

# SURREY BUSINESS NEWS

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Surrey's City-Building Organization — Join as a Member Today

## FUNDING FOR SURREY LABOUR MARKET STUDY

Close to \$200,000 Given to Surrey Board of Trade by BC Government – February 1



#### BC TRANSPORTATION MINISTER

Minister Trevena Focuses on Transportation Investments in Surrey – January 31



### **PUBLIC SAFETY**

Public Engagement on RCMP or Municipal Police Force in Surrey - January 19



#### TRANSPORTATION & LAND USE

**Government Representatives for TransLink and Metro Vancouver in Surrey - February 20** 



#### **ECONOMY**

**BDC Chief Economist Delivers 2019 Economic Forecast - February 7** 



Surrey Board of Trade - Attracting and Supporting Business! LOOK INSIDE 🗬

Page 2 SURREY BUSINESS NEWS MARCH - APRIL 2019

## WHY JOINTHE SURREY BOARD OFTRADE?

SURREY BOARD OF TRADE attracts business to Surrey and supports business in Surrey. We provide businesses and organizations with economic opportunity, workplace development and education, international trade, government advocacy and business connections. We believe that transportation and education are the two economic foundations of building our city.





COMMUNITY

101-14439 104 Avenue Surrey, BC, V3R 1M1 Office 604.581.7130 Toll Free 1.866.848.7130









MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 3



## SURREY – WHERE BUSINESS HAPPENS!

## Funding to SBOT

#### Surrey Board of Trade receives close to \$200,000 in funding support for Surrey Labour Market Study.

The Province and the Surrey Board of Trade are helping Surrey employers meet the city's growing demand for skilled workers through a new labour market study that will increase employment opportunities and support Surrey's vibrant local economy.

"As one of B.C.'s fastest growing cities, Surrey is planning now for tomorrow's labour market needs," said Shane Simpson, Minister of Social Development and Poverty Reduction. "Funding through WorkBC's Community Employer Partnerships program will provide new labour market data that will have lasting impacts for Surrey employers, local businesses and skilled workers who are the foundation of a strong, sustainable local economy."

The Ministry of Social Development and Poverty Reduction provided \$198,965 to the Surrey Board of Trade to conduct a comprehensive labour market study to determine Surrey's current and anticipated labour market needs, and identify skills shortages.

"The Surrey Board of Trade is honoured and pleased to have received close to \$200,000 in funding from the B.C. government to deliver on a Surrey workforce strategy report — a current gap in Surrey's marketplace," said Anita Huberman, Chief Executive Officer, Surrey Board of Trade. "This is proactive planning for the future of our Surrey businesses and for the skills and talent that they need to thrive in the economy."

The study concludes on September 27, and a summary report of key research findings will be made available to the public in October.

Funding for this and other projects is provided through WorkBC's Community and Employer Partnerships (CEP) program. CEP aims to increase employment opportunities for unemployed British Columbians through partnerships, research and innovative jobcreation projects.

Bruce Ralston, Minister of Jobs, Trade and Technology -

"B.C.'s economy is strong and people are benefiting from new jobs and investments in rapidly expanding communities like Surrey. This study will help governments and the business community understand the current and future



needs of Surrey's job market so they can support the labour force and drive economic growth into the future."

Jagrup Brar, MLA for Surrey-Fleetwood —

"There's no question that people looking to develop, launch and build successful businesses in Surrey will benefit Local people looking to plan their careers and train for in-demand jobs will benefit from this information too. Surrey is known for its innovation in business and community building. I look forward to seeing the study's positive impact on Surrey's labour market."

#### **Quick Facts:**

- More than \$15 million will be invested in 39 CEP projects throughout B.C. in 2018-19.
- Since the program began in 2012, 365 CEP projects have helped local communities, employers and people looking for work.
- Surrey is the ninth largest city in Canada and the second largest in Metro Vancouver.
- Between 2011 and 2016, Surrey's workforce grew by 30,720.

## Surrey Board of Trade Focused their Surrey Hot Topic Dialogue on the RCMP or a Municipal Police Force in Surrey

#### What does Surrey need for its public safety infrastructure?

The Surrey Board of Trade, as a city building business organization, continues their Surrey Hot Topic Dialogue Series in 2019.

The hot topic dialogue on January 29th focused on Surrey's transition to a municipal police force from the current Surrey RCMP.

"The Surrey Board of Trade offers this forum to dialogue on this topic and contribute ideas to the business organization's advocacy agenda," said Anita Huberman, CEO, Surrey Board of Trade.

"We wanted to seek the input of our panelists and those from the audience on what would have better outcomes for public safety in Surrey.'

This Surrey Hot Topic Dialogue brought up key discussion points regarding:

1. The costs and benefits of a municipal police force

- 2. The costs and benefits of keeping the
- Transparency of existing transition process
- Provincial Government approval process
- Training and infrastructure required for a municipal police force

Check out the event video at businessinsurrey.com Panelists:

- 1. Kash Heed, former BC Solicitor General and Public Safety Minister as well as a Chief Constable of the West Vancouver Police Department
- 2. Fraser MacRae, former Assistant Commissioner and Officer in Charge of the Surrey RCMP
- Bob Rolls, former Deputy Chief Constable of the Vancouver Police Department. Mr.



Rolls referenced his work on the Richmond Policy Study.

Mike Larsen, Chair, Department of Criminology at Kwantlen Polytechnic University (KPU)

Venue Sponsor: Civic Hotel, Autograph **Collection** 

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Page 4 SURREY BUSINESS NEWS MARCH - APRIL 2019



## Surrey Board of Trade Disappointed with Surrey's Financial Plan -Surrey Board of Trade Presented 'Opportunity Recommendations' at Public Hearing

The Surrey Board of Trade presented a high-level review of the City of Surrey Financial Plan for 2019 and its future Capital Plan. The Surrey Board of Trade monitors public sector spending to maximize productivity in the economy and encourage growth in the private sector.

"The proposed financial plan does not have an economic vision or investments to make Surrey a destination for creative industries, road infrastructure improvements, youth investments, industry hubs, public safety, and public engagement," said Anita

Huberman, CEO, Surrey Board of Trade.

#### Observations:

#### Transparency

- Public input:
   Need a longer time period
   for the public to review
   financial documents.
- Comparative study and communication: Enhance transparency by improving communication to businesses on where their tax dollars are going.
- Enhanced access and visual engagement: Make financial reports easier to find on the City's website.

#### **Taxes**

- 1. Cannabis: revenue stream through cannabis taxation.
- 2. Implement a Mayor's Economic Competitiveness Advisory Committee.
- 3. Ease of doing business in Surrey: Streamline efficiencies with permits and application processes.
- 4. Capital investments: Investments in new facilities for the community are essential.
- 5. Accounting practices: Good.
- 6. Tax mix between Class 1 and 3 businesses: Dialogue with Surrey businesses before shifting

the property tax mix to 60% residential and 40% business from the current 70/30 ratio.

 Surrey's spending: Surrey's spending is low per resident but developer fees to the city are increasing.

#### **Culture**

Capital investments:

- a. Clayton Community Centre

   Recreation, Arts &
   Library Facility:
   Community facilities in the
   Clayton area are needed.
- b. Surrey Arts Centre: Renovate the Surrey Arts Centre in 2019.

- c. Cultural corridor postponed investment of \$300,000:
  - Include arts and culture as part of city's economic development strategy.
- d. Performance Art Centre: Engage in a privatepublic-partnership.

## Social Policy & Workforce Development

- Housing: Protect rental stock of housing.
- Newcomers: Analyze increased costs and pressures to cities.
- 3. Schools:
  Proactively advocate for

further investments in Surrey schools.

#### **Transportation**

- Rapid transit needs within Surrey: Transit should be about city-building not about a thoroughfare from Langley to Vancouver.
- 2. Road and traffic safety utility levy.
- 3. Re-visit the elimination of the 1% Roads and Traffic Levy for the 2019-2023 period.

#### **Public Safety**

Put a hold on RCMP Transition Plans.

## Surrey Board of Trade Says Focus on Tax Competitiveness Measures Needed in 2019 BC Throne Speech

The Surrey Board of Trade was pleased with BC's Throne Speech. It's presentation articulated forthcoming economic investments to support businesses, their employees, and enhance livability in our communities.

"The Surrey Board of Trade was pleased with the Throne Speech as it related to improving affordability for both BC residents and businesses in the way of housing, child care, cell phone bills, food security innovation and poverty reduction."

"The Surrey Board of Trade observed that ride-hailing services will come to BC in 2019 to improve transportation options, and that LNG infrastructure investments will be re-invested in BC communities."

"However, we need to build a competitive economy to benefit our businesses. The Surrey

The Surrey Board of Trade's Business Centre

Business Registrations for Proprietorships and

claims and lawsuits, government procurement

The Surrey Board of Trade Business Centre

Partnerships, Company Searches for small

Name Approval Requests, OneStop

offers services such as:

services and more

Board of Trade issued a policy that was enacted upon by government to eliminate the regressive tax of MSP. We look forward to seeing how the BC government will mitigate the significant bottom-line impacts of the Employer Health Tax (payroll tax)."

"Further, community benefit programs need to benefit all B.C. residents, not just those workers that are in unions, to help build needed infrastructure in Surrey and in B.C. This process needs to be re-visited."

"Art and culture investments in education and in infrastructure overall will be monitored by the Surrey Board of Trade."

The Surrey Board of Trade is committed to creating a more business-friendly Surrey to support and attract business.

# Surrey Board of Trade Applauds Balanced BC Budget, Cautions Continued Spending Without New Revenue Streams

The BC Government released the 2019 Provincial Budget on February 19, indicating a balanced budget. BC's economic strength is allowing for spending and reinvestments to enhance livability.

## WHAT WE WANTED TO HEAR FOR SURREY:

- 1. Transportation investments in Surrey and South of the Fraser.
- 2. Education investments specifically for K-12 and for SFU/KPU.
- 3. Taxes: 2019 is the year of the double dip with MSP and the Employer's Health Tax. Going forward the EHT Tax Rate of 1.95% is similar to Manitoba and Ontario which are at 2.15% and 1.95%, respectively.
- Revenue streams: There are budgetary contingency plans but in the face of ICBC/BC Hydro/global circumstances, new innovations for provincial revenue in addition to LNG require focus.
- Housing: Yes, the market has cooled; however, the province must look at ways to work with local governments to increase supply of market rental housing.

## is your one stop shop for getting your business

For existing businesses, our services will help support your business through our diversified portfolio.

Visit us at the Surrey Board of Trade #101, 14439-104 Avenue. businessinsurrey.com

started.

## 10 Ways to Make Canada Win

Visit Surrey's Business Centre

- Make Canada a Magnet for Business Investment
- 2. Ensure a Competitive North America
- 3. Make Canada an Agri-food Powerhouse
- 4. Develop Agile Workforce Strategies5. Make All of Canada an Export Gateway
- 6. Improve Regulatory Efficiency, Alignment and Unrestricted Movement of Goods and People across Canada
- 7. Help SMEs Trade and Grow
- 8. Provide Opportunities for Business
  Development for Indigenous Peoples
- 9. Make Canada a Global Innovator
- 10. Make Canada the World's One-stop Shop for Green Resources and Technology

For more information: https:// businessinsurrey.com/wp-content/ uploads/2018/02/10Ways2018CCC-SurreyBOT

#### more deep supply or manner to

- WHAT WE LIKE FOR SURREY:

  1. Clean BC Investments
- 2. Child Care Investments
- 3. Poverty Reduction Strategy Implementation
- 4. Investment in Arts
- 5. BC to match the accelerated capital cost allowance claims announced by the federal government on November 21, 2018 positive to put BC in similar tax

- depreciation as the United States.
- Small Business Venture Capital Tax Credit Program Enhanced – This is good but only applies to very specific circumstances. Not sure how many business owners or investors understand the benefits here.
- 7. General corporate tax rate remains competitive at 12% which is the same as Alberta, Saskatchewan and Manitoba but slightly more than Ontario and Quebec (11.5 and 11.6 respectively).
- 8. Small business corporate tax rate is competitive at 2% which matches Alberta and Saskatchewan but is more than Manitoba (0%).
- 9. Taxation.
- a) Goal of remaining within the lowest two personal income tax bracket for the bottom bracket:
- Goal of remaining within the lowest two personal income tax bracket for the second lowest bracket; and
- For 2019 being in bottom 3 of top marginal income tax bracket

The combination of the above makes BC very competitive within Canada. The issue is the low dollar thresholds and high personal income tax rates in relation to the United States. Also, if the tax on split income applies then the specific tax payer would lose access to marginal rates for their split income (BC could choose not to apply the new tax on split income rules).

