance and Assurance	114
Key Accomplishments	115
NPP 2016–2017 Audited Financial Statements	117
For more information.....	117

Leadership Message



**Commodore Sean N. Cantelon,
Chief Executive Officer, Staff of the Non-Public Funds,
Canadian Forces**

As I came on board as Canadian Forces Morale and Welfare Services' (CFMWS) new Chief Executive Officer in August 2016, our organization was on the eve of its 20th anniversary. This year's report provides an opportunity to reflect on the last 20 years and on the many important milestones our organization has accomplished since its creation in 1996.

In 2017, we will be embarking on a new [Strategic Plan](#). The main theme is that CFMWS operates on the principle of a social enterprise, with a clear linkage between our revenue generating, commercial and fundraising strategies, and our program delivery model. Three strategic priorities also permeate the strategy: service excellence, seamless experience and covenant of service. These priorities will help to shape action plans and guide performance objectives.

This report is a reflection of this new direction. For the first time, we are reporting not only on Non-Public Property (NPP) funded programs but also on publicly funded programs delivered through the NPP framework. This annual overview provides a more complete CFMWS-wide story, thus bearing the name CFMWS Annual Report. I hope you will take a moment to browse through this highly visual and vibrant presentation to learn more about the wonderful accomplishments CFMWS has carried out in the past year to meet the needs of the CAF Community.



— 20 Years, Building One Community, One Million Strong —

In 2016, Canadian Forces Morale and Welfare Services (CFMWS) celebrated its 20 years of unrelenting dedication to helping Canadian Armed Forces members and their families with services that are tailored to handle many unique aspects of the military lifestyle.

DWAN users: If you have trouble viewing these videos, please use Google Chrome as your browser.



Leader

CFMWS is a recognized and respected leader in the delivery of quality Morale & Welfare services since 1996.



Diverse

CFMWS offers a breadth of services that are uniquely tailored to the needs of Canada's military community.



Integrated

CFMWS staff are an integral part of the Defence Team with public servants and the CAF, and are passionate about supporting the military community.

CFMWS Divisions

CFMWS 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 funds provided by the Department of National Defence (DND) and Non-Public Property (NPP).

Click on individual divisions below to find out more and get a glimpse of their various accomplishments in fiscal year 2016–17.



CANEX

An NPP entity

Canada's Military Store



SISIP Financial

An NPP entity

Securing the financial health and well-being of the CAF community



Military Family Services (MFS)

Primarily publicly funded

Delivered with NPP resources and augmented with military and DND staff.



Personnel Support Programs (PSP)

A blend of public funds and NPP entities

Includes both publicly reimbursed programs delivered by NPP through Alternative Service Delivery 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.



Strategic Outreach

An NPP entity

Includes the Support Our Troops Program, the CFOne Membership Office, the Canadian Defence Community Banking program, and the CF Appreciation Program.



Support Divisions

NPP entities

- Human Resources (HR)
- Finance
- Information Services (IS)
- Corporate Services

Connect With CFMWS

Here's how!



@CFMWS



CFMWS Website



@CFMWS1

© CFMWS · SBMFC 2017

— Personnel Support Programs (PSP) —

Embedded in military communities across Canada, Europe and on most major CAF missions, Personnel Support Programs (PSP) is the most diverse and wide-reaching CFMWS division. Delivered through public (DND) and non-public funding mechanisms, PSP's team of specialized professionals is dedicated to the operational readiness of the CAF and the health and wellness of the entire military community.

About PSP

Operating more than 20 separate business lines, PSP is the most diverse and wide-reaching CFMWS division. PSP programs and services address many aspects of wellness such as physical, emotional, social, occupational and intellectual. PSP services are delivered through both public (DND) and non-public (NPP) funding mechanisms.

[LEARN MORE](#)





Delivery of publicly funded programs

As the publicly funded morale and welfare provider for fitness, sports, deployment support and health promotion delivery, PSP is an effective and efficient force-multiplier to the chain of command.

The next slides feature the following items:

- FORCEcombat
- EFit / FORCE Fitness Profile

[FIND OUT MORE](#)

FORCEcombat

Our programs are designed to be agile enough to address the unique and ever-changing needs of the CAF. FORCEcombat takes the FORCE evaluation to the next level and offers a training objective for the Canadian Army's high readiness units to gauge their level of physical preparation to face the most demanding circumstances, including fighting in urban operations.

[FIND OUT MORE](#)

CADPAT	
SHIRT PANTS	
BOOTS, ETC.	4.5kg
FIGHTING ORDER	
HELMET	1.6kg
FACTICAL VEST	2.1kg
CT RING	3.9kg
WAGO	2.5kg
PARADISE/STATION VEST	3.4kg
PLATEAU	5kg
TOTAL 25kg	

04:01



EFit / FORCE Fitness Profile

Our innovative approach to quantifying and reporting on the status of physical fitness in the CAF is world-leading and truly a first-of-its-kind. We have managed to blend a measure of operational readiness with health-related fitness using new technology that provides the CAF and its members with comprehensive information on their level of fitness.

[FIND OUT MORE](#)

From an NPP perspective

PSP operates on the principle of social enterprise, where 100% of the NPP-generated profit is reinvested in CAF communities. For example, profit from recreation yoga passes may be used to subsidize the cost of a March Break day camp. Messes, CF Newspapers, Specialty Interest Activities (SIAs), including golf courses, marinas and campgrounds, and special events and recreational programs provide a variety of goods and services to meet the needs of CAF members and their families.

[FIND OUT MORE](#)

Highlights

Find out what PSP has accomplished in 2016–2017

PSP Cross-Divisional Projects

PSP is working with other divisions to create synergy and offer a seamless experience for the CAF community.

The next slides feature the following cross-divisional projects:

- CANEX and DFIT Collaborating to provide a healthier food environment in the CAF
- Launch of CAFconnection.ca with Military Family Services
- Community Needs Assessment (CNA) with Military Family Services
- Cross-marketing with all operational divisions



Benefit

Healthier Choice

CANEX and DFIT collaborating to provide a healthier food environment in the CAF

In a show of true collaboration, DFIT Health Promotion, CANEX and Ventrex developed a program that identifies and promotes healthier food options in vending machines and on CANEX store shelves across Canada. Building on the successes of a similar program at CFLRS in St-Jean, registered dietitians and other Health Promotion staff spent hundreds of hours of work developing a point system that would allow CANEX managers to identify foods as healthy, based on contents of protein, fibre, vitamins, calcium, calories, sodium, fat, etc...

[LEARN MORE](#)



Launch of CAFconnection.ca with Military Family Services

CAFconnection.ca is a new website that brings the contents of the FamilyForce and CF Community Gateway websites under one URL, connecting CAF members and families to their local Military Family Resource Centres (MFRCs) and PSP organizations through one single site. It improves and modernizes the way military members and their families access information and resources about their local Canadian Armed Forces morale and welfare services.

Since the January 2017 launch to the end of March 2017:

- 934,295 visits to the website
- 181,675 unique visitors

[VISIT CAFCONNECTION.CA](http://CAFCONNECTION.CA)

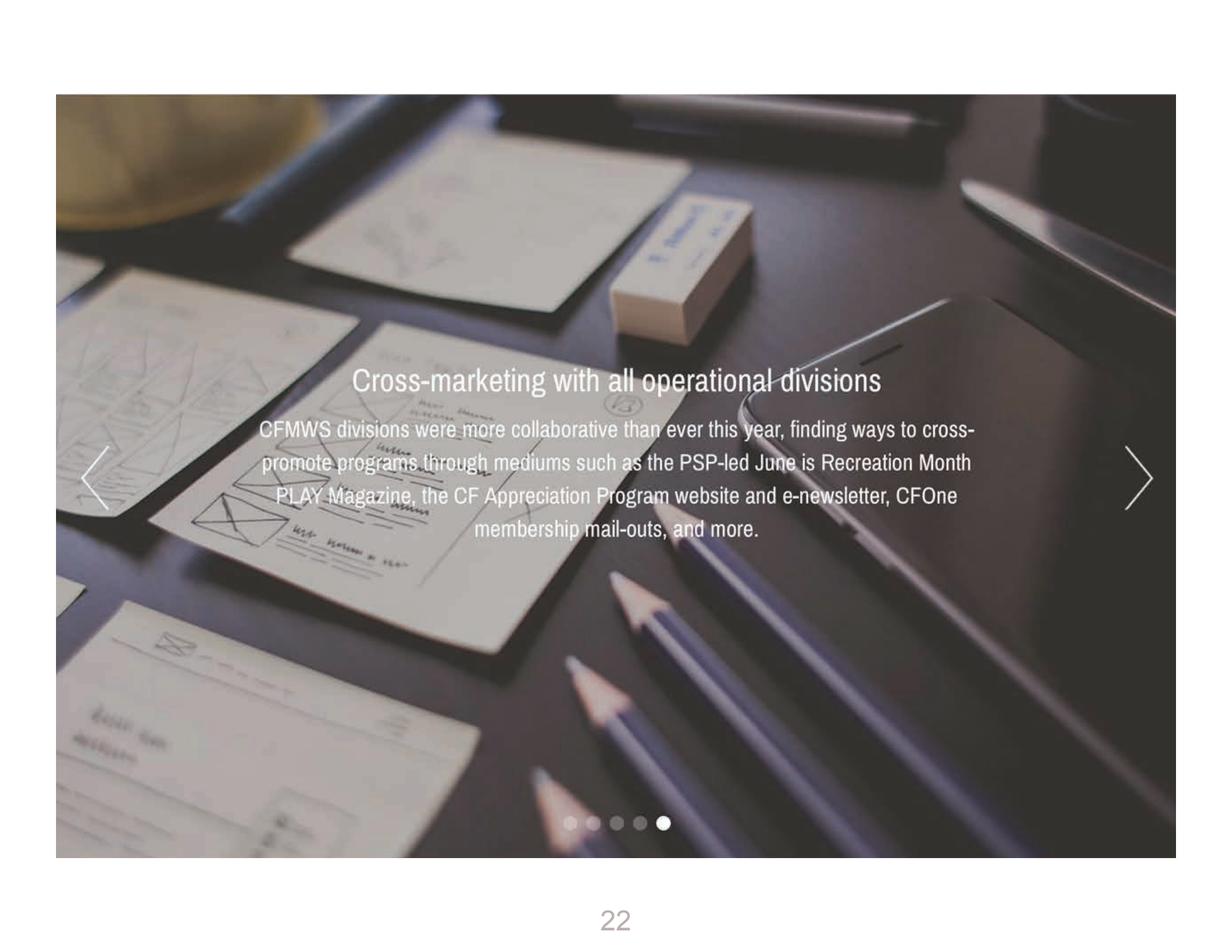


Community Needs Assessment (CNA) with Military Family Services

A key objective of the Canadian Forces Morale and Welfare services is the active and meaningful participation of Canadian Armed Forces (CAF) members and families in the development, delivery and evaluation of our programs and services. In order to maximize resources and reduce respondent fatigue, PSP and Military Family Services (MFS) have adopted a new national CNA. The new survey approach and responsive tool was based on the work of the RAND National Defense Research Institute.

- Conducted between 12–23 September 2016
- Over 11,000 respondents completed the CNA
- Respondents included military members, veterans and their families
- 14 million data points to be analyzed with 700,000 open-ended qualitative data points
- A full CNA report is expected in 2017



A top-down view of a dark desk with several white sticky notes, some with handwritten text and diagrams. There are several blue pencils, a wooden eraser, and a black smartphone. The scene is dimly lit, creating a professional and focused atmosphere.

Cross-marketing with all operational divisions

CFMWS divisions were more collaborative than ever this year, finding ways to cross-promote programs through mediums such as the PSP-led June is Recreation Month PLAY Magazine, the CF Appreciation Program website and e-newsletter, CFOne membership mail-outs, and more.

