

Our Organizational Structure

We have a complex organizational structure, partly because we work closely with the Canadian Forces and the Department of National Defence and partly because we offer a wide array of services. At first glance it is difficult to picture and understand but rest assured this is the case for most new employees. Give yourself time to fully grasp the different business lines and their reporting relationships. Please remember to not hesitate to ask your colleagues for help!

Our organization is headed by Mr. David E. Martin, Brigadier General (retired) who has three roles.

As **Chief Executive Officer of the Staff of the Non-Public Funds, Canadian Forces**, Mr. Martin hires employees to deliver the programs for which he is responsible as DGPFFS and Managing Director of Non-Public Property (NPP). As CEO, he provides strategic direction and manages the workforce, while performing all employer responsibilities which include collective bargaining, compensation, pension plan management and administration, employee benefits plans, conditions of employment, recruiting and termination. While you may see or hear it described many different ways, Staff of the Non-Public Funds, Canadian Forces is the proper name for your employer.

As **Managing Director of Non-Public Property**, Mr. Martin has overall operating authority over NPP. NPP is established by the National Defence Act to provide the Chief of the Defence Staff (CDS) with a vehicle to support the military's morale and welfare requirements. Accordingly, the management of NPP activities and programs has many private sector characteristics and its financial component is managed in accordance with private sector Generally Accepted Accounting Principles (GAAP). Non-Public Property is a class of Crown assets that we use to facilitate the delivery of morale and welfare services and programs to members of the Canadian Forces and their families.

As **Director General Personnel and Family Support Services, (DGPFFS)**, he is responsible for the effective delivery and administration of publicly funded National Defence programs. These programs include Casualty Support Management and Personnel Support Programs. DGPFFS is the Department of National Defence's representation of our role within the overall defence team.

To accomplish this broad mandate, Mr. Martin relies on three supporting Divisions, four operating Divisions, the Associate Director General and the Chief of Staff.

Four Operating Divisions



1. Canadian Forces Exchange System – CANEX – headed by the President of CANEX/NATEX

CANEX is tasked with supporting the Canadian Forces operational effectiveness, contributing to morale, esprit de corps and unit cohesion. Their mission is to ensure availability of competitively priced product and services that satisfy the needs of the members of the Canadian Forces military community, regardless of where they serve, while generating revenues for Bases, Wings and Units. CANEX operates resale outlets directly or through concessions at military bases throughout Canada, as well in Geilenkirchen, Germany. Here is a list of the main CANEX products and services.

Grocery and Retail Stores	Food Services	No Interest Credit Plan
Club XTra Customer Loyalty Program	Home and Auto Group Insurance	Home Heating Oil Program
Concessions	Partner Discount Program	



2. SISIP Financial Services - SISIP FS – headed by the President of SISIP FS

Since 1969, SISIP FS has been providing financial products and services exclusively to the military community. SISIP FS understands that careers in the Canadian Forces (CF) have unique requirements and needs, and that is why its financial products and services are tailored to the military lifestyle. In recent years, SISIP FS has experienced sustained growth as it strives to provide serving and former CF members and their families with the best financial solutions for today and tomorrow. With a dedicated team of professionals, SISIP FS provides term life and disability insurance, financial planning, financial counselling and education, as well as loans and grants through the Canadian Forces Personnel Assistance Fund (CFPAF).



3. Personnel Support Programs – PSP – headed by the Chief Personnel Support Programs

The mandate of PSP is to enhance the morale and welfare of the military community, thus contributing to the operational readiness and effectiveness of the Canadian Forces by managing and delivering high quality deployment support and family services, health promotion programs, mess and newspaper operations, and physical fitness and recreation programs. In partnership with the Environmental Chiefs of Staff and Base/Wing Commanders, PSP aims at increasing the physical and emotional well-being of military men and women, and their families, through:

Military Family Services	Youth Programs	National & International Sports	Physical Fitness
Health Promotion		Human Performance Research	Recreation
Deployed Operations	Deployment Support	Mission Information Line	Messes
Canadian Forces Newspapers	National Advertising	Canadian Forces Radio & Television	

4. Directorate of Casualty Support and Management – DCSM – headed by the Director of Casualty Support and Management

The Department of National Defence and Veterans Affairs Canada have jointly created programs to help ill and injured military personnel successfully reintegrate to their military careers or adjust to the civilian workforce, and provide assistance so that they and their families may continue to enjoy the quality of life they deserve. More specifically, they ensure the provision of support services to all military members and Veterans who were injured, medically released or became ill while serving, and to also support their families. The services offered include a help line, referral programs, an advocacy team, disability benefits, financial assistance, and education. This division is staffed by DND public servants and Canadian Forces personnel.

Three Supporting Divisions

1. Human Resources Division headed by the Vice President Human Resources

The Human Resources Division provides an employment framework to recruit, select, develop, compensate and manage the employees of Staff of the Non-Public Funds, Canadian Forces in order to meet our strategic and operational goals, while complying with applicable federal legislations. We achieve this by offering innovative talent management programs, negotiating open minded solutions and keeping a vigilant eye on the future needs of the organization and its employees.

Employees can count on a full range of efficient services through the Operations and Programs Directorates and the Labour Relations section.

2. Information Services Division – IS – headed by the Chief Information Officer

The IS Division provides IM/IT support the other Divisions in their role of enhancing the morale and welfare of the Military Community through the planning, control, provision and maintenance of reliable, efficient, cost effective, secure, and interoperable IM/IT services and solutions. The Information Services Division manages: client support, policies including security, automated processes, information/data, decision support systems and tools, networks and network services.

Our vision is to provide outstanding IM/IT support to the client and to ensure the organization is well positioned to leverage future technologies.

3. Finance Division – headed by the Chief Financial Officer

The Finance Division provides accounting, cash management, budget administration, business planning, compliance and financial support services to Non-Public Property operations across the Canadian Forces, including deployed locations. There are national accounting offices for accounts receivable, accounts payable, fixed assets, payroll and financial reporting. The input for most financial transactions is performed at 26 Bases, Wings and Units supported through a national accounting system.

The Finance Division's mission is to provide useful, accurate and timely accounting, financial, payroll, insurance and compliance services, while managing and overseeing the financial well-being of the Canadian Forces Central Fund (CFCF).