

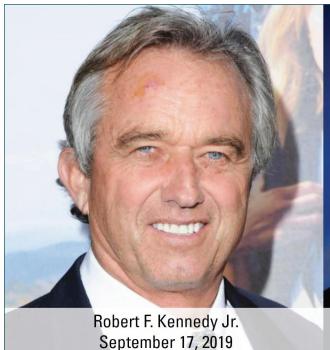
SURREY BUSINESS NEWS

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SURREY - WHERE MINISTERS MEET BUSINESS

Minister of Jobs, Trade & Technology, Bruce Ralston



SURREY – WHERE ROBOTIC TECHNOLOGY HAPPENS

Neuromotion Showcasing Lokomat Technology



SURREY – WHERE THE PIPELINE MATTERS

Pipeline Opportunities for Business



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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.





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SURREY – WHERE BUSINESS HAPPENS!

Building a Business Climate Conducive to Success



Doug Tennant

I am honoured to have been selected by my fellow Board members as the 55th Board Chair of the Surrey Board of Trade (SBOT). Having worked and volunteered in Surrey for the past 25 years, I have witnessed firsthand the work that the SBOT has done in supporting businesses and the greater community to be vibrant and successful. Having served on the Board for the past five years, I have

witnessed the leadership my fellow Board members have exhibited in their governance roles, and the extraordinary work that CEO Anita Huberman has done in ensuring that we achieve our Global End (mission) of having a "business climate conducive to success for [our] members and wider community" in Surrey. As Board Chair, my job will be to support the Board and CEO in ensuring that the SBOT continues its work towards achieving this Global End, within the parameters set out through our Executive Limitations policies. To achieve this, clear roles and accountabilities for the Board and CEO of the organization must also be defined and adhered to.

At our retreat last September, the Board created the Global End listed above and six subends listed below that further

define the ways that the Global End can be achieved:

- 1. Government decisionmakers have information on how their decisions impact **businesses in Surrey**
- **Businesses** are growing in Surrey
- 3. Businesses in and associated with Surrey have the opportunity to succeed
- 4. Businesses in Surrey support diversity
- 5. Businesses have access to a workforce with relevant skills
- Surrey is attractive to husiness

The operational work that the SBOT does that is focused on achieving the Global End and the six sub-ends is the CEO's responsibility, and our Board has done a very good job of ensuring that we stay "high level," not getting pulled

into operational discussions around the manner in which our CEO achieves our ends. One of the ways that we maintain our high-level thinking is by consulting with our "owners," whom the Board has defined as the business members of the SBOT, about future business opportunities and threats in Surrey. Our first formal ownership consultation took place during the New Member Breakfast on November 14, 2018. We asked the following questions of the SBOT members present at the breakfast:

- 1. What are the challenges that you believe Surrey businesses face, and what kinds of resources are needed to overcome them?
- 2. If the Surrey Board of Trade could meet one need that would

best assist Surrey businesses, what would it be?

- 3. What do you believe is important for the **Surrey Board of Trade** to achieve?
- 4. Which End(s) are most important for the Surrey **Board of Trade to** achieve?

The responses from the members were tabulated and a report created for our Board. This report, which highlighted the importance of marketing and networking for businesses to be successful, as well as the desire to eliminate bureaucracy and red tape, will be used by the Board when we review and revise our ends, which will happen on an annual basis. During the upcoming year, expect more opportunities for you as "owners" to give feedback on the four ownership questions. Please do not hesitate to

chat with any of our Board members about what you see as the major challenges and opportunities for businesses who have a footprint in

As you can see, our Board has spent a great deal of time over the past three years developing policies that will increase the impact of our governance and allow our CEO to be innovative and creative in the achievement of our ends. I'd like to thank Dr. Greg Thomas for his leadership in bringing true Policy Governance to the SBOT and to my predecessor, Steve Dooley, for his heartfelt stewardship of the Board this past year. I'm looking forward to working with my fellow Board members, our CEO, and you, our "owners," in continuing to build a positive business climate in Surrey that will bring success to our business members.

New Surrey Board of Trade Directors Inducted at 55th AGM



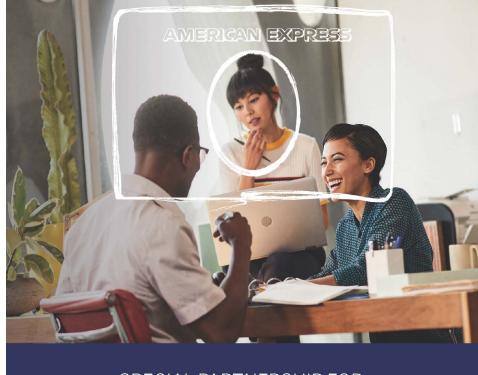
Congratulations to these Surrey Board of Trade Board Directors that were inducted at the AGM on June 19, 2019. Thank you to BC Jobs, Trade and Technology Minister Bruce Ralston and Surrev RCMP Superintendent Elija Rain for leading the board induction

For the full list of board directors ao to: businessinsurrey.com/about/board

- 1. Doug Tennant, CEO, UNITI, inducted as Board Chair of the Surrey Board of Trade 2. Baljit Dhaliwal, Focus College, inducted as Vice-
- Chair 3. Dr. Greg Thomas, G3 Consulting, inducted as the
- Immediate Past Chair. 4. Re-elected or new directors:
- a. Mandie LaMontagne, The Intueri Group
- b. Balraj Mann, BM Group of

c. John Michener, Port of Bellingham d. Sasha Ramnarine, Remedios and Company e. Dan Reader, Murray Latta Progressive Machine f. Rowena Rizzotti, Health & Technology District at Lark Group g. Oronde Walker, Independent Business Consultant

Companies



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For more information: americanexpress.ca/SBOT Page 4 SURREY BUSINESS NEWS JULY - AUGUST 2019



More Inclusive Workforce to Advance Tech Sector in BC



People under-represented in BC's growing technology and engineering sectors, including women, Indigenous peoples, immigrants and people with disabilities, will have better opportunities and advancement through new government-supported initiatives.

Provincial funding of up to \$2.2 million over two years will break down barriers through pilot projects, such as mentorship for employees, and resources and training for employers. Bruce Ralston, Minister of Jobs, Trade and Technology, made the announcement on behalf of Melanie Mark, Minister of Advanced Education, Skills and Training, at Powertech Labs in Surrey. "An inclusive and respectful workplace will cultivate ambitions in people and allow employees to advance their career," said Mark.

"The rapidly growing tech sector has thousands of job openings that it needs to fill, but it needs to be more inclusive of people who are all too often ignored. We're working hard to give people the skills to succeed in the tech sector so together, we can build the best BC."

BC's tech sector continues to grow rapidly but has a projected talent shortfall and low levels of diversity and representation from key groups, including women, people with disabilities and Indigenous peoples, a 2017 report, Diversity & Inclusion in the BC Tech Sector, found. "British Columbia's tech industry is thriving, but for companies to continue to innovate and grow, they need access to a diverse pool of skilled workers," said Ralston. "STEM plays an important role in growing BC's economy. With

these pilot projects in place, we will be able to build a more diverse workforce that will help strengthen and enrich the sector with a range of experiences, knowledge and perspectives."

The pilot projects will be managed

by the Applied Science Technologists and Technicians of BC (ASTTBC) and HR Tech Group. The projects will look at how best to attract, retain and support career advancement of equity-seeking groups in BC's technology workforce. Support for the projects is through the Sector Labour Market Partnership (SLMP) program. SLMP projects are funded through the Canada-BC Labour Market Development Agreement and help industry and employers understand and respond to changing labour market demands. hrtechgroup.com

Summer Shift



Robert Levy

Central bank policy decisions and the direction for interest rates have once again captured the focus of economists and financial market analysts midway through 2019. The ongoing trade dispute between the United States and China, which has entangled Canada through the extradition hearings of a CFO of a major Chinese technology firm, has continued to increase business uncertainty and has the potential to further weigh on economic growth.

The result has been scaled back GDP forecasts for the Canadian and US economies, and an expectation for a return to accommodative policy from the US Federal Reserve with the Bank of Canada destined to follow their approach. The challenge with the heightened level of anticipation

of seeing interest rate cuts from the two central banks is the great level of unpredictability around the destined outcome for US-China trade terms. With that said, the US Fed has softened its stance through 2019

The question is, why?

US Federal Reserve Chair Jerome Powell may have had one of his career-defining moments in early June when he stated the Fed will act "appropriately to sustain the expansion." Half a year earlier, there was overwhelming evidence of friction between the way this apolitical official conducted his job and the President that appointed him, but the Fed's stubbornness to a path of steady and higher interest rates seems to be coming to an end. Whether this was a result of political pressures from the Oval Office, or foreseeing lingering economic uncertainty from an unresolved trade dispute is unknown.