Other Highlights and Key Initiatives



CISM 2017 Americas Continental Meeting

February 5 to 11, 2017 in Quebec City

CFMWS/PSP/Sports hosted the Conseil International du Sport Militaire (CISM) 2017 Americas Continental Meeting from 05 to 11 February in Quebec City. There were 23 participants from 11 countries (Barbados, Brazil, Canada, Chile, Columbia, Dominican Republic, Ecuador, Guyana, Mexico, USA and Venezuela) and the event was supported by four PSP staff. [Click here](#) to read more.

Canada-Wide Standards

PSP participates in national recreation policy board

Senior Manager Recreation Programs, Ryan Cane, was invited to participate in an external national recreation policy board and helped develop standards for recreation departments across the country on issues such as concussions and LGBTQI participants.



Canadian Armed Forces On the Move – A Guide to Relocating

Launched in 2016 by Canadian Forces Newspaper Association

The Canadian Forces Newspaper Association launched “[Canadian Armed Forces On the Move – A Guide to Relocating](#)”. 34,000 guides will be distributed to the 250,000 readership of 17 CFNs across the country.

PSP Recreation Programs

From the largest Base to the smallest Wing, recreation departments are united in improving health and well-being, contributing to operational success, and providing safe, enjoyable recreation opportunities.

The next slides feature the following items:

- June is Recreation Month (JRM)
- PLAY Magazine
- CAF Photography Contest
- Summer Camp
- Support for children with special needs
- HIGH FIVE

[FIND PROGRAMS NEAR YOU](#)





June is Recreation Month (JRM)

The 2016 theme, "This is my therapy", highlighted how recreational activities restore us and better prepare us for the challenges ahead. For the eighth year, CAF locations were encouraged to promote June is Recreation Month through a series of events. Activities ranged from Bike Rodeos, Spin-a-Thons, Family Beach Parties, Paint Ball, and Family Art events. The sponsor of last year's event was Canadian Tire.

A national on-line JRM Scavenger Hunt contest was held. The JRM Contest was open to those eligible for a CFOne Card. The winners were chosen by random draw on 04 July, 2016. Capt Jamie Hill (RMC), WO Janet O'Rourke (Europe), and Oto Koukal (Ret'd) each received \$1,000 worth of Canadian Tire gift cards.

[LEARN MORE](#)



PLAY Magazine

This was the second year for the June is Recreation Month (JRM) e-zine PLAY. It is the official e-zine of the JRM campaign. PLAY magazine shared the stories about our programs, profiled our volunteers, provided tips and resources for military families and announced new national initiatives that support our troops. Feature articles included:

- The Appalachian Trail: The Challenge of a Lifetime
- PSP Recreation Reaches New Heights through High Five
- Boomers Legacy
- In the Kitchen with a Masterchef
- Ultimate Guide to Finding & Fixing your Perfect House with the Property Brothers

CHECK IT OUT NOW!



CAF Photography Contest

The 49th edition of the Canadian Armed Forces Photography Contest Awards and Dinner was held on the 23 November, 2016 in Ottawa at the LeBreton Gallery of the Canadian War Museum.

Photographers, guests, members of the Canadian Armed Forces leadership, and event sponsors spent an enjoyable evening admiring the stunning array of images taken by members of our military community.

Confirming the power and popularity of photography, the CAF Photography Contest committee received 2,179 entries from 370 participants, a **37% increase** from the 2015 edition.

[SEE THE WINNING IMAGES](#)





Summer Camp

Across Canada there are increasing demands for limited child care spaces resulting in lengthy waiting lists, both in terms of time and numbers. Although this is a systemic shortage applicable to all Canadians, securing child care is further exacerbated for CAF personnel because of increased operational tempo, frequent postings, deployments and absences for military taskings.

PSP Day Camps provide onsite/workplace care during summer, March break and school in-service days. They offer extended hours to match the military operational tempo. Summer 2016 saw over 9,500 enrollments in over 350 Weeks of Camp. PSP Summer Camps were also the program of choice for the military families that received funding from The Support Our Troops Program to defray the cost of sending a child to summer camp.

[LEARN MORE](#)



Support for children with special needs

In 2016, Community Recreation received \$50,000 from SOT to support the participation of children with special needs in PSP-lead summer programs.

This funding allowed PSP to increase our abilities to offer support workers, which opened additional sports for children who require one-on-one support and enabled local PSP departments to support 115 children with special needs in 336 weeks of camp. Over 20 different types of disabilities were supported.



[LEARN MORE ABOUT CAMPS](#)



HIGH FIVE

All PSP Recreation Departments use the HIGH FIVE model to train their staff and assess their programs. This year, 335 additional PSP staff members across Canada received HIGH FIVE training, and 241 programs were evaluated nationally.

[LEARN MORE](#)



PSP Recreation by the Numbers

Over 200 PSP facilities were dedicated to casual recreation use, which is reflected in over 1,200 hours a week in the gym, over 550 hours a week in the pool, and over 200 hours a week in the arena.

100,000 people

joined the fun at **282** special events.

50,000 members

for PSP gyms and recreation centres.

7,810 instructor-led

PSP Recreation programs representing over **260** different areas of interest.

5 million visits

on average for recreation use annually.

2,179 entries

from **370** participants in the CAF Photography Contest.

18,006 people

participated in **313** June is Recreation Month activities.

18,000 members

in **228** recreation clubs.

12,000 sports fans

came out to play at 40 different locations.

PSP Distinctions and Awards

The next slides feature the following distinctions and awards PSP received in 2016:

Parks and Recreation Ontario President's Award of Distinction
HIGH FIVE Champion Award
Petawawa Proves Excellence with HIGH FIVE Accreditation

Parks and Recreation Ontario President's Award of Distinction

In April 2016, The PSP Division was awarded with the Parks and Recreation Ontario **PRESIDENT'S AWARD OF DISTINCTION** for their exceptional contribution and long-term commitment towards the advancement of the parks and recreation agenda on the national level.





HIGH FIVE Champion Award

Community Recreation Coordinator Felicia Arsenaut was awarded a HIGH FIVE Champion Award. This award honours an outstanding individual who has supported and inspired the implementation of HIGH FIVE.

The HIGH FIVE Champion Award acknowledges the impact an individual has made helping to ensure children are having positive experiences in programs within their environment.

Petawawa Proves Excellence with HIGH FIVE Accreditation

Garrison Petawawa is the first PSP Community Recreation Department to become a HIGH FIVE accredited organization. To achieve this special designation, the department passed a formal, three-year assessment process to ensure that their programs meet the highest recognized levels of quality and safety, with well-trained staff and excellent programming.

[LEARN MORE](#)



Deployment Support

Supporting those who serve, in Canada and overseas

- In 2016, more than 30 PSP staff were deployed to over eight different operations.
- From our PSP HQ, we supported an additional 34 missions and embassies with programs like Amenities, which sent over 34,000 items worldwide.
- Our ability to efficiently recruit, train and deploy NPF PSP staff anywhere in the world in support of international operations enables an agile and robust morale and welfare support for the CAF.
- PSP uses the same departure assistance process as any military member and we provide the war risk premium coverage to all deployed staff.

PSP staff supported the following 2016–2017 deployments:

- Op REASSURANCE (Latvia and Poland)
- Op NUNALIVUT
- Op IMPACT
- Op ADDENDA
- Op NANOOK
- HMCS Athabaskan
- HMCS Winnipeg
- HMCS Ottawa

Training sessions

Two major training sessions were held to support Canadian Joint Operations Command operations:

- FSR Coord training for 24 candidates, CFB Halifax (Nov. 2016)
- Training for the following positions: M&W Mgr, Retail Attendant, Retail Supervisor, Travel Coordinator, Barber (April 2017)

Maple Resolve

Two Fitness, Sports and Recreation Coordinators supported this mission. PSP also successfully launched a mobile gym to support this major Canadian Army exercise.

Show Tours

- OP IMPACT – Kuwait (March/April 2016)
- CFS Alert – June/July 2016
- OP IMPACT – Kuwait (Sept./Oct. 2017)
- CFS Alert – Dec. 2016
- OP ARTEMIS/OP FOUNDATION/OP IMPACT – (Feb./Mar. 2017)

Satellite TV

The service is provided to the entire RCN fleet on both coasts.

Home Leave Travel Assistance (HLTA)

PSP finalized 2007 travel files for the small Canadian Joint Operations Command missions and Her Majesty's Canadian Ships.

CAF Gym-in-a-Box

Mobile gyms allow PSP to better support the CAF wherever they are deployed or on training exercises by providing a complete and robust supply of fitness equipment. With PSP staff embedded on the exercise or mission, the physical fitness programs can easily adapt to the unique CAF operational demands and ensure a level of service similar to what PSP provides on Bases and Wings.

In FY 2016–17, PSP mobile gyms deployed from CFB Trenton, CFB Edmonton, CFB Wainwright, CFSU(O), CFB Petawawa and CFB Valcartier.



— More about PSP —

For a more in-depth look at Personnel Support Programs, click on the button below.

[CLICK HERE FOR MORE INFO](#)

— Connect with PSP —



@CF.REC.FC



About PSP (CFMWS Website)



CAFConnection.ca



@CAFSports

© CFMWS · SBMFC 2017

— CANEX and SISIP Financial —

As part of the broader mission of Canadian Forces Morale and Welfare Services (CFMWS), CANEX and SISIP FINANCIAL have spent almost 50 years dedicated to enhancing the morale and welfare of Canadian Armed Forces (CAF) members and their families!



CANEX

Canada's Military Store

[Click here](#) or on the image to go to CANEX's page.



SISIP Financial

INSURANCE · INVESTMENTS · SAVINGS · ADVICE

[Click here](#) or on the image to go to SISIP Financial's page.

Together We Stand



Supporting the CAF Community

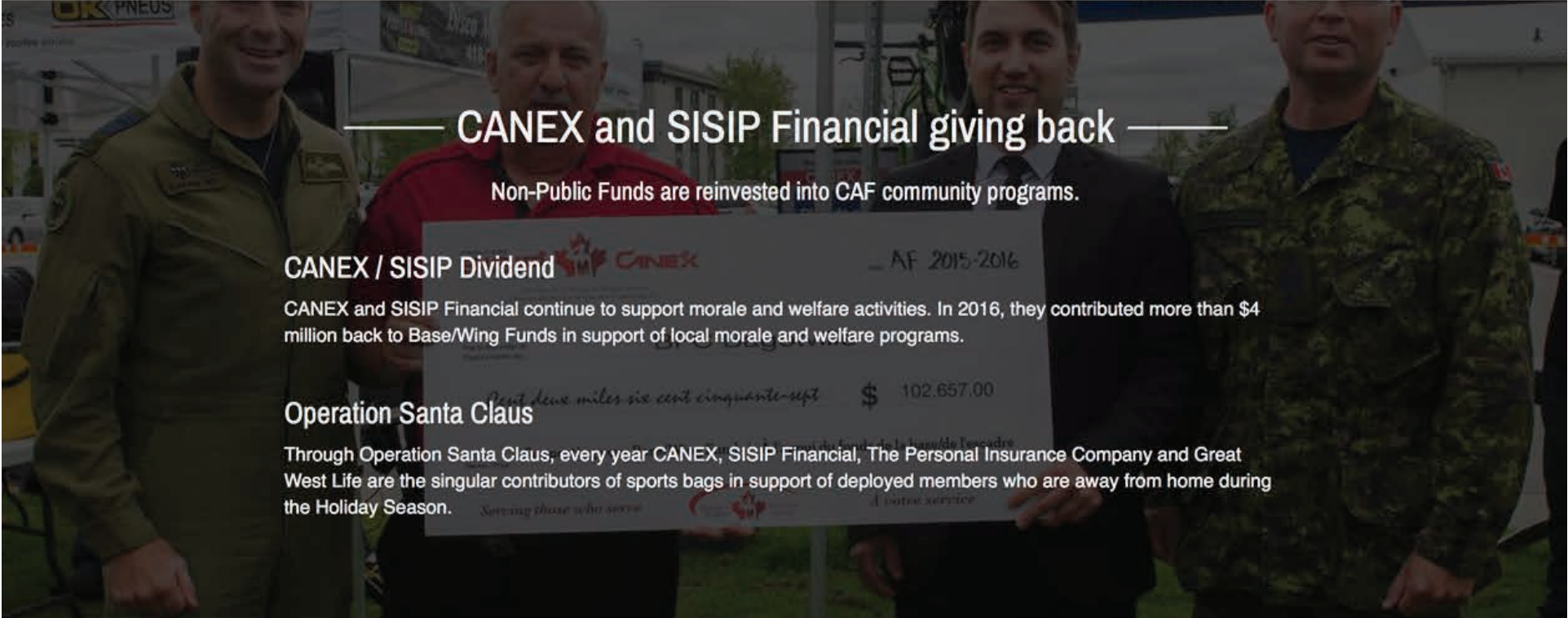
CANEX and SISIP Financial, alongside partners The Personal Insurance Company and Manulife, supported Family Days held at Halifax, Ottawa and Kingston.