"The Surrey Board of Trade realizes that detailed strategies for the BC budget are to come; however, Surrey will be the largest city in BC very soon and needs strategic attention to implement infrastructure investments," said Anita Huberman, CEO, Surrey Board of Trade.

MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 5



# 2019 Economic Outlook: What's ahead and what does it mean for entrepreneurs?



#### CONCLUSION

- 1. British Columbia's economy is still growing, but at a slower pace.
- 2. Interests rates are on the rise, but remain historically low.
- 3. Labour shortage = No.1 issue, limiting business growth.

"The Canadian economy will remain solid in 2019 and will likely continue to expand at about 2 percent. It signals that the country is using current capital and labour at close to full capacity," said Pierre Cléroux Vice President, Research and Chief Economist at BDC at the annual Surrey Board of Trade 2019 Economic Forecast Lunch. Attendees heard what's expected of our local, provincial, federal,

and international economies and what that means to your business or not-for-profit association.

Pierre was appointed Chief Economist of BDC in 2012. He leads a team of experts who analyze economic data to identify business and sector trends impacting Canadian entrepreneurs. A seasoned speaker, he regularly travels across the country to help business owners understand the

risks and opportunities presented by the economic environment. Before joining BDC, Pierre worked for the Government of Saudi Arabia as Vice President, Business Analysis in the National Industry Clusters Development Program. His role was to create program strategies, define sector policies and conduct financial and economic analyses of industrial projects.

## 50 YEARS of Cutting and Pasting

#### The Need to Modernize Canada's Tax System

The last time Canada undertook a comprehensive review of its tax system, humankind had yet to set foot on the moon. In the five decades since, repeated cutting and pasting has left Canadian taxation uncompetitive, cumbersome

and inefficient.

Based on the consultations conducted in the course of this study and the policy resolutions passed by its network, the Canadian Chamber of Commerce suggests the federal government

adopt the following eight recommendations to improve the tax system in Canada. All eight recommendations should be explored in the context of a comprehensive review.

Appoint a Royal
 Commission to conduct a
 comprehensive review of

- the Canadian tax system
- 2. Broaden the tax base to explore the most effective tax policy solutions
- 3. Adjust the tax mix to better promote business investment and economic growth
- 4. Bridge the digital tax
- divide to ensure a fair and equitable tax system
- 5. Further simplify the tax filing experience with digital filing solutions
- 6. Provide a representative for small business to resolve conflicts with CRA
- 7. Legislate a taxpayer
- charter of rights to hold CRA accountable
- 8. Conduct regular comprehensive reviews to keep the tax system up to date

Canadian Chamber of Commerce.





## Canada's Minister of Economic Development and Innovation Spoke at Surrey Board of Trade

On March 4th, Canada's Innovation, Science and **Economic Development** Minister, the Honourable Navdeep Bains, updated Surrey's business community on his ministry. The Innovation and Skills Plan is an ambitious effort to make Canada a worldleading centre for innovation, to create well-paying jobs and to help strengthen and grow the middle class. The Plan supports Canadians and the entire innovation continuum. It will help establish Canada as one of the most innovative countries in the world and foster a culture of innovation from coast to coast to coast.

To deliver the greatest benefits for Canadians, the Plan will target six key areas—advanced manufacturing, agri-food, clean technology, digital industries, health/bio-sciences and clean resources—with a focus on expanding growth and creating jobs. The Plan will set clear and ambitious targets to:

- Grow Canada's goods and services exports—from resources, advanced manufacturing and others—by 30 per cent by 2025.
- Increase the clean technology sector's contribution to Canada's gross domestic product (GDP).
- Double the number of high-growth companies in Canada, particularly in the digital, clean technology and health technology sectors, from 14,000 to 28,000 by 2025.



CEO Anita Huberman with Minister Navdeep Bains.

 Expand the level of support for job training under the Labour Market Transfer Agreements, including expanding eligibility for programs and services under the Labour Market Development Agreements.

For more information: https://www.budget.gc.ca/2017/docs/plan/chap-01-en.html

Page 6 SURREY BUSINESS NEWS MARCH - APRIL 2019



## Market Your Product or Service with the Surrey Board of Trade -Surrey's Business Organization

The Surrey Board of Trade has over 2,600 business members. This represents over 6,000 business contacts and over 60,000 employees in Surrey. The Surrey Board of Trade can help you reach some or all of them through their various advertising options. Read on and choose the option that works best for you.

#### **Website Advertisements on** businessinsurrey.com

Reach your local, business community where over 136,000 people are looking to do business with you. The Surrey Board of Trade website is getting more popular all the time as a resource for Surrey business news, events and information. Take advantage of that leadership through one of our advertising packages.

#### **Website Banner Ads**

For one year, Membership Directory or Event Pages, advertise on businessinsurrey.com \$700/year + tax Not industry-exclusive

Ads are rotated with page refresh or every 4.5 seconds

Banner Specifications: 720 pixels x 90 pixels(W x H) - gif or jpg format

#### **Home Page Website Ad**

For one year, placed on the home page, advertise on businessinsurrey.com 2,000/year + taxIndustry-exclusive

For more information, contact 604.634.0341 or email heather@businessinsurrey.com

#### **Enhanced Website Listing**

For one year, have an expanded description of your business, photos, priority listing in the online directory and more, on Surrey's businessinsurrey.com website.

100/vr + tax

For more information contact Membership at 604.634.0348 or send them an email at membership@businessinsurrey.com.

#### **Email Blast to Members**

Do you have a message or special that you want to get out instantly to your fellow

members? Send your email message to all of our Surrey Board of Trade members! All emails must be pre-booked and prepaid. Available on Mondays or Fridays for a nominal fee of \$350 plus tax. To send an email out between Tuesday - Thursday the fee is \$400 plus tax. You provide the Surrey Board of Trade with:

- Your preferred subject line
- Email content (text based only please)
- Name and contact details of the sender For more information, or to book your date, contact 604.581.7130 or email at info@businessinsurrev.com. Please note. email content and subject line is subject to final approval by the Surrey Board of Trade.

#### Flyer Inserts in Surrey Business Newspaper

Surrey Business News is published 5 times per year and is mailed directly to all Surrey businesses. We mail copies with member flyers to all Surrey Board of Trade members (approximately 2,600 copies) as well. Using this service provides you with an opportunity to generate business from other members, especially if you add a coupon or discount incentive to your offer.

#### Flyer advertising rates in Surrey **Business News**

Traditional flyer: letter-sized sheet one or twosided, or bi-fold / tri-fold brochures.

- One time: \$350 plus tax
- Two pack back to back mailings: \$600 plus tax
- Four pack: 4 mailouts: \$1,200 plus tax All flyer orders must be pre-booked and prepaid.

For more information, or to advertise for next month's Surrey Business News newspaper. contact 604.581.7130 or email at info@businessinsurrey.com.

#### **Newspaper Advertisement**

The Surrey Board of Trade Newspaper is designed to serve the Surrey Board of Trade and its membership. We offer:

- Extensive coverage of Board of Trade issues, current events and announcements
- About 12,000 copies mailed directly to members and other local Surrey **businesses**

- Easy to read 24-page format
- Full process colour on high quality stock For more information or to advertise for next issue of Surrey Business News newspaper, please contact SW Media Group at 604.754.4344.

#### **Business Directory Advertisement**

Published once a year, each member receives a free listing PLUS a variety of advertising options exist to promote your product or service. This product is sent to the whole membership. Our Annual Business Directory fosters networking by providing easy access to fellow members and local businesses in Surrey, North Delta and White Rock. Advertise in this powerful reference tool. You'll get great exposure for your firm. For more information or to advertise in the next annual Business Membership Directory, please contact Indra at 604.634.0343 or at indra@ businessinsurrey.com.

#### **Use Our Logo**

Show your membership with pride. Add credibility to your business by placing the Surrey Board of Trade logo on your website.

#### **Job Postings**

Post an employment opportunity on Surrey's businessinsurrey.com website.

#### **SBOT Electronic Billboard**

The Surrey Board of Trade has the busiest Business Centre in BC, with over 150 new businesses opening a month in addition to member walk-through traffic. Through a Powerpoint presentation, you can have your targeted message in our reception area for \$100 for every 4 months of the calendar year - \$25 a month!

For more information, contact 604.581.7130 or email at info@businessinsurrey.com.

#### **Event Sponsorship Opportunities**

Reach a targeted business sector by sponsoring a Surrey Board of Trade event. There are many options from hosting a Business to Business Networking Reception, to a Business Luncheon (motivational or government speaker) to Awards events. where you can reach anywhere from 100-400 What can sponsorship achieve for your business?

- Awareness
- Enhancing brand/corporate image
- Encouraging brand shifting
- Integration with the community
- Customer/trade promotions
- Employee incentives/benefits/recruitment
- Product showcasing/sampling
- Product launches/press and sales conferences
- Differentiation from competitors We have a variety of sponsorship opportunities available, and many can be customized to your needs. Contact Heather at 604.634.0341 or

heather@businessinsurrey.com

#### **Business Centre Sponsorship**

The Business Centre offers a variety of services for members and non-members alike. As a Business Centre sponsor, you'll enhance your businesses credibility in the community by getting your business known to 20+ new businesses daily, as they register their companies through our office. As a sponsor you will have your business card handed out in the Business Centre and be able to participate in other opportunities for promotion to Surrey Board of Trade members. For more information, contact Melissa at 604.581.7130 or melissa@businessinsurrey.com

#### **Conference Room Sponsorship**

Profile your business by sponsoring the Surrey Board of Trade Conference Room. Over 300 business volunteers meet in this room each month in addition to member's booking this room for their own sessions. \$1000 + tax for 12 months (less than \$100 per month).

For more information, contact Anita at 604.634.0342 or anita@businessinsurrey.com

**Member To Member Deals Directory** 

Offer special deals to fellow members. A logo identifying your business as participating in this program will appear on the online Business Directory. To offer a member-to-member deals program

contact Membership at 604.634.0348 or membership@businessinsurrey.com

## **Invest in Your Business - Workshops**

Through the Surrey Board of Trade's Business Workshops, owners and employees of a business or organization will benefit from:

- Learning that can be applied immediately in the workplace
- Staff with the skills knowledge and confidence to ask the right questions and make timely, informed decisions
- High-level skills development to meet the needs of the business
- Flexible and cost-effective workshops to minimize time spent away from the workplace

Surrey Board of Trade Business Workshops will offer owners, management and employees the opportunity to

acquire new skills and enhance their existing work-based experience to give them the competitive edge. There are over 50 business workshops a

The Surrey Board of Trade's business and professional

development workshops are organized under the following core areas as an ongoing initiative:

- 1. Managing People
- Managing Yourself
- 3. Managing Growth
- 4. Managing Your Business

To Facilitate a Workshop: The Surrey Board of Trade, under a set list of criteria, are looking for workshop facilitators. Contact rhona@businessinsurrey.com Check out:

businessinsurrey.com for a listing of our workshops.

MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 7

## **⇒** INTERNATIONAL TRADE

## Surrey International Trade Centre Services Creating global business connections for local businesses

The Surrey International Trade Centre promotes business opportunities around the world to build global business opportunities for local businesses. The Surrey Board of Trade has successfully formed a network with Consulate Offices, Chambers of Commerce and other international organizations to work together towards the goals of Surrey's International Trade Centre.

We offer: International Business Matchmaking International Membership Trade Documentation Certificates of Origin Travel Documentation (Visa Applications)
Letter of Introduction
Certified Representation Agreement
Government Certificates (Letter Only)
Fumigation Certificates (Letter Only)
Certificates of Composition/Analysis (Letter Only)

Letter of Authenticity Certificate of Export (Vehicle and Auto Parts) Certificate of Free Sale

Visit us at #101, 14439-104 Avenue, Surrey, BC Melissa Peel, Business & International Trade Centre Manager Melissa@businessinsurrey.com

## New Trade Deal Gives Canadian Businesses Greater Access to Asia-Pacific Markets

The Comprehensive and Progressive
Agreement for Trans-Pacific Partnership
(CPTPP) is a free trade agreement between
Canada and 10 other countries in the AsiaPacific region: Australia, Brunei, Chile,
Japan, Malaysia, Mexico, New Zealand,
Peru, Singapore and Vietnam. Once fully
implemented, the 11 countries will form
a trading bloc representing 495 million
consumers and 13.5% of global GDP, providing
Canada with preferential access to key markets
in Asia and Latin America.

On December 30, 2018 the CPTPP entered into force among the first six countries to ratify the agreement – Canada, Australia, Japan, Mexico, New Zealand, and Singapore. On January 14, 2019, the CPTPP entered into force for Vietnam.

With the entry into force of the CPTPP,

Canadian exporters can now take advantage of tariff reductions across all sectors, including agriculture and agri-food, fish and seafood, industrial goods and machinery, and forest and value-added wood products, as well as a range of other market-access improvements. To help Canadians take advantage of the benefits of Canada's trade agreements and access new markets, the Government of Canada is investing \$1.1 billion in programs and services that:

- provide resources to small and mediumsized enterprises to help them explore new export opportunities;
- enhance trade services for Canadian exporters; and
- help Canadian innovators add value, succeed and grow their businesses.

## Surrey International Trade Awards



Nomination Deadline: Monday, April 8, 2019

**Small Business Category** (Revenue under \$15 million)

**Large Business Category** (Revenue over \$15 million)

The Surrey International Trade Awards provide recognition for the success of import and export achievement, raises awareness of the vital contribution international trade makes to B.C.'s economy and provides a catalyst for companies to reach even higher levels of excellence.

#### **EVENT**:

Thursday, May 9, 2019 - Civic Hotel - 5:30pm to 8:00pm - Free to members

2019 Keynote speaker: The Honourable James Gordon Carr, Canada's Minister of International Trade Diversification



Minister James Gordon Carr

Minister Carr has been a dedicated business and community leader in Winnipeg for more than 30 years. He entered public life in 1988, when he was elected to represent Fort Rouge in the Legislative Assembly of Manitoba.

Minister Carr's community leadership has earned him numerous awards including the Canada 125 Medal, The Queen Elizabeth II Diamond Jubilee Medal, and the Order of Manitoha

Silver Sponsor: Port of Vancouver



## Business Purchase/ Relocation Opportunity Bellingham, Washington

We invite qualified Canadian buyers to explore this opportunity to purchase a thriving warehousing & distribution business in the Bellingham area. This would be an ideal opportunity to expand your logistics business across the border, or for a family team to relocate to a lower-cost and friendlier lifestyle and business climate.

Interested? Please contact: **Darrel Degelman**Chinook Mergers, Acquisitions and Business Brokerage **250-858-8268** 

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## Dave Hayer

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IsabelleHayer@gmail.com

www.TeamHayer.com

## **COFFEE WITH DAVE HAYER**

Last Saturday of the Month 2:45-4pm
Pantry Rest. Guildford Mall
Dave Hayer served as MLA for Surrey for 12 years

Page 8 SURREY BUSINESS NEWS MARCH - APRIL 2019



## **Small Business Task Force Results**

The Province, under the direction of the Minister of Jobs, Trade and Technology, established the Small Business Task Force (the Task Force) to listen to small businesses to better understand what government can do to help strengthen the sector.

A strong and prosperous small business sector is the backbone of every community in every region of British Columbia. In 2017, there were more than 493,000 small businesses operating in the province. Together, these businesses provide employment for more than one million British Columbians.

The Task Force gathered input from small business owners throughout the province to better understand potential barriers to success, opportunities for growth and actions that should be considered by government. The Surrey Board of Trade also provided feedback during the consultation process.

#### **Key Findings and Recommendations:**

**Priority 1:** Reduce costs of doing business to maintain and strengthen economic growth and competitiveness

**Priority 2:** More extensive engagement with and consideration of small businesses by government

**Priority 3:** Increased access to labour and skilled workers to meet job demand

**Priority 4:** More promotion and awareness of programs, services and supports for small businesses

**Priority 5:** More accessible, effective and reliable government programs, services and supports

**Priority 6:** Support for greater Indigenous participation in B.C.'s economy

Full Report: https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/small business/small\_business\_task\_force\_final\_report.pdf

## **BC** Procurement Strategy

The Ministry of Citizens' Services released a progress update detailing the great strides made on the BC Procurement Strategy. The strategy goals are:

## Goal 1: Best value and increased social benefit to British Columbians

- Develop a Community Benefits Framework
- Develop a coordinated government approach to Indigenous procurement
- Publish new social and environmental impact purchasing guidelines

#### Goal 2: Easier to do business with government

- Launch a next generation BC Bid application and services
- Modernize, reduce and simplify procurement policy
- Review B.C.'s approach to risk allocation

#### Goal 3: More opportunity for businesses of all sizes

- Deploy a new analysis process for large strategic contracts
- Initiate Sprint with Us
- Increase government-market engagement and support for suppliers

#### **Goal 4: Greater capacity to support procurement**

- Establish a cross-government procurement governance body
- Develop an HR and training plan for procurement professionals
- Enhance procurement oversight and compliance system

MORE INFORMATION: https://www2.gov.bc.ca/gov/content/governments/services-for-government/bc-bid-resources/support-services/procurement-transformation

## New BC Concierge Program Transformative for Vendors and Buyers

A new program allowing industry experts to propose potential solutions to government business challenges, prior to starting the formal bidding process, has been launched.

The Province of BC is interested in hearing from vendors about their innovative products and services. The Procurement Concierge Program matches vendors with innovative ideas by enabling the exchange of information and ideas between these vendors and potential public-sector buyers.

The Procurement Concierge Program (the Program) is a new and innovative way for government to learn about and benefit from market-driven innovation and make it easier for companies of all sizes to work with the Province.

CGI has been awarded a contract to replace BC Bid. When completed in 2020, the new system will make the bidding processes more straightforward. Improved search functions will make it easier for vendors to find opportunities in or near their communities.

New social purchasing guidelines for all government ministries will help them consider not only value for money, but also whether additional benefits for people and communities can be realized through contracts.

MORE INFORMATION: https://www2.gov.bc.ca/gov/content/governments/services-for-government/bc-bid-resources/support-services/innovative-procurement-initiatives/procurement-concierge-program

# OrgBook BC transforms how business, government share information

The Government of British Columbia has launched OrgBook BC, a new service that will make it easier for companies to quickly and securely share verifiable business information online.

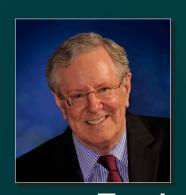
In the past, starting a business involved a lot of paperwork, which can be a barrier for companies trying to get up and running. OrgBook BC will allow businesses to digitally share trusted information with other levels of government, suppliers, banks and other partners, significantly reducing time and energy for entrepreneurs.

Businesses can now use OrgBook BC to search information from BC Registry Services to verify that a business is legally incorporated and in good standing.

As the service grows, people will be able to do a quick online search to learn more about the companies they do business with, from restaurants to investment brokerages.

 $MORE\ INFORMATION:\ https://orgbook.gov.bc.ca/en/home$ 





November 20, 2019
Sheraton Vancouver Guildford Hotel
11:00am - 2:00pm
Register at businessinsurrey.com
or call 604.581.7130



Steve Forbes
Chairman and Editor-in-Chief
Forbes Media

MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 9



## Is Your Organization Fraud-Proof?

#### Staying ahead of payments fraud and other schemes



Tammy Rea

It's Friday morning and a controller at a Surrey-based company gets an email from the owner with wire instructions for a payment she authorized. The owner says she will drop by the controller's office with a copy of the original invoice later in the day, but to go ahead and immediately send the payment. After it's sent, and the controller follows up for the invoice, he discovers the owner's email was compromised and was not from her, and now the money is gone. This hypothetical situation is an example of payment fraud. As more payments become electronic, fraudsters are becoming more sophisticated in the techniques they use to target businesses. According to the Association of

According to the Association of Financial Professionals in its 2018 Payments Fraud and Control Survey, 78 percent of the organizations surveyed were targets of payments fraud in 2017. In addition, 74 percent of organizations experienced some form of cheque fraud.

While these are scary statistics, increased awareness and education is key to curbing this trend according to Surrey-based Bill Cunningham, District Vice President – TD Commercial Banking.

"It's critical to review your organization's procedures around payments to address vulnerabilities and assess your employees' knowledge gaps," says Cunningham. "Every organization should have policies and controls in place to monitor, detect and prevent payment fraud."

No payment methods, be it cheques or electronic payments, are immune to fraud and it's difficult to eliminate. That's why it's important to evolve your company's response and layer fraud-prevention tactics to ensure fraud is made as difficult as possible for criminals.

"Cheque fraud is quite common so care and control is key with this payment method," says Cunningham.



Bill Cunningham

"Think through your cheque issuing process and determine where your cheques are kept and who has access. Removing the opportunity for fraud will go a long way in preventing it in the first place."

Another form of fraud is electronic payments fraud, also known as cybercrime. While electronic forms of payment such as credit cards, wires and electronic funds transfers offer opportunities for better control and monitoring of payments, they also open the door to cyber criminals. Fraudsters who engage in cybercrime are tech-savvy and creative and will often use email to target and trick employees to give up sensitive information.

Tammy Rea, a Business Banking Manager at TD works with her clients to help them identify and better protect themselves against electronic payments fraud.

Rea suggests educating all employees, including temporary ones, who have access to online banking, regularly test knowledge, review potential fraud scenarios, perform daily account reconciliations and remind employees that your bank will never send an email asking for account login or token credentials.

"Remember, if in doubt, call your vendor or financial institution to verify the legitimacy of an email and never, under any circumstances provide any login or token credentials, either by phone or email," says Rea. She says TD recently introduced a policy of dual authentication that requires two people to authorize applicable electronic funds transfer payments and wire payments. Dual authentication adds a layer of security to help protect against fraud. In educating employees about fraud, it's important to let them know about the different payment fraud schemes and variations - out there including:

 Phishing/Smishing/Vishing – An authentic looking email, text message or phone call that appears legitimate and asks the recipient to validate their account, confirm suspicious activity or prevent their account from being suspended. Typically, a link or document is included in the email or text that directs recipients to a fake website where they are asked to provide log in credentials or confidential information. Don't open attachments or click on links in emails from unknown senders.

