



# Toronto - City Business Guide

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## Overview

Canada's boom city, Toronto is enjoying a growth phase that is affecting everything in the city from its population to the Bay Street stock exchange to the multitude of stylish new shops and bars. An international finance and banking center, the 250-year-old Toronto is a pleasing mix of ultra-modern glass office towers and Victorian style buildings. Labeled the most ethnically diverse city in the world by the United Nations, counting some 90 ethnic groups, the city enjoys a diversified dining and cultural scene. Some of Toronto's neighborhoods have a particular ethnic flavor, making this large metropolis seem occasionally like a series of villages. For its economic boom and attractive location, Toronto was voted best place to live and work by Fortune magazine readers in 1996.

## Business Etiquette

\* Business attire is conservative in general. For traditional sectors like banking, consulting, insurance and business services, and traditional companies, suits are customary. For most information technology firms, business casual is suitable.

\* Business is conducted in English.

\* Make appointments for meetings, and be punctual.

\* It is customary to shake hands at the start and close of a meeting.

\* The exchange of business cards is customary. Wait for your hosts to offer their card first.

\* If invited to a home, it's appropriate to bring flowers or another hostess gift.

\* Note that hierarchies are less emphasized in Canadian business culture than in other developed countries.

## Chamber of Commerce

**Canadian Chamber of Commerce BCE Place**, 181 Bay Street, Heritage Building; Tel.: +1 416 868-6415 ; [www.chamber.ca](http://www.chamber.ca)

**American Chamber of Commerce in Canada** 260 Adelaide Street; Tel.: +1 416-777-8512; [www.amchamcanada.ca](http://www.amchamcanada.ca)

**Brazil-Canada Chamber of Commerce** 438 University Avenue; Tel.: +1 416 3643555 ; [www.pagesjaunes.ca](http://www.pagesjaunes.ca)

**British Canadian Chamber of Trade and Commerce** 141 Hillside Avenue East; Tel.: +1 416 502-0847

**Canada Czech Republic Chamber of Commerce** 909 Bay Street; Tel.: +1 416 929-3432 ; [www.cccrc.net](http://www.cccrc.net)

**Canada-Mexico Chamber of Commerce** 2467 Sainte-Catherine Rue East, Montréal, QC H2K2J9; Tel. : + 1 514 525-9078 ; <http://qc.finditincanada.ca>

**French Chamber of Commerce in Canada** 20 Queen Street West, Suite 2006; Tel.: +1 416 205-9820 ; [www.ccife.org](http://www.ccife.org)

**German Chamber of Commerce** 480 University Ave. Suite 1410; Tel.: +1 416 598-5353; [www.germanchamber.ca](http://www.germanchamber.ca)

**Italian Chamber of Commerce** 330 Bay Street (at Adelaide) Suite 708 Toronto, Ontario M5H 2S8 Tel. +1 416 789-7169 ; [www.pagesjaunes.ca](http://www.pagesjaunes.ca)

**Japan External Trade Organization (JETRO)** 181 University Avenue, Suite 1600; Tel.: +1 416 861-0000 ; [www.jetro.go.jp/canada/toronto](http://www.jetro.go.jp/canada/toronto)

**Korea Trade Center (KOTRA)** 65 Queen St. West, Suite 600; Tel.: +1 416 368-3399 ; [www.kotra.ca](http://www.kotra.ca)

**Toronto Chinese Business Association** 123 Edward Street, Suite 818; Tel.: +1 416 595-0313 ; [www.tcbacanada.com](http://www.tcbacanada.com)

## Embassies and Consulates

**American Consulate General** 360 University Avenue; Tel.: +1 416-595-1700 ; [www.usconsulatetoronto.ca](http://www.usconsulatetoronto.ca)

**British Consulate** 777 Bay Street, Suite 2800 Toronto, Ontario M5G 2G2, Tel.: + 1 416 593 1290 ; [www.uktradeinvestcanada.org](http://www.uktradeinvestcanada.org)

**China (People's Republic of) Consulate** 240 St. George St., Toronto, ON M5R 2P4 Tel: +1 416 9647260 ; [www.fmprc.gov.cn](http://www.fmprc.gov.cn)