CANEX and SISIP Financial focused their local marketing initiatives on supporting local Base and Wing events and activities, and having a consistent presence and involvement within their local communities.

Customer Excellence Awards

In 2016, Commercial Services (CANEX / SISIP Financial) presented 43 employees who consistently provided exceptional quality of service to both internal and external customers with the Customer Excellence Award.





— CANEX and SISIP Financial giving back —

Non-Public Funds are reinvested into CAF community programs.

CANEX / SISIP Dividend

CANEX and SISIP Financial continue to support morale and welfare activities. In 2016, they contributed more than \$4 million back to Base/Wing Funds in support of local morale and welfare programs.

Operation Santa Claus

Through Operation Santa Claus, every year CANEX, SISIP Financial, The Personal Insurance Company and Great West Life are the singular contributors of sports bags in support of deployed members who are away from home during the Holiday Season.

CANEX: Canada's Military Store

Convenient, Competitive and Relevant

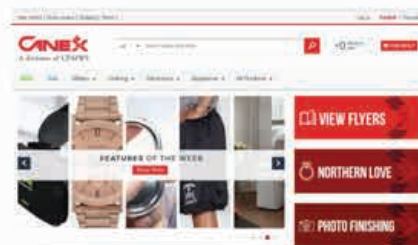


About CANEX

CANEX, established in 1968, is a retail operation made up of a number of stores and services, designed specifically to meet the needs of the military community. In many ways, CANEX goes beyond the normal retail requirements in order to ensure the military community reaps extra benefit from the operation. CANEX operates almost 40 retail outlets on major Bases and Wings across Canada.

Access to Unique Products and Services

Members of the Canadian Armed Forces (CAF) One Community, One Million Strong have exclusive access to unique products and services including programs such as the CANEX No Interest Credit Plan, CANEX Price Match Guarantee, CANEX Rewards loyalty program and CANEX Home Heating program. They also enjoy *Members Only* advantage pricing on select merchandise.



CANEX.ca, the Canadian military's ecommerce shopping platform

CANEX.ca provides customers not only with the convenience of shopping online for a variety of brand name merchandise, but also an "extended aisle" in certain categories. Additionally, military affinity programs such as Pride of Association merchandise from participating Kit Shops and Canteens, military accoutrements, optional military uniform clothing, Support Our Troops products, and more are also available.

— CANEX's Year in Review —



Three-year strategic plan completed in 2016

Four key pillars:

- Repositioning CANEX
- Growing on-base business
- Growing new business in new markets
- Increasing operational efficiencies

[LEARN MORE](#)

CANEX focusing on segmented marketing

Market segmentation is the process of dividing a market of potential customers into groups, or segments, based on different characteristics. The segments created are composed of consumers who will respond similarly to marketing strategies and who share traits such as similar interests, needs, or locations. Following research, CANEX focused on segmented marketing in 2016.



CANEX Championship Gaming Series

Highlighting the year was the first ever **CANEX Championship Gaming Series**, which had participating teams from 11 bases across Canada. Spectators watched live-streamed games, and were engaged in a live-chat forum. This gaming event promoted further awareness to CANEX and CFOne.

[LEARN MORE](#)

Other Segmented Marketing Initiatives

Other various segmented marketing initiatives were also held throughout the year that reached almost 125,000 people. With each initiative, incentives or prizes were provided to participants.

2016–2017 initiatives included:

- Be My Valentine
- Spring Fashion Yoga
- Mother's Day
- Daylight Savings Time
- How Does She Do It
- Engagement Moment

Key accomplishments

Largest NPP Capital Project Ever!

Under construction since October 2015, the new 45,000 square foot CANEX flagship store at Garrison Petawawa opened its doors on April 28, 2017. The new CANEX facility features a re-engineered layout including CANEX Retail and Grocery stores combined as a Supermart, alongside a new SISIP Financial office, Service Ontario branch, BMO banking machine, Barber Shop and other concessions, improving the overall customer experience.

[LEARN MORE](#)





BeneFit

Healthier Choice

Healthier Choice / BeneFit Program

In 2016, representatives from DFIT, PSP, CANEX and Ventrex Vending collaborated to deliver a program that identifies and promotes healthier food options (in beverages/snacks) customized to the nutritional and lifestyle needs of the CAF Community. The soft launch was January 2017 and a hard launch occurred in June 2017 in conjunction with the PSP virtual magazine, June is Recreation Month. Watch for the BeneFIT logo on items in-store, online and in vending machines that meet these criteria.

[READ MORE](#)

CANEX New Point-of-Sale (POS) System

CANEX joined forces with JESTA IS on a new project that will transform their business and greatly improve their customer experience.

By using an analytics-driven system of record, the new POS system will enable CANEX to improve their inventory management control, procurement process and merchandising. It will also give the CANEX marketing team a powerful tool that will give them a clearer picture of customer shopping needs.

[READ MORE](#)



Assessing Customer Satisfaction

In 2016, CANEX conducted its first Net Promoter Score (NPS). NPS is a common business metric used to assess customer satisfaction. It gauges customer loyalty, captures the customers' voice, spots trends and identifies insights. When integrated in the business, it is recognized as a lead indicator of growth and gains power. This ongoing initiative will allow CANEX to build on improving the overall customer experience.

Military Family Collection

In celebration of the 25th anniversary of the Military Family Services Program, CANEX partnered with them to create a new program of dedicated products that allows family members to show their pride of being part of the CAF Community. The Military Family Collection currently includes coins, pins and apparel. [Click here](#) to learn more.



SHOP NOW!

— CANEX.ca by the Numbers —

Over 1M

sessions this year, with equal numbers of new and returning visitors. On average, visitors spend four (4) minutes on site.

150,000+

customers reached with the weekly CANEX.ca e-newsletter (includes CFOne members).

10,000+

parcels shipped annually, with the goal of having accurate, complete orders delivered within 2-3 business days.

9.3M

a 70% increase in page views over previous year.

33%

increase in sales over previous years' sales.

CANEX.ca

CANEX.ca: Get more with CFOne

Access CANEX.ca with your CFOne number and continue enjoying the variety of specials and benefits available exclusively to CAF members and the CAF Community.

APPLY NOW!



CFOne Day

CANEX held its first annual one-day CFOne Day sale on 13 July 2016. Customers gave positive feedback on the deals and merchandise offers. This event reinforced the CANEX brand due to the excitement, customer engagement and overall positive customer experience with online sales increasing by 281% and in-store sales by 80%! BBQs that were held locally to boost awareness, generated interest and traffic also contributed greatly to the event's overall success.

CANEX's Partners



Local Concessions

In support of the needs of the CAF Community, CANEX also manages local concessions such as medical offices, barber shops and other facilities and is proud to have national, long-standing business partners, such as Tim Hortons and The Personal Insurance Company.

Tim Hortons

CANEX realized additional openings at Petawawa, Halifax, Comox and Winnipeg for a total of 15 kiosks now open.

- 1M cups of coffee sold since implementation
- 112,805 Baked goods sold
- Over \$2M total sales since implementation
- 704k cups sold
- For a total of \$1.4M in sales



The Personal Insurance Company

The Personal Insurance Company continues to cater to, and build relationships within the CAF Community. Home and auto insurance policies within the CAF community rose by 2.6% vs. previous year, with biggest growth in retirees at 5% vs. previous year.

- The Personal graciously sponsored the Carling Campus Orientations (Phases 1 and 2) providing trinkets and free Tim Hortons donuts and coffee to members attending these weekly orientations (50- 125/w).
- The Personal Insurance Company presented the 2016 winners of the "Picture your Adventure" \$20,000 prize to retired military couple CWO (Ret'd) Mark Baisley and MWO (Ret'd) Annette Baisley from (New Brunswick). [Click here](#) for more info.

— CANEX In the Community —

Non-Public Funds are reinvested into CAF community programs.

Volunteer Recognition Program

CANEX continues to support MFS and the MFRCs by contributing \$100,000 towards their Volunteer Recognition Program. An awareness and appreciation campaign including a video took place in April (Volunteer Recognition Week).

Support Our Troops

Working in partnership, SOT and CANEX have agreed to move the existing Support Our Troops site to a new URL www.supportourtroopscanada.ca under CANEX management. A percentage of proceeds from sales of Support Our Troops merchandise are returned to the Support Our Troops Fund (sales from in-store, online at CANEX.ca or the Support Our Troops website). As this new site is opened to the public, CANEX will review its marketing strategy to create awareness and interest within the broader Canadian audience.

Kit Shops

CANEX has partnered with 121 Kit Shops/Units returning \$152,000 back to Bases/Wings Units.

— CANEX on Social Media —

CANEX continues to explore a whole host of marketing tactics to drive customer engagement and increase awareness of the many programs and services that CANEX, SISIP Financial and all of CFMWS have to offer.

Facebook

- 20,623 Likes
- Achieved through various organic and paid campaign strategies

Twitter

- 1,796 followers
- Increasing our followers and engagement through daily organic tweets

Pinterest

- Reaching out to relevant audiences through appealing imagery

Instagram

- Launched January 2017
- Using photo related content and trending hash tags

— Connect with CANEX —



@CANEX.ca



@CANEX



CANEX on CFMWS
Website



@CANEX



@CANEX.ca

© CFMWS · SBMFC 2017

— SISIP Financial —

Insurance · Investments · Savings · Advice



Why We Exist

About SISIP Financial

In keeping with its mandate to help secure the financial health and well-being of the Canadian Armed Forces (CAF) community, SISIP Financial has a team of highly qualified professionals located at 18 major Bases/Wings/Units, with an additional four satellite locations in Gander, Longue Pointe Montreal, Toronto and Vancouver. [Click here](#) to learn more about SISIP Financial.



Who We Are

Experts in the Military Lifestyle

At each of these locations, clients can rest assured that the Financial Advisors, Insurance Representatives and Financial Counsellors are well established with particular expertise in the military lifestyle, including pay and benefits systems (pension, severance, lump-sum awards, etc.).

— What We Do —

Securing the financial health and well-being of the CAF community

Financial Counselling

Free and confidential support to help resolve financial matters, with access to Support our Troops loans and grants.

Financial Planning

Personalized advice, savings options and investment vehicles* to help clients achieve their financial goals.