What will be difficult to foresee, however, will be whether the Fed is proactive or reactive in its policy approach to a global slowdown or recession that many seem to be predicting. Different US economic indicators in recent months have shown signs of manufacturing slowing, or the labour market

stalling in the US (despite being near full employment) but forecasting the duration of this trade war between the world's top 2 superpowers is a 'known-unknown.'

Signs of a prolonged dispute have investors fully pricing in odds of the US Fed cutting interest rates in July. Any negative impact felt by the US economy will be reverberated north of the border, and that will especially be the case should tariffs continue to increase and policies become much more punitive and protectionist. The Bank of Canada's reaction to a rate cut from the Fed may not be immediate, but it will be highly likely for them to follow.

Robotics - Your Investment is Needed



Anita Huberman was so inspired and impressed by Surrey Board of Trade Business Reception host, Neuromotion Physiotherapy and Rehabilitation Clinic, in Surrey's Health & Technology District. Neuromotion is home to BC's only publicly accessible Lokomat machines — the world's leading medical technology device. Using robotic technology, it changes people's lives who have brain and neurological, stroke or spinal cord conditions. Neuromotion needs to raise just over \$130,000 to keep this machine in Surrey. Please consider donating

projectlokomat.com

ATTENTION:

Are you in business in Surrey OR investing in Surrey OR want to keep up to date on Surrey's economic development opportunities?

Join the Surrey Board of Trade as a member - Surrey's city building business organization.

Let us know if you are interested in attending the next Business in the City Member Orientation and New Member Induction.

More information about Surrey Board of Trade membership: businessinsurrey.com/membership or 604.581.7130

Surrey - Where Business Happens!



Upcoming **Events**







July 24

Famoso Neapolitan Pizzeria Guildford Patio 5:00 - 7:00 pm

SÚMMER SIZZLE **NETWORKING EVENT**

July 26

Nomination Deadline



August 15

Elements Casino Fraser Downs Racetrack 5:00 - 7:00 pm

SUMMER SIZZLE **NETWORKING EVENT**

August 28

Eaglequest Golf Course 7:30 am - 4:00 pm

> **Training: Environmental** Process in BC

September 10

TBC 11:30 am - 1:30 pm

Energy Week Lunch

September 11

Sheraton Vancouver **Guildford Hotel** 7:30 am - 9:30 am

Business in the City **Breakfast**

September 11

DMCL Surrey 5:30 - 7:30 pm

Business to Business Networking Reception

September 11

Nomination Deadline



September 13

Civic Hotel 7:30 - 9:30 am

Surrey Entrepreneur Showcase Series

September 17

Sheraton Vancouver **Guildford Hotel** 11:00 am - 2:00 pm



September 27

Nomination Deadline



October 1

UNITI - Semiahmoo House Society 5:30 - 7:30 pm

Business to Business Networking Reception

October 2

Sheraton Vancouver **Guildford Hotel** 5:30 - 8:00 pm

Federal All-Candidates Dialogue

October 3

TBC 11:30 am - 1:30 pm

Lunch with **SFU President Andrew Petter**

October 8

TBC 1:30 am - 1:30 pm

Labour Market Lunch

October 10

Sheraton Vancouver **Guildford Hotel** 6:00 - 9:30 pm



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SURREY – WHERE PUBLIC SAFETY INFRASTRUCTURE MATTERS TO BUSINESS

Surrey Board of Trade Selected for Stakeholder Consultation to Create the **Surrey Police Evaluation Framework**

The Surrey Board of Trade has been identified as a stakeholder related to public safety by the Policing and Security Branch of the Ministry of Public Safety and Solicitor General. The purpose is to help provide input into a process to examine municipal requests to transition their police service model. Given the complexities of the policing environment in BC, it is essential that a comprehensive evaluation

framework be developed to assess these proposals and the impacts of such requests on policing and public safety. To support them in the development of the evaluation framework, the Ministry has commissioned Deloitte to lead stakeholder engagement meetings and ensure an independent and objective lens. Other stakeholders are also being consulted by the Province. Some items that will be

considered are:

- 1. Provincial Government considerations when evaluating a request to create a new Police Department
- 2. Degree of public consultation needed from a municipality and/or the Province prior to a decision
- 3. Impacts/risks/gains to a police transition for the: a. business community b. economic vitality c. federal funding for

community safety programs

On April 15, 2019, the Surrey Board of Trade met with BC's Solicitor General and Public Safety Minister, the Honourable Mike Farnworth, and other representatives at the Vancouver Cabinet office to discuss Surrey's policing transition

"The Surrey Board of Trade reiterated our position in support of keeping the Surrey RCMP, harnessing existing

resources, creating a holistic model for public safety that not only included the RCMP but other supports for youth, mental health, and more," said Anita Huberman, CEO, Surrey Board of Trade.

"The Surrey Board of Trade maintains the position of keeping the RCMP in Surrey, in response to the release of the City of Surrey Police Report."

The Surrey Board of Trade discussed with Minister

Farnworth areas that included public engagement, cost impacts to business taxpayers, public safety as it relates to business sustainability and attraction, interim issues on technology and training.

"After speaking to Minister Farnworth, it was made very clear to us that there will be a considered and thoughtful provincial process to evaluating Surrey's policing plan."

Surrey RCMP Piloting New Online Crime Reporting Tool

The Surrey RCMP launched a new online crime reporting tool to assist residents and businesses in reporting select non-emergency crimes. This is part of a pilot project for the BC RCMP's new Online Crime Reporting tool that includes detachments in Kelowna, Richmond, Ridge Meadows, and Surrey. Online Crime Reporting

provides an alternate way for citizens to report less serious crimes at surreyrcmp.ca/report and through the Surrey RCMP mobile app.

Citizens with a valid email address can report less serious crimes that occurred in Surrey where there is no suspect or witness and follow up by a police officer is not required. Specifically,

residents will be able to report the following crimes online:

- Damage/mischief to property under \$5,000
- Damage/mischief to a vehicle under \$5,000
- Hit and run to an unoccupied vehicle or property
- Theft of bicycle under \$5,000
- Theft under \$5,000
- Theft from vehicle under \$5,000
- Lost property

In addition to providing a more convenient way for

those on parole or conditional

release indicates that the

residents to make a report, this new tool will also allow call takers and frontline personnel to focus on higher priority calls, which will improve overall safety and response times in the city. "Crime reports from the public are an essential part of determining how our policing resources are deployed in the city,"

says Superintendent Ed Boettcher, Surrey RCMP Operations Officer. "This additional reporting tool will enhance our service delivery to residents of Surrey by making it more convenient to report less serious crimes, while allowing police to focus on emergency calls for service."

The Cost of Prolific Offenders on the Local Economy

The Surrey Board of Trade is calling on the Provincial and Federal Governments to focus on crime through a renewed policy entitled 'The Cost of Prolific Offenders on the Local Economy'.

"The economic development of any community relies upon its reputation as a safe, viable region in which to locate and do business with supporting infrastructure, community assets, and most importantly, customers willing to walk in the door. However, if customers feel unsafe, they won't come. If the reputation of a region is suspect, businesses won't come. If the media targets a community as one in which prolific offenders reside, its economy suffers," said Anita Huberman, CEO, Surrey Board of Trade.

The Surrey Board of Trade is asking Provincial and Federal Governments to:

1. Provide adequate budgetary support for offenders to receive treatment while incarcerated, and for post-release housing and programming of prolific offenders to ensure successful societal reintegration and safer communities; and

2. Combine resources to develop a national strategy to deal with prolific offenders, to ensure the efficacy of programs such as the Integrated Court Services Plan, and to successfully implement measures such as the Blue Ribbon Panel recommendations.

Prolific Offenders

The majority of crime committed in Canada is by prolific offenders. The largest portion of crimes committed are property crime, and the largest portion of property crimes are commercial crimes.

These impact business directly via immediate loss and costs to re-secure property and indirectly by the overall costs of our justice system.

Ongoing dialogue with experts in policing, corrections, treatment facilities and housing for

"solutions" to the problems of prolific offenders are widely known and supported amongst the criminal justice community. However, Federal and Provincial budgetary impacts and political decision making is a causal problem in preventing successful

reintegration of some offenders

Specifically, reductions in Federal funding for psychiatric services for offenders while incarcerated and post-release is one example of setting an offender up for failure and increasing community risk. If a business is a victim of

repeated crimes due to prolific offenders cycling through the justice system, without adequate interventions, without programs to stop the cycle of addiction and the resulting need to commit crimes to fund that addiction, where is the incentive to invest in that community?