**French Consulate** 130 Bloor St. West, Ste. 400, Toronto, Canada; Tel.: 416-925-8041 ; [www.expatries.diplomatie.gouv.fr](http://www.expatries.diplomatie.gouv.fr)

**German Consulate** 77 Bloor Street West, Suite 1702, Toronto, Ontario, M5S 1M2; Tel.: 416-925-2813 ; [www.auswaertiges-amt.de](http://www.auswaertiges-amt.de)

**Italian Consulate** 136 Beverley Street; Tel.: +1 416 977-1566 ; [www.esteri.it](http://www.esteri.it)

**Japanese Consulate** Suite 3300, Royal Trust Tower, 77 King Street West, PO Box 10, TD Centre, Toronto; Tel.: 416-363-7038 ; [www.toronto.ca.emb-japan.go.jp](http://www.toronto.ca.emb-japan.go.jp)

**Korea (Republic of) Consulate** 555 Avenue Road; Tel.: +1 416 920-3809 ; [www.consulatekorea-tor.org](http://www.consulatekorea-tor.org)

**Netherlands General Consulate** 1 Dundas Street West, Suite 2106, Toronto, Ont. M5G 1Z3; Tel.: 416-598-2520 ; [www.minbuza.nl](http://www.minbuza.nl)

**Mexican Consulate** 199 Bay Street, Suite 4440 Commerce Court West, Toronto; Tel.: +1 416 368 2875/1847 ; [www.sre.gob.mx](http://www.sre.gob.mx)

## Business Centers

Most large hotels also have business centers that offer many of the same services that independent centers provide.

**HQ Business Centers** 130 King Street West, Suite 1800; Tel.: +1 416 947-1900 ; [www.hq.com](http://www.hq.com)

**Telsec Business Centre** Alliance Telsec Business Centres; Tel: +1 416-363-9035 ; [www.pagesjaunes.ca](http://www.pagesjaunes.ca)

**Excusuite Inc - Scotia Plaza** 40 King Street West, Suite 4900; Tel.: +1 416 777-6666

**World Trade Center Toronto** One First Canadian Place, P.O. Box 60, Toronto, Ontario M5X 1C1 Canada; Phone + 1 416 366 6811 ; [www.bot.com](http://www.bot.com)

**Innovative Business Centers** 145 Richmond Street West; Tel. : +1 416-364-5054 ; [www.pagesjaunes.ca](http://www.pagesjaunes.ca)

## Conference and Exhibition Centers

**International Center** 6900 Airport Road; Tel.: +1 905-677-6131; Toll Free : + 1 800-567-1199 ; [www.internationalcentre.com](http://www.internationalcentre.com)

**Metro Toronto Convention Center** 225 Front Street West; Tel.: +1 416-585-8120; [www.mtccc.com](http://www.mtccc.com)

**National Trade Center** 100 Princes' Boulevard; Tel.: +1 416-263-3000 ; [www.ntc.on.ca](http://www.ntc.on.ca)

## Translation Offices

**Berlitz Translation/Interpretation Services** 94 Cumberland Street; Tel.: +1 416 924-7773 ; [www.pagesjaunes.ca](http://www.pagesjaunes.ca)

**Express International Interpreters Inc.** 1671 Saldene Terrace, Suite 100; Tel.: +1 416 410-2021

**ICI International Conference Interpreters** 112 Trelawn Avenue; Tel.: +1 905 338-7888

**ISTS Simultaneous Interpretation** 124 The East Mall; Tel.: +1 416-234-5444

## Courier/Messenger Services

**Dymat Distribution Services Ltd.** Tel.: +1 416-424-2732

**DHL** Tel.: + 1-800-CALL-DHL ; [www.dhl.ca](http://www.dhl.ca)

**FedEx** Tel.: +1 800 463-3339

**UPS** Tel.: +1 800 742-5877 (within Canada)

**The International Courier** Tel.: +1 (1)416 968-2000, Toll Free: +1 (1)800 387-3896 ; [www.azfreight.com](http://www.azfreight.com)

