



DRC

**FRUIT AND VEGETABLE
DISPUTE RESOLUTION
CORPORATION**

Vice-President Operations Application Package

Thank you for your interest in the position of Vice-President Operations, Fruit and Vegetable Dispute Resolution Corporation. The Corporation is committed to conducting a fair and merit-based hiring process.

Below you will find a description of responsibilities for the Vice-President Operations as well as a document titled Competency Profile which outlines the experience, knowledge, and competencies we are seeking for this position. As background information, you will also find below the press release announcing changes to the DRC Senior Executive, a description of responsibilities for the Corporation's President/Chief Executive Officer, an organizational chart, and the latest DRC Annual Report.

To apply for this opportunity, you are requested to submit a resume or curriculum vitae which clearly describes your work experience. You are also required to submit a cover letter which indicates why you are interested in this position and how you consider your experience relates to the experience requirements listed in the Competency Profile. Please include in your letter some indication of your salary expectations should you be selected as the successful candidate. These two documents will be used to determine which applicants will be invited to the next stage of the assessment process.

Documentation should be submitted to search@fvdrc.com by November 13, 2020. Questions regarding the process may be submitted to the same email address. Please note that while applications may be submitted in the language of your choice, some stages of the assessment will be conducted in English.

Your interest in becoming part of this key organization is appreciated.

DRC Vice-President Operations

Description of Responsibilities

Position summary:

The Vice-President (VP) Operations supports and assists the President/CEO in all responsibilities and ensures the delivery of effective, efficient and affordable service to members. The VP supports the President & CEO and leads other team members as required to ensure the Fruit and Vegetable Dispute Resolution Corporation (DRC) meets its goals, vision and mission. The Vice-President role has the full set of responsibilities and accountabilities normally given to such a position.

Specific Duties and Responsibilities:

- Ensure availability of an appropriate operating environment for staff and the DRC to meet its vision and goals
- Assist the President/CEO to ensure recruitment, retention and ongoing mentorship/training of competent and sufficient resources both internal and external to enable and deliver the DRC's mandate and strategic plan objectives
- Work with the President/CEO to achieve the delivery of the Strategic Plan by leading and coordinating projects and ensuring that those projects are implemented in an efficient and timely manner
- Provide advice and insight to the organization on industry related practices to support effective delivery of DRC's mandate with respect to dispute resolution and membership compliance.
- Oversee the implementation and maintenance of office management and administrative systems and procedures to ensure the delivery of the DRC's mandate and goals
- Manage all activities associated with membership admittance and disciplinary activity; and ensure policies and procedures related to membership admittance and discipline are current and understood by each team member involved in processing an application
- Ensure technological needs of the corporation are current and meeting DRC delivery needs and those of its membership and other stakeholders
- Develop and maintain effective and consistent communication channels with stakeholders including members, potential members, other sector organizations, governments and the general public in order to help DRC achieve its goals.

Key Competencies

- Significant experience in the industry primarily within the North American environment
- Leadership and management experience, especially financial management, technology expertise, and human resource management
- Exceptional communication skills, both written and verbal
- Strong team building skills and ability to motivate others
- Team-player mindset and willingness to collaborate
- Willingness to take responsibility and act independently when necessary
- Ability to work independently
- Ability to oversee and mentor other team members as assigned to enhance individual and overall professional development and productivity and DRC services.

Competency Profile

Vice-President Operations

Fruit and Vegetable Dispute Resolution Corporation (DRC)

Experience

Recent and extensive experience working with or in the fruit and vegetable industry with a demonstrated emphasis on the North American environment.

Experience building and maintaining productive and effective business relationships.

Experience managing and leading the delivery of programs and projects aligned with a strategic vision or goals

Experience managing financial and human resources in a participative and team-oriented environment.

Familiarity and experience with dispute resolution, government issues, and fruit and vegetable transactions from a membership perspective will be considered an asset

Knowledge

In-depth knowledge of the agri-business industry, with specific knowledge of the fresh fruit and vegetable sector and the various nuances of the industry supply chain.

Knowledge of the international fresh fruit and vegetable marketplace including the role of various government agencies.

Knowledge of the role and priorities of the DRC, as well as the issues and challenges facing the fresh fruit and vegetable sector in general, and the Corporation in particular.

Knowledge of the principles and mechanisms of dispute resolution related to the trade of fresh fruits and vegetables in the domestic and international marketplace.

Competencies

Demonstrated competency as a leader/manager.

Excellent oral and written communication skills, including the ability to make presentations and lead discussions.

Skills in developing and maintaining strong public, government and business relationships and leveraging those relationships to achieve results.

Evidence of a strategic outlook, critical thinking and sound judgement.

Known for operating with integrity and commanding respect.

Desirable Qualifications

Post-secondary education in a related field.

Conditions of Employment

Proficiency in English is essential. Knowledge of French and/or Spanish would be an asset.

Willing to relocate to Ottawa, Ontario, Canada and able to be employed on a full-time basis in Canada.

Willing to undergo a criminal record and security check.

When conditions permit, able and willing to travel internationally.