THE FASKEN PERSPECTIVE

FASKEN

Law Firm

What employers need to know

The BC Government has introduced changes to the Province's Employment Standards Act (ESA) and Labour Relations Code (the Code)

The most significant changes to the ESA include:

Application of the ESA to unionized workplaces – Previously, parts of the ESA did not apply to collective agreements (dealing with specified issues including hours of work, statutory holidays, vacation time, seniority retention and layoff). Now the collective agreement's terms must

"meet or exceed" the requirements of the corresponding Part of the ESA in order for a collective agreement to be exempt from the ESA. Implementation is delayed until a current collective agreement expires.

Introduction of new jobprotected unpaid leaves of absence:

- Critical illness or injury leave Employees may take up to 36 weeks of unpaid leave to care for a critically ill family member under 19 years of age and up to 16 weeks to care for a family member over 19.
- Domestic or sexual violence leave – Employees who are victims of domestic or

sexual violence may take up to 10 non-consecutive days of unpaid leave. Employees may request an additional 15 weeks of unpaid leave for related purposes.

recovery period – The period for which an employee is able to recover owed wages has increased from 6 months to 12 months. In prescribed circumstances, the 12 months may be extended to 24 months.

Other notable ESA changes include child employment protections, the treatment of gratuities and more. Further changes to the ESA are expected in the near

BC's New Employment and Labour Legislation Comes With Significant Operational Implications

future and will likely target overtime hours, compressed work weeks and advance notice of shift changes.

For unionized employers, the most significant changes to the Code include:

- Union successorship between contractors
- Successorship rights
 have expanded to protect
 workers when certain
 prescribed services are retendered. If a contracted
 service provider is
 unionized, the union rights
 of its employees are
 attached to the contract,
 as opposed to the
 contactor.
- Certification procedures Union

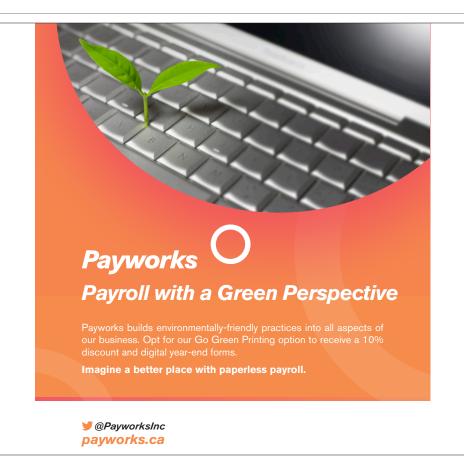
certification votes must be conducted within 5 business days after an application for certification is received, a reduction from the current 10 a day time limit.

- Employer speech
 restricted and unfair
 labour practices
 expanded Unfair labour
 practice complaints may
 arise from expressing
 critical views of union
 affairs unrelated to an
 employer's business,
 or from prohibiting an
 employee's expression
 of views related to the
 employer.
- Expedited arbitration procedures The period in which parties must apply for expedited

arbitrations has been reduced from 45 days to 15 days of a grievance procedure's completion. Other notable changes to the Code relate to consultation obligations, union raiding activity and more.

We're here to help. Contact us to learn about how these changes will impact your business.

Kathleen Cummins +1 604 631 4961 kcummins@fasken.com #1800, 13401 108 Avenue, Surrey, BC



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Dave Hayer served as MLA for Surrey for 12 years

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SURREY - WHERE INDUSTRY ACTION HAPPENS

Surrey Board of Trade Applauds Federal Government Decision on Trans Mountain Pipeline Approval

Re-approval of Permits Needs to be Expedited by all Levels of Government



On June 18, 2019, the Federal Government approved the Trans Mountain Expansion Pipeline Project — one that was previously approved in 2016 but stalled due to the Court of Appeal's decision to have the National Energy Board re-investigate environmental impacts to marine life and further consult stakeholders.

"We have some semblance of economic certainty again in Canada," stated Anita Huberman, CEO of the Surrey Board of Trade. "International investment confidence in Canada has become a concern as a result of this prolonged

delay."

"Trans Mountain needs to re-apply for permits at all levels of government and have them approved. We hope this process is expedited so that the pipeline can begin construction in 2019."

Pipelines are crucial to Canada's economy. They generate investment in communities, research and development, create jobs, and spur growth in all sectors of an economy. "Moving crude oil by rail through suburbs is far more hazardous than using state-of-the art technology

in pipelines. A portion of the new construction of the Trans Mountain Pipeline will go through Surrey."
"The Surrey Board of Trade's Environment and Infrastructure Team has extensively reviewed this project and has actively participated in the discussions related to the focus on environmental protections. This includes the binding conditions by the National Energy Board, as well as the investments in the Ocean Protection Plan which serve to address environmental and other concerns related to the project."

Getting Ready for Business Opportunities for the Pipeline Project

Trans Mountain Expansion Project Business Readiness Workshop took place in Surrey

On Tuesday, June 25, the Surrey Board of Trade, in partnership with the Trans Mountain Expansion Project (TMEP) hosted a Business Readiness Workshop. This interactive workshop provided businesses with the opportunity to learn more about construction and potential business opportunities with the TMEP in Surrey.

Project Benefits

-Lower Mainland & Fraser Valley

- \$7.4 billion construction project
- \$1.77 billion in construction spending in the Lower Mainland-Fraser Valley area
- Increase in tax revenue to local governments when in service
- Employment and business opportunities for Indigenous, local and regional residents

Next Steps:

TMEP will be prepared to re-start construction on the Expansion Project once all necessary approvals and requirements are in place. They have continued to work with

their contractors to ensure planning and design is advancing in a way that will allow them to get back to work as soon as possible.

- TMEP is gathering data through an online procurement registry
- The procurement registry is assisting in the identification and selection of potential sub-contractors, suppliers and
- Jobs and procurement information at: transmountain.com/jobs transmountain.com/procurement

Selection Process for Suppliers

 Procurement plans/bid lists will be reviewed and approved by TMFP

For example, local procurement opportunities for the Kiewit Ledcor TMEP Partnership (KLTP) — see the following table for what is needed

Other procurement opportunities exist for the different construction spreads of the Trans Mountain Expansion Project.

	Asphalt Paving	Fabrication Services	Mats
	Clearing/Grubbing	Hauling (Delivery & Pickup)	Painting
	Concrete Work	Hot Tapping	Pipe Coating
	Drilling & Piling	Hydro-testing	Reclamation/ Remediation
	Electrical & Instrumentation	Hydrovac	Road Work
	Electrical Installation & Testing	Inspection Services	Scaffolding
t	Environmental Services	Insulation	Specialized Tools
	Equipment & Tool Rentals	Marine Pile Driving	Structured Steel Erection
	Erosion Control	Marine Consulting	Water Transportation

Surrey Board of Trade Supports Bill C-69 Amendments Passed by Senate, Federal Government Needs to Reconsider

On June 5, the Standing Senate Committee on Energy, Environment and Natural Resources issued 190 recommendations for Bill C-69. Industry has been satisfied by the 190 amendments and shows that the Senate is listening to the business community while still ensuring environmental efficacy.

The purpose of the contentious bill was to establish an impact assessment process that helps protect the environment and the health and safety of Canadians; that enhances Canada's global competitiveness; and where infrastructure decisions can be made in a predictable and timely manner, providing certainty to investors and stakeholders. All of these facets are supported by the Surrey Board of Trade.

"With the amendments, clarity has been improved, timelines firmed up to ensure investor and stakeholder certainty, municipalities and provinces are included, and the use of technical expertise was increased," stated Anita Huberman, CEO of the Surrey Board of Trade.

"We need the Federal Government to take another look at all of the Senate's amendments to Bill C-69 and approve them."

"We wanted to see a bill that would engage our communities, experts, and stakeholders to ensure that industry does not suffer. The Impact Assessment Act includes amendments that will focus on the certainty of economic development. This is pertinent to ensure that Surrey and Canada continue to showcase its competitiveness on the global stage."

A summary of the Senate amendments to Bill C-69 include:

- Emphasis on investment, innovation and economic development – now referenced throughout the Bill and proposed Impact Assessment Act;
- 2. Strengthened independence of the Agency and reduced political discretion;

- 3. More reliant timelines;
- 4. Increased clarity;
- 5. Stronger role of municipalities and reinforcement of provincial jurisdiction;
- Acknowledgement of the unique circumstances of Indigenous women;
- Greater reliance on the technical expertise of lifecycle regulators; and
- 8. Change to what projects undergo Impact Assessment. "These changes are beneficial for our future. We acknowledge and support these amendments as they were constructed in collaboration with industry and move the conversation beyond party affiliation."

businessinsurrey.com/news



SURREY – WHERE NEWCOMER SUCCESS HAPPENS!