## Internet Connection Place

All upper-range and most medium-priced hotels are equipped with dataports that allow guests to use laptop computers. Many hotels also offer business centers equipped with computers and Internet access. Outside hotels, cyber cafes are available including:

**Insomnia Café** 563 Bloor Street West; Tel.: +1 416.588-3907 ;

[www.pagesjaunes.ca](http://www.pagesjaunes.ca)

**Kinko's** 2430 Yonge Street; Tel.: +1 416 322-3455 ; [www.pagesjaunes.ca](http://www.pagesjaunes.ca)

## Visas & Customs

Citizens of the U.K., the U.S., Italy, Japan, Korea (Republic of), Mexico, Germany, and France do not need a visa for entry into Canada. Citizens of the People's Republic of China, Czech Republic, and Brazil need to apply for a visa. Duty-free allowances are 200 cigarettes or 50 cigars or 200g of tobacco, or 400g of tobacco sticks; 1.1 liter of distilled spirits or wine and 24 bottles or cans of beer, and; a small quantity of perfume for personal use only.

## Phone Information

The country code for Canada is 1. The codes for Toronto City are 416 and 647, and the code for the greater Toronto area is 905.

## Emergency Phone Numbers

Dial 911 for all police, fire, accident, and medical emergencies.

## Tips and Rules for Use of Phone in Country

If you wish to speak to an operator, dial 0. For telephone information, dial 411. For inquiries on long distance calls dial 1, then the area code, then 555-1212. Most public telephones are coin operated, although calling card phones are becoming increasingly popular. Coin phones cost C\$0.35 per local call.

## Tips and Rules for Use and Rental of Mobile Phones

The cellular standards in Canada are AMPS for analog format and CDMA and TDMA for digital format. If you choose to bring your cellular phone into Canada, be sure to check with your home cellular service provider to establish compatibility of your phone with systems abroad. Rent a locally compatible cellular phone before you arrive to obtain reasonable rates and reliable service.

## Money

The Canadian dollar is the official local currency. There are 100 cents to the Canadian dollar. Notes are available in denominations of C\$1000, 500, 100, 50, 20, 10 and 5, while coins come in denominations of C\$1, C\$2, and 50, 25, 10, 5 and 1 cents. U.S. dollars are accepted and a premium is often given to make up the difference between the two rates. Currency can be exchanged at banks and at many hotels. Currency exchange bureaus are located at airports, train and bus stations, and in most major towns and cities. ATMs allowing access to a traveler's own account are widely available across the country. Most major credit cards are accepted nationwide.

## Tipping

\* **Restaurants** 15 to 20 percent of bill

\* **Bars** 15 percent

\* **Airport Skycap/Porter** C\$1per piece of luggage

\* **Hotel Bellhop** C\$1 per piece of luggage

\* **Taxi Drivers** 15 percent of the fare

\* **Hotel Housekeeping** C\$1per person per day

\* **Hotel Room Service** 15 percent of bill

\* **Parking Attendant/Valet** C\$1 to C\$2

\* **Haircare/Personal Services** About 15 percent

## Time Difference

Toronto lies in the Eastern Time Zone (Greenwich Mean Time minus five hours). The city observes Daylight Savings Time during the summer, starting from the last Sunday in April and ending the last Sunday in October.



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## VAT & Taxes

There is a Goods and Services Tax (GST) of 7% on all goods and services. In addition, a provincial sales tax of 8% is added to the listed price of most purchases

## Voltage

Canada uses 110-volt electric power. Flat, two-pin plugs are used.

## Local Transportation

Driving around Toronto is relatively easy, if you want to rent a car. You should remember that seat-belt use is mandatory in Ontario and fines can be stiff.