Spoofing/ Business Email Compromise — Fraudsters target a business and research who the officers are. They then send a fraudulent email, impersonating the officer or a vendor and try to trick their victim into initiating one or more wire transfers to pay an invoice. They "spoof" or fake a legitimate email addresses, altering one or more characters from the actual email address.

- Ransomware A type of malware that infects computers, locks down data and then encrypts it until the victim hands over a payment to restore access to the information. Ransoms may be demanded in bitcoin, a digital payment system that is less traceable than other payment types.
- Malware Software used to gather sensitive information or access computer systems. It is possible to download malware without knowing it – perhaps in a phishing email, or by clicking an Internet link. If your computer presents pop-ups or unfamiliar screens, disconnect and contact your IT professional.

You can minimize your risk by reviewing and implementing the security features

available for your bank's products, including those that enable separation of duties, dual authentication and enhanced administration and control. Always enter the address of any banking website instead of clicking on links embedded in emails, pop-up windows or search engines and set individual user limits for your payments that are appropriate for each user. Your financial institution is a good source for information, support and products to help you protect your company against fraud.

This sponsored article is for informational purposes only and is subject to change.





www.dgaccountinginc.com

Page 10 SURREY BUSINESS NEWS MARCH - APRIL 2019



Surrey Board of Trade at the first Lacrosse game at Rogers Arena tonight. Love the music and energy of this game. Thank you to the Fontana Group and Pacific Inn for inviting us. We look forward to having amazing events and entertainment at your new hotel soon.



CEO Anita Huberman interviewed by OMNITV today at the Surrey Board of Trade on Surrey priorities.



Surrey Board of Trade pleased to attend the Langley Hospital Foundation South Asian Fundraiser Gala at the Mirage Banquet Hall. Thank you to Balraj Mann, BM Group and Manjit Gill, Darman Group for your leadership.



Surrey Board of Trade pleased to see Langley City Mayor Val van den Broek and Langley Township Mayor Jack Froese in Surrey at the Langley Hospital Foundation South Asian Fundraiser Gala at the Mirage Banquet Hall.



Surrey Board of Trade thanks Nasir Kamrudin for an amazing 4th Annual Surrey Honda Banquet at Crown Palace in support of Ride2Survive which operates a one-day cycling event from Kelowna to Delta to raise funds for Cancer research.



Surrey Board of Trade's Business Development and Member Relations Specialist, Moiez Babar, at CME's Manufacturing Economic Outlook & Investment Roadshow featuring Chief Economist Mike Holden at Central City Brewers & Distillers, with a tour of the manufacturing facility.



Surrey Board of Trade's Indra Bhan with Minister Jinny Sims at Fairmont Waterfront featuring an event with His Excellency Vikas Swarup, High Commission of India hosted by BC-India Business Network.



Surrey Board of Trade at Fairmont Waterfront with His Excellency Vikas Swarup, High Commission of India, hosted by the BC-India Business Network.



Surrey Board of Trade at Fairmont Waterfront with His Excellency Vikas Swarup, High Commission of India, hosted by the BC-India Business Network.



Melissa Peel, Surrey Board of Trade Business & International Trade Manager meeting at BC India Partnership Summit senior trade commissioners and companies from India.



Surrey Board of Trade Recording a clip on the upcoming TV Series "Stories of STAR ACHIEVERS with DILEEP NIGAM". The dialogue is a part of Dileep's Social Change Initiative. Stay tuned on when it will be broadcasted - not only mine but many of our Metro Vancouver community leaders.



Surrey Board of Trade New Member Induction.

MARCH - APRIL 2019



Surrey Board of Trade's Business and International Trade Centre Manager Melissa Peel at the Cargo Logistics Canada Trade Show at the Vancouver Convention Centre.



Leadership Interview with MBA Team from Queen's University with Anita Huberman, to help them with a project to develop insight into leadership and to draw lessons for future leadership development.



Surrey Board of Trade congratulated a new restaurant business to Surrey: Cora Breakfast and Lunch (15133-56 Avenue) in appreciation of their investment to Surrey's business community We were pleased to meet Madame Cora from Montreal.



Surrey Board of Trade Hosts First Townhall Series for 43rd Federal Election Featuring Conservative Party Leader, Andrew Scheer.



Korea Trade Investment Promotion Agency (KOTRA) creating partnerships with the Surrey Board of Trade International Trade Centre. Promoting leading waste management technology created



Congratulations from the Surrey Board of Trade to Surrey's Bethshan Gardens on their 10th Anniversary celebration. Providing innovative seniors care.



Surrey Board of Trade at SFU & Surrey Urban Indigenous Leadership Committee Collaborative Relationship Agreement Signing. Surrey - Where Business Happens!



Surrey Board of Trade's Chief Operating Officer Indra Bhan at SFU & Surrey Urban Indigenous Leadership Committee Collaborative Relationship Agreement Signing. Surrey - Where Business Happens!



Surrey Board of Trade with the Elements Casino Team at a recent Vancouver Canucks Hockey Game.



Surrey Board of Trade with Alison Obrecht, VP, Centre For Child Development.



Abbotsford MP Ed Fast at the Surrey Board of Trade.



Melissa Peel and Minister Bruce Ralston at Small Business BC Awards.

Page 12 SURREY BUSINESS NEWS MARCH - APRIL 2019



Surrey Board of Trade at Tien Sher Reception with Charan Sethi, Ozzie Jurock, Shara Nixon.



Board Chair Stephen Dooley, Indra Bhan and Lucky Randhawa of SW Media



 ${\rm CN}$  Rail sponsoring the BC Transportation Minister Lunch



Cuisine & Company's Marilyn Pearson at the Surrey Board of Trade serving her culinary art.



Dr. Greg Thomas networking at a SBOT event.



Indra Bhan and Miranda Hardy of PwC at the UDI Fraser Valley Mayor's Panel Forum.



Indra Bhan, Jane Adams, President & CEO of Surrey Hospital Foundation, and Anita Huberman - at the annual Surrey Hospital Foundation Gala raising needed funds for Surrey health care needs.



Lenore Rattray and Normand Carriere, networking at the SBOT New Year's Business Reception.



Line up for questions on Surrey's policing transition plans at Surrey Board of Trade Dialogue.



Lyft sponsoring the BC Transportation Minister Lunch - we need ride-hailing now!



 $\label{thm:mandie} \mbox{ Another Montagne and guest enjoying the SBOT New Year's }$ Business Reception.



Full audience attention as BDC Economist Pierre Cléroux delivers the 2019 Economic Forecast at Civic Hotel.

MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 13



MLA Tracy Redies, BC Liberal Leader Andrew Wilkinson at Surrey Honda Ride-to-Conquer Cancer Fundraiser.



Sami Ghawi of FUSION presents at the Surrey Hospital Foundation Gala with Anita Huberman.



SBOT Members enjoying a SBOT Business Reception.



SBOT Policy Coordinator Jasroop Gosal attending Civic Hotel Reception.



With Sonia Deol-GlobalTV, BC Minister Shane Simpson, Val Litwin, President, BC Chamber of Commerce at the Open Door Group's Untapped Gala.



Surrey Board of Trade meeting with the Chandigarh-based Consul General of Canada Mia Yen. Building global ties through the Surrey Board of Trade International Trade Centre.



Surrey Board of Trade speaking at KDocs Film Documentary Festival at KPU Main Campus with Minister Jinny Sims and esteemed female panelists.



Surrey Board of Trade welcoming Bollywood Star Govinda to Surrey.



Transportation Team Chair Rory Morgan, Immediate Past Chair Dr. Greg Thomas and Anita Huberman visiting New Westminster Mayor Jonathan Coté.



United Way speaking on Social Purpose at the Surrey Board of Trade.



SBOT Indra Bhan, Chief Operating Officer at Valley Women's Networking Meeting.



With Abbotsford City Councillor Sandy Blue at the UDI Fraser Valley Mayor's Panel Forum.

Page 14 SURREY BUSINESS NEWS MARCH - APRIL 2019



## SBOT MEMBER ANNOUNCEMENTS, AWARDS AND EVENTS

#### **Hemlock's 50th Anniversary - Congratulations**

Producing printing and mailing needs for their clients throughout the Lower Mainland and North America. www.hemlockharling.com

#### Laurel Place Care Home-Annual Health & Wellness Fair

May 3, 2019 11:00am-3:00pm- Free admission 40 Professional vendors to answer all of your health care questions. Email Janet at cozycornernews@gmail.com for more information.

**RPM Music Services** based in Surrey, BC is happy to announce that two of their artists, Sue Foley and Crystal Shawanda, were up for 6 Maple Blues awards and Crystal Shawanda for Female vocalist of the Year in this year's Maple Blues awards. www.rpmmusicservices.com

In early April, **Civic Hotel, Autograph Collection**, will celebrate one year in business in Surrey City Centre and would like to thank the Surrey business community for their support. www.civichotel.ca

The **Royal Canadian Theatre Company,** Surrey's own resident professional theatre company, held its 2019 AGM in January during which elections were held for the Board of Directors for the upcoming year. Results:

President - Linda McCrossin Vice-President - Lorne Seifred Treasurer - Sharon Haasdyk

Directors at large: Nigel Brooke, Stephen Elcheshen, Geoff King, Greg Peterson, Daisy Shoker, Sonia Costa

**Level4 Technologies** is excited to announce that they have moved to their modern new office in Cloverdale at 17577 56 Avenue, Surrey. Their new spaces provides for a more collaborative and functional workplace to position them to provide exceptional IT support to businesses in Surrey and beyond. www.level4.net



In January, a Swedish delegation studying the Canadian model of immigrant integration, visited **DIVERSEcity Community Resources Society** (www.dcrs.ca) in Surrey,
BC. The delegation was led by Professor Benny Carlson of Lund University, Harald Fredriksson, a Manager at Region

Kronoberg, and Oskar Adenfelt, the Director of Migration and Integration Program at FORES Think Tank. A key focus of the visit was DIVERSEcity's self- employment program, which is delivered in partnership with TD Community Bank. Other topics of discussion included ways to support migration and immigration in the areas of literacy and language supports, settlement programming, and employment services that engage both newcomers and local employers to reduce barriers faced by immigrants.

**Local Surrey Business Celebrating 40 years Your Eyes Only Optical (YEO)** will be celebrating their 40th year in business on Saturday July 20th from 11am - 4pm with live music, catered treats and one-time only discounts on



eyewear. As a member of the Surrey Board of Trade YEO will also provide members with 25% off complete eyewear purchases during it's anniversary year. Your Eyes Only Optical on 96th & Scott Road

first opened their doors in 1979. As an optician, Brian Beal envisioned providing the Surrey community with all their eyewear needs. Forty years later the Beal family and YEO staff continue to provide the same excellent customer service with a wide variety of high quality products and competitive pricing. www.youreyesonlyoptical.com

Moving forward, Schmidt and Funk will be known as **S+F Group Benefits Inc.** continuing to provide the Chambers of Commerce Group Insurance plan to small and medium sized businesses

**Dan's Legacy Foundation** is pleased to announce its new Board of Directors for 2019: Guyle Clark (President); Peter Buxton, Q.C. (Vice-President); Gregg Smith CPA/CA (Treasurer); Sierra Van Straaten (Secretary); and Directors Lorna Van Straaten, Dr. Conny Lin and Darin Froese. www.danslegacy.com

**Northview Golf & Country Club** is celebrating its 25th anniversary in 2019.

The B.C. Government approved the use of Trenchless Technology in generating Carbon Credits . This is the first governing body worldwide to do so! They will be adding the details in the new year so we will be able to generate credits under Option 1 starting in the new year. This has been a 11 year project by **P W Trenchless Construction Inc.** and the NASATT-BC Chapter.