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

Term Life Insurance Plans

Insurance plans for Regular and Reserve Force, and former military members. Policies have no exclusions for war, dangerous occupations, hobbies, volunteer activities or sports.

NEW Term 100 Life Insurance Plan

Lifetime protection and no increase in premiums for as long as the premiums are paid (**no further premium required after the age of 100**). Available to serving and former members of the military, their spouses and adult children (aged 18–70).

Canadian Armed Forces Savings Plans (CAFSP)

This low maintenance saving strategy, designed exclusively for CAF members, is an easy way to "pay yourself first"! Members can contribute as little as \$25.00 per month.

SISIP Travel Insurance

Emergency medical coverage, trip cancellation, baggage protection and much more, with 24/7 assistance (10% savings for all eligible members of the CAF community).

Personal Financial Management Education

The CAF wants members and their families to have a healthy financial future. Through the financial education program, SISIP Financial provides courses to recruits and officer cadets at CFB Saint-Jean whereby participants can acquire the necessary tools to incorporate financial health principles in their daily lives.

Long Term Disability (LTD)

Provides replacement income protection if a member is released from the CAF. LTD also includes the **Vocational Rehabilitation Program**, designed to provide training/education to enhance existing skills in order to obtain gainful civilian employment.

Highlights

Find out what SISIP Financial has accomplished in 2016–2017

Online Learning Centre

This year, SISIP Financial developed several online tools and resources where the CAF community can gain exclusive access to financial information, insightful articles and targeted videos directly related to the military community and their unique lifestyle.

TEST YOUR FINANCIAL KNOWLEDGE... for a chance to:

WIN
1 OF 3
\$250
CANEX
GIFT CARDS

TAKE OUR ONLINE QUIZ



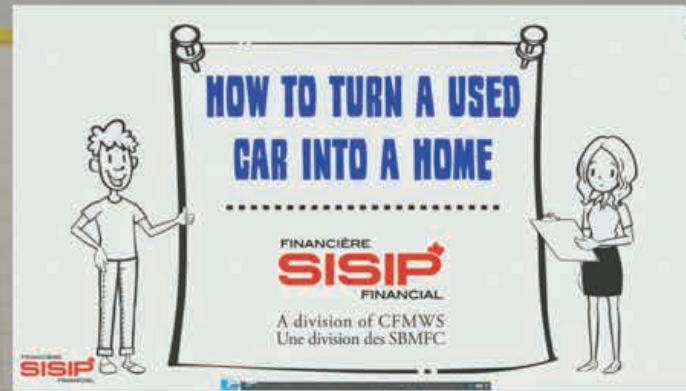
The Online Learning Centre includes:

A series of whiteboard videos, created in-house and launched during Financial Literacy Month, on a variety of topics. Likewise, the SISIP Advisory Moment is a series of interviews with topics of interest for military members, such as:

- [Advice for New Recruits](#)
- [Severance Benefits](#)
- [How to Plan for Release/Retirement](#)

Over 10,000 members of the CAF community have also read from a wide range of articles, written by SISIP Financial experts.

[LEARN MORE](#)



**GRAND OPENING!
OUVERTURE OFFICIELLE!**



SISIP Financial is pleased to invite you to attend the "Grand Opening" ceremony of their newly furnished SISIP Financial Office at CFB Kingston, now located inside the CANEX Mall.

Date: May 24, 2016 Time: 10:00 to 16:00 HRS

The Kingston office features the new look of Adam SISIP Financial offices, updated in an effort to retain current and attract new clients, contributing to the overall customer experience.

RSVP: Bernard Davis, Branch Manager
by May 2, 2016.
We look forward to seeing you!

La Financière SISIP est honorée de vous inviter à l'événement officiel de sa succursale modernisée à la SFC Kingston et maintenant située dans le centre commercial CANEX.

Date: 24 mai 2016 Heures: de 10 h à 16 h

La succursale de Kingston bénéficie d'une nouvelle image que la Financière SISIP présente à ses actuels et à ses futurs clients afin de leur offrir un meilleur service et leur permettre de profiter de nos services de manière à améliorer leur expérience globale.

RSVP: Bernard Davis, gestionnaire de la succursale, avant le 2 mai 2016.
Au plaisir de vous voir!

sisip.com  613-547-1172

SISIP Financial Rebranding

As part of SISIP Financial rebranding, offices in Trenton, Borden and Halifax underwent major renovations and a new satellite location was added in Gander.

SISIP Financial Rebranding

SISIP Financial also created a series of informational brochures on its insurance plan options and an information pamphlet for the Canadian Armed Forces Savings Plans.

In keeping with its strategic plan, one component being to improve the effectiveness of their client service delivery network, SISIP Financial Advisors continue to acquire multiple licenses to be able to offer a more holistic approach and delivery of a seamless client experience under all three of their financial disciplines (Insurance, Financial Planning and Counselling).



CAF Savings Plans

Pay Yourself First!

1% START \$100

15% \$26,543

25% \$8,752

SIMPLE INVESTMENT SOLUTIONS

WHAT YOU NEED TO KNOW

ONLINE REGISTRATION ONLY
www.greatwestlife.com
Access to CAFSPMS
Personal CAFPLMS

Insurance • Investments • Savings • Advice
SISIP.com

Great West Life

SISIP Financial

Other Highlights and Key Initiatives



Financial Education Campaign

In partnership with David Chilton, author of the *Wealthy Barber* books

SISIP Financial launched its **Financial Education Campaign** in February 2016 with Mr. Chilton, former Dragon from CBC's "Dragons' Den", who conducted a two-week tour at major bases across the country, sharing with CAF members his philosophy of *Simple Savings Solutions* and the importance of debt management.

The "Wealthy Barber Tour" had great turnout with close to 3,000 CAF members in attendance. In addition to the 3,000 free copies of *The Wealthy Barber Returns* distributed at these events, SISIP Financial gave out an additional 17,000 throughout the year, at follow-up sessions continuing the *Wealthy Barber* theme.

Financial Literacy Month

Providing access to financial tools, resources and community events

November 2016 saw all SISIP Financial offices participate in its most successful **Financial Literacy Month (FLM)** campaign. Providing access to financial tools, resources and community events, the goal for the FLM was to create global awareness and encourage CAF community members to enhance their financial skills and knowledge to better understand the importance of debt management. All this activity drove significant traffic to the **SISIP Financial Learning Centre** with close to 450 hits over a short period of time and resulted in positive results with:

- 650 entries for the 30 Day Challenge contest
- 2500 hits to the dedicated FLM page
- 800 complete views of the 30 Day Challenge





Régime d'assurance vie Temporaire 100 de la Financière SISIP

Une couverture à vie pour les membres actifs et les vétérans des FAC et leur famille

En décembre, la Financière SISIP a lancé un tout nouveau produit d'assurance, le **régime d'assurance vie Temporaire 100**. Cette option est la seule à permettre aux conjoints et enfants adultes (âgés de 18 à 70 ans) d'un membre des FAC admissible à souscrire sa propre police.

Programme de gestion des relations avec le client

Une nouvelle approche holistique pour un service à la clientèle amélioré

La Financière SISIP a poursuivi le projet de gestion des relations avec le client (CRM) en 2016, apportant des améliorations à sa base de données d'assurance en vue de pouvoir accéder dans l'immédiat à tous les renseignements des clients. Les conseillers financiers, qui ont désormais accès à toute l'information à jour des clients au bout des doigts, ont tout ce qu'il faut pour offrir un service à la clientèle bonifié. Le programme CRM les aide à offrir une expérience client plus personnalisée et uniforme aux clients, peu importe la succursale.



SISIP Financial In Your Community

SISIP Financial along with its partner, Manulife, sponsored Family Days in Halifax, Ottawa and Kingston. Financial advisors were on-site to share in the festivities while also providing useful information about their financial programs and services. They also hosted a variety of children's games and activities and handed out a number of prize giveaways. [Click here](#) to learn more.



SISIP Financial Contributes to the Support our Troops Fund

The **Support Our Troops Fund** is the official program providing financial support and assistance to Canadian Armed Forces (CAF) members, veterans and their respective families to which SISIP Financial contributes \$200,000 annually. This is in keeping with SISIP Financial's vision that "Every member of the CAF community and their family has financial health and security".

[LEARN MORE](#)

SISIP Financial In Your Community

Through their **Local Marketing Initiatives**, SISIP Financial offices hosted a number of local events. This included block parties, family fun nights, and RRSP/TFSA, and Canadian Armed Forces Savings Plans events. Events such as these allow SISIP Financial to grow their on-base business and enhance relationships with the CAF community at large.



Highest Military Civilian Honour

In 2016, Phil Marcus, SISIP Financial Associate Vice-President Operations and Product Management, was the recipient of the highest military civilian honour, the Canadian Forces Medallion for Distinguished Service, which is awarded by the Chief of the Defence Staff.

[READ MORE](#)

SISIP Financial by the Numbers

SISIP Financial provides tailored financial advice and investment products to thousands of serving and former CAF members and their spouses. To expand on these services, SISIP Financial launched CAF Savings Plans, a simple savings solution for military personnel, especially those early in their career, to save for the future through pay deductions.

\$434 million

in investments under management with SISIP Financial this year.

9,500+

financial planning clients.

4,500+

clients of the *"Do it Yourself"* CF Group Retirement Savings Plan and CAF Savings Plans with invested assets over \$122 million with SISIP Financial!

140,000+

serving and former CAF members and their spouses/partners carry a SISIP Life Insurance plan.

92,000+

Regular and Reserve Force members are insured under the Long Term Disability policies.

2,600+

e-newsletter subscribers with a 35% open rate. [Click here](#) to subscribe.

7,002

recruits and officer cadets participated in the Personal Financial Management course offered by SISIP Financial at CFB St-Jean.

—— More About SISIP Financial ——

For full statistics including figures and a more in-depth look, visit *SISIP Financial 2016 – A Year in Review*.

[CLICK HERE FOR MORE INFO](#)

— Connect with SISIP Financial —



SISIP Financial on CFMWS
Website



@sisip.rarm



Ask the SISIP Financial
Experts



Contact us and/or make an
appointment



Investments: Mutual funds and GICs. Mutual funds provided through FundEX Investments Inc.

© CFMWS · SBMFC 2017

Military Family Services (MFS)



Supporting Families

Military Family Services works to ensure the Canadian military family community is well supported so families can lead positive, healthy and nurturing lives while supporting the operational effectiveness of the Canadian Armed Forces (CAF).

Stewards of Family Support

Military Family Services is charged with supporting military families on behalf of the CAF and Department of National Defence (DND) and is the steward of the Military Family Services Program.

MFS manages two distinct programs: Military Family Services Program (MFSP) and Children's Education Management.



— MFS Year in Review —



The Military Family Services Program (MFSP) celebrated 25 years of support to military families in 2016.

- A reception hosted at the War Museum in Ottawa saw 150 dignitaries, stakeholders, partners and families gather to pay homage to military families.
- 175 children and 35 teens attended Awesome Sunday, a family celebration at the War Museum in Ottawa.
- General Jonathan Vance and his wife Kerry addressed 32 Military Family Resource Centres (MFRCs) via video-teleconference to thank them for the role MFRCs play in supporting military families.

[LEARN MORE](#)

Children's Education Management

Children's Education Management (CEM) supports the educational needs of military families. CEM ensures that military families receive educational compensation and benefit entitlements for their children's education when posted inter-provincially and outside of Canada. This is a DND supported program that works alongside MFS NPP services to ensure an integrated approach to military family needs.

- Guidance Counselling services were bolstered in 2016. Guidance Counsellors screened and supported approximately 400 families inside Canada and OUTCAN.
- 1,270 education-related claims were processed representing approximately \$6.4 million.