Meet Dhaval!



Dhava

Dhaval completed his Bachelor of Architecture in India, at M.S. University in Baroda. He is a licensed architect through the Indian Council of Architecture, a chartered architect through the Royal Institute of British Architects, and a LEED Green associate through the US Green Building Council. He arrived in Canada in April 2018.

When he approached the Career Paths Program, Dhaval was looking to work in the construction industry as an architect. He needed assistance navigating the certification process with the Canadian Architectural Certification Board (CACB) and the Architectural Institute of BC (AIBC) in order to get his licence and work as an architect in Canada. Dhaval needed help to better understand what the requirements of licensing in Canada involved. He was unemployed and needed work to support his family.

Dhaval had little understanding of the labour market in BC. His resume was formatted using different standards and was not targeted to an employer or for an employment goal. He had no cover letter and did not understand what should be addressed in the document. Dhaval also needed to learn how to interview. He had a good understanding of networking techniques but he was unsure about Canadian customs and business etiquette. His credentials were not entirely recognized by CACB since his entire education and certification came from outside of Canada.

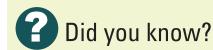
Dhaval needed help understanding the labour market and to gain more clarity on his path into construction. During the assessment and planning stage, Dhaval's counsellor reviewed his work history and identified his strongest transferrable skills, providing a few possible positions within the construction field that

would be a match. Under the guidance of his counsellor, Dhaval gained competencies in networking, social media for job searching, resume writing and interview skills.

For Dhaval's success, the most beneficial part of the Career Paths Program was learning about Canadian workplace culture and workplace communication skills as he struggled the most with new cultural values, networking rules and workplace etiquette. Dhaval was very active and engaged in all his learning and within 3 months, secured a job as Job Captain — Construction and Design for A&W. The job is in the area of project management, where he leads a team of designers and utilizes his skills as an architect to build and rebuild the company locations earning a very impressive salary.

Dhaval Quoted:

"All of my one-on-one interactions with Michaela (regarding my interview techniques & tips, regarding my resume review and updates and all my discussions right from the first meeting that I had with my employer till the negotiations) were very, very helpful. I would have surely stumbled multiple times had I not received her honest and productive feedback, which I took very positively and tried to improve upon my skills to perform better and grab the opportunity. Overall, she was an amazing support and someone to rely upon whenever in doubt. I had that level of comfort to call her for any small thing, which might look silly and people might judge you if you asked it to someone, but Michaela was always open to any questions and took it all with most sincerity even in the worst of her personal time. I think she was the most helpful part of the entire process. I am happy to have known someone like her."



Demographic Information:

Surrey geographically is the largest city in British Columbia. Surrey is expected to become the largest city in BC with 760,000 residents by 2041. Additionally, while the number of immigrants to BC has been declining since the 1990s, the immigrant population in Surrey has increased by 63.7% between 2001 and 2011, significantly higher than the increase of 23.7% for Metro Vancouver.

Newcomers come for many different reasons. In BC, in a typical year, about 60% come as skilled workers. Approximately 1 in 3 arrive within the family class to reunite with their relatives. In BC only about 5% of newcomers come as refugees. Currently Surrey receives 26% — more refugees than any other BC municipality.



Surrey's share of regional growth between 2006 -2011



Immigrant population of Surrey



Percentage of Government Assisted Refugees who settled in Surrey between 2010-2012

Top five languages spoken at home by Surrey immigrants:



^{*}Source: surreylip.ca/fact-resources/demographic-information

Business Centre

Are You a Newcomer Starting a Business? Let the Surrey Board of Trade help you!

The Surrey Board of Trade Business & International Centre offers services such as:

Name Approval Requests, OneStop Business Registrations for Proprietorships
and Partnerships, Certificates of Origin, Company Searches for small claims and
lawsuits, Federal Government on-site assistance by the Office of Small and Medium
Enterprises, and more!

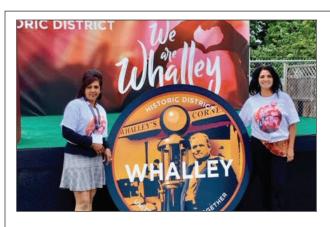
Located in the Surrey Board of Trade office at #101-14439 104th Ave, Surrey, BC P 604.581.7130 | F 604.588.7549 | TF 1.866.848.7130

info@businessinsurrey.com

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SURREY BOARD OF TRADE - AROUND THE CITY & REGION







Congratulations to Charan Sethi and the Tien Sher Group from the Surrey Board of Trade for revitalizing Whalley in Surrey. It was a historic occasion with the beginning of a new Flamingo development that recognizes Whalley's history and heritage.



SURREY – WHERE THE OIL & GAS INDUSTRY HAPPENSTerry Abel, Executive Vice President, Canadian Association of Petroleum Producers (CAPP) provided an update and overview of the state of the oil and gas industry at Surrey Board of Trade's 55th Annual General Meeting.



CONNECTIONS HAPPENSurrey Board of Trade with the Taiwan Director-General and the Fountana Group at the ground breaking ceremony of a Surrey City Centre investment focused on livability.



SURREY – WHERE INTERNATIONAL TRADE HAPPENS
Surrey Board of a Trade Business & International Trade Centre Manager
Melissa Peel at Export Development Canada's Reception in Vancouver
with Mairead Lavery, CEO, and Bryan Hughes, District Manager of EDC.



SURREY – WHERE BUSINESS NETWORKING HAPPENSHeather Booth and Indra Bhan at the BCBusiness Magazine Top 100
Luncheon at the Fairmont Hotel Vancouver, featuring entrepreneur Jim Treliving of Boston Pizza.



SURREY – WHERE GOVERNMENT ADVOCACY HAPPENSSurrey Board of Trade presenting to the Select Standing Committee on Finance and Government Services for the BC Budget 2020 Consultation focusing on Surrey priorities for business.



Congratulations to the new Board Chair of the Surrey Board of Trade for 2019-2020, Mr. Doug Tennant.



SURREY – WHERE REGIONAL BUSINESS HAPPENSMoiez Babar with Vibhore Arora of Amazon. Surrey Board of Trade had the opportunity to visit Amazon's new fulfillment centre coming to Tsawwassen, a major push forward in providing more efficient and effective delivery options to the Lower Mainland.



SURREY – WHERE INDIA BUSINESS CONNECTIONS HAPPEN
Melissa Peel, Surrey Board of Trade Business & International
Trade Centre Manager met with Anuj Bhasin, Trade Commissioner,
Education Government of Canada, based in New Delhi, India at the
Surrey Board of Trade.



SURREY – WHERE ENERGY LEADERSHIP HAPPENS
West Village Energy Centre opened as Surrey's first permanent district energy centre and home to Surrey City Energy, the city-owned energy utility. The Energy Centre is key to the City's long-term vision of a community fueled by renewable energy and a large step towards improving energy efficiency, reducing greenhouse gas emissions and providing more competitive and sustainable energy pricing for Surrey.

JULY - AUGUST 2019



SURREY BOARD OF TRADE - AROUND THE CITY & REGION



SURREY – WHERE MEDIA AND BUSINESS CONNECTSurrey Board of Trade media interview with Harjinder Thind of RedFM. Balraj Mann, Surrey Board of Trade Director, joined the



SURREY – WHERE BUSINESS HAPPENSSurrey Board of Trade's Moiez Babar with Josh Weston and Tyler
Mooi at TELUS Pitch at Surrey City Hall. \$100,000 cash to be awarded at the TELUS Pitch Live Summit on July 30 + \$10,000 will be donated on behalf of the winner to TELUS Friendly Future Foundation.



SURREY – WHERE REGIONAL NETWORKING HAPPENSSurrey Board of Trade at the UDI luncheon featuring Vancouver Mayor Kennedy Stewart at the Hyatt Regency Hotel.



SURREY – WHERE INNOVATIVE RCMP PARTNERSHIPS HAPPEN

Newton BIA's Newton Talks event with A/Staff Sgt. Trevor Dinwoodie, focused on the RCMP Mental Health Outreach Team.



SURREY - WHERE BUSINESS & COLLABORATION HAPPENSSurrey Board of Trade's Indra Bhan at the Open House of the Surrey-Cloverdale WorkBC Centre.



SURREY - WHERE YOUTH SUPPORT HAPPENS
Surrey Board of Trade's Business & International Trade Centre
Manager Melissa Peel congratulates Pacific Community Resources
Society on the opening of their city centre youth hub.