Surrey's **HealthTech District** welcomes Olivia Chang, new Associate VP of Sales & Business Development.

**A&A Customs Brokers** celebrates their 40th year in business in Surrey.

**Soroptimist Surrey/Delta** - Celebrating women and girls in our community who are changing their lives and working to change the lives of other women and girls. Join us at our annual Live Your Dream Awards Luncheon, March 16. Tickets available at: https://liveyourdreamluncheontickets2019. eventbrite.ca or Email lindacunliffe14@gmail.com for more information.



#### La Belle Fleur Floral Boutique Ltd.

is very proud to announce receiving the national Consumer Choice Award of Business Excellence in the category of FLORIST for Vancouver and surrounding area!

The **Reviving 5,000 Years of Civilization Society** is pleased to announce that Shen Yun Performing Arts is returning to Vancouver March 22-31. New York-based Shen Yun was established by elite Chinese artists to revive traditional Chinese culture and share it with audiences around the world through live orchestral music and dance. Don't miss this beautiful show! ShenYun.com/Van.

**Phoenix Society** welcomes Keir Macdonald as CEO. In 2018 the Phoenix Red Shirts Volunteer Program volunteered over 1,200 hours within our community at various initiatives and events. Building and supporting our community is a key factor to Phoenix's reputable success. www.phoenixsociety.com

**Kasa Supply Ltd.** is ranked as one of the fastest 100 growing companies in "Business in Vancouver" and the "PROFIT 500 ranking" of Canada's Fastest-Growing Companies contineously from last three years.

Prospera Credit Union is pleased to welcome, at their Fleetwood Branch, Gonzalo Medina, Business Account Manager, who joins **Sarb Sangha**, Wealth Management Specialist in helping business owners reach their financial goals. **Rick Baerg**, Business Account Manager, joins forces with **Nami Kim**, Investment Advisor, to round out the Surrey Centre team. prospera.ca

The **Travel Medicine & Vaccination Centre** (tmvc.com) is pleased to announce the recent acquisition of Ultima Medical Services (ultimamedical.com), which provides a full range of occupational health services including pre-employment & periodic medical exams and drug & alcohol testing.

**ARKTOS Developments Ltd.** celebrated its 25th Anniversary. A Surrey business that manufactures ARKTOS Craft which have the highest level of amphibious mobility. www.arktoscraft.com

#### Surrey's Neuromotion Physiotherapy and Rehabilitation

has the Lokomat Robotic Gait Trainer! Project Lokomat continues, but we can NOW help those with neurological conditions with this life-changing therapy. Check out our FREE Love Your Brain Yoga, GRASP Program and PWR! Move Circuit Classes.

**Viva Care Medical Group** is pleased to introduce their new Telehealth Doctor Online service. See a walk-in doctor from the comfort of your office and save time. Service is ideal for prescriptions and general health questions. This is a free and convenient service. Visit telehealth.vivacare.ca.

Congratulations to **Abbotsford International Airport (YXX)** on their expansion announcement. Over 800,000 passengers last year and they expect to hit 1 million in 2019.

**Tom Devlin of Royal LePage Wolstencroft** is a proud sponsor for The Ride2Survive a non-profit society registered in British Columbia. The Ride2Survive operates a one-day cycling event from Kelowna to Delta BC to raise funds for cancer research through as an Independent Fundraising Event for the Canadian Cancer Society. Next Ride is June 22, 2019 Check out https://www.ride2survive.ca/ for more information.

**SFU President Andrew Petter** has been named to the Order of Canada. Simon Fraser University President Andrew Petter is one of 103 new inductees into the Order of Canada. He is being recognized for his commitment and leadership in advancing university-community engagement and higher education throughout the country. Since becoming SFU's ninth president in 2010, Petter has overseen the creation and implementation of a strategic vision to establish SFU as an "engaged university defined by its dynamic integration of innovative education, cutting-edge research, and far-reaching community engagement."

## EMBERS CEO Wins Prestigious University of Manitoba Alumni Award

Marcia, their CEO, is this year's recipient of the University of Manitoba (UM) Distinguished Alumni Award for Professional Achievement. These awards honour UM graduates who demonstrate outstanding innovation and leadership in their fields. The award for professional achievement specifically recognizes graduates who set a "standard of professional excellence to which others can aspire." This year, they chose Marcia, and they can't wait to honour her at their Celebration of Excellence on May 8. They hope you can join them!

MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 15

## ANNOUNCEMENTS, continued

Surrey's Loafing Shed Glass Studio has open houses throughout the year. Check out this amazing glass blowing studio - 9060 184 Street.

Minister of Jobs, Trade & Technology and MLA for Surrey-Whalley Bruce Ralston announced \$5.7 million for a **DIVERSEcity Community Resources Society** program called 'Career Paths for Skilled Immigrants'. This will help new immigrants to B.C. to get their credentials assessed and find jobs within their chosen profession, through workshops and career counseling sessions.



Fraser Valley Real Estate Board elects 2019/2020 Board of **Directors** 

Darin Germyn will assume the role of President on March 1st, following outgoing President John Barbisan. Germyn is a licensed REALTOR® of over eleven years, and a representative of Macdonald Realty in Surrey.

The full 2019/2020 FVREB Board of Directors is as follows:

- President: Darin Germyn, Macdonald Realty, Surrey
- President Elect: Chris Shields, Sutton Premier Realty, Surrey
- Vice President: Larry Anderson, Sutton Premier Realty, Surrey
- Past President: John Barbisan, Sutton Premier Realty, Surrey
- Leah Bach, RE/MAX Performance Realty, Delta
- Jeff Chadha, Century 21 Supreme Realty, Surrey
- Karen Conyers, Sotheby's International Realty, Surrey
- Marylou Leslie, Macdonald Realty, Surrey
- · Darcy Reddicopp, Sutton Group-West Coast Realty, Ahhotsford
- Joel Schacter, RE/MAX Treeland Realty, Langley
- David Smith, Royal LePage-Wolstencroft, Langley
- Linda Sue Peaker, Macdonald Realty, Delta

## #BCTECHSummit Expands to Surrey's Health and Technology District



For the first time, #BCTECHSummit is expanding its popular technology forum from

Vancouver out into the Fraser Valley – more specifically in Surrey – representing the

rapidly emerging tech sector across other parts of B.C.

Recognized as Western Canada's largest annual innovation event, #BCTECHSummit will complement its three-day Vancouver technology conference with a networking event hosted by the Health and Technology District in Surrey. The 2019 #BCTECHSummit will explore how we use emerging technologies - from AI to Robotics, Quantum to Cleantech, Blockchain to AR/VR – to solve the biggest challenges facing BC and the world today.

Surrey's Tech@NIGHT at the Health and Technology District is an after-hours mixedreality networking experience focused on entrepreneurs, innovators and techies from B.C.'s extended innovation ecosystem. The

evening event will feature mixed-reality entertainment featuring LED robots, VR artists, and more. The District features leading-edge technology based companies like Safe Software, Conquer Experience, Stambol Studios, HealthTech Connex, just to name a few.

Surrey's Tech@NIGHT at the Health and Technology District is supported by Accenture, the Surrey Board of Trade, the **Downtown Surrey Business Improvement** Association, and Colliers International

Tuesday, March 12, 2019 7:30pm - 9:30 p.m.City Centre 2 - Main Floor 9639 - 137A Street, Surrey, B.C.



## > FROM THE BOARD CHAIR

## Focus on Surrey's Technology Innovation



Stephen Dooley

Did you happen to drop by Surrey City Hall, the Civic Hotel or the Central City Library inmid February? If you did you may have noticed the autonomous shuttle vehicle making the rounds of Civic Plaza. The car may have even taken you for a spin! Part of the City of Surrey Smart Cities Challenge bid, the driverless car

is a strong signpost that the city of Surrey is becoming a regional, national and international hub of technological innovation.

Indeed, technological innovation is already a defining feature of the city of Surrey and the future is very bright. From Innovation Boulevard in Central City, a partnership between the city, SFU and Fraser Health, to the growth of IT companies like Resilientit.ca, based for more than two decades in South Surrey, Surrey has become an attractive location for new and existing businesses in the tech sector.

And in the emerging Surrey tech sector, the Surrey Board of Trade is playing an instrumental role in igniting a new narrative for our great city. Through the Surrey Innovation Awards the SBOT has created a must attend platform to celebrate entrepreneurial accomplishment in the tech space in Surrey, while educating the larger community about the importance of this emerging field for a thriving Surrey economy. At the SBOT we know that supporting innovation requires something of a cultural shift in how we to attract and support technological innovation.

Indeed, the scaffolding to support innovation is about creating, promoting and sustaining a can-do spirit of innovation that is igniting conversations across the whole city. Through events like the Surrey Innovation Awards the SBOT is creating space to ensure the business community comes together to share and grow innovation in the Surrey tech sector.

And there are already so many markers of

Surrey's Health Tech District is now home to more than 180 health-tech companies and health care facilities aimed at improving health care and advancing the health tech sector. A third building announced last fall will see technology advance the critical area of brain disease and injury. A new national innovation health tech hub unveiled in January will ensure the ongoing development of innovative health technologies that address issues faced by our aging population.

Surrey is also home to a thriving information technology sector, with companies growing in the creative technologies, computing and software systems. Meanwhile students from

both KPU and SFU are graduating into jobs in various tech industries, including clean tech. Adding to this new generation of expertise, SFU launches a new sustainable energy engineering program this fall.

How does this all relate to that driverless car?

The car is more than a demonstration. In June 2018, Surrey and Vancouver's joint bid to build driverless vehicle corridors was shortlisted by the federal government's urban innovation competition. When (notice my optimism) they win the competition, the corridor in Surrey will be a 3.4-km-long route connecting Surrey Memorial Hospital and King George Station. A driverless corridor coming soon to Surrey. A sign of more good tech things to come.

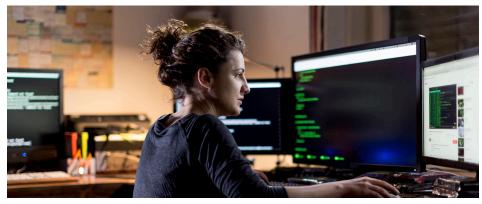
If the Future Lives Here in Surrey, it is also clear the Future will work here too. In fact, with the highest number of manufacturers in BC, and with a growing and dynamic tech sector, it already does. We may need to rethink the slogan. The future is already here; here to stay, in Surrey.

Page 16 SURREY BUSINESS NEWS MARCH - APRIL 2019



## BUSINESS ADVICE CENTRE

## Managing Crises has Become a Strategic Imperative





The increasing frequency of crises means that proactive crisis management is becoming an important business competency. Unpredictable operating environments and greater interconnectedness underpin the rise in crises. An effective and scalable crisis management strategy allows businesses to not only navigate through the crisis, but to potentially emerge stronger in the eyes of all stakeholders.

The recent PwC Global CEO Pulse report reveals that 30% of CEOs surveyed expect more than one crisis within the next three years.

A fragile global economic system, increasing regulation, exchange rate volatility and increasing geopolitical upheaval fuels uncertainty and creates an increasingly unpredictable environment. What were once insulated events now trigger multiple repercussions in our interconnected world while rapid, real-time communication escalates the speed at which a crisis occurs.

Whatever the original trigger(s) for a crisis,

it almost always has a fundamental impact on the finances and/or the share value of the organization.

#### Be prepared

Although companies have neglected this kind of planning, business leaders are increasingly recognizing the importance of crisis planning.