Background Information

PRESS RELEASE

FOR IMMEDIATE RELEASE

Media Contact:

Phone 613-234-0982 | info@fvdrc.com

OTTAWA, Ontario (September 23, 2020) – CHANGES TO THE SENIOR EXECUTIVE OF THE FRUIT AND VEGETABLE DISPUTE RESOLUTION CORPORATION

Ottawa— The Board of Directors of the Fruit and Vegetable Dispute Resolution Corporation (DRC) announced today that effective January 1, 2021 Luc Mougeot will become the Corporation's President/Chief Executive Officer (CEO). Mr. Mougeot will succeed the DRC's current President/CEO, Fred Webber. Mr. Webber, who has served as President/CEO since 2011 will be retiring from his position effective December 31, 2020 but has accepted to remain with the Corporation in a Senior Advisor capacity until June 2021.

Chairman Glenn Baty and the Board of Directors expressed their appreciation to Mr. Webber for his 20 years of service to the Corporation and acknowledged his 35 years of service to the fresh fruit and vegetable industry, both in Canada and the US. Under his leadership, DRC membership has grown significantly, and he has championed a sustainable organization that is well-positioned to face future challenges.

Based on Mr. Webber's planned retirement the Board actively considered a broad selection process to identify a successor. It was recognized early in the process that the DRC's current Vice-President, Luc Mougeot, possessed all the attributes considered essential to the position and was offered and has accepted the position. Mr. Mougeot is a proven and respected leader who has delivered strong operating results to members. The Board has confidence that he will lead the DRC to achieve great success in the years to come.

The Corporation will be launching an open competitive process this fall with the goal of appointing a suitably qualified candidate as Vice-President early in the new year.

Information regarding the DRC can be found at www.fvdrc.com

President & CEO

Description of Responsibilities

Position Summary:

The President and CEO reports to DRC's Board of Directors and is responsible for directing, managing and planning the business and affairs of the Fruit and Vegetable Dispute Resolution Corporation (DRC) to achieve the goals agreed to by the Board. The President and CEO role has the full set of responsibilities and accountabilities normally given to such a position.

Responsibilities

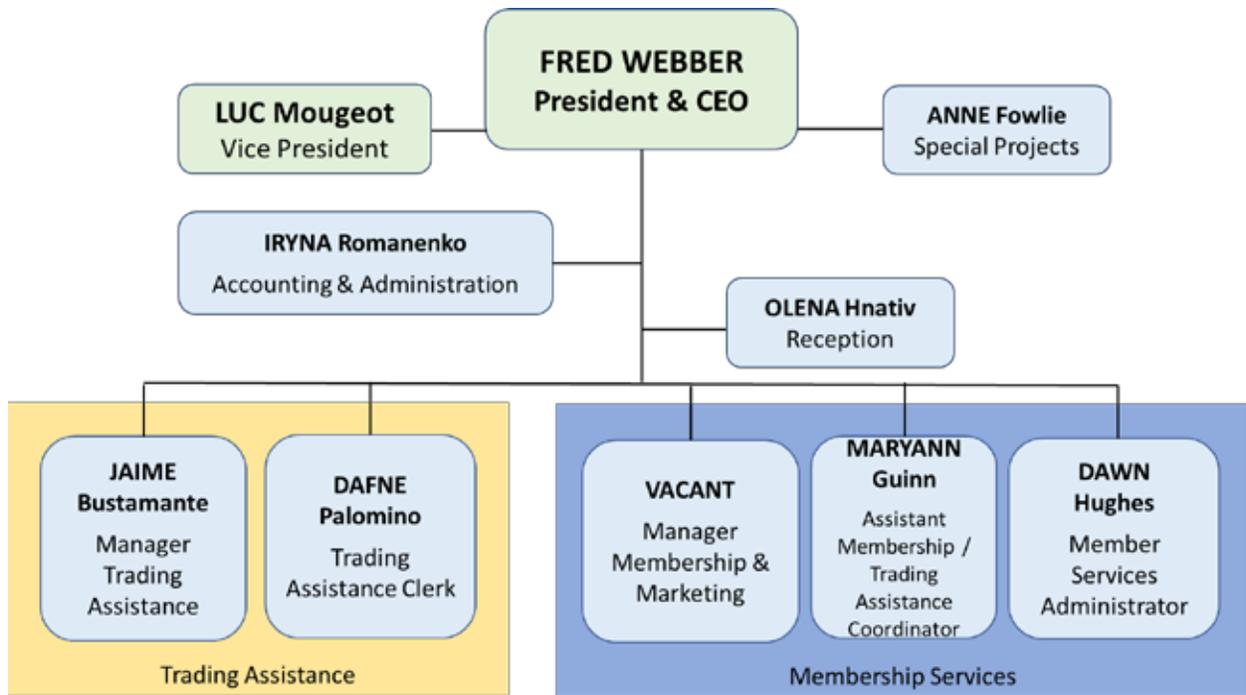
- Establishing and maintaining an on-going dialogue with fresh produce sector organizations in order to ensure a thorough understanding of the issues impacting the sector in order to allow DRC to prioritize these issues and appropriately address the targeted issues, as well as communicate its positions to members and key sector stakeholders.
- Developing and maintaining a good appreciation of trends affecting the sector and DRC in order to react appropriately to changes.
- Recommending DRC's vision, mission, values, strategic plan and goals for Board approval.
- Developing strategies and programs through which the mission, strategies and goals can be attained.
- Implementing approved strategies and executing the operating plan through leadership, delegation, organization and resource development and allocation.
- Recruiting, motivating, developing and managing a team of direct reports capable of meeting the organization's objectives.
- Communicating, both internally and externally, DRC's goals, strategies, programs and values to affect such goals and performance expectations.
- Developing and maintaining effective and consistent communication channels with other stakeholders including members, potential members, other sector organizations, governments and the general public.