[LEARN MORE](#)



Partnerships

MFS Community Engagement

Health Care

Improving access to primary health care services for families

- Calian Military Family Doctor Network launched in 2016 leveraging more than 400 family physicians practising at over 140 Primacy clinics across Canada.
- In partnership with the College of Family Physicians of Canada, Family Physicians Working with Military Families was released. This new resource was delivered to 4,000 family physicians in attendance at the annual Family Medicine Forum with electronic versions provided to an additional 35,000 physicians across Canada.
- The Clinical Client Management Community of Practice consisting of 18 clinicians, social workers and Family Liaison Officers from 14 different MFRCs working towards best practices and developing standards for providing clinical mental health services to military families.
- MFS Mental Health Strategy was initiated in 2016. This strategy focuses on five strategic priorities: conducting primary and secondary research; developing evidence-based clinical guidance; improving consistency and collaboration; increasing primary health care access; and increasing awareness of mental health issues and services.
- Inclusion Policy for Individuals with Special Needs was released outlining roles and responsibilities to better support CAF families with special needs.
- New CAF-wide Community Needs Assessment was designed and conducted to understand military families' self-defined needs at every CAF location. Within one month, over 11,000 respondents completed the online CNA survey. This was conducted in concert with the Personal Support Programs to capture the wide range of military community needs.



Employment

Expanding the National Employment Plan to provide more tools, services and job opportunities for military spouses

- The METSpouse program, in collaboration with Canada Company, generated 90 national military-friendly employers.
- Entrepreneurship programs were made available to military families, with 150 participants attending two-day sessions facilitated by the University of Ottawa's Telfer School of Management.

Leadership

The third annual Canadian Military and Veteran Families Leadership Circle hosted sixty leaders from 38 organizations on 23 January, 2017.

[LEARN MORE](#)



Other Partnerships:

- MFS partnered with the International Centre for Excellence in the Emotionally-Focused Therapy program to provide couples therapy training to MFRC social workers.
- A series of research focus briefs were launched in 2016 that synthesized current and emerging Canadian research findings. These briefs served to better inform military family service providers.

[LEARN MORE](#)

Modernizing the MFSP

In 2013, the CAF Ombudsman recommended the modernization of the Military Family Services Program (MFSP) to continue addressing the needs of military families today. Here are a few examples of what was accomplished in 2016–2017:



Veteran Family Program

The *Veteran Family Program*, in partnership with Veterans Affairs Canada (VAC), provides medically-released Veterans and their families with access to the Military Family Services Program for two years from the date of release. Since October 2016, the beginning of the second year of the pilot, 890 Veteran Family Program (VFP) clients have received service during 1,729 interactions at pilot sites. A total of 655 Veteran and family clients received service during 804 interactions at twelve non-pilot sites.

CAFconnection.ca

CAFconnection.ca, our new converged website, was launched in January 2017, replacing FamilyForce.ca. This modernized mobile-friendly website improves the way in which military members and their families access information, providing a seamless experience for users from one location to another and from one service to another.



Parameters 4 Practice

The second edition of *Parameters 4 Practice* was released to provide guidance to MFRCs across Canada and MFS OUTCAN service points.

A Family Guide to the Military Experience

The second edition to *A Family Guide to the Military Experience* was updated to ensure families have the most current information on the resources available to the military community.



Operational Stress Injury Resource for Caregivers

The *Operational Stress Injury Resource for Caregivers* is an online, self-directed resource designed for caregivers and families of CAF members or Veterans living with an operational stress injury (OSI).

Advisory Council

An MFS Advisory Council was established to assist MFS in determining the strategic focus for the modernization of the Program. Made up of representatives from all MFRCs, it provides a collective voice.

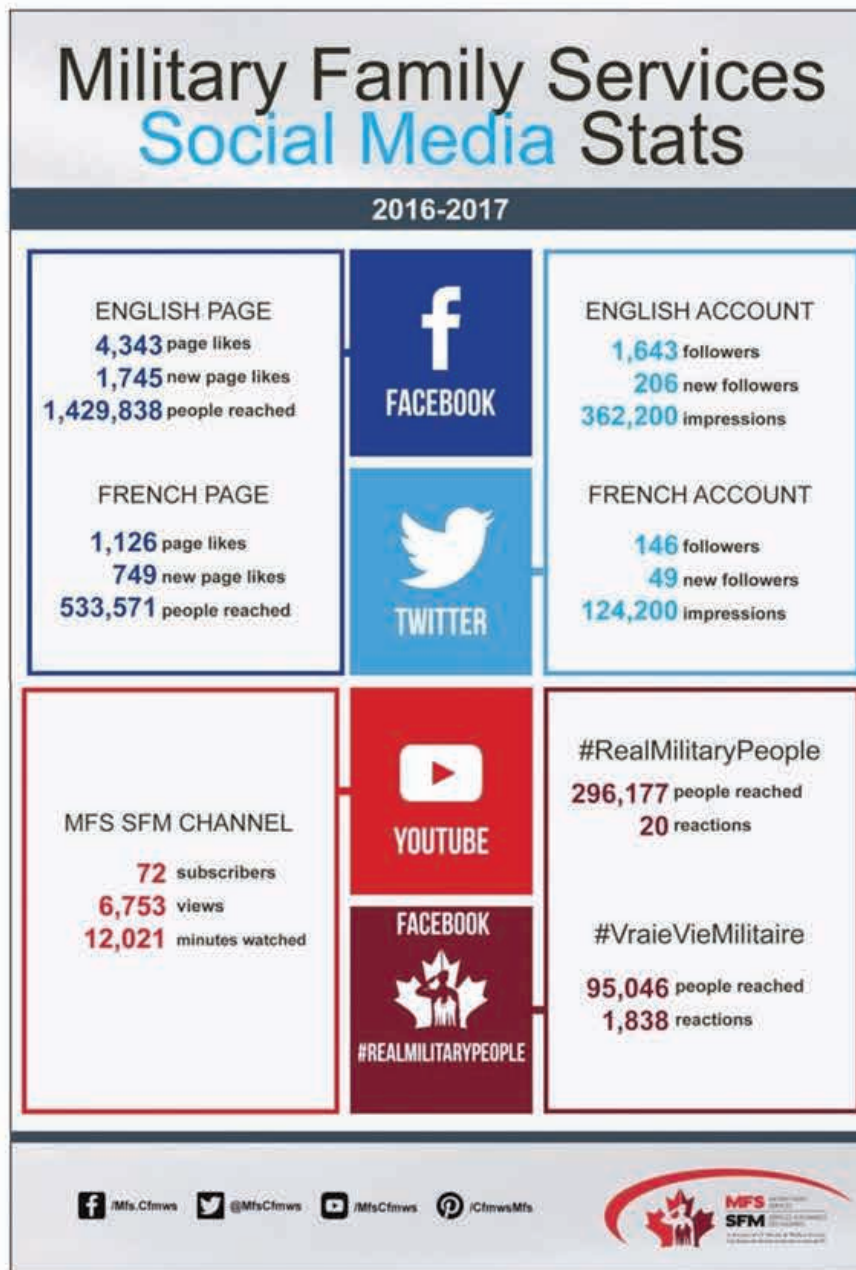
Board/Executive Director training program

MFS' three-year *Board/Executive Director training program* by the University of Ottawa's Telfer School of Management concluded this year with approximately 245 participants having received training.

Governance Review

A Governance Review of MFRCs was initiated by MFS, and a Committee was established to conduct the review.

Connecting with Military Families





#MyVoice

2016 saw #MyVoice mark the milestone of over 1,000 family members. #MyVoice provides daily feedback on programs and services from three times the number of families used in the 2013 CAF Ombudsman's report, On the Homefront. Participation in #MyVoice has led to a number of tangible improvements to policies and programs. [Click here to learn more.](#)

In 2016–17, [#MyVoice / #MaVoix Facebook closed group](#) had:

1,231 members

557 active members

490 posts

702 reactions

3,170 comments

2,033 poll responses

Connect with MFS



CAFconnection.ca



MFS on CFMWS
Website



@MFS.CFMWS



@MFSCFMWS



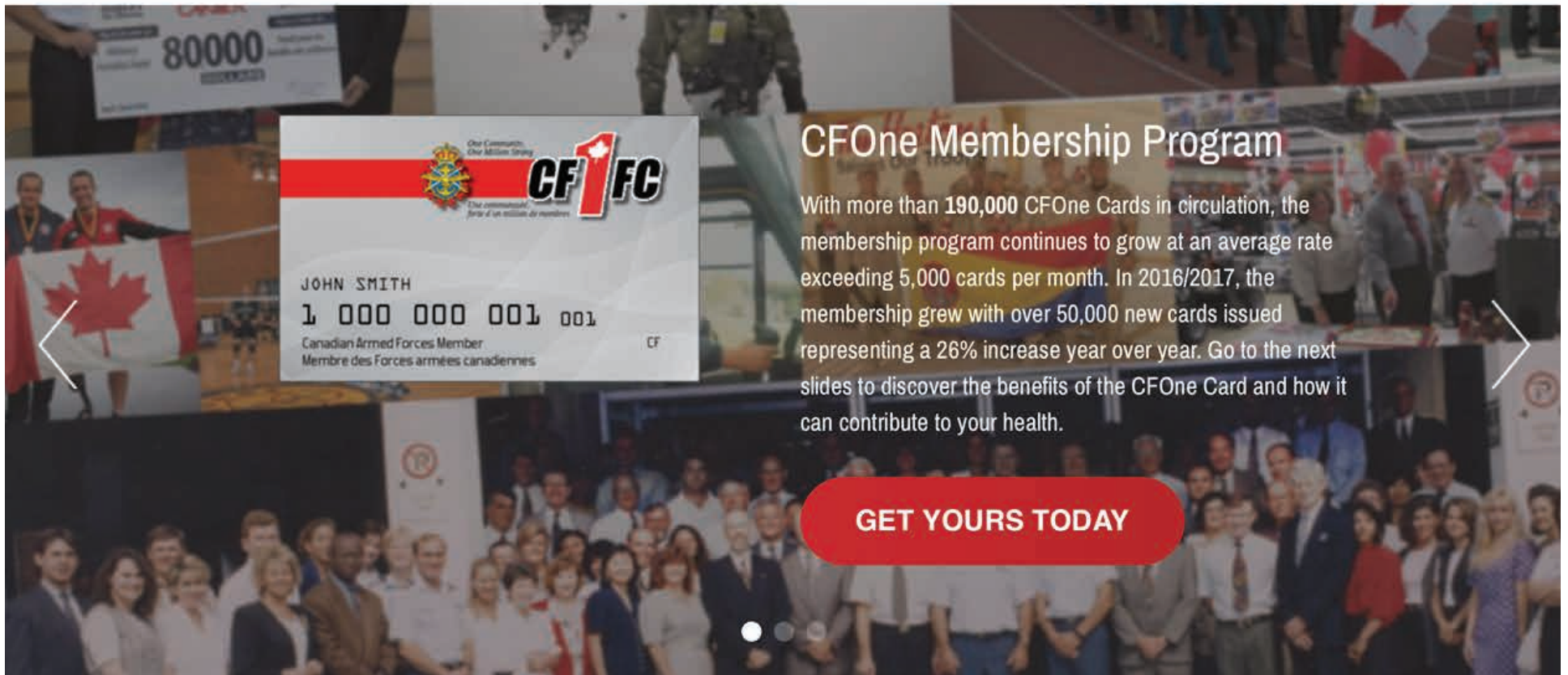
Email MFS

© CFMWS · SBMFC 2017

Strategic Outreach

In late February 2017, the CFMWS Strategic Outreach Portfolio was restructured in order to better align CFMWS' programs, services and activities. As a result, the Strategic Outreach Division was dissolved and all of its programs and/or components were re-assigned to other existing CFMWS divisions. [Click here](#) for more details.