WOTK D Centre



 $\begin{array}{l} \textbf{SURREY-WHERE GOLF, YOUTH ENTREPRENEURSHIP AND} \\ \textbf{BUSINESS SUPPORT HAPPENS} \end{array}$

An over-sold Surrey Board of Trade Golf Tournament, June 6 at Morgan Creek Golf Course, benefitting the SBOT Youth Entrepreneur Program. Thank you to New Great Land Development for their presenting sponsorship. And thank you to our Godfather, the Surrey Board of Trade Golf Team Chair Steve Stew for his amazing support!



SURREY - WHERE BUSINESS & COLLABORATION HAPPENS

Congratulations to MOSAIC on the opening of their new South Surrey - White Rock WorkBC Centre. It takes business to be a partner to ensure positive outcomes for job seekers. Great to see Ritu Khanna, Executive Director, South Surrey/White Rock Chamber of Commerce, and BC Social Development & Poverty Reduction Minister Shane Simpson as well in Surrey!



BM Group of Companies at the Paddle Against Breast Cancer hosted by the Fiji Canada Professional Women's Network Society.



SURREY – WHERE INFRASTRUCTURE INVESTMENTS HAPPEN

Surrey Board of Trade speaking in support of the Roberts Bank Terminal 2 Project to the Federal Review Panel Secretariat, Roberts Bank Terminal 2 Project for the Canadian Environmental Assessment Agency. Canada needs to invest in its port infrastructure.



SURREY – WHERE CONNECTIONS HAPPEN
Surrey Board of Trade with Delta Councillor Lois Jackson,
NEWS1130 & CityTV at G&F Financial on Nordel Way.

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SURREY BOARD OF TRADE - AROUND THE CITY & REGION



SURREY - WHERE INTERNATIONAL TRADE HAPPENS

A visit from Turkey clean tech companies. Surrey was chosen, in addition to Montreal and Toronto, as one of the short-listed destinations for their formal trade mission later this year. Let's see which city they choose!



SURREY – WHERE MEDIA CONNECTIONS HAPPEN

Surrey Board of Trade at the BC Legislative Dialogue at the BC Chamber of Commerce Convention with Simi Sara, Bill Good, Vaughn Palmer and Keith Baldrey.



SURREY – WHERE HOUSING CONVERSATIONS HAPPEN

Surrey Board of Trade with the News1130 Team at their first Town Hall in Metro Vancouver focused on housing affordability. The purpose is to build engagement on key economic issues. This Town Hall was at Surrey's G&F Financial on Scott Road and Nordel Way.



SURREY - WHERE TOURISM = JOBS

Surrey Board of Trade with Canada's Minister of Tourism, Official Languages and La Francophonie Mélanie Joly at the BC Chamber of Commerce Convention.



SURREY – WHERE FUN HAPPENS

Surrey Board of Trade at the BC Chamber of Commerce Chair's Gala. Yes, we do have some fun!



SURREY – WHERE FEMALE ENTREPRENEURSHIP HAPPENS

A lot of fun and amazing networking activities at the Valley Women's Network Lunch.

ities.





SURREY- WHERE INNOVATION HAPPENS

Anita at the ground breaking of the new Whalley Legion in her roles as an Honorary Captain of the Royal Canadian Navy and CEO of the Surrey Board of Trade. The innovative housing development at the Legion Veterans Village will also house Canada's first centre of excellence for treating PTSD and mental health of veterans and first responders. Great to see Charan Sethi of the Tien Sher Group as well.



SURREY – WHERE FRIENDSHIPS HAPPEN

Farewell party for the Sheraton Guildford's Matthew Titterton. Best wishes from the Surrey Board of Trade on your new journey with your family in Ottawa.



SURREY – WHERE COMMUNITY SUPPORT HAPPENS

Surrey Board of Trade running in the Centre for Child Development Run, Walk and Roll Fundraiser with Steve Stew, Stew Consulting Services (Land Development, Acquisitions, Consultation) and Gerard Bremault of the Centre for Child Development.



SURREY – WHERE BUSINESS INSPIRATION HAPPENS

Surrey Entrepreneur Showcase - the Entrepreneurial Journey of Sandra Christian, Creative Kids Learning Centers; Graeme Huguet, My House Design/Build Team; and Raveena Oberoi, Just Cakes Bakeshop, hosted by the Surrey Board of Trade and Startup Surrey.



SURREY BOARD OF TRADE - AROUND THE CITY & REGION



SURREY – WHERE SPORT AND BUSINESS PARTNERSHIPS HAPPEN

The Surrey Board of Trade's Moiez Babar at the 2019 multi-chamber event hosted by the Vancouver Whitecaps FC with President Bob Lenarduzzi



SURREY – WHERE BUSINESS HAPPENS

Surrey Board of Trade launching StartUp Surrey at the StartUp Canada Awards in Vancouver.



SURREY – WHERE THE LIFESCIENCES INDUSTRY HAPPENS

Surrey Board of Trade speaking at the LifeSciences BC Industry Reception at Civic Hotel. Improving lives through health technology innovation in Surrey.





SURREY – WHERE CANADIAN COMPANIES PAY ATTENTION TO TRANSPORTATION

Surrey Board of Trade speaking at the P3 Hub Canada Conference . First Panel Topic: Understanding the political risk associated with infrastructure projects. Second panel focused on future transportation innovation and automation. A national convention organized by the Canadian Council for Public-Private Partnerships.



SURREY - WHERE WE HONOUR OUR VETERANS

Cloverdale Veteran's lunch with Senator Yonah Martin. The students of Surrey's École Salish Secondary came up with the brilliant idea of having an event to honour veterans. We have our freedoms today because of their service to our country. Anita Huberman is an Honorary Captain of the Royal Canadian Navy, appointed by Canada's Defence Minister.



SURREY – WHERE EDUCATION INVESTMENTS ARE NEEDEDSurrey Schools Coalition met with the Surrey NDP MLA's to figure out a pathway to catch up with needed school investments in Surrey. Surrey Schools Coalition - a unique grassroots collaboration between business, parents, and developers.



SURREY – WHERE GIVING HAPPENS

At the Surrey Food Bank Breakfast, an annual power hour of giving to those in need in Surrey. Surrey Board of Trade attends each year. The Surrey Food Bank serves 14,000 clients each month including babies. Please donate to them if you can.



SURREY - WHERE CANNABIS INVESTMENTS ARE NEEDED

The Surrey Board of Trade hosted a business breakfast with Dr. Terry Lake, former BC Minister of Health and VP of Corporate Social Responsibility at HEXO. The keynote focused on the impact of cannabis legalization, job creation and business opportunities locally and globally.





SURREY – WHERE TRANSPORTATION INVESTMENTS ARE NEEDED

At the Newton BIA Newton Talks Series, focused on transit investments with Philip Aguirre of the Newton BIA and Jeff Busby of TransLink.



 ${\bf SURREY-WHERE\ BUSINESSES\ EXPAND}$

Surrey Board of Trade with Mr. Dharam Kajal, CEO, Westridge Engineering & Consulting Ltd. Congratulations on their new office space in Surrey. Unit #215, 12992 – 76 Avenue.

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SBOT MEMBER ANNOUNCEMENTS, AWARDS AND EVENTS

DP World PLC announces the acquisition of **Fraser Surrey Docks.** Fraser Surrey Docks is a large, multi-purpose marine terminal located in the greater Vancouver area of British Columbia, Canada. It operates over 1,200 meters of berth and 189 acres of yard and is one of Vancouver's major steel import terminals. It also handles over 1 million tons of grain and serves several container lines. Sultan Ahmed Bin Sulayem, Group Chairman and CEO, DP World, said: "We are pleased to announce the acquisition of Fraser Surrey Docks, which complements our footprint in the west coast of Canada. We are seeing increasing demand from our customers for multipurpose facilities in the region and we believe Fraser Surrey Docks has the relevant infrastructure and is in the right location to service this demand. We look forward to bringing DP World's world class productivityenhancing terminal operations to Fraser Surrey Docks."

Orange Oranges Technologies is looking for an External Advisor to their Board. The Advisor would have expert level knowledge, understanding & links to the local market in the Lower Mainland & Greater Vancouver, in the areas of manufacturing, lumber, construction, and ports. Contact atul.s@orangeoranges.ca.

Congratulations to Nancy Reyes as she joins the Civic Hotel in the role of Sales & Catering Coordinator.

Global Road Warrior is a comprehensive database through

surrey Libraries website: the Surrey Libraries website: surreylibraries.ca. Arranged by country, each of the 175 countries

begins with an overview of the country, then goes on to provide further information on various subjects - business culture, security when travelling, embassies and consulates, money (currency), language, communications, culture, education, food and recipes, history, holidays, historic famous people, music, national symbols and religion, to name a few of the 119 topics covered. The information found here can be important for a number of purposes – for business or personal travel, to facilitate international business transactions, as an aid in diplomatic interactions, or for students of all ages studying different countries or working on assignments related to international issues. All you need to access this database is a computer with an internet connection, be a resident of Surrey and have a Surrey Libraries card, which is free at all of their 9 branches.