Key Competencies

- Requires a dynamic leader with the experience and perspective to serve the organization and the fresh produce sector.
- Must have a strong vision for the sector and demonstrate a high level of energy and passion for DRC, its mission and programs and its role within the not-for-profit sector.
- Must have superior communication skills, able to tell the story of the sector and able to respond to questions and disagreements persuasively.
- Experienced and knowledgeable in the North American fresh produce sector as well as the issues of the sector and have extensive leadership experience over their career with the sector. The person holding the position will be recognized as a consensus and relationship builder and have a collaborative leadership style.
- A person with high integrity, the CEO must be a listener who can reflect the views of the sector and communicate them clearly back to the sector and to its stakeholders. The CEO will be an innovative and strategic thinker who can nurture DRC's strengths and successes while identifying and capitalizing on new opportunities with an emphasis on financial sustainability.
- In order to deliver on the broad responsibilities required of the CEO, must have a strong track record of sound operational and management skills, as well as the ability to think strategically and creatively. Must have a proven track record leading an organization of comparable scope and complexity.
- Must be able to support and manage a North American board of directors.



Organizational Chart



Organizational Chart Current as of October 1, 2020



FRUIT AND VEGETABLE
DISPUTE RESOLUTION
CORPORATION

CORPORATION DE RÉGLEMENT
DES DIFFÉRENDS DANS LES
FRUITS ET LÉGUMES

CORPORACIÓN DE SOLUCIÓN
DE CONTROVERSIAS SOBRE
FRUTAS Y HORTALIZAS



ANNUAL REPORT

FISCAL YEAR 2019

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ABOUT DRC

The Fruit and Vegetable Dispute Resolution Corporation (DRC) is a non-profit, membership-based organization serving the produce trade.

VISION

The DRC's Trading Standards and Rules are the recognized and adopted principles for the trade of produce.

MISSION

To provide harmonized standards, procedures, services, and education necessary to avoid and resolve disputes in the produce industry in a timely, cost-effective manner.

MANDATE

The Mandate of the DRC is to provide a full suite of dispute resolution services for members engaged in the commerce of produce in North America.

VALUE PROPOSITION

Membership in the DRC provides direct access to dedicated, professional and impartial trading advice and dispute resolution services.

DRC CORE VALUES:

- Integrity
- Competence
- Reliability
- Fairness



MESSAGE FROM THE CHAIRMAN OF THE BOARD



To the DRC Board of Directors and members:

To serve as Chair of the Fruit and Vegetable Dispute Resolution Corporation is indeed an honor and I

appreciate the confidence placed in me by my fellow board members. Their support, combined with that of DRC members and a dedicated professional staff, enables me to deal with ongoing matters as well as to look forward with confidence to new tasks and new issues as we continue to build a strong future for DRC and indeed the entire produce industry.

At this time, I am pleased to share with you a few highlights from 2019 and also identify some important priorities for 2020.

In 2019 the full coming into force of the Safe Food for Canadians Regulations (SFCR) enshrined the regulatory requirement for a DRC membership for Canadians who buy or sell fresh fruit or vegetables inter-provincially and internationally unless expressly excepted from the regulations. Furthermore, it is now a regulatory requirement that anyone exporting fruit or vegetables to Canada must conduct transactions with a DRC member.

While DRC's role and responsibility within the SFCR are restricted to trade and commerce, throughout the year staff responded to countless inquiries related to other elements of the SFCR, including requirements for non-resident importers and a CFIA Food license. Under the SFCR, businesses may need a food license based on the activities they conduct and many DRC members will also be required to hold a food license.

A Governance Task Force was struck and tasked to develop recommendations for consideration by the Board of Directors on ways in which DRC's governing body can be enhanced to effectively guide the organization in the achievement of its mission and future strategic goals. Specifically, the Task Force was asked to consider and report on:

- future governance needs;
- current composition of the governing body and its ability to meet those needs;
- potential alternatives to the current structure and composition;
- recommendations, including identification of changes to Bylaws and Operating Rules which may be required to accommodate specific recommendations.

The Task Force, led by Mike Stewart, presented the report to the Board in December. A number of recommendations are currently being implemented with others to come before members for consideration at the 2020 Annual General Meeting.

2020 launches a new decade and DRC's 20th Anniversary. A number of special events are being planned to mark this important milestone, including a refresh of our corporate look. DRC was born of highly successful NAFTA collaboration and we look forward to continuing to grow our global presence. Expanding membership to trading partners beyond continental North America remains a priority and we will enhance our focus in this area in an inclusive and meaningful way.

I look forward to continuing to actively engage with the Board, members as well as the DRC team to progress as an organization and to ensure we are well positioned and equipped to meet any challenges which may lie ahead.

Respectfully submitted,

A handwritten signature in black ink that reads "Glenn Baty". The signature is written in a cursive, flowing style.

Glenn Baty
Chairman, Fruit and Vegetable Dispute Resolution Corporation

SPECIAL MESSAGE FROM CHAIRMAN OF THE BOARD

May 1, 2020

Reference to “interesting times” has likely never been more relevant than today. We are living in unprecedented times of a global nature and of the sort we have only read about in history.

It is appropriate and important that I add to my annual report and acknowledge the recent events that have moved the world into a much different place as we all struggle with the effects of the novel coronavirus (COVID-19) pandemic.