Prior to these organizational changes, the Strategic Outreach Division included programs such as CF Appreciation, Canadian Defence Community Banking (CDCB), Support Our Troops and the CFOne Membership.



CFOne Membership Program

With more than **190,000** CFOne Cards in circulation, the membership program continues to grow at an average rate exceeding 5,000 cards per month. In 2016/2017, the membership grew with over 50,000 new cards issued representing a 26% increase year over year. Go to the next slides to discover the benefits of the CFOne Card and how it can contribute to your health.

GET YOURS TODAY

CFOne Card details:
Our Community. Our Mission. Strong.
CF1FC
The community. For all who serve our members.
JOHN SMITH
1 000 000 001 001
Canadian Armed Forces Member
Membre des Forces armées canadiennes
CF



CFOne: Discover the Benefits

For 2016/2017, the CFOne Membership Program was focused on the digital transformation of the online registration system to a new mobile friendly platform, as well as a greater emphasis on digital media to promote and encourage the CAF Community to "Discover the benefits".

[LEARN MORE](#)

CFOne: Your Health – Get Involved

The CFOne card provides access to PSP sports, fitness and recreation programs and services at Bases and Wings across the country. In addition, the CFOne card also provides membership and confirms access to messes and specialty interest activities, such as golf, curling and sailing clubs.



[LEARN MORE](#)

Support Our Troops

The Support Our Troops Funds are designed to meet the individual and program needs of serving members, veterans and their respective families. Support Our Troops is funded by contributions from individuals and external corporate organizations, proceeds from third-party events and Yellow Ribbon merchandise.

Support Our Troops programs

- Support Our Troops Loans and Grants
- Soldier On Fund
- Operation Santa Claus
- Boomer's Legacy
- Natasha's Wood
- Hospital Comforts Fund

[LEARN MORE](#)





Types of grants provided:

- Summer Camp
- Support Our Troops Scholarships
- Support to Top Cover, a drop-in centre for Homeless Veterans
- Support to the War Horse Project, a project that assists members suffering from PTS
- Purchase of Christmas hampers for 476 families this past holiday season
- Support to MFRCs in Saskatchewan and Alberta for special programming
- Support for OSISS retreats held across Canada

[LEARN MORE](#)

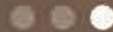


Testimonials

"I joined the Navy in 1982 because my Great Uncle Jack Lewis in Newfoundland served in the Navy during the Second World War. I served 30 years in the Navy mostly on East Coast Ships as an Electrical Technician/Controls Systems Tech and then transferred over to the Reserves in 2012 into a Safety & Training position at 14 Wing Greenwood, NS. My wife has been in the hospital since the 4th April 2016 due to complications from minor surgery. The many infections she had almost took her life. One infection in her right hip had destroyed the hip bone and so she required a full right hip replacement that was done on the 1st Nov. I was bombarded with medical/hospital bills, vehicle expenses, travel, fuel, etc. and then had the added expense of a ramp bill on top of it all. I was treading water and realized I needed to swallow my pride and ask for assistance. The funding for the ramp was a huge support for us and we sincerely thank the Support Our Troops Fund Team. Although my wife still has a long road to getting her strength back, the support provided has taken the stress away so I can focus on my wife's homecoming." – PO1 Michael Dempsey

[Click here for more personal stories](#)

DONATE NOW!



Special Event: National Capital Open to Support Our Troops

From August 15–21, 156 professional golfers, 200 volunteers and thousands of spectators participated in the 3rd Annual National Capital Open to Support Our Troops held at Hylands Golf Club.



National Capital Open to
SUPPORT OUR TROOPS

Omnium de la capitale nationale pour
APPUYONS NOS TROUPES

Spectators enjoyed a thrilling marathon finish as Brock Mackenzie sealed the win over Samuel Del Val and Adam Cornelson in a Mackenzie Tour record 7-hole playoff. The tournament raised **\$100,000** for the Support Our Troops Program to support the mitigation of veteran homelessness, \$25,000 more than the previous year's event.

– CF Appreciation Program –

Launched the enhanced discount program through the digital transformation of the website and the release of the mobile-friendly website and new mobile app to provide members of the CAF Community with access to the discounts and special offers.

Total reported savings in excess of \$1.2M through seven of their brands including:

- Petro Canada
- Canadian Tire Gas +
VIA Rail
- Mercedes Canada
- H&R Block
- Choice Hotels
- Forzani Group

[VISIT CFAPPRECIATION.CA](https://www.cfappreciation.ca)

SEARCH
FAVOURITES
MY PHONE CARD
LOG OUT

City of Ottawa - Fitness Memberships
 2040 Ogilvie Road, Ottawa, ON, Canada, K1J 7N8
20%

Weekly Flowers
 5303 Carleton Road, Unit 3, Ottawa, ON, Canada.
10%

La-Z-Boy Home Furniture Galleries O...
 1750 Cyrville Road, Ottawa, Ontario, Canada, K1...
10%

SRM Collision Centre
 1645 Comstock Road, Ottawa, ON - Ontario, Can...
10%

SISIP Financial Travel Insurance
 4210 Labell'e, Ottawa, Ontario, Canada, K1J 6W3
10%

Accurate Stairs and Railings
 1475 Star Top Road, Unit 2, Ottawa, ON, Canada...
10%

Mercedes-Benz Canada
 1110 St-Laurent Blvd., Ottawa, ON, Canada, K1...
10%

City of Ottawa - Fitness Memberships
 525 Cote Street, Ottawa, ON, Canada, K1K 0Z8
20%

VIEW MORE

We count on you.
Now count on us.

Start enjoying **FREE Banking!**

New exclusive offers for the Canadian Defence Community:

- **FREE banking** with the Performance Plan*
- **FREE unlimited Interac e-transfer**** transactions
- **BMO Employee Pricing** on a wide range of mortgage options**
- **No annual fee** with the BMO® Support Our Troops Mastercard™

Visit bmo.com/cdcb for full details.
Sign up today.

BMO We're here to help.™

Canadian Defence Community Banking (CDCB)

Enhanced Everyday Banking Plan now offered through CDCB in partnership with BMO Bank of Montreal. The free program is expected to grow the program by another 60,000 users.

It includes the following benefits:

- Savings of over \$179 each year
- Unlimited transactions
- Free unlimited Interac e-Transfers each month
- Five free domestic and international non-BMO ATM withdrawals each month

LEARN MORE

Strategic Outreach by the Numbers

Numbers from Support Our Troops, CF Appreciation, Canadian Defence Community Banking (CDCB), Op Santa Claus, Summer Camps, Vacations for Vets and Support Our Troops Scholarships.

\$1.2M total donations

received in fiscal year 2016–17.

\$5M in loans

disbursed to help 1,100 **members** and **\$800,000** granted to assist members of the CAF Community.

2,300 brands offering CF Appreciation discounts

including these brands added in FY 2016-17: KIA Canada, Best Western International, Fionn MacCool's, D'Arcy McGee's, Paddy Flaherty's, Tir nan Og, Spartan Race Canada, Jenny Craig, Curves, and more.

Approximately \$1.5M saved through CDCB

in partnership with BMO Bank of Montreal. CDCB supports the CAF community through an enhanced CDCB Program with improved benefits on everyday banking and home financing. It has 70 BMO CDCB-designated branches geared to serve the CAF Community, it installed 40+ BMO ATMs on bases/wings and it offers the discounted Student Line of Credit. BMO is also a significant supporter, committing \$700K in donation and sponsorships for events like the Army Run and the inaugural Navy Bike Ride.

1,800 packages delivered

packages delivered to deployed troops in 33 missions through Operation Santa Claus.

454 children

(special needs included) assisted by the 2016 national summer camp program.

215 complimentary vacations

provided for serving and retired CAF members through Vacations for Vets.

27 scholarships awarded

through the Support Our Troops Scholarship Program, including full-time and part-time scholarships.

— Connect with —

CFOne, Support Our Troops, CF Appreciation and Canadian Defence Community Banking (CDCB)



CFOne Website



Support Our Troops Website



@
SupportOurTroops.Ap
puyonsnostroupes



CFAppreciation.ca



@CFAppreciation



@CFAppreciation



CDCB Website



@CDCB.SBCDC



@cfmws

© CFMWS · SBMFC 2017

Corporate Services

Corporate Services Division works behind the scenes to support corporate initiatives and executive secretariat for the organization. On a daily basis, the Corporate Services team provides a number of essential services and collaborates with all divisions to support the Morale and Welfare mission.



The Corporate Services Division Includes:

- Communications
- Translation Services
- Travel Services
- NPP Education and Policy Management Framework
- NPP Real Property Management
- NPP Contracting
- Conflict Management Services
- Access to Information and Privacy (ATIP) Program

Highlights

Communications

The Strategic Communications team provides a range of expertise and services from web strategies to graphic design to video production, from developing communications plans to creating original communications products that help reinforce CFMWS' identity within our community.



Communications

In FY 2016–2017, **19** videos were produced, **64** articles were published, **18** communications plans were executed, **115** MCU responses were coordinated, and **342** graphics projects with over **1,000** components were created.



Translation Services

Six professional translators work diligently to provide translation, revision, terminology, proofreading and linguistic services. From job postings to policies to manuals and marketing campaigns, they handle a high volume of requests and work closely together to ensure customer satisfaction within often very tight deadlines. Through their efforts, they contribute to fulfilling the organization's official languages obligations.



Translation Services

In FY 2016–2017, over 3000 requests were processed, for a total of more than 2 million words.



— Travel Services —

- The CFMWS Travel Services section offers a full range of corporate travel services for NPF Employees and CF personnel traveling in support of approved Morale and Welfare programs and activities, including air and rail transportation, car rentals, and hotel accommodation.
- In addition to travel arrangements, travel coordinators also assist event coordinators by making arrangements for conference rooms, accommodations, and catering in support of conferences, workshops, and meetings.

CFMWS and AMEX/GBT Business Travel Overview

(FY 2016–2017)

AMEX/GBT Savings:

A total of **\$421,041** in total costs mitigated from AMEX/GBT airline negotiated rates, hotel savings program, unused ticket management system, on-line savings (transaction fees and average ticket price)

Air Travel Savings:

\$120,994 (with CFMWS negotiated rate)

CFMWS Total Travel Savings:

(April 2016–March 2017)

\$542,035



NPP Education and Policy Management Framework

Increasing NPP knowledge and awareness throughout the military community. The program includes, but is not limited to:

- Base and Wing Commander Forum
- Fundamentals of NPP Financial Certification (DLN)
- NPP Financial Delegated Authorities and Contracting Certification (DLN)
- Education and Awareness Executive Engagements

Corporate Services ensures that clear, comprehensive and current corporate policies are developed and maintained, and are easily accessible to all users and stakeholders.



NPP Education and Awareness

In FY 2016–2017, over 20 Education and Awareness engagements were conducted at various CAF locations. In September, CFMWS co-hosted a successful Base/Wing Commander Forum, the first forum to host all Base/Wing Commanders from across Canada.

Policy Management Framework

Public policies updated and published:

- [DAOD 9003-1, Non-Public Property](#)

Non-public policies reviewed and updated when required and at least once every three years:

- 34 x NPP Policies
- 2 x Policy Manuals (HR and PSP)
- 2 x Publications

[LEARN MORE](#)



Other Corporate Services



NPP Real Property Management

Managing NPP Real Property investments in the NCR and NPP projects at the Bases / Wings

Achievements for FY 2016–2017 include:

- Rewrote the Real Property Management Policy (published in May 2016), including redeveloping the NPP approval process.
- Developed the Real Property Investment Plan for 2017–2020.
- Continued to manage QCC projects and lease renewals.

NPP Contracting

Providing oversight, on behalf of Managing Director NPP, of the NPP Contracting Policy

Achievements for FY 2016–2017 include:

- Issued an NPP Contracting Directive and stood up the CFMWS Contracting Committee.
- Developed a Contracting Awareness Training course, which is now located on the Defence Learning Network.



Conflict Management Services

Values and Ethics Program and Education (NPP and Public)

Responsible for Conflict Management Services, Harassment Prevention and Resolution, as well as the Values and Ethics Program. In December 2016, a new Conflict of Interest Guide was issued. In September 2016, the CFMWS values were reviewed and updated. Over 600 employees received Harassment Prevention, Ethics and/or specialized training.

Access to Information and Privacy (ATIP) Program

Managing personal information

In order to meet CFMWS privacy-related legal and policy obligations when managing personal information that is collected, used, retained, disclosed and/or disposed of in the course of administering CFMWS' legislative mandate, Corporate Services developed a Privacy Management Framework. A new position, the National Manager ATIP Program, was established and filled.

The Minister of National Defence signed the CFMWS Privacy Designation on 21 February 2017, a major accomplishment for the organization.



Shipping and Receiving

From Coast to Coast to Coast and Beyond

- Processes approximately 10,000–12,000 lbs of material every week (e.g., Deployed units and Canadian embassies, OP Santa, Remembrance Day, Canada Day, etc.)
- Processes approximately 5,000 pieces of mail each month on behalf of SISIP, MFS, CFOne Card, etc.
- Delivers weekly mail to embassies (e.g., mail, magazines, videos, etc.)

More from Corporate Services

The Corporate Services Division also provides legal support for both NPP and Public, and CFMWS L2 Secretariat and Administrative service support, including shipping and receiving.

Since March 2017, Corporate Services also shepherds the [Support Our Troops Fund](#). As such, it fills a unique and specific niche requirement for Morale and Welfare, existing specifically to attract and shape the philanthropic and business desire to contribute to the morale and welfare of the military community.



— For more information —



CFMWS Website

Information Services (IS)

Information Services (IS) Division provides CFMWS with a complete range of IM/IT support services that drive the delivery of morale and welfare programs to the Canadian Forces community (active, retired and their families).

About the IS Division

The division's primary focus is maintaining and operating the Non-Public Property Network (NPPNet) used by CFMWS headquarters and the following divisions, which are active across 42 Bases/Wings in Canada and Europe:

- Canadian Forces Exchange System (CANEX)
- NATO Exchange (NATEX)
- SISIP Financial
- Military Family Services (MFS)
- Personnel Support Programs (PSP)
- Finance
- Human Resources (HR)

The division's secondary focus is the ongoing management and implementation of IM/IT programs and projects on behalf of non-public funds (NPF).

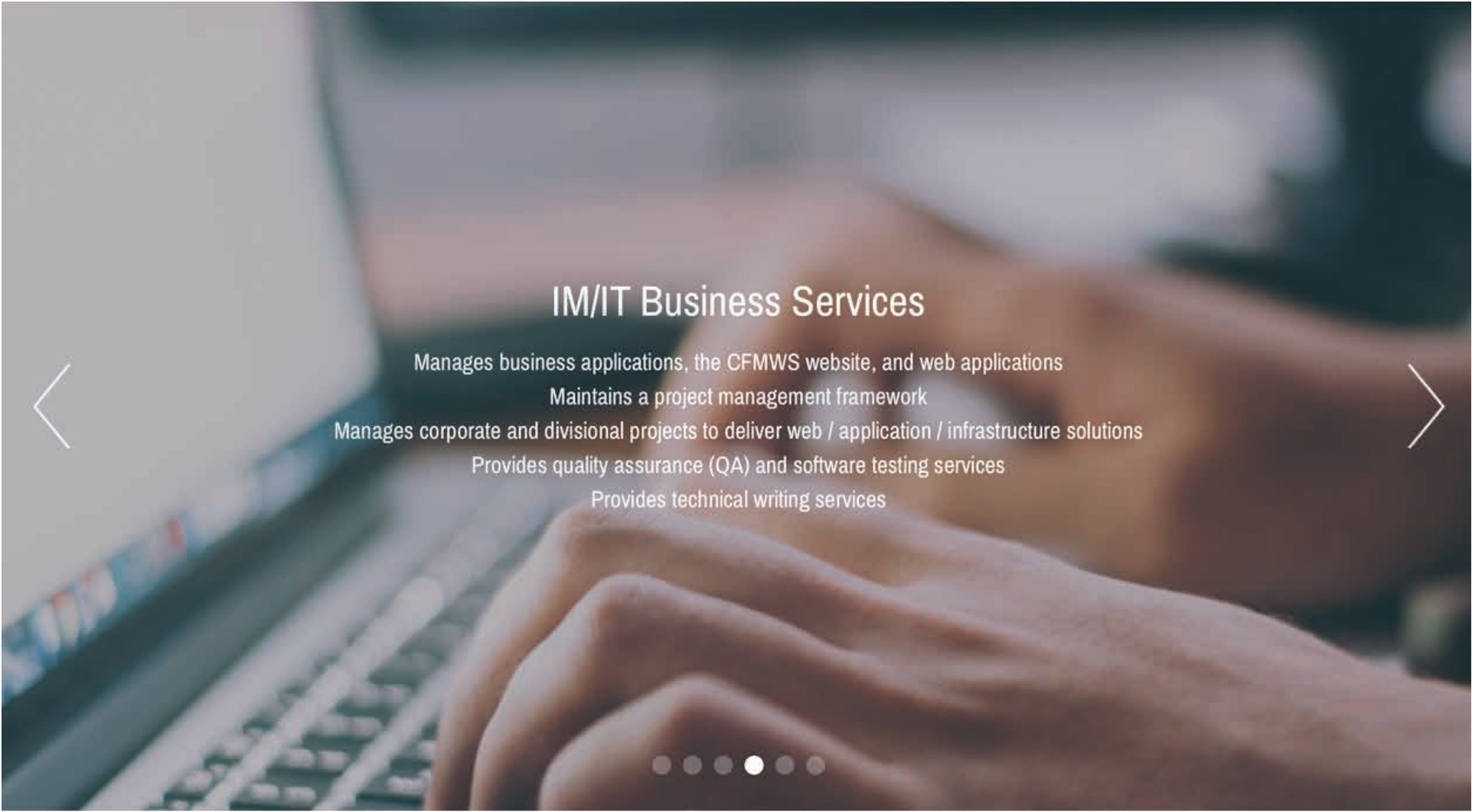
The IS Division is made up of four business groups:

- IM/IT Strategy and Planning
- IM/IT Business Services
- IM/IT Operations
- IS Administrative Services



IM/IT Strategy and Planning

- Maintains strategic alignment, coherence, and interoperability of all technology / development initiatives
- Maintains enterprise architecture principles that guide the implementation / integration of solutions



IM/IT Business Services

Manages business applications, the CFMWS website, and web applications

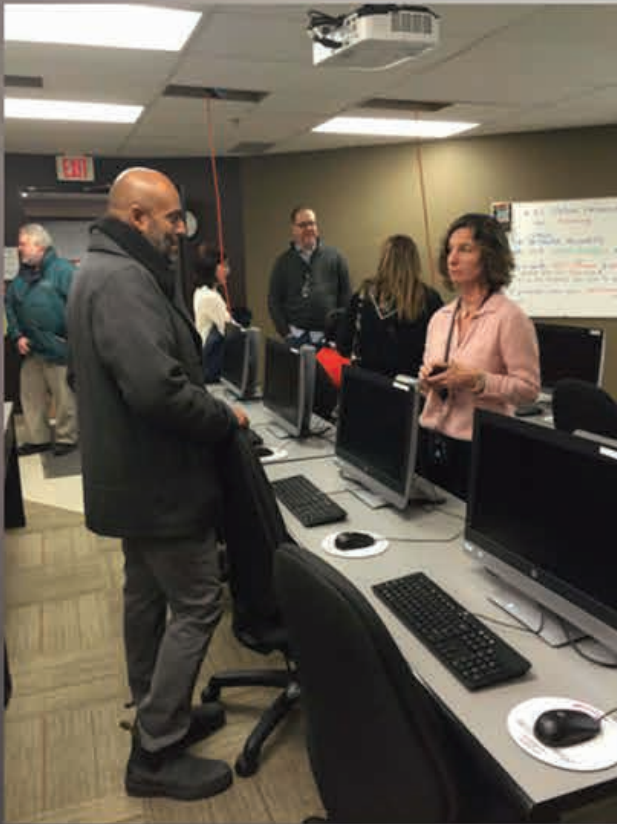
Maintains a project management framework

Manages corporate and divisional projects to deliver web / application / infrastructure solutions

Provides quality assurance (QA) and software testing services

Provides technical writing services





IM/IT Operations

- Operates, maintains, and supports the NPPNet infrastructure, systems, workstations, and mobile devices
- Provides a single point of contact (SPOC) for all Incidents and service requests
- Provides a technical support presence in regions across Canada and in Europe
- Ensures systems, networks, and corporate data are secured



IS Administrative Services

Administers the welfare, logistics, and security clearance of all IS Division employees

Balances IS Division's annual baseline budget

Procures IM/IT products and oversees the approval of local purchases

Manages divisional IM/IT policies and Service Level Agreements (SLAs)

Bridges the gaps between clients and developers on IM/IT projects and programs, as well as advocates on the part of business. It also clarifies and describes complex business rules and processes in a way that all our stakeholders can understand

Key Accomplishments

CAF Connection (CMS and Web Convergence)

In partnership with a third-party vendor, the IS Division delivered the new CAF Connection website on 9 January 2017. The new site amalgamates the contents of Community Gateway and Family Force, and brings them together under one URL. CAFConnection.ca connects CAF members and their families to their local Military Family Resource Centres (MFRCs) and PSP organizations through one single site.

The improved and modernized technology used to support the CAF Connection site automatically adjusts the site view to accommodate the device being used, meaning our members can access information on CFMWS services from any device or computer. The site interface also allows our more than 200 local PSP and MFS/MFRC content administrators and editors to input information directly to the site.



[VISIT CAFCONNECTION.CA](http://CAFCONNECTION.CA)



CF Appreciation Mobile

The IS Division delivered the new, mobile-friendly CF Appreciation website for launch in February 2017. The mobile site allows our members to access – on the go – the discounts and incentives offered by our 2300 business partners at over 10,000 locations all over the world. Using the mobile-friendly website, members can:

- Geo-locate discounts and incentives
- Access the CF Appreciation Boutique
- Access their CFOne card number

The modernized technology used to support the mobile site also allows CF Appreciation staff to maintain better control of the discounts and incentives offered by our partners, improving the timeliness and accuracy of the information provided to our members.

The CF Appreciation mobile application is currently available for download, in both official languages, at the Google Store. It will be available on the Apple Store in winter 2017/18.

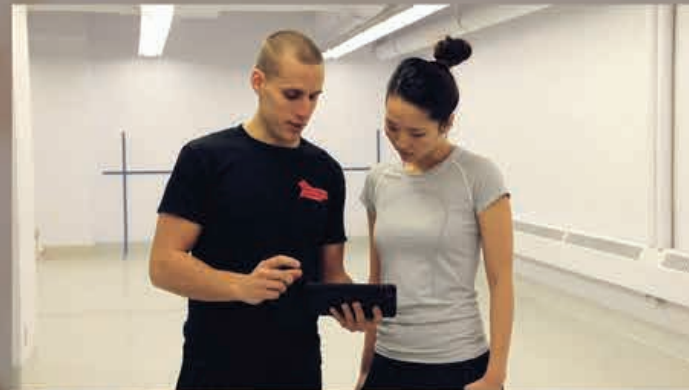
VISIT CFAPPRECIATION.CA

eFIT and DFIT

The IS Division supported PSP in delivering the FORCE Fitness program, which is used to electronically capture FORCE fitness evaluations for CAF members and provide summarized reporting to the CAF Chain of Command (CoC). The IS Division's responsibilities included architectural design, and technology and security assessments. Responsibilities also included development and testing for the following key technology components:

- **Web-enabled eFIT Reservations System** – used to identify and schedule CAF members for their annual FORCE evaluation
- **Deployable field fitness evaluation kit (eFIT Kit)** – used to electronically capture FORCE fitness results
- **Integration points with DND HRMS/HRRS** – for CAF member fitness results and CAF roster details
- **Web-enabled eFIT Reporting System** – used for aggregated FORCE fitness reporting to CAF CoC
- **Remote access capability** – to facilitate technical support for the deployed eFIT Kits

The core eFIT system was successfully deployed in 2016 and the reporting and remote support components became available in spring 2017.



[VISIT DFIT.CA](https://www.veterans.gc.ca/dfit)

Other Highlights



CANEX POS

The IS Division provided support and oversight during the process to seek a new, integrated point-of-sale (POS) solution for CANEX. After a detailed and competitive RFP process, the business chose the Jesta I.S. end-to-end retail suite as the new CANEX POS. Jesta is a global leader in integrated enterprise resource planning (ERP), and their Vision Suite is a "...modular platform that eliminates the inefficiencies and inaccuracies of disjointed applications. It builds scalable business operations, helps increase market share and improves margins across the entire supply chain." Going forward, the IS Division will be managing the customization of Jesta's product to suit the unique needs of CANEX stores across Canada.

Enterprise Architecture

In keeping with Gartner's recommendation to build an Enterprise Architecture (EA) function within IM/IT, the IS Division focused on creating and staffing architect positions in systems, solutions, networks, applications and security.

The focus of all architects is applying architectural guidance and standards across all business technology solutions, specifying what business capabilities should be shared across the enterprise, determining how information should be accessed and distributed, and deciding on preferred technical protocols, software and hardware.



Technology Roadmap

To build greater alignment between the business and IM/IT, the IS Division developed a Technology Roadmap that outlines which technologies and solutions are needed to support the delivery of overarching business outcomes. Going forward, the Technology Roadmap will drill down to a more granular level, taking into account the individual roadmaps and visions of the various business groups within CFMWS.

— More About the IS Division —

For a more in-depth look at Information Services, click on the button below.

[CLICK HERE FOR MORE INFO](#)

— Contact Information Services —



ITSS / SSI

IT Support in a Click! / Soutien informatique en un clic!

itss.cfmws.com / ssi.sbmfc.com

Emergency ITSS Phone Line / Numéro d'urgence des SSI :
1-866-615-9284

— Human Resources Division —

The CFMWS workforce delivering programs and activities consists primarily of the Staff of the Non-Public Funds, Canadian Forces a separate agency within the federal public administration of Canada and is the employer for NPF employees.

The Human Resources Division attracts, acquires, manages, develops, engages and retains the talent needed to meet the organization's needs today and in the future. The CFMWS shared competencies – Client Services, Organizational Knowledge, Communication, Innovation, Teamwork and Leadership – form the foundation of Human Resources' work.



Our Vision and Mission

The Human Resources Division's vision is *"to be a valued strategic partner that delivers innovative Human Resources expertise"*, and its mission is *"to enable the organization to attract, develop, motivate and retain a high performing, diverse workforce."*

What We Do

In keeping with its vision and mission—and the values of respect, honesty, professionalism, business focus, collaboration, integrity, fairness and flexibility—the Human Resources Division has developed a human resources strategy that supports the organization's corporate strategy, as well as its mission and vision.

Attracting and Retaining Talented Employees

Through consultation and partnership with all divisions, The Human Resources Division develops the programs, policies, processes and practices to attract and retain the right employees. Together, the employee value proposition and the Talent Management Framework ensure that the organization has a highly qualified, capable and motivated workforce.



Ensuring Employee Wellness and Safety

In order for employees to reach their full potential, the organization must ensure that these individuals work in a healthy and safe environment. The Human Resources Division is developing strategies and programs that will increase, promote, and ensure employee wellness and safety. These initiatives are aimed at providing greater awareness and education on matters related to mental health and coping skills.



Encouraging Employee Engagement

The Human Resources Division is also focused on developing strategies and programs that measure and increase employee engagement, promote diversity and enhance ongoing employee development opportunities.



— Our Programs and Services —

The Human Resources Division provides a full range of services and programs to the organization.



Programs and operating platform:

- Awards and Recognition
- Learning and Development and Talent Management
- Pension and Benefits
- Employee and Family Assistance Program (EFAP)
- Payroll and Human Resources Information System
- Diversity and Equity
- Official Languages
- Occupational Health and Safety

Services

- Offer expert HR advice related to effective employee talent management;
- Develop and administer the organization's compensation and employee benefits programs and HR policies;
- Establish and maintain positive employee and labour relations.



— The Year in Review —

In 2016–2017, the Human Resources Division has worked diligently with operating divisions and has made every effort to be more responsive when providing solutions to meet operational requirements. They continue to provide expert advice and guidance to employees and managers on a wide variety of human resource topics.



2016–17 Accomplishments

- The Human Resources Division continued to develop components of the **Talent Management Framework**. They are finalizing the content for a new Management Fundamentals Program that will launch in 2017.
- The Human Resources Division is developing a **Talent Management Plan** that will provide a consistent approach for divisions to develop strategies for identifying key areas and essential positions, and identifying capabilities or gaps to fill those positions when they become vacant.
- The development of a **corporate wellness strategy** is moving forward. It will be based on the results of the Total Health Index Survey (THI) that was conducted in February 2016.
- The Human Resources Division has also made strides in ensuring a **healthy and safe work environment** for all employees.
- A new three-year **Employment Equity and Diversity Plan** was developed to ensure that CFMWS continues to make progress in achieving the goal of having a workforce that promotes representative diversity.
- The Labour Relations team successfully negotiated **16 of the 22 collective agreements** for four-year terms within a very restrictive Treasury Board mandate.



2017–18 Objectives

- Focus on compensation and pension plan initiatives
- Implement the NPF Talent Management Plan
- Develop strategies and programs to support employee health and wellness
- Improve employment equity profile

Staff of the NPF by the Numbers

(as of 31 March 2017)

Demographics

4,026 Total number of employees

2,922 Category I

1,091 Category II

13 Category III

1,927 Full-time

766 Part-time

1,048 Casual

285 Other (students, temporary,
less than 3 months)

64% Female

36% Male

Employee Distribution by Divisions

70% Personnel Support Programs (PSP)

14% CANEX

3% SISIP Financial

4% Finance

2% Military Family Services (MFS)

2% Human Resources

2% Information Services

2% Corporate Services

Military Affiliation

4% Active military

1% Reserves

4% Ex military

4% Retired military

17% Military spouse or retired
military spouse

8% Military child

38% Total with CF affiliation

62% No military status

Union Affiliation

15% UFCW

14% PSAC OPS

4% PSAC ADMIN

32% Total unionized employees
CAT I all unions

Generations in the Workplace

10% Generation Z (1996–2012)

43% Millennial (1977–95)

24% Generation X (1965–76)

22% Baby Boomer (1946–64)

1% Traditionalists (1922–45)

More About Staff of the NPF

For full statistics including figures and a more in-depth look, click the button below.

[CLICK HERE FOR MORE INFO](#)



**General CFMWS Human
Resources Information**



CFMWS Career Information



**Information for CFMWS
Employees**

This site is password-
protected.

Connect With Us




CFMWS HR Division on LinkedIn



HR on CFMWS Website

Finance

The Finance Division provides financial governance over NPP, as well as relevant and cost-effective accounting services to support NPP operations. In addition, the Finance Division delivers financial management services, manages the Consolidated Insurance Program, provides compliance and assurance services to NPP operations, and acts as Level 2 Comptroller of Chief Military Personnel Command for funds provided by DND.



About the Finance Division

The Finance Division is responsible for the overall financial administration of NPP. It provides robust stewardship over the CFMWS and local NPP financial resources and supports NPP operations with expert advice.

Highly Dedicated Team

The Finance Division has 182 highly dedicated employees located at CFMWS HQ and at all Bases/Wings.



Aiming for Excellence

Mission: To provide relevant, reliable and cost-effective management and accounting services that contribute to the success of CFMWS and NPP operations.

Vision: We aim for excellence.

Strategy: Strong business partner, strengthening stewardship, leveraging technology and strengthening our workforce.



Accounting Services and Accounting Information System

At Bases and Wings, the Finance Division is responsible for general accounting, collection of accounts receivable, management of payment for goods and services, and financial reporting.

The accounting system used by the Finance Division is **Oracle R12** – nicknamed “**PROPHET**”.



At the Corporate Level

At the corporate level, the Finance Division delivers financial management services to CFMWS, SISIP Financial, CANEX, Support our Troops and the Canadian Forces Central Fund. The division is responsible for preparing annual financial statements for external audit, analyzing business case and assessing financial impact relating to capital projects and other new initiatives.

Furthermore, the division also provides financial administration for Public Funds allocated to DGMWS. The Finance Division manages the Consolidated Insurance Program (CIP) for all NPP operations.

Chief Financial Officer – One Person, Multiple Roles

The Chief Financial Officer is an invited guest of the NPP Board and NPP Audit Committee. She is also a member of the NPP Investment Committee, the NPF Pension Board, and is Chair of the NPF Pension Investment Committee.

Compliance and Assurance

The Finance Division conducts reviews of NPP operations to ascertain whether operations are complying with NPP accounting policies and procedures. In addition, the division ensures that effective internal controls are in place to protect NPP assets.

They also conduct reviews of MFRCs on a cyclical basis to report on adherence to the requirements set out in the MFSP Parameters of Practice, as well as compliance with the MOU between DND and each MFRC.



Key Accomplishments



Implementation of "PROPHET"

The implementation of PROPHET created a requirement for extensive internal training coupled with the requirements to create standard operating procedures. The following Business Intelligence (BI) training was also extended to:

- Management staff of PSP and CANEX
- Canadian Army Comptroller (April 2016)
- Assistant Deputy Minister (Review Services) (May 2016)

After successfully completing the implementation of PROPHET Phase I, the division is now embarking on Phase II. One key objective is to enhance accessibility to PROPHET for the approximately 2,000 people (mostly military personnel in management roles) who use the reporting capability via the internet.

Integration of the Canadian Army Reserve Units into the NPP Accountability Framework

- Began in September 2016
- All units that were previously receiving accounting services from various Bases across the CAF have now been migrated to the National Reserve Accounting Office in London Ontario
- 110 remaining units to be converted by the end of 2018





On-going compliance monitoring

CFMWS is partnering with Assistant Deputy Minister (Review Services) to implement data mining to monitor compliance with [policies and procedures](#) under the concept of "Continuous Audit". This initiative also serves to safeguard NPP assets from fraud.

Accounting staff lending a hand at local events

Local accounting staff actively participated in key local events such as CAF Air Shows and Base/Wing Family Days. They served various roles in these events from assisting management with NPP framework requirements during the planning stage, to providing cash requirements and cashier-like services, to providing financial reports through the process to facilitate decision making by appointed authorities.



—— NPP 2016–2017 Audited Financial Statements ——

NPP financial statements will be added once the NPP Audit Committee has reviewed the externally audited financial statements (expected to occur in the fall of 2017).

—— For more information ——



Finance Division (CFMWS Website)

© CFMWS · SBMFC 2017