Taxis are a relatively cheap option when it comes to getting around Toronto. The meter starts at C\$2.50 and each quarter of a kilometer increases by twenty-five cents (as is each passenger in excess of four). A cab across town would be around C\$9, although waiting time during busy times can make it add up to a lot more. You can hail a cab most main streets and there are always plenty waiting in the rank outside the central rail station. The Toronto Transit Commission (TTC) network is the city's efficient public-transport system, which includes buses, subways, and streetcars. Buses are reliable and widely available. There are two subway lines: Bloor/Danforth, which runs east to west; and Yonge/University, which loops north to south. Streetcars on major routes run 24 hours, and the subway stops at 2am.

## Health Info

No specific vaccinations are required to enter Canada. In Toronto, there is easy access to excellent healthcare, emergency-health facilities, and prescription and over-the-counter drugs. However, it can cost non-residents anywhere from C\$50 to C\$1,000 per day, so it is always advisable to travel with some sort of medical travel insurance or to sign up with a medical-assistance company.

## Climate

Toronto experiences mild spring and autumn seasons. Summers tend to be hot and humid. Average temperatures for spring and summer vary between 15 C (60 F) and 25 C (80 F). Although winter conditions can be severe, temperatures are generally not as cold as those of other Canadian regions. Average daytime temperature in winter (except for January) hovers just below freezing level. Average snowfall is no more than 10 cm.

## Public Holidays

- \* **New Year's Day** January 1
- \* **Good Friday** Friday before Easter
- \* **Easter Sunday** in mid-March or early April
- \* **Easter Monday** Monday after Easter
- \* **Victoria Day** Monday preceding May 24
- \* **Canada Day** July 1
- \* **Civic Holiday** First Monday in August
- \* **Labor Day** First Monday in September
- \* **Thanksgiving** Second Monday in October
- \* **Remembrance Day** November 11
- \* **Christmas** December 25
- \* **Boxing Day** December 26

## Where to Eat

**Avalon** is considered one of Toronto's best restaurants for its fresh, seasonally changing menu. **The Jamie Kennedy Wine Bar** serves artisanal cheeses and foie gras terrine with fine wines by the half-glass. Located on the top floor of a skyscraper in the financial area, **Canoe** serves tender caribou loin and tourtiere meat pies. Attracting a regular clientele from the financial services sector, **Al Frisco's** offers a wide selection of Continental, Mediterranean and Italian dishes. **Nami**, voted Toronto's best Japanese restaurant, specializes in seafood. **La Palette** is a bistro that serves French café classics such as grilled wild boar in red wine mustard and a daily changing three-course prix-fixe menu. Local superstar chefs like Sam Gassira, Susur Lee and Greg Couillard shake the foundations of Toronto's old-guard dining scene at **Focaccia**.

## Local Gift Ideas

With over 20 000 shops, Toronto offers an extensive range of styles and goods. Toronto's most famous shopping center is the Eaton Centre, counting over 320 stores and restaurants. Yorkville is home to numerous high-end designer boutiques. Yonge Street is a unique, diverse shopping area. College and Queen streets are packed with trendy shops selling hard-to-find brands. Toronto's many ethnic neighborhoods also offer unique shopping. These areas include Queen Street West, Little Italy, Little Portugal, Gerrard India Bazaar, St. Lawrence Market, Kensington Market, and five Chinatown areas.

## Leisure Time

The CN Tower is the tallest freestanding structure worldwide and also a Toronto symbol. Some of the city's most popular cultural attractions include the Royal Ontario Museum, the Art Gallery of Ontario (among Canada's top three) and the medieval-style Casa Loma castle. The city's dynamic Harbour Front area, extremely popular in summer, is worth a visit. The largest venue of performing arts in the country is the Hummingbird Center for Performing Arts, offering a year-round program of events. Toronto is dotted with parks, and the Toronto Islands, featuring large public park/recreation areas, are just a 10-minute ferry ride across the harbor. Another favorite activity is watching ice hockey. During the season, you can watch the Toronto Maple Leafs play, if you can get tickets. Niagara Falls, the largest waterfalls in the world, is at a distance of about 1.5 hours from the city. Approximately 2.5 hours north of Toronto is Algonquin Provincial Park, a re-creation of Toronto's colonial settlement. Another historical simulation is Black Creek Pioneer Village, about 30 minutes away, which recreates what an Ontario village resembled one hundred years ago.

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