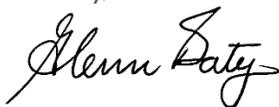
Living with the pandemic and seeing the affect it has on so many families makes us all understand that we are in this together and we all need to do our part to reduce the spread of the virus! It is my hope that as you read this, the majority of the pandemic is over. But the virus has taken its toll on many of our friends, family and loved ones and will linger. This is especially so for the older folks living in long term residences and extended care facilities. Our hearts go out to all of those that died at the hands of the virus, their loved ones, those that suffered through the virus and to those that continue to live with its effects.

And lastly a major thanks goes out to the ‘Front Line Supporters’ that include the nurses, doctors, hospital workers, janitorial staff and many others. We must also recognize and express deep appreciation to all who were and are there every day to supply and support the food wholesalers and retailers so that we can continue to function, to eat and to stay strong! Attention to our food and a broad awareness of the supply chain have never been greater and we are grateful for each and every front-line supporter.

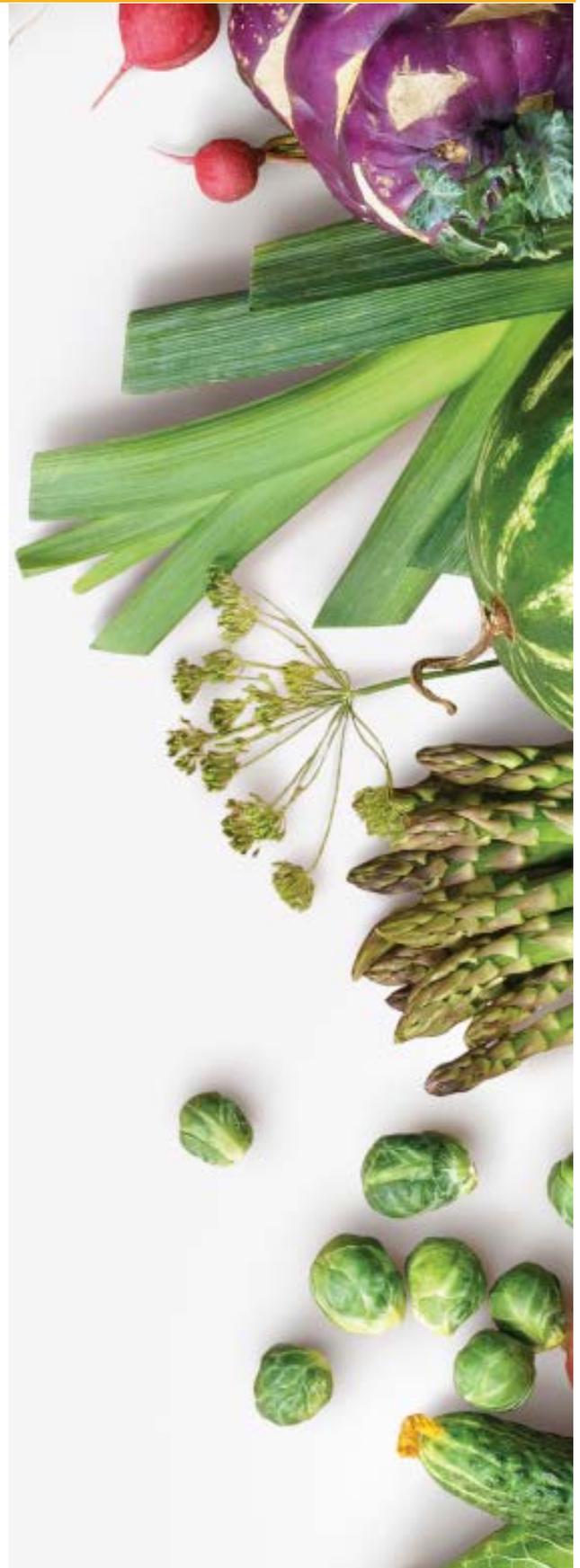
We Thank You from the bottom of our hearts!

We Love You for all you are doing!

Sincerely,



Chairman



MESSAGE FROM THE PRESIDENT



Dear Members,

The past year resulted in yet another successful year for DRC and I thank you for your ongoing support – it is foundational to achieving the success, recognition, and credibility we enjoy. Our dedicated board members ensure

sound policies are in place to serve industry needs and provide accountability in observing and delivering on the policies. The DRC team is dedicated to help members work through challenges and I appreciate the support of the board for their guidance and the dedication of staff to their commitment to excellence and service to members.

The past 12 months generated some major accomplishments and undertakings, including:

- DRC is now enshrined in legislation, through the *Safe Food for Canadians Regulations* (SFCR), as the official and formal regulatory dispute resolution body in Canada for fresh fruit and vegetables
- a Governance Task Force was struck by the board to consider ways in which the DRC governance model could be enhanced to guide DRC in achieving its mission and future strategic goals

The coming into force of the SFCR fulfilled the vision and multi-year efforts of many. DRC is pleased to have supported this through broad and effective outreach efforts to members as well as those not subject to the previous requirement for a Produce Licence.

Continuously adapting to a dynamic and ever-changing marketplace is fundamental to our core values. Daily responsibilities are top of mind as we make every effort to provide the most comprehensive, timely, and professional suite of member services.