BOBB LAW: Advice, Advocacy & Dispute Resolution

has an "Initial Consultation by Donation" which is an initiative that provides people with access to legal advice so that they can make informed decisions while providing a donation in exchange for legal advice. The donation goes to the Surrey Food Bank. bobblaw.ca

Congratulations to the Semiahmoo Arts' new Executive



Director, Dr. Ulduz (Ulee) Maschaykh. She comes to Surrey and White Rock with an impressive resume that includes Bachelors, Masters and Doctorate degrees from the University of Bonn, and work as a Postdoctoral Research Fellow at McMaster University in

Hamilton, Ontario. She has also served as a Visiting Fellow at both UBC and the University of Auckland in New Zealand and, latterly, worked with many Metro Vancouver non-profit organizations, including the Downtown Eastside Centre for the Arts, the Heritage Vancouver Society and the Dr. Sun Yat-Sen Classical Chinese Garden in Vancouver's Chinatown.

Delta Community Living Society (DCLS) is a local partner for the MentorAbility employment initiative. If your business is interested in mentoring a job seeker with a disability for a few hours or a whole day, please contact Sharrie Dahl at DCLS by email sdahl@dcls.ca or 604-230-2265.

NYIT Vancouver is thrilled to announce the following achievement awards recognizing faculty from their School of Management: Frank Lorne – 10 years, Amba Sekar – 10 years, and Petra Dilling - 10 years.



New to the **HealthTech Connex** Team is Robin Norris, VP, Sales & Marketing and Glen Antonuk, VP, Business Development.

Locally owned marketing agency, **DRIP Marketing**, is filming the documentary "Unconditional" on abandoned and abused orphans in Manzanillo, Mexico. The film release is scheduled for January 2020, which shows unique orphanage using artistic expression programs to heal children's emotional traumas. More info: dripmarketing.com



Businessman and Philanthropist **Perminder** Chohan's new book, 'My 10 Secrets to Success' is an inspiring guide for those who want to achieve success in their lives. The book traces Perminder's life from growing up in poverty in a small Indian village to his current position as a

successful financial services expert in Canada. All proceeds from the book sales will be given to charity via the Perminder Chohan Foundation. The book can be found on Amazon at amazon.ca.

LandlordBC, in partnership with the Province of British Columbia, will be launching a series of regional workshops starting this fall to engage landlords in their communities. Date and location updates will be posted on landlordbc.ca/news

The Salvation Army Community Engagement Office has opened up in Surrey. This office is new to the area and they want to partner with you in serving the community. glynden cross@can.salvationarmy.org or diane_cross@can.salvationarmy.org

De Jager Volkenant celebrates a move to brand new law offices in Cloverdale (#211 – 17660 65A Avenue) and is pleased to welcome Brayden Volkenant to the team as a new associate lawyer. dejagervolkenant.com

Congratulations to Westamp - Westminster Rubber Stamp on their 50th Anniversary. 113-13030 76 Avenue. westamp.ca



Be a part of transforming surgery in Surrey with the Surrey Hospital Foundation. Surrey Memorial Hospital is the busiest **SURREY HOSPITAL** surgical site in the Fraser Valley, serving FOUNDATION 1.8 million residents. Last year their team of 68 surgeons performed 21,240 surgeries,

with 60% of those for cancer and 1,200 of them for children. Surrey Hospital Foundation is partnering with Fraser Health with an investment of \$10 million to help renew 10 operating rooms with state-of-the-art equipment and technology. This renovation will bring more of the very best and most innovative technology and equipment to Surrey, which will attract and retain top surgical talent. Please donate so that they can meet their goal. surreyhospitalfoundation.com/surgery



The Surrey Board of Trade is a marketing sponsor of Cops for Cancer, an exciting annual event that takes place each Fall. Over a hundred law enforcement and emergency services personnel from across the country

brave all types of weather as they cycle up to two weeks to raise funds for life-saving pediatric cancer research and caring support programs provided by Canadian Cancer Society. Childhood cancer is the number one cause of disease-related death in Canadian children under the age of 15 years, and 2 out of 3 childhood cancer survivors suffer long-term side effects from their treatment. CCS is taking action against childhood cancer by funding high-quality pediatric cancer research and providing information and support to those families living with pediatric cancer. Give today at copsforcancer.ca

Laurel Place invites everyone to their annual Winter Craft Fair this November 22, 2019 from 11:00am-3:00pm at 9688 137A St. Gifts, food vendors and fun. cozycornernews@gmail.com

Lark Angels Foundation warmly welcomes you to join them in their annual Fall fundraiser gala this September 20, 2019 from 6:00-10:00pm at the Sheraton Hotel in Surrey. Buffet dinner, Elvis Elite as entertainment, and a night of networking Tickets are \$100.00 per person with all proceeds go to the upcoming Sensory Stimulation Room to be completed this Fall at 9688 137A Street, in Surrey. cozycornernews@gmail.com



Congratulations to Dr. Greg Thomas, President and Owner of G3 Consulting (an environmental science research and consulting firm in Surrey), and past Chair of the the Surrey Board of Trade, who has been appointed as a Board Director of the BC Chamber of Commerce. The BC Chamber

of Commerce is the largest and most broadly-based business organization in British Columbia. Representing more than 125 Chambers of Commerce and Boards of Trade, and 36,000 businesses of every size, sector and region of the province, their advocacy centers on the promotion of BC Chamber policies, which members develop annually through a unique, grassroots policy-development process.



107.7 Pulse FM, the only independent radio station south of the Fraser, is currently running their 'Light It Up' contest—giving you the chance to win \$10,000 worth of lighting for your Office. Enter here: pulsefm.ca/win by July 18.



Gateway Tax Services is proud to announce the recent election of Andrew Adolph, CPA CGA to the Board of Directors for the Burns Bog Conservation Foundation. Advocating for the preservation of Burns Bog and educating the public about ways to live better with nature.



Moving Forward Family Services (MFFS) provides lowbarrier counselling service to anyone who needs it. Please support MFFS by attending its 4th Annual Fundraiser on Friday October 25, 2019 at Crown Palace Banquet Hall. Email gary@mffs.ca or 778-321-3054 for tickets.



PICS is hosting the Mega Job Fair at North Surrey Recreation Centre on August 8, 2019 from 10AM to 3:30PM. This event has proven to be successful for over 12 consecutive years for both the employers and job seekers. pics.bc.ca

Community Savings Credit Union is pleased to welcome **Kevin Tan** as CSCU's Business Development Manager. Kevin joins CSCU after 10 years with Westminster Savings as a Business Relationship Manager. To contact Kevin: 778-883-5727

comsavings.com



SURREY – WHERE INTERNATIONAL TRADE HAPPENS

WINNER ANNOUNCED 2019 SURREY INTERNATIONAL TRADE AWARDS

The 11th Surrey Board of Trade, Surrey International Trade Awards Reception took place on May 9th, with keynote speaker, Hon. James Gordon Carr, Federal Minister of International Trade Diversification. The event was attended by over 200 business people from Surrey and the Lower Mainland to celebrate Surrey's import and export companies. The Surrey Board of Trade proudly presented award to:



Winner: Northwest Mettech Corp.

Northwest Mettech Corp., a privately-owned company, was incorporated in 1990. It manufactures advanced plasma thermal spray coating equipment, and provides expert coating service, support and development to customers from a wide range of industries including aerospace, automotive, energy, printing, pulp & paper, mining, and metals & metal processing. Mettech's industrial clients include China, Korea, India and the United Kingdom.



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NOW-Leader

International Ecosystem Support: ExportSpark - Expand your business globally

Have you thought about expanding your business to global markets? Perhaps you have, but don't know what country to explore or how to get started. The Canadian government is signing new international trade agreements. Opportunities for small, medium and large businesses to expand globally can be found through the unique Surrey Board of Trade International Support Ecosystem called:

Different from other programs that are only offered online, or demand a large financial investment, this program gives participants a target market and an action plan for a small financial investment. In-person and in Surrey, participants won't have to leave their city for valuable support.

The Surrey Board of Trade ExportSpark International Support Ecosystem is an in-

class training program in partnership with Channelspark, a trade consulting firm with over 25 years of experience.

By participating in this program, you will receive:

- a company assessment;
- a 2 hour in-class training session;
- an analysis of your export readiness;
- a review and exercise of your company's value proposition;
- a website review; and
- an additional hour of individual one-on-one mentoring following the in-class session.