With courageous leadership and proactive planning, all companies can plan ahead and develop an effective and scalable strategy to cope when things go wrong. By planning ahead, defining purpose and the values they want to protect as well as identifying potential risks and reputational processes, businesses can ensure they have the best information, efficient processes and the right people in place to deal

It's important for business leaders to put their corporate purpose and company values at the heart of any crisis response. It's also important to define what a crisis means for a business in terms of its financial, operational and reputational impact on the organization.

Following this, companies need to make sure they put processes and tools in place that prepare them for tackling and recovering from a crisis. A battle-tested crisis plan aligned to the organization's purpose and values needs to be implemented by an effective structure. This often takes the form of a core and an extended team -

each with clearly defined responsibilities.

#### Make crises work for you

While this may seem counterintuitive, 39% of the CEOs participating in PwC's research indicated that managing a crisis well has actually contributed to revenue growth. To unlock the positive value of crisis planning, companies need to give it the same level of priority that they would give other parts of the business.

#### How prepared is your organization?

Here are eight questions that can help you gauge how well prepared you are:

- Have you identified existing and emerging risks for monitoring and mitigation?
- Is leadership committed to an organizational structure that empowers the action and decision-making required in a crisis?
- Is everyone clear about who's in charge in a crisis?
- Does everyone understand their role

- and what the crisis response priorities
- Do you have the right blend of skills for addressing a crisis?
- Are crisis processes, resources and technologies in place and understood?
- Has everyone undergone the crisis
- Does leadership encourage continuous improvement of crisis management capabilities?

#### How can PwC help you

PwC's Global Crisis Centre has the dedicated resources and capabilities to work alongside your organization to help you prepare for, respond to, and recover from a crisis so that you can confront it, withstand it and emerge

For more information, please visit our PwC Canada cybersecurity and privacy website or contact Kartik Kannan, Partner, PwC Canada, Tel: 604-806-7082

## **PWC CEO Survey**

#### How can Canadian businesses grow in what may be a challenging year ahead?

Last year Canadian CEOs were overlyoptimistic outliers. This year they're facing a new economic reality. According to PwC's annual CEO Survey, concerns around availability of key skills, trade and protectionism have come to the forefront—but how are CEOs responding to these threats?

In 2019, Canadian CEOs are experiencing an economic reality check. As concerns around geopolitical uncertainty and trade loom, they're increasingly looking inward for organic growth and efficiencies. Using data, insights and technology, CEOs can transform their

businesses to deliver differentiated customer experiences and create new value. But organizations still report gaps in both the data they need and the skills necessary to do this.

The Canadian insights from PwC's 22nd Global CEO Survey explores how organizations that close their data and skills gaps and leverage the power of artificial intelligence can drive growth and better understand the changing nature of the consumer.

MORE INFORMATION: https://www.pwc.com/ ca/ceosurvey

## **Probating Your Corporate Assets**



Elyssa Lockhart

Lawyers, financial planners and accountants routinely field questions from clients relating to their desire to avoid having assets

probated after their death. Where couples are concerned, this can frequently be as straightforward as holding assets jointly. Unfortunately, in blended families and following the death of the first spouse to die, jointures become fraught with risk and are commonly avoided by professionals practicing in this field. With respect to corporate assets, jointures are even less likely to be a viable option.

If you are a shareholder in a company, you may wish to consider a dual will approach to the administration of your assets following death, if avoiding the expense or delay of the probate process is important to you. When dual wills are created, assets requiring probate are most commonly dealt with in a primary will. Assets that are known not to require probate are dealt with in a secondary will. Each of the two wills ought to reference the other, revocation clauses in the wills must revoke only prior wills but not have the effect of nullifying the other dual will and the executors and alternate executors chosen in each of the two wills must not be the same individuals.

It is imperative to include in the secondary will only those assets that can legally transfer outside of the probate process with certainty. If any one asset dealt with in the secondary will requires probate, then all of the assets bequeathed in the secondary will, will be subject to probate. For this reason, it is common to see secondary wills capturing only the shares a will maker holds in privately held incorporated companies, along with associated shareholder loans.

In order for this mechanism to successfully move your corporate shares without the delay, public sharing of information and fee assessment associated with the probate process, it is important that your company be structured in a manner consistent with the

requirements of the Business Corporations Act.

Under the Act, a company may accept the unprobated will of a deceased shareholder as sufficient instruction to convey shares to an intended beneficiary. This means that if you are the sole Director and sole voting Shareholder of your company, your death would leave the company without an operating mind who would be entitled to review and approve the acceptance of an unprobated will.

Dual wills are useful in reducing probate fees and in ensuring immediate transfer of shares upon death of a shareholder. However, administering a multiple will estate is more complex than administering a traditional estate. There are also implications to consider if estate litigation is a possibility. If you would like to know more about the benefits of transitioning your corporate assets under a dual will strategy, please contact one of McQuarrie's Estate Planning lawyers at: 604-580-7095.

MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 17

## ➡ BUSINESS ADVICE CENTRE

## **Know Thine Enemy**



Jean-Paul Laube

Common sense tells us that in sales, and in business, it's important to understand your competition. But do most really understand their competition?

Understanding why your competitors win, why

they lose, what their differentiators are, what's good about them, and what's bad about them is important because these things can, and should, play a key role in the development of your unique value proposition (future article).

Differentiation isn't only important to create a market share advantage, but also to help you avoid commoditization (i.e., when your product or service is regarded as a commodity). Commoditization is nothing more than a race to the bottom since it reduces competition to price, the lowest common denominator. The reality is, nobody needs sales people if price is the only thing that matters. A website or catalogue book will do.

So now that we've established that understanding your competition is critical, the next key is how to define who you're competing against.

Seems easy right? Wrong.

Did you know that, in B2B sales, 60% of the time a prospect will decide NOT to make a buying decision? When defining your competition, it's clearly important to understand

66

If you know yourself but not the enemy, for every victory gained you will also suffer a defeat. - Sun Tzu

your direct competitors, but as the above statistic indicates, it's even more important to

understand how to compete against the status quo. You not only have to convince your prospect of "why you", but also "why now"?

When developing your strategy against the status quo, be aware that you have to sell an education and a vision. You have to convince prospects that, not only is your product or service worth more than the price it costs, but that it's also going to get them to a future state that is meaningfully better than their current state.

The difference between the "pleasure" of a future state, and the "pain" of a current state, is more commonly known as "value."

As it turns out, if you can do that, you will very likely win a lot more often than you lose.

Jean-Paul Laube is the District Manager for National Sales at ADP and Managing Director with IAIN Consulting

## Tapping into Google's "Hive" Mentality



Kevin Diakiw

It's March 16, 2005, and my ringing phone slices through the post-deadline silence, causing an immediate stir in the Surrey Leader newsroom. Someone recanting their statement? A conflicting fact, putting our front page in question? A gaping hole on page three that needs a story? These calls on deadline

were seldom welcome. Placing the phone to my ear, I listened in disbelief.

"Ripudaman Singh Malik and Ajaib Singh Bagri have been acquitted on all charges," I announced to the newsroom as I continued to listen to the caller from RCMP headquarters. Malik and Bagri were charged in October, 2000 in the Air India bombings that left 331 dead. We had been eagerly awaiting their fate for years. Crown failed to make its case. What happened in that newsroom following the news was nearly as stunning as the call itself. The group of seven reporters flowed into action viscerally. The sports reporter called the press hall and told them to wait for a new front page story (a stalled press was costing us thousands of dollars at the clock ticked. We all knew that). The crime reporter sunk to his phone and began calling back channels figuring out what happened in court. Another called for reaction through the Lower Mainland while the

assistant editor got on the phone to victim's families. Photographers moved to find a picture worthy of holding up the front page. This was all without discussion, assignment or instruction. The newsroom was operating as one organism, rather than seven individuals.

This is the ideal for any business with creative management, and the argument can be made most good ones require creative thinkers. Part of this operating as one is due to great training and teamwork. But it's way more than that. It's also the dissolution of self, a singular focus on a greater purpose. Crack teams on the Navy Seals call this "The Switch," and Google refers to it as "Hive Mentality." Both organizations spend 10's of millions of dollars annually in an effort to create and sustain it. The navy seals use mindfulness, sensory deprivation tanks among other techniques to help initiate it. None have perfected it yet.

What happened in our newsroom on March 16 was the most efficient use of our team. Individuals had no place here. This environment can be cultivated by great training and good policy. It doesn't occur as readily in workplaces of fear and greed, where anyone in the group lunges for the limelight, or cowers at the wrong moment. This is often where some bureaucracies fail. It's why in many cases, threats of job loss or performance bonuses can be counterproductive. Encouraging a more organic operation can be increased through good relations with the staff team and inspiring it to the common objective. And when that "Switch" happens, both employers and staff will be amazed by the outcome. And no amount of money can buy that feeling.

Kevin Diakiw is a teacher of MBSR through UMass Medical School, and CMO of Still Here, a mindfulness firm based in Surrey

## 6 Things Your Mother Never Told You About Making a LinkedIn Business Page



Bob Milliken

Many businesses are limiting their potential by not having a LinkedIn company page. Company pages help users learn about your business, brand, job opportunities, and motivate people to click the "follow" button. LinkedIn makes it very easy to laser-focus on companies that meet relevant criteria making it very easy for others to find you.

Does your company have a LinkedIn business page? If not, have you ever wondered how to create yours? Follow my six suggestions and you'll be off to a great start.

Write a compelling summary: Don't just leave this section blank, or let LinkedIn populate it for you based on their algorithm. Write an organic, genuine reflection of your business and offer a concise statement of what you do. Make sure you include some good keywords, because that will help your business come up in searches

Add some products and services: People will probably bounce off your page without hesitation unless they know what you do. This is your chance to clearly display your range of goods and services with text, pictures, and supporting documents. Since the first product or service you list is the one that will be displayed

on the side bar, you should make it your premier offering (or at least the one you want to attract the most attention to currently).

**Use great images.** Check out the range of royalty-free offerings on Pixabay, Unsplash, and other such sites. You can search for some stunning imagery that grabs attention and communicates the value of what you do. Most people these days are visual shoppers, so having good pictures is just as important as having high quality content.

Ask around for connections. Get your page looking popular. Nobody likes to attend a party with one person standing in every corner of the room. Fill up your room. Encourage your employees, business associates, friends, and relatives to get linked in with you. This can draw additional web traffic to your page, and could help them build some additional connections.

Get reviews. Ask clients and customers to leave behind a review on your page. The more

reviews you have, the better your page will look, and the more legit your services will appear...especially if the reviews are good. Again, reach out to connections who are amenable to helping you out with a few words on your page so that it looks busy, and request their feedback to describe specific projects.

Promote, promote, promote. Crank out some meaningful content that people will want to see. It should be entertaining, informative, or both. You should also add a follow button for users to click and follow your company. Don't forget that you can also feature, highlight, and target specific content additions to build rapport with certain demographics (such as regional clients and customers).

Bob Milliken is a master marketer specializing in helping businesses achieve outrageous levels of success.

Page 18 SURREY BUSINESS NEWS MARCH - APRIL 2019

## > YOUTH ENTREPRENEURSHIP

## Surrey School Board's Laurie Larsen Appointed as Representative to Surrey Board of Trade



The Surrey Board of Education has appointed Chairperson Laurie Larsen as the Trustee representative for the Surrey Board of Trade.

The Surrey Board of Trade has had a productive relationship with the Surrey School District working together on youth entrepreneurship programs and school investments for Surrey.

"The Surrey Board of Trade continues to advocate for world-class education for Surrey youth," Anita Huberman, CEO, stated regarding the announcement. "The Surrey Board of Trade has instigated change and awareness over the past 12 years by submitting government policies for more school spaces, and calling for amendments to the school funding formula.'