Total membership remains above 1,700 from across 17 countries. As membership from beyond North America continues to grow, a number of strategies are under consideration to ensure expansion in non-traditional markets and in so doing, level the playing field levels for everyone through the adoption of common rules and standards. The need for this, for both domestic and international transactions, is becoming more apparent each year and DRC looks forward to taking a leading role in this area. As the world becomes smaller, we are seeking out partners and experts to help in harmonizing expectations across oceans and continents in the way this has come to be common practice been between the Americas.

The number of active files remains relatively constant and we note increases to the value of informal and formal complaints, with timelines (average number of days open) dropping. There is no doubt that our trading assistance education and outreach efforts produce results and we encourage members to take advantage of our many services to build capacity to mitigate risk.

Efforts to bring about implementation of a PACA-like trust for Canada continue and although progress has been slow, we remain hopeful that a solution will be found as we continue to work toward achieving the objective of securing a deemed trust in Canada.

The 2017-20 strategic plan is reaching a successful conclusion. Its accomplishments are being assessed and will inform the new plan and incorporate a number of recommendations developed by the Governance Task Force. This is an exciting opportunity for the future which we are embracing enthusiastically.

Subsequent to December 31, 2019, the COVID-19 outbreak was declared a pandemic by the World Health Organization. There is likely a number of unknowns that will impact society and the economy. While financial effects on our business are yet to be determined, these impacts could include impairment of short and long-term investments or potential future decreases in revenue or other negative impacts for our ongoing operations. A key element of DRC's strategic plan and guiding principles is the responsible and proactive management and oversight of the DRC assets. This includes a capacity to meet fiduciary obligations for governance and to support consistent and effective administration of its business over the long term. Our commitment to this is unwavering and DRC is well positioned to manage in times of uncertainty.

Moving into 2020, we are excited to begin a new chapter in the history of DRC: the start of new decade which includes celebrating our milestone 20 Anniversary. Many activities are planned, including a logo refresh and updated tag line of **Trade With Confidence**, a reflection of DRC's goal to give you the information you need BEFORE entering into new territory and we look forward to sharing details with you.

Sincerely,

A handwritten signature in cursive script that reads "Fred C Webber".

Fred Webber
President and CEO, Fruit and Vegetable Dispute Resolution Corporation

YEAR IN REVIEW



DRC Staff attended US Embassy Reception, Ottawa, ON, September 2019



DRC Staff exhibited at the CPMA Convention in Montreal, QC, April 2019



Jaime Bustamante and Luc Mougeot of DRC participated in Fruit Logistica as a part of Canadian Pavilion in Berlin, February 2019



Jaime Bustamante and Iryna Romanenko of DRC attended Fruit Attraction, in Madrid, October 2019

DRC Board of Directors toured Patates Dolbec facilities during the Annual Board of Directors Meeting and AGM in Quebec City on May 23, 2019



YEAR IN REVIEW



Jaime Bustamante of DRC attended PMA Fresh Connections in Guadalajara, Mexico in May 2019



Jaime Bustamante and Tammy McDowall represented DRC at Viva Fresh, San Antonio, TX, in April 2019



DRC Directors and staff during the Semi-Annual Board Meeting in Merida, Mexico, in December 2019