To schedule a date please contact melissa@businessinsurrey.com

Time: 8:00am -10:30am

Location: Surrey Board of Trade Conference Room (#101 - 14439 104 Avenue Surrey) **Admission:** Surrey Board of Trade Members -\$199.00 + GST; General Admission - \$249.00 +

GST

Outcomes for participants include:

- A clear plan of action and next steps to take your business to global markets;
- An executive summary report with recommendations on next steps;
- Recommendations for your export plan;
- "Best-fit" first country market to explore;
- Outline of critical country information and market conditions; and
- Overview and information about the Trade Commissioner Service and the CanExport program.

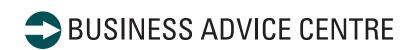
To qualify for this program, your company should already be selling domestically with a proven product or service.

For more details about the Surrey Board of Trade ExportSpark International Ecosystem please contact Melissa Peel at melissa@businessinsurrey.com. Let the Surrey

Board of Trade be a part of your International Support Ecosystem.



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2019 Canadian Consumer Insights Survey

Return on experience is a metric that businesses can't ignore



From retail to health care, consumers are more demanding than ever. In this consumer-driven market, it's time for a new metric to measure success.

Most, if not all, businesses use return on investment (ROI) to do this, but return on experience (ROX) probably

isn't as familiar. PwC's Global Consumer Insights Survey 2019 (GCIS) found that measuring ROX will help companies understand the return they're getting on an investment made into parts of the organization directly related to how consumers interact with their brand. Because consumers are so discerning, most organizations need to invest far more in customer experience (CX) than what's being done now. CX and employee experience (EX) are pivotal to the success of any modern enterprise. They can be the

main differentiator between those who disrupt their competitors and those who are disrupted by them. The Digital IQ—Canadian insights report revealed that of the top financially performing organizations, 91% globally had an executive in charge of EX, compared with 74% in Canada.

Six imperatives for improving ROX

1. Fuse CX and EX: customer experience exists in a feedback loop with employee experience. 2. Convey shared values: fusing CX and EX is easier when the two groups share the same values associated with a particular brand or organization.

3. Find 'magic moments':
focus on 'magic moments'
with customers to create
loyalty and build a
relationship over time.

4. Understand customers:
use proprietary data to
gain valuable insights into
customer behaviour to
offer personalization.

5. Treat data respectfully: customers will take their

business elsewhere if they feel a company is not protecting their data.

6. Win the trip: understand what customers are trying to experience and make it easier for them to do that with ease of navigation on your website, breadth and quality of selection, price, quality of advice and exclusivity.

For more information: pwc.com/ca/en/industries/ retail-consumer/consumerinsights-2019.html

Canada Revenue Agency Releases Trying to Serve Business Better Report

The Honourable Diane
Lebouthillier, Minister
of National Revenue,
released a report on the
Canada Revenue Agency's
2018 Serving You Better
Consultations with Small and
Medium Businesses.
CRA senior officials met with
small and medium businesses
and accountants, and
partnered with CPA Canada
and the Canadian Chamber
of Commerce to host 21

sessions in 17 cities across Canada.

Sessions with small and medium businesses took place through the local boards of trade/chambers of commerce in Surrey (Surrey Board of Trade), Whitehorse, Fredericton, Saint-Georges, Red Deer, Yellowknife, Sydney, Saskatoon, Iqaluit and Tillsonburg.
What follows is a list of the top 10 recommendations from

the consultations with SMEs:

- Sign-up to receive an email confirmation when the CRA receives a document or a payment;
- 2. Upload up to 10 documents at once in the submit documents online service;
- 3. A new "pay" button in the online portals will allow businesses to pay outstanding balances with

the click of a button;

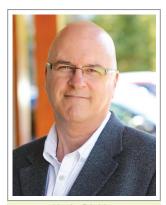
- 4. Expand the Liaison Officer service to incorporated businesses;
- 'Represent a Client' will be available for estate accounts;
- 6. The Dedicated Telephone Service for tax preparers will become a permanent program;
- 7. Business owners and their representatives will be able to print certain types
- of remittance vouchers;
 8. A new Canada.ca page should be created that lists all CRA services available for businesses;
- Correspondence about objections will be available in the CRA's online portals; and
- Businesses will be able to watch new informational videos related to taxpayer relief and objections.

Track how the CRA is helping small and medium businesses: canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/small-medium-businesses-canada-revenue-agency-committed-serving-you-better/serving-you-better-crahelping-small-medium-businesses.html





Addressing Trauma in the Workplace



Kevin Diakiw

It's a growing problem in today's workplaces and remains shrouded in myth and misinformation.

Sadly, this isn't anything new.

Trauma has historically been one of the most misunderstood mental health issues.

First described as hysteria, it was originally thought to be the sole problem of women.

Then during wartime, it was described as shell shock, and by at least one General, the realm of "malingerers" who he threatened to lock up in the brig

It's only since 2005 that vicarious trauma (that one experiences by seeing traumatic events) has been included in the DSM5, a diagnostic manual for mental health.

We've come a long way, but there's also a long way to go in properly addressing unintegrated trauma

Trauma is now being increasingly seen in the workplace, particularly among first responders, including police, fire, paramedics, nurses and doctors to name a few.

I was recently at a Surrey Board of Trade workshop on mental health, and many of the people attending were outreach workers and social service providers in Surrey. They are witnessing things most people shouldn't have to see. And they are feeling the effects of vicarious trauma

As in most maladies, early intervention is key. If your workplace doesn't have a Critical Incident Stress Management (CISM) response, it should develop one quickly.

Trauma therapists should be on the speed dial

of most workplaces, and employees in high-risk professions should be encouraged to develop a good relationship with one early, should they be needed.

A full 30% of people experiencing trauma will develop post-traumatic stress disorder over time. This can be mitigated greatly with good self-care and an effective CISM response. More information can be found at the provincial website phsa.ca under the services tab. Best to set up early. Delay can be costly, both for staff and for the bottom line.

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

You've Networked. Now What?



Margaret Page

You've just come home from a productive networking session: you made great conversation, struck up a rapport with a few

other guests, and collected their business cards.

Now what?

It's time to turn those cards into valuable relationships. Sound like a tall order? The secret is adding value to your new contact's life. How can you help him or her reach their goals? By approaching your new contact in a genuine, service-minded way, you'll build professional friendships that will last.

Stack your new cards in the order you received them. This will help you recall details about each person you met. Write what you recall on the back of each card for easy reference.

Add them to your contact list. It might seem a bit redundant to both list memorable traits and transfer information into your contact list, but this extra step will solidify each person in your mind and make it easier for you to reach out.

Start friending. Search for each person on your favorite social media channels and add them as friends. Follow up with a short note that will remind your new contact of your conversation.

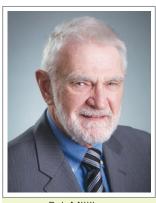
Be helpful. I like to send my new contacts books or links to articles I've written. You might have a helpful product or specialized service you can offer. Whatever it is, be genuine — offer it from a place of service.

Reconnect in person. Take your new contact out for coffee or lunch with the goal of getting to know him or her better. Listen carefully, keep an open mind, and you'll discover even more ways to connect!

Networking is just the start — following up is where real relationships begin. If you approach your new contacts with an open mind and a giving heart, you'll be well on your way to developing contacts that will open doors and expand your mind.

Margaret Page has founded several specialized companies, including Beyond the Page Coaching, Etiquette Page and Page the Coach.

Building Your Successful YouTube Channel Is Easy When You Follow These 6 Proven Strategies



Bob Milliken

Make no mistake. YouTube has become a serious marketing platform for business to promote content in a truly visual and highly engaging way.

Over 300 hours of video are uploaded to YouTube every minute! Almost 5 billon videos are watched every single day, making YouTube the second most visited website in

the world, second only to Google. YouTube is an extremely powerful tool for you to increase brand awareness, drive more traffic to your company sites, and reach a broad global audience.

Here are what I consider to be six core strategies of a successful YouTube channel: **Consistency -** The most successful YouTube channels post new videos regularly, some as often as once or twice a day. Frequency and consistency ensures subscribers are constantly reminded of the channel and are provided with more chances to interact with your company.

Use an Angle – Find an angle for your videos that sets you apart from the crowd. For example, if you have a cooking channel, creating videos that share recipes and cooking techniques alone won't be enough to set you apart from the crowd. However, a channel that goes beyond to include a discussion on wine pairing and / or regular appearances of

internationally recognized chefs might make a difference to the subscriber base.

Quality Content - The quality of your videos plays a vital role in your success on YouTube. If your content doesn't look professional, viewers won't take you seriously. This is especially critical if you are trying to launch a YouTube channel for your business. Make sure the equipment you use is high quality, whether it's your smartphone that can shoot 4K video or an inexpensive HD video camera.