## Youth Entrepreneur Support

Market research has been completed, product designs have been finalized and students in the PowerPlay and Surrey Board of Trade Youth Entrepreneur Program pitched their products to business leaders in February.

They have been learning to earn and manage money with PowerPlay Young Entrepreneurs, an exciting experiential learning program that helps youth plan and implement their own small business ventures.

Sponsored by the Surrey Board of Trade as part of its Youth Entrepreneurship and

Advocacy Action Plan (YEAAP), PowerPlay Young Entrepreneurs empowers young people to make informed financial decisions as they work through the business planning process. "The program provides a real-world platform for young people to stretch their abilities and build important practical life skills," says program creator Bill Roche.

ASK: Sponsorship is needed to expand this program to more youth.

Contact Melissa Peel at Melissa@businessinsurrey.com

## Surrey's Top 25 Under 25 Awards



The Surrey Board of Trade recognizes business and community-minded people under the age of 25, either working in Surrey or working on a business or community-related project in/for Surrey. The Top 25 winners are annually recognized as role models for their community at an awards reception, which will be held on April 24, 2019, from 5:30-8:00 pm at the Civic Hotel, Autograph Collection.

The Judging Criteria is:

- Must be working on/worked on a business or community project in Surrey (including students) and/or;
- Must be working in the Surrey business community and/or;
- Must be contributing/ have recently contributed to a business or community-related project in Surrey
- Must be 25 years of age or younger prior to April 24, 2019

More information online at businessinsurrey.com

Co-Presenting Sponsors: KPU and SFU's

Beedie School of Business Silver Sponsor: WorkSafeBC

Media: PulseFM and Surrey NOW-Leader

#### Surrey Board of Trade Signs MOU with Surrey Schools

The Surrey Board of Trade and the Surrey School District have signed an agreement to work together to develop programs and strategies designed to prepare students for their future careers.

In order for students to fully appreciate the range of career options open to them, determine their values, explore interests, experience work environments and benefit from mentorship relationships, they must

have opportunities to connect with employers and business representatives in their community.

"The Surrey Board of Trade's Youth Entrepreneurship Policy advocates for and creates entrepreneurship pathways," said Anita Huberman, CEO, Surrey Board of Trade. "It isn't only about building a career, it is about creating innovative skill sets and building the jobs of tomorrow."



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MARCH - APRIL 2019 SURREY BUSINESS NEWS Page 19



## Surrey Board of Trade Sounds Alarm at Canada Infrastructure **Project Failures**

The Surrey Board of Trade is joining hundreds of other chambers of commerce and boards of trade across the country to demand immediate improvements to Canada's broken regulatory system to ensure our energy resources get to international markets.

According to the Surrey Board of Trade, the very fabric of Canada is being threatened by the devastating impact of low oil prices, inability to get energy resources to global markets and the increasing tensions between Canadians who live in resource-producing regions and other parts of

"Canada's economic well-being is at risk, in addition to political and regional tensions straining the unity of our country. We need to come together as Canadians to deliver a pointed message to politicians in Ottawa and across the country: the businesses in your jurisdictions want you to act and to act now," said Anita Huberman, CEO, Surrey Board of Trade.

"The first priority is to fix Bill C-69. The

government also needs to implement the regulatory changes promised in the Fall Economic Update and make immediate plans to get our resources to tidewater. Canadians have had enough of the talk. We want to see real, concrete actions," added Huberman.

Bill C-69 diminishes the direct economic importance of infrastructure projects. 'The Impact Assessment Act', replaces the Canadian Environmental Assessment Act 2012 and a new 'Impact Assessment Agency of Canada' replaces the Canadian Environmental Assessment Agency. This means that the new act grants the new Agency and the responsible minister much more discretion including a federal veto which gives the minister the power, before an assessment even commences, to make an order directing the new Agency not to conduct an assessment if the minister believes the proposed project would cause unacceptable effects. This creates uncertainty for investors, for proponents. The new Act leads to increased red tape regulation in Canada.

## Surrey Board of Trade Pleased with National Energy Board Ruling on Trans Mountain Expansion Project

Business organization waits for final decision by the **Federal Government** 

On February 22, 2019 the National Energy Board (NEB) released their report on the Trans Mountain Expansion Project after months of consultations with a range of groups from business advocacy groups, such as the Surrey Board of Trade, to environmental protection groups. The 700-page reconsideration report has been given to the Federal Government.

The NEB has finished its reconsideration report regarding the Trans Mountain Pipeline expansion and has decided the project is in the public interest of Canadians and should go forward, subject to 156 recommendations. The NEB has also made 16 new recommendations to the Government in Council.

"The Surrey Board of Trade is pleased that the NEB has recommended the Trans

Mountain project to proceed," said Anita Huberman, Surrey Board of Trade CEO. "Now we wait for the 90-day window for the Federal Government to make their decision on the pipeline."

"Canada needs to move our crude oil to ports through the pipeline to lucrative overseas markets. We hope the project moves forward expediently."

"The Trans Mountain Expansion Project – a \$7.4-billion project - will spur significant economic activity, locally and globally. Moving crude oil by rail through suburbs is far more hazardous than using state-of-the art pipeline technology. A portion of the new construction of the Trans Mountain Pipeline will go through Surrey, British Columbia."

## A Universal Pharmacare Program is Good for Canadian Businesses and Our Economy

The Surrey Board of Trade wants the federal government to adopt a Universal Pharmacare Program.

The Surrey Board of Trade's position paper, released in 2015, indicates that drug coverage in Canada is provided through an incomplete patchwork of private and public programs that varies across provinces. This fragmented system reduces access to medicines, diminishes drug purchasing power, duplicates administrative costs, and isolates pharmaceutical management from the management of medical and hospital care. It is needlessly costing Canadian businesses billions of dollars every year.

The federal government, in this year's federal budget is expected to announce a fill-in-thegaps insurance model. This will continue the fragmentation, leaving workers who need specialized insurance needs out of the workforce without a structured approach to

The Surrey Board of Trade, as the only chamber of commerce/board of trade to speak at the Federal Standing Committee on Health in May 2016, indicated that:

Managing healthcare in discrete silos, whereby doctors manage care, and insurance companies manage the pharmaceuticals required, is greatly inefficient. Health care providers should be the first and final managers of all health

care needs;

- Removing pharmaceuticals from insurance coverage allows for expanding other, non-urgent services, such as hearing aids, dental care, and mental health support as well as supporting health prevention programs for businesses and industries;
- Small businesses a cornerstone of our economy — are the least likely to offer drug coverage. Simply put, they can't afford it for the same reason that individuals find it difficult or impossible to get insurance if they have chronic disease: private insurance companies are not charities. Private insurers must charge groups and individuals premiums that reflect their actuarial risk;
- The problem is that about one in 10 adults have costly, chronic needs for prescriptions — to treat such conditions as asthma, diabetes, hypertension, heartburn or arthritis. Smaller firms have difficulty shouldering the risk of employing a worker with such needs, or one with a spouse or child with such needs. The situation is worse for entrepreneurs who want to work for themselves but have chronic health needs in their families:
- All of this this leads to a labour market wherein people with chronic medical needs in their families must choose jobs based on insurance. In the face of a skill shortage

- crisis in many industry sectors, this decision-making process does not work;
- Matters will only get worse as more specialized medicines — which can cost \$50,000 or even \$500,000 per patient per year — come to market. Currently, specialty medicines account for 1.3 per cent of private drug-plan claims, but their costs add up to a staggering 24.2 per cent of total drug-plan spending. These extraordinary costs should not be borne by a single business;
- Drug prices in Canada are among the highest in the world, mostly because our myriad of private drug plans dilutes the country's potential purchasing power on the world market for pharmaceuticals;
- A Universal Pharmacare Program would save Canada's private sector more than \$8 billion annually while covering all Canadians for virtually all drugs including all expensive biologic drugs;
- Our estimates included the cost of increased use of medicines that will result from increased access for Canadians who are currently under- or uninsured. Additional savings can improve patient health and reduce demand on our hospitals;
- Of particular interest to Canadian businesses is the fact that, if a national pharmacare program on par with average

- comparable countries were instituted today, private-sector employers and unions would save more than \$5.5 billion, net of the \$2 to \$10 co-payments that would be charged under such a program;
- It is important to note that such savings would not come at the expense of the taxpayer. The power of a universal public program as a negotiator of drug prices and promoter of appropriate prescribing is such that the incremental public cost to government of a universal program including the cost of increased use of medicines resulting from expanded public coverage — would be only \$1 billion, shared across all 13 provinces and territories and the federal government;
- Universal Pharmacare would not only help the working poor, the uninsured and the sick. It would also enable Canadian businesses to remain competitive in the global marketplace by securing the health of their workforce at far lower cost to business and society as a whole.

The lack of universal Pharmacare is bad for Canadian businesses, large and small. It is time for Canada's business leaders to call for universal, public Pharmacare. Businesses care about the health and well-being of the Canadian workforce. Employees that can afford the medicines as and when prescribed will be healthier, happier and more productive.

## New Stat Holiday Proposed to Mark Indigenous Reconciliation for September 30

September 30 might become a new statutory holiday commemorating victims of residential schools.

The House of Commons Heritage Committee approved a measure in early February to make the last day of September a National Truth and Reconciliation Day. That date is already used as an informal occasion to commemorate the experiences of residential-school students,

Approval by the House of Commons is

called Orange Shirt Day.

Page 20 SURREY BUSINESS NEWS MARCH - APRIL 2019

## **WOMEN IN BUSINESS**

## Surrey Board of Trade Announces 2019 Surrey Women in Business Award Finalists



On Wednesday, March 13th, the Surrey Board of Trade will host the 10th Annual Surrey Women in Business Awards Luncheon, with Presenting Sponsor BDC with support from BLG and EDC. The winners will be announced at this event at the Sheraton Hotel. This event recognizes the hard work of Surrey's business women and their contributions to Surrey.

The Surrey Board of Trade is pleased to announce the 2019 Surrey Women in Business Award Finalists:

#### Entrepreneur

Santoshi Desai, Orange Oranges Technologies Kelita Haverland, Heart & Soul Music Cathrine Ann Joncas, Service Evaluations Mystery Shopping Inc.

#### **Professional**

Sonia Andhi Bilkhu, Shakti Society Rupinder Khunkhun, Grandview Law Group LLP Karen Sawatsky, PwC

#### Not-for-Profit Leader

Ninu Kang, MOSAIC

Heather Lynch, Options Community Services Society

Hanne Madsen, Big Sisters of BC Lower Mainland

#### **Corporate Leadership**

Laurie Cavan, City of Surrey Alison Fuller, Venturis Capital Corporation Linda McCrossin, Sheraton Vancouver Guildford Hotel

#### **Social Trailblazer**

Sonia Andhi Bilkhu, Shakti Society Jennifer Benjamin, Benjamin Residential and Vocational Options Inc. (BRAVO Inc.) Shilpa Narayan, How a Struggle Became a Journey The Surrey Board of Trade will welcome, as keynote speaker, the former Senior Adviser to USA Presidents Bill Clinton and Barack Obama: Betsy Myers.

Betsy Myers served as Chief Operating Officer and Senior Adviser to Barack Obama's 2007-2008 presidential campaign and chaired the Women for Obama organization. As Chief Operating Officer, Myers used her customer service expertise and business savvy to establish Obama's national campaign operations in January 2007. Though Obama was initially considered a long-shot candidate, Myers built up a \$100,000,000 organization that staved focused and turned Obama into a serious competitor after a historic win in the 2008 Iowa Caucus. Ultimately, her team helped secure him the White House in a general election in which he received 69.5 million votes, the highest number of votes ever won by a presidential candidate.

#### Coleen Christie will join as Master of Ceremonies!

## Presenting Sponsor: BDC with support from BLG and EDC

Video Sponsor: Vulcan Metal Works Award Sponsors: CPHR BC & Yukon, KPU, Lark Group, Manning Elliot, and Value Property Group Community Sponsor: Langara School of Management and Port of Vancouver

Entertainment Sponsor: New York Institute of

Technology

**Media Sponsors:** 107.7 Pulse FM Radio, BCBusiness, Surrey NOW-Leader



# SB SURP BOAT OF TE

## Surrey Board of Trade Launches Women in Business Mastermind Group

The Surrey Board of Trade has launched its first Women in Business Mastermind Group, facilitated by Margaret Page. The group has started to meet every two weeks for a total of 6 sessions to tackle challenges and problems together. Participants will lean on each other, give advice, and share connections.

More mastermind groups to come for women entrepreneurs.

#### Some benefits:

- Challenge yourself
- Be part of an exclusive community of knowledgeable entrepreneurs and professionals
- Resolve some of your greatest challenges
- Extend your network
- Discover new business partners and cross promotion
- Expand Your Skills
- Generate New Business Ideas

The Women in Business Mastermind Group is an initiative by the Women in Business Team, led by the Surrey Board of Trade's Business and International Trade Centre.

The Surrey Board of Trade's Women in Business Team is a community of experts committed to propelling female entrepreneurship and young women entrepreneurs, ensuring full participation as entrepreneurs and leaders in high-growth businesses, fueling innovation and driving economic growth.

For more information, contact Melissa Peel, Surrey Board of Trade Business and International Trade Centre Manager at 604.581.7130 or at Melissa@businessinsurrey. com MARCH - APRIL 2019



## 3rd Annual Surrey Road Survey Signals Urgency for Comprehensive, Sustainable Transit, and Transportation Investments

The Surrey Board of Trade released the results of its 3rd Annual Surrey Road Survey. 25% of their 6,000 member contacts responded to the survey.

"We need planning and action that anticipates needs and that results in infrastructure construction well in advance of increased demand, not long after the capacity is exceeded," said Anita Huberman, CEO of the Surrey Board of Trade.

Patterns are beginning to emerge with three years of comparable data. Surrey's network of over 4,500 lane kilometres of road is seeing increasing population of commuter and commercial usage.

The Road Survey includes questions designed by the City of Surrey's Engineering Department as a form of information gathering.

The Surrey Board of Trade resulted in the following general conclusions:

1. That rapid transit options throughout Surrey be considered, planned and built



- That the Pattullo Bridge have 6-lanes available on opening day; and that the Massey Tunnel be replaced by a bridge
- That all levels of government work together to develop a very comprehensive transit/ transportation plan for the South Fraser region; one that would not be subject to political interference but based on best transportation practice.

FULL REPORT: businessinsurrey.com

## TransLink Mayors' Council Chair and Metro Vancouver Chair at SBOT

The Surrey Board of Trade hosted a Transportation & Land Use Business Lunch on the economic future of Metro Vancouver in

"Recent and future decisions by Metro Vancouver mayors impact city building," said Anita Huberman, CEO, Surrey Board of Trade. "They make important decisions regarding land use and transportation infrastructure which affect all industry sectors."

The Chair of the TransLink Mayors' Council and New Westminster Mayor Jonathan Coté, and Metro Vancouver Board Chair, Burnaby Councillor Sav Dhaliwal focused on development, transportation, industrial lands, and private sector investment.

Dhaliwal oversees the appointments of mayors and councillors across the region to committees overseeing everything from drinking water to sewage treatment to



regional parks to air quality to social-housing projects.

Both speakers agreed that there is no sense for land use and transportation planning to be done in isolation from one another—and they can take steps together to ensure there's greater integration.

New Westminster Mayor Jonathan Coté also said that Newton and Guildford will not be forgotten in the Mayors' Council 10-year plan.

## Pattullo Bridge Replacement Project Moves Forward

The Province has selected three pre-qualified bidding teams to participate in the competitive selection process to design and construct the new toll-free Pattullo Bridge that will deliver a safer crossing and easier connections into Surrey and New Westminster.

The three bidding teams are:

- 1. Fraser Community Connectors: Respondent: Kiewit Canada Development Corp.
- Flatiron / Dragados / Carlson Pattullo JV
- Fraser Crossing Partners Respondent: SNC-Lavalin Capital Inc. and Acciona Infrastructure Canada Inc.
- 1. The approved budget of \$1.377 billion represents the full cost to complete the project, including procurement, project management, construction, removal of the existing bridge and interest during construction.
- 2. The Province will use a design-build-
- finance model to build the Pattullo Bridge replacement.
- 3. The bridge will have wider lanes, which will allow traffic to flow more safely and efficiently, and improved connections to road networks on either side of the bridge.
- 4. It is expected to open in 2023.

## High Speed Rail from Seattle to Surrey?

Surrey could be the location of Metro Vancouver's station for high-speed rail to Seattle.

"We envision a high-speed rail from Seattle to the Lower Mainland with a terminus in Surrey," said BC Premier John Horgan during a joint press conference with Washington State Governor Jay Inslee in

Horgan noted that Surrey is the "fastest growing community in the Lower Mainland," and a terminus station located at Surrey "would connect to our SkyTrain and other public infrastructure to get to the airport, downtown Vancouver, and Fraser Valley."

Horgan also made an announced in early February that the BC government would increase its high-speed rail study funding from CAD\$300,000 to CAD\$600,000 for a in partnership with the state governments of

a terminus station in Surrey for the proposed Vancouver-Seattle high-speed rail," Anita Huberman, CEO of the Surrey Board of Trade, told Daily Hive.

"This transportation option would make Surrey a destination and further enhance the city's economic development potential."

## new phase of planning work being conducted Washington and Oregon. "The Surrey Board of Trade would welcome

### Join the Surrey Board of Trade Transportation Team

The Surrey Board of Trade is calling for Transportation Team volunteers. They meet 6 times a year. Moving people and goods around the Lower Mainland in an effective and timely manner is key to ensure the success of the region's economy. Surrey is between two international airports, hosts a major seaport, has key rail lines and highways criss-crossing its geography, and is home to two major Fraser River bridges.

Team Mandate

- 1. Advocacy and Policy Reports/Statements on transportation: air, border, rail, road, water
- Transportation Events/Education For more information: businessinsurrey. com/policy/transportation/ and speak to Jasroop Gosal at jasroop@businessinsurrey.com



Page 22 SURREY BUSINESS NEWS MARCH - APRIL 2019

## ⇒ ARTS – CULTURE – BUSINESS

### SURREY MUSIC CITY CENTRE



**SURREY MUSIC CITY CENTRE** 

The Surrey Board of Trade and FUSIONpresents work together to support musicians and those that support musicians. FUSIONpresents is a quality music services provider, specializing in live music entertainment, artist development and creative music services. As a sector that is traditionally not engaged with its local board of trade or chamber of commerce, music represents a potential growth area for business support, economic development and membership. This also represents an opportunity for musical entrepreneurs to learn and network with others in the business community.

The Surrey Music City Centre Office does the following:

- 1. Advocates for music and musician friendly policies
- 2. Helps musicians and music

businesses navigate government policies and regulations

- 3. Creates outreach strategies to the musical community
- 4. Builds and promotes access to spaces
- 5. Develops the musical audience
- 6. Develops music tourism in Surrey

The Surrey Board of Trade has made a commitment to foster, enhance, and expand the development of the rich human, cultural, and natural resources of Surrey resulting in a more competitive economy in what is one of Canada's most livable communities.

 $\label{eq:want to help? Please contact Anita Huberman - anita@businesinsurrey.com} \\$ 

## ANNOUNCEMENT Destination British Columbia

The Surrey Board of Trade is invited to be a part of the Destination BC – Metro Vancouver Steering Committee.

Anita Huberman will be representing the Surrey Board of Trade to help shape and inform the future of Metro Vancouver, to ensure it is a destination today and tomorrow.

Other members of this steering committee would be the City of Vancouver, Tourism Vancouver, TransLink, YVR Airport, PAVCO, members of the provincial ministries, city planning officials from other communities outside of the city of Vancouver, First Nations and a few other notable officials.

Destination British Columbia is the industry-led Crown corporation that works collaboratively with partners across the province to coordinate tourism marketing at the international, provincial, regional and local levels, and to support regions, communities and Indigenous people in developing or

expanding tourism experiences, businesses and jobs.

In short, they market the Super, Natural British Columbia® brand to the world.

They are multi-national, with in-market representation in the United Kingdom, Germany, Japan, China, Australia, and Mexico.



## Join the Tourism, Arts & Culture Team

The creative economy Is worth 2.8% of Canada's GDP (2016) and employed 3.5% of the 18.5 million jobs in the country. In BC, that's worth \$7.2 billion (that's with a B) or 2.9% of the provincial GDP.

Has that caught your attention?
If it did the Surrey Board of Trade Tourism,
Arts & Culture team is for you. Join our Team,
provide your advice!

This team was formed out of several dialogues and panels that the Surrey Board of Trade has hosted for the past 10 years to specifically address the issues that arise and to promote Surrey as the destination for tourists and those who enjoy art, music, theatre, books, and much more.

Team Mandate

- Facilitate opportunities and incentives for the business community to invest in and support the arts
- Creative industry growth growing indigenous arts organizations and attracting business in the tourism, arts and culture industries
- 3. Increase awareness of existing tourism, arts and culture assets
- 4. Advocate to local, provincial and federal governments for tourism, arts & culture issues
- 5. Host the annual Surrey Arts & Business Awards

Want to join? Contact Jasroop Gosal at jasroop@businessinsurrey.com



The 3rd Surrey Arts & Business Awards showcases Surrey's creative industry recognizing individuals and businesses that are committed to enriching Surrey through the arts, enhancing Surrey's livability. The Surrey Board of Trade is committed to cultivating and sustaining a healthy and inclusive city and work towards ensuring that the cultural richness of Surrey is reflected through these awards.

#### Nomination Deadline: Monday, May 13, 2019

Award Categories:

- Arts & Innovation Award: Awarded for originality, ingenuity, and resourcefulness within the creative sector (music, dance, visual art, literature).
   Open to individuals and businesses.
- 2. Cultural Ambassador: Awarded to an individual or business that has significantly contributed to Surrey's arts and cultural community and raised the visibility of Surrey's creative industry. May include exemplary work across

- disciplines (as an artist or administrator) as well as advocating for and promoting the value of arts and culture.
- **3. Philanthropy Award:** Awarded to an individual or business that has generously contributed to arts and culture through grants, donations or other investments.
- Music Award: Awarded to an individual or company that either supports musicians or has excelled in the musical industry.
- 5. Legacy Award: Awarded for a rich and enlightening career in the arts. This individual or business may be celebrating a milestone anniversary or capping off a long career in the creative economy industry. Ultimately Surrey is more vibrant for their long-standing contributions.

The event will take place on June 14, 2019 at the Civic Hotel from 7:30am-9:30am. Go to businessinsurrey.com for more information.



#### **EXHIBITORS**

Eaglequest Golf | Famoso Neapolitan Pizzeria Guildford | Glenn Case Leadership Coaching Just Cakes Bakeshop | Makeover 21 | Make Your Mark Training and Consulting Pathways Family Chiropractic | Surrey Hearing Care | S+F Group Benefits | SW Media TELUS Pure Fibre | Troy Wotherspoon Insurance Services | West Village Cafe

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