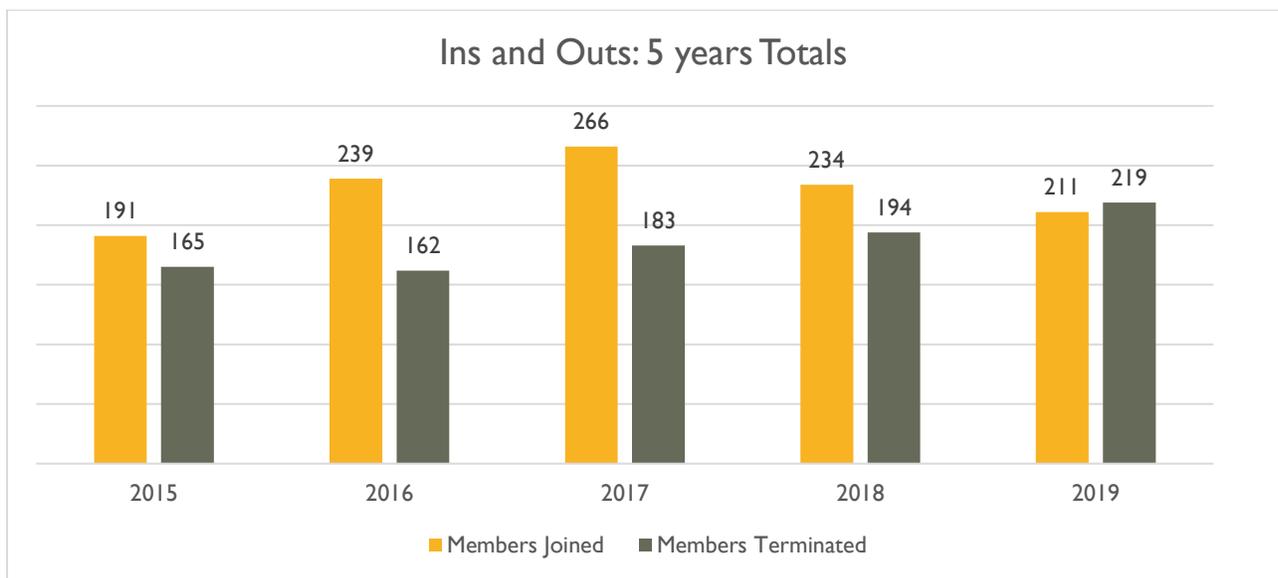
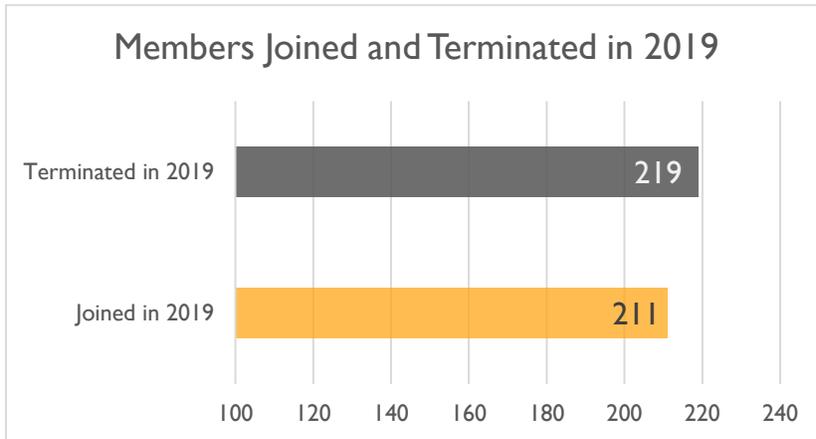
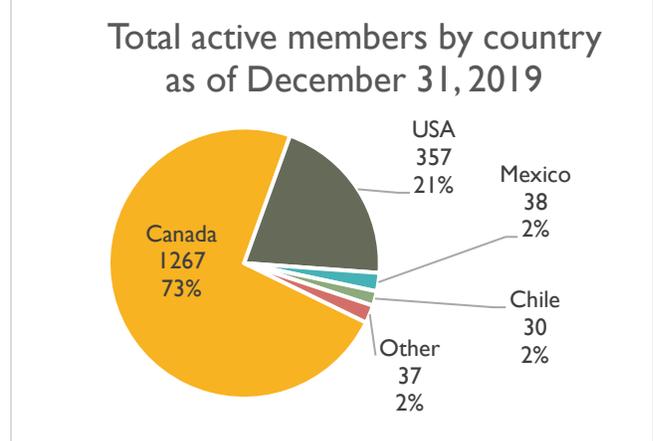
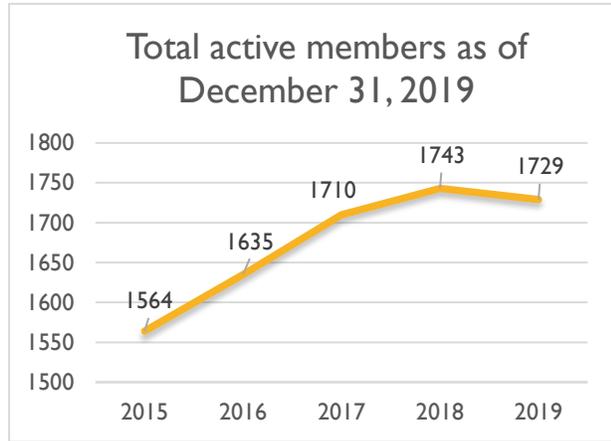


DRC Staff attended OPMA Gala in Toronto, November 2019

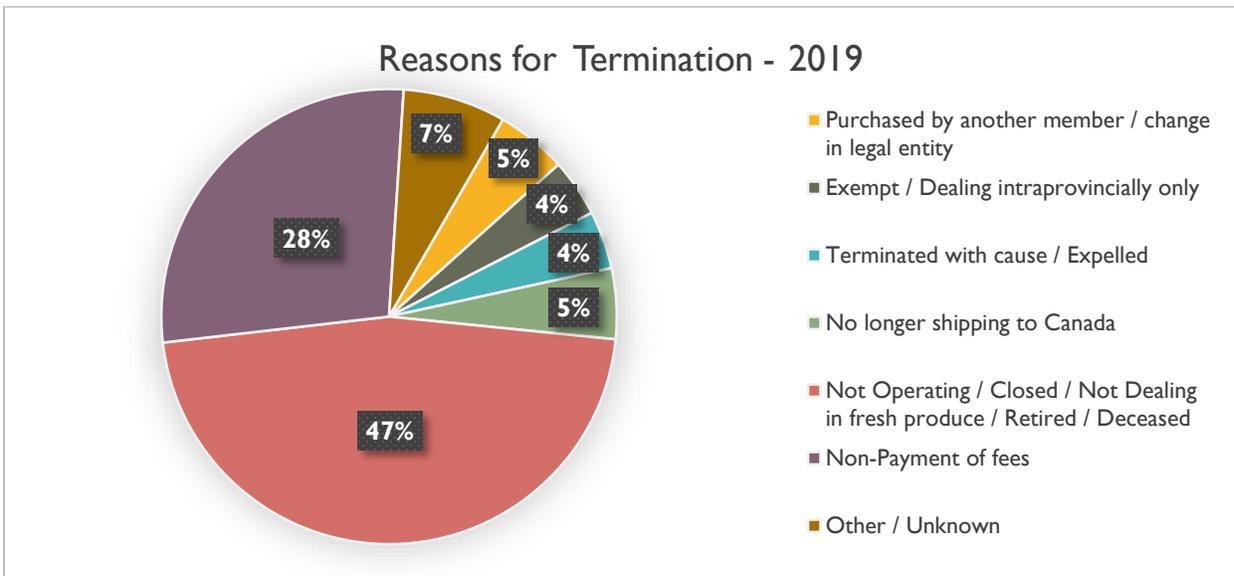
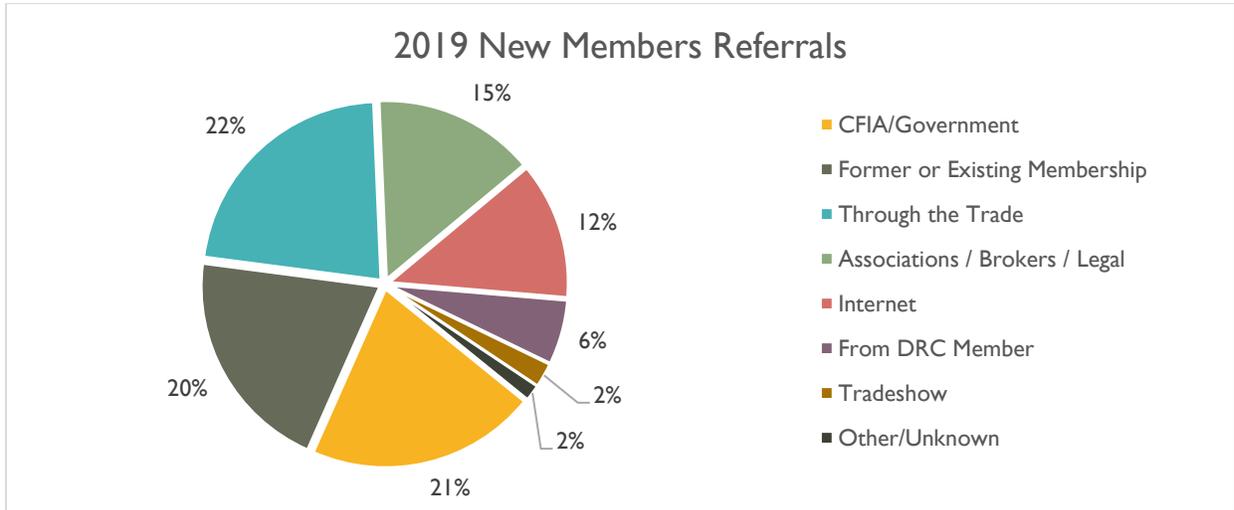
IN 2019 DRC STAFF ALSO ATTENDED:

- NEW YORK PRODUCE SHOW IN NEW YORK, NY
- QPMA CONVENTION IN QUEBEC CITY, QC
 - PMA CONVENTION IN ANAHEIM, CA
 - SOUTHERN EXPOSURE IN ORLANDO, FL
- OFVG CONVENTION IN NIAGARA, ON
 - CODEX – MONTERREY, MEXICO
 - CHC AGM IN HALIFAX, NS
 - CHC SUMMER TOUR, ONTARIO