International Content – Along the way YouTube has become an international craze. If English is not your native language, not to worry, focus on the language that is native to your business and central market, and you'll do very well on the platform.

Incorporate Your Products into Your Videos - One of the primary reasons why businesses turn to YouTube is to add another

channel to their marketing strategy. Don't be afraid to incorporate your products into your videos, but do it quietly. Remember you're not selling on YouTube, you're informing. No need to yell here.

Deliver Entertainment - The majority of successful YouTube channels have found a way to incorporate some type of entertainment into their content. Entertainment means engagement, engagement nurtures subscriber loyalty, and loyalty satisfies the know-like-trust rule of sales.

Finding your groove and determining how you want to present your message will take serious thought. But don't wait. If you're serious about your marketing, you simply can't ignore YouTube any longer.

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

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SURREY – WHERE ARTS & CULTURE HAPPEN

SURREY ARTS & BUSINESS AWARD WINNERS 2019



The Surrey Board of Trade announced the winners of the 3rd Surrey Arts & Business Awards on June 14, 2019. The event drew Surrey's business community, artists and BC's Minister of Tourism, Arts and Culture, Lisa Beare, to celebrate Surrey's creative industry.

"Celebrating arts and culture in Surrey enhances the Surrey Board of Trade's ability to support and attract business," said Anita Huberman, CEO, Surrey Board of Trade. "We need arts and culture to be a priority because it enhances the city's livability - making it a part of the economic development paradigm."

The Surrey Board of Trade proudly presented the following awards:

Arts and Innovation Award Category Winner: Brotherhood **Dance Crew**

Founded by Scott Forsyth in the basement of a Surrey church in 2011,

Brotherhood is a 15-member all-male hip hop group, incorporating storytelling in their performances, known for being one of the most entertaining and synchronized dance crews in the world. 11 of Brotherhood's 15 dancers call Surrey home Brotherhood performs and competes internationally, winning numerous dance titles. For example, they won first-place at the Vibe Dance Competition in Costa Mesa, California. Brotherhood was featured on NBC's World of Dance Season 2. They say that dance is a tricky sport/ art; it's subjective and is judged based on the opinion of others. Their philosophy is: "Don't take yourself too seriously and never let the opinions of others determine your self-worth. Just keep creating, inspiring, and remember your purpose."

Cultural Ambassador Award Category Winner: Renée Sarojini Saklikar



Renee's role as the first Poet Laureate from 2015-2018 was significant because it built support and awareness to the literary arts in Surrey. She continues to inspire and nurture young writers through her work as the 2019 Surrey English Teachers' Association (SETA) Writer-in-Residence, offering workshops to teens at high schools throughout Surrey. Renée demonstrates her passion for connecting people of all ages and backgrounds through poetry. She mentors diverse writers and writing groups including the Cedar Bark Poets in Newton Grove. In addition, she mentors residents at the Surrey Pretrial Services Centre, helping to break down barriers to bring people together to share in the joys of storytelling and writing.

Philanthropy Award Category Winner: Charan Sethi

Charan Sethi and the Tien Sher Group of Companies have been strong supporters of Surrey, particularly in Whalley. Through his efforts, in partnership with others, Whalley was recognized and created as a historic district. His support of the Flamingo Square Arts Initiative and its integration of supporting live music has been instrumental in making Surrey a music city. Charan is a leader in his support of arts, music, theatre, education and cultural experiences by building spaces that enhance the cultural livability in Surrey.

Legacy Award Category Winner: Chris Thornley

Chris is a talented artist and musician dedicated to the growth and appreciation of Surrey's creative industry. Not only did he make Surrey home to his creative agency for almost 39 years, he has also spent countless hours volunteering his time on community boards and sharing his musical talent throughout Surrey. He may have retired from the 9am-5pm agency life in 2018, but he has no plans

to stop contributing to the arts in Surrey. In fact, he has spent even more time supporting arts and music over the past year. He works closely with the Surrey Food Bank, Surrey Libraries and the Surrey Arts Centre including their 'Stand Up for the Arts' campaign. His art (in various forms) has supported business and nonprofit organizations, helping Surrey as a whole grow as a creative destination.

Music Award Category Winner: Richard **Tichelman**

Richard has been actively pursuing a music career since the age of 14. From the Roxy Night Club to the Surrey Children's Festival, he has been hand selecting his covers and originals. For over 5 years, Richard has won awards, received scholarships and travelled across Canada and the USA to perform. He received the Don Welden Memorial Award at the Calgary Stampede. Richard has been accepted in the

CBC Searchlight Competition, released two EPs which included 7 new songs on Spotify and iTunes, and recorded 3 new songs in Los Angeles with producers 'The Trackheads'.

SBAT

Evaluation of the nominees was based on:

- The degree to which they had a positive impact on Surrey
- The number of people they served
- Their history and involvement in performances, exhibits, commissions and fellowships,
- And, their artistic and professional affiliations.

Award Sponsor:

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and 107.7 Pulse FM

Surrey Music City Centre is at the Surrey Board of Trade



The Surrey Board of Trade and FUSIONpresents work together to support musicians and those that support musicians through the Surrey Music City Centre Office. FUSION presents 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
- Helps musicians and music businesses navigate government policies and regulations
- Creates outreach strategies to the musical

community

- 4. Builds and promotes access to spaces
- Develops the musical audience
- 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.

Want to help? Please contact Anita Huberman at anita@businesinsurrey.com Check out: businessinsurrey. com/policy/music-city-surrey/



SURREY MUSIC CITY CENTRE



First Surrey Labour Market Priorities Study and Surrey Workforce Strategy



Working on Surrey's first labour study and workforce strategy.
Thank you to our Steering Committee for committing their time.
This will Drive Surrey's economy.
Surrey - Where Business Happens!

Project Overview

The Surrey Board of Trade (SBOT), with the BC Ministry of Social Development and Poverty Reduction funding, is undertaking the first Surrey Workforce Strategy Project to determine Surrey's current and anticipated labour market demand, supply and gaps

for the next 10 years. The Project will culminate in a report identifying key trends and needs, and a strategy for working with employers and other partners in Surrey to address priority labour market needs. A summary of the key findings of the research and of the vision, goals and strategies and implementation of the Surrey Workforce Strategy will be made available for the public and stakeholders for reference after the report's launch on October 17, 2019.

Key Activities

 Design a labour market research plan to include



the collection and analysis of existing and new data and a Project communication plan for approval by the Project Steering Committee;

- Conduct secondary research including a review of relevant literature and analysis of existing labour market demand, supply and gaps data:
- Develop a primary research methodology to collect new data based on an analysis of existing literature and data;
- Conduct a survey of a minimum of 100 Surrey employers to obtain

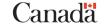
information on current and future labour demand, supply and gaps and insights on workforce challenges and solutions in key Surrey sectors;

- Conduct key informant interviews with a minimum of 10 major employers in Surrey to collect quantitative and qualitative data and insights on labour market demand, supply and gaps and possible solutions;
- Conduct key informant interviews with a minimum of 20 employers from 4 to 6 key sectors in Surrey;
- Hold a minimum of

3 focus groups, 2 for employers and 1 of other stakeholders, to validate the findings and develop recommendations for actions to address needs, priorities and gaps;

- Draft a Surrey Workforce Strategy with input from the Project Steering Committee that addresses the key labour market needs, priorities and gaps, including labour market demand and supply imbalances;
- Hold a minimum of 2 broad half-day forums of employers and other stakeholders groups to discuss and respond to the draft Surrey Workforce Strategy;
- Obtain buy-in and commitments from key employers and other stakeholders on participating in the implementation and resourcing (cash or in-kind) of the Surrey Workplace

- Strategy;
- Submit a draft copy of the Surrey Workplace Strategy to the Province for the Province's review, make any changes to the material that may be requested by the Province and obtain the Province's approval of the final version prior to the dissemination of the final Surrey Workforce Strategy;
- Complete a final Surrey Workforce Strategy and an Executive Summary of the Project to submit to the Project Steering Committee;
- Develop and launch a Surrey Workforce Strategy communication plan including presentation of it to stakeholders at a community event; and
- Transition the Project Steering Committee into an ongoing Surrey Workforce Strategy Council.





This program is funded by the Government of Canada

Surrey Board of Trade Focuses on Fraser River Industry and Destination Revitalization



At the Surrey Hot Topic
Dialogue on June 4, the Surrey
Board of Trade instigated
a focus on making Surrey's
Fraser River waterfront an
economic development hub,
and a destination.

Thank you to the feedback of our panelists, as well as to the attendees.
Panelists:

Stephen Bruyneel,
 Director of External
 Relations &



Development at the Fraser River Discovery Centre

- Jