

STEFAN JANHAGER

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Executive Management, Government and Public Relations

April 16, 2018

Frontier Duty Free Association
116 Lisgar Street, Suite 402
Ottawa, Ontario K2P 0C2

Dear Selection Committee,

I am writing to express my strong interest in the Executive Management position, Government and Public Relations with the Frontier Duty Free Association. My experience lies in leading strategic activities, developing partnerships across public and private sectors, and securing stakeholder agreements. I bring a strong work ethic and impeccable reputation as a skilled leader, listener and multi-stakeholder negotiator to this executive position.

My qualifications for the position with the Frontier Duty Free Association include consistent success in working as a senior leader and strategist for professional, multi-stakeholder teams in developing client-based management solutions, performance metrics and accountability frameworks both nationally and internationally. This demonstrated success owes to my strength in building collegial relationships in the public and private sectors, and providing quality feedback in leading high performance operations teams.

I have had an opportunity to create a number of successful alliances between Canadian and international accreditation bodies. These alliances involved key external stakeholders in policy, regulatory and scientific environments and featured lobbying activity with the Federal Government of Canada. From establishing Canada's national competency based personnel certification accreditation program to instituting several national and international accreditation programs, I am eager to bring my skills to this exciting position.

Apart from my leadership skills, I have a broad range of experience working with professional programs and issues including those important to different industry associations. I seek solid evidence-based solutions to fuel and support innovation that matters in practical applications. My personal approach builds on respect for diversity and inclusivity and strives towards working collaboratively with utmost trust and confidence.

- ◆ 10 years management and senior leadership experience, from strategic policy to efficient and cost effective operations.
- ◆ Professional accreditation programs supporting labour mobility and credentials among 2000 associations in Canada.
- ◆ Expertise in implementing national and international standardization and accreditation programs.
- ◆ Promoted the Canadian Medical Devices Manufacturing Regulations (Health Canada) among NAFTA member countries.
- ◆ Innovative preventative medical technology aimed at reducing the current \$4 billion annual Canadian treatment spending.
- ◆ Innovative E-collaboration and solution technology supporting large member-based policy development
- ◆ Initiated national medical laboratory accreditation program to ensure reliable testing results in Canada
- ◆ Advisor to the Senate of Canada and Privy Council of Canada

The ability to envision and leverage opportunities to advance and develop the duty free industry's interests at the national level requires a committed, energetic professional who is able to foster and engage with stakeholders in forming strong partnerships. In the role of Executive Management, Government and Public Relations, I would bring my passion for stakeholder engagement, a keen understanding of highly regulated environments, and a proven track record in profile building and government/industry relations.

My résumé contains further detailed information that I trust provides a basis for further discussion of this position. I look forward to the opportunity to discuss the contribution I would make to the Frontier Duty Free Association and to answer any further questions you may have.

Sincerely,

Stefan Janhager

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CORE COMPETENCIES

- Strategic Planning
- Due diligence & risk management
- Extensive Senior Management advisory expertise
- Grant development & management
- Proactive & evidence-based research and analytics with practical solutions
- Stakeholder relations & network developer
- Resourceful, self-directed, balanced team collaborator
- Confident leadership
- Excellent verbal & written communicator
- Project & program development and management
- Effective negotiator

Experience And Expertise

Highly experienced and productive in strategic planning, audit, compliance, standards, corporate social responsibility, health and safety. With expertise in generating practical solutions based on proactive research and insight, my work is driven by integrity and strong ethical principles. Effective as a team player and leader in working in multi-cultural and inter-sectoral teams that use innovative thinking in securing strategic partnerships and funding, developing and implementing policies, envisioning collaborative application-based relationships, investigating compliance and regulations, and integrating technology with social impact into solutions, I have a proven track record for consistently achieving substantial return on investment.

Professional Experience

Senior Managing Consultant – Sustainability and Corporate Social Responsibility

WOMAC Group, Ottawa, Ontario, Canada
1992-present

Integrated strategic planning and project management of numerous successful national and international sustainability industry and government projects in collaboration with senior industry and government officials.

- Developed and delivered international mining industry qualitative study examining sustainability decision-making processes by Senior Executives in multi-national corporations based in the European Union (EU).
- Conducted research study with Senior Management consultants on “*Corporate Social Responsibility and Standardization: The Canadian Mining Sector.*” Study recommendations to mitigate negative societal impacts.
- Conducted U.S. and Canadian sustainable forest industry research study with c-suite senior executive, management, and field employee levels (250 multi-national forest companies – 500 Fortune companies).
- Senior advisor on certification audit systems e.g. Corporate Social Responsibility (ISO 26000), Quality (ISO 9001), Occupational Health and Safety (BSI 18000) resolving issues for both industry and regulators.

EDUCATION

Master of Business : Strategic Management, Organizational Culture

School of Business and Economics,
(Umeå, Sweden).

Coursework completed. Thesis defense pending (2017)

International Student (1993-1995)
Faculty of Environmental Studies and
Schulich School of Business, York
University. Six courses towards degree
completed in Master of Environmental
Studies/Master of Business programs.

Bachelor of Business Administration (1989-93)

Stockholm University Jointly with York
University (Toronto, Ontario)

BOARD AND COMMITTEE MEMBERSHIP

- Participation and direction on senior advisory national and international compliance/regulatory boards

TECHNOLOGY SKILLS

- MS Office Suite (including MS Visio & Project Management)
- *Collaborase* software
- SurveyMonkey
- LinkedIn
- PC/Mac

TÜV SÜD America Inc.: Director, Accreditation Management Systems Certification Body

Peabody, MA (2016 -2017)

- Manage department to verify conformance to standards
- Assess and accredit management systems
- Oversee audits to certify organizations that conform with international standards
- Budgetary responsibilities

Standardization and Quality Assurance, Director

GLOBE Performance Solutions, Vancouver (2012-2015)

- Management, design and implementation of the Government of Canada's Environmental Technology Verification program's standardization and quality assurance system
- Innovative clean technologies
- Senior advisor to international standardization committee
- Responsible for developing funding proposals and development of a verification and funding approach
- Facilitated and secured funding and licensing agreements
- Senior advisor on corporate social responsibility initiatives in Canada
- Canadian government representative to the International Organization for Standardization's Environmental Technology Verification technical committee.
- Facilitated new business development opportunities for clean technology verification and investment opportunities related to municipal operations in Canada.

Chief Commercialization Officer

Interactive Leadership Solutions Inc., Ottawa, Ontario, Canada
2011

Directed and managed the global strategy and commercialization plan for a leading edge collaboration "cloud" technology software "Collaborase". This platform enables real-time simultaneous commenting by thousands of users.

Manager – Conformity Assessment, New Business Development, and, Public and Industry Relations

Standards Council of Canada, Ottawa, Ontario, Canada
1999-2010

Initiated, directed and managed strategic and innovative national and international voluntary standardization, accreditation and industry sector audit and assessment programs, initiated new business development solutions for industry and government both nationally and internationally.

PROFESSIONAL DEVELOPMENT

- Technical courses in sustainability, corporate, environmental, and quality.
- Participant in international and national sustainability and industry conferences.
- Involved in European and International public and business relations with European Commission and European Parliament, European Business Network for Corporate Social Responsibility, CSR Europe, CSR Sweden.

LANGUAGES

- English (fluent)
- Swedish (fluent)
- German (basic intermediate)
- Danish (intermediate)
- Norwegian (intermediate)

- Senior Advisor on Sustainable Forest Management certification, policy and operations in Canada and internationally.
- Senior Adviser to national and international governments on environmental and sustainability regulatory and policy frameworks resulting in enhanced efficiency (e.g. European Unions smart regulations, Toys, and, Food Safety).
- Developed National and international Personnel Certification Body Accreditation Program
- Expert member to the ISO Technical committees on Corporate Social Responsibility, Children’s Toy Safety, and, Occupational Health and Safety Management Systems
- Developed and managed 12 international assessment/audit programs
- Established Canada’s multi-billion dollar Sustainable Forest Management and Chain of Custody accreditation program for Forest Based Products in collaboration with First Nations groups.
- Established Canada’s Climate Change Verification Program to international standards based on the European Union’s emission trading scheme.
- Negotiated Memorandum of Understanding and Contribution Agreements for: Transport Canada’s Safety and Security Group’s (Air, Marine, Rail, Road) Self-Assessments to improve integrated management system and risk management and Canadian Food Safety Agency's development of Canada's On-Farm Food Safety Quality Management Program involving 700,000 producer groups (farm operations).

Advisor – Environmental Management Systems

Environment Canada, Ottawa, Ontario, Canada

1995-1999

- Developed departmental environmental management system policy and sustainability reporting framework
- Provided strategic advice on environmental management systems to senior management.
- Developed and implemented departmental ISO 14001 environmental management systems framework, reviews of environmental aspects, risks of 3,700 sites, 6000 employees.