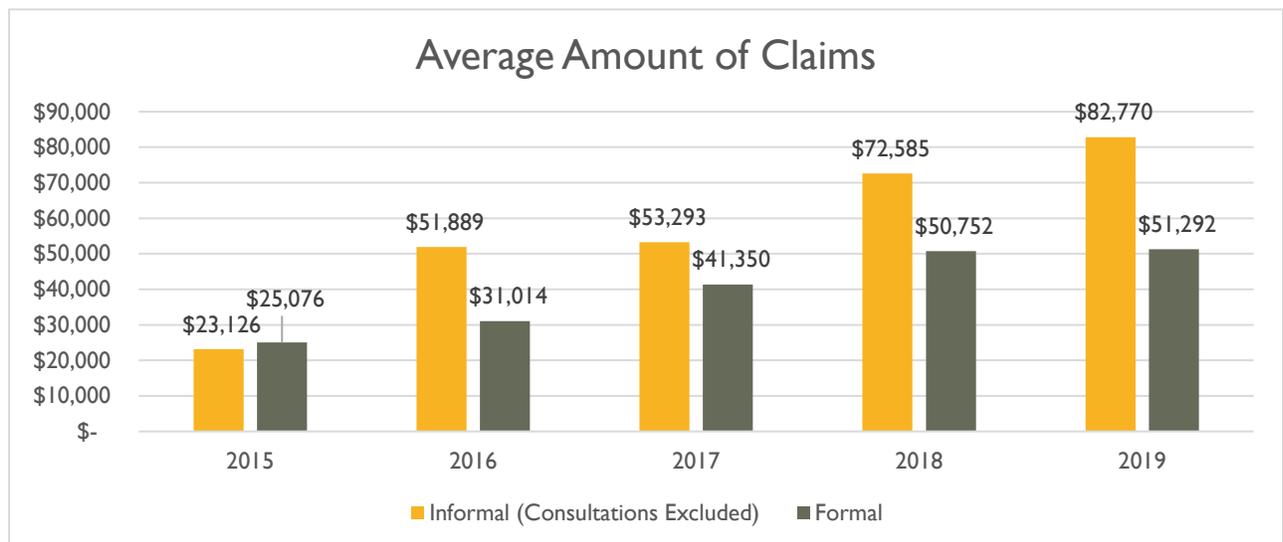
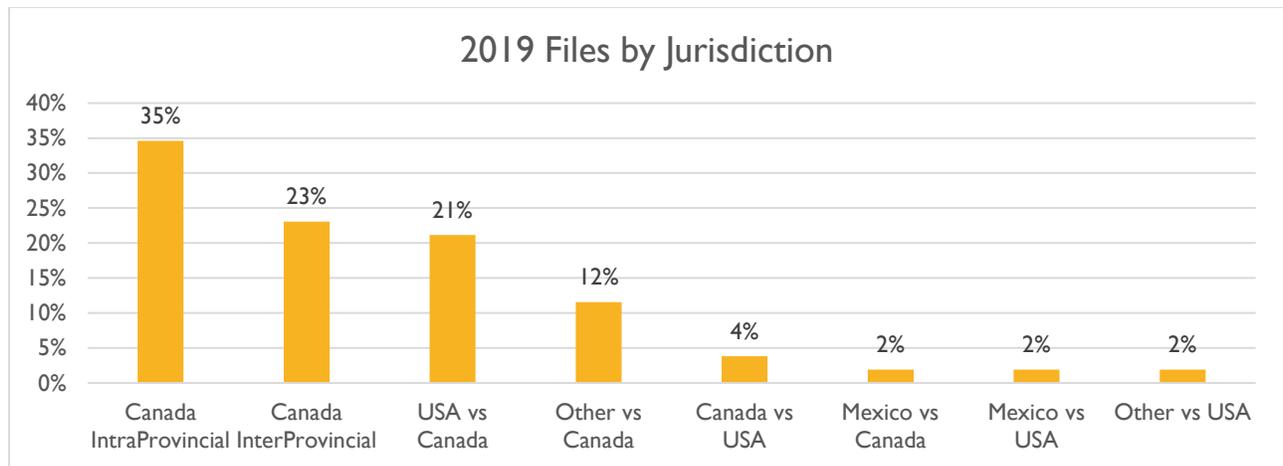
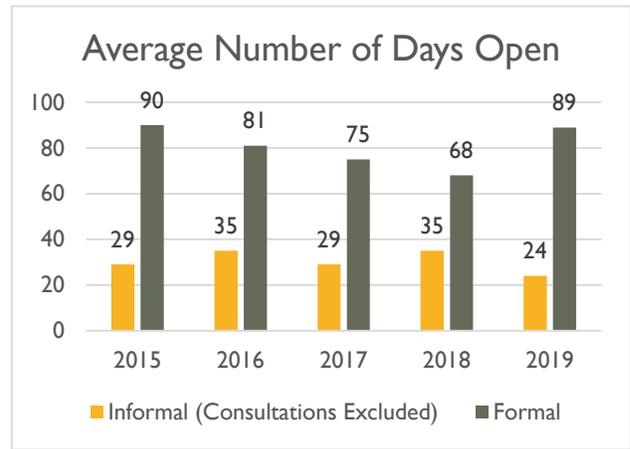
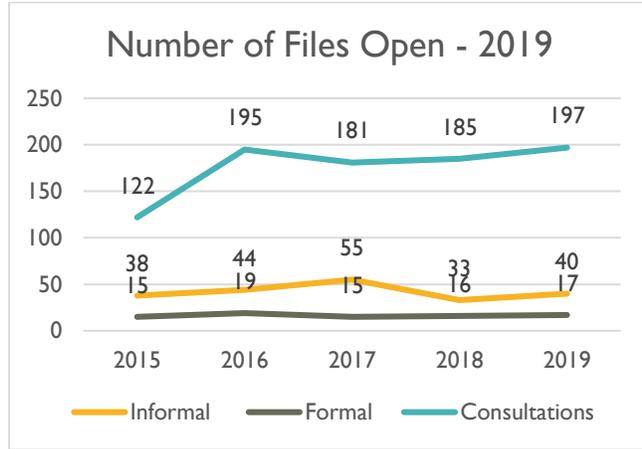
MEMBERSHIP AND TRADING ASSISTANCE STATISTICS



MEMBERSHIP AND TRADING ASSISTANCE STATISTICS



MEMBERSHIP AND TRADING ASSISTANCE STATISTICS



MEMBERS OF THE BOARD



FRUIT AND VEGETABLE DISPUTE RESOLUTION CORPORATION BOARD OF DIRECTORS, AS OF DECEMBER 31, 2019:

Chairman	Glenn Baty , Star Produce Ltd.
Director	Anthony Martin , Windset Farms
Director	George Pitsikoulis , Canadawide Fruit Wholesalers Inc.
Director	Frank Pagliaro , Canadian Produce Marketing Association
Director	Pierre Dolbec , Veg Pro International Inc.
Director	Matt McInerney , Western Growers
Director	Robert Guenther , United Fresh Produce Association
Director	Mike Stuart , Florida Fruit & Vegetable Association
Director	Bret Erickson , J&D Produce Inc.
Director	Norberto Galvan Gonzalez , Rodeva SPR de RL
Director	Gerardo Mena Prieto , Frutas San Antonio, S.A. DE C.V.
Director	Gonzalo Aguilar Guizar , Grupo Empaque Roquin
President & Chief Executive Officer	Fred Webber , DRC
Secretary / Treasurer	Luc Mougeot , DRC



STAFF

Fred Webber
President and CEO



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Luc Mougeot
Vice-President



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Administrator



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Anne Fowle
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Olena Hnativ
Administrative
Assistant
(on leave)



ohnativ@fvdrc.com

Maryann Guinn
Member Services and
Trading Assistance
Coordinator



mguinn@fvdrc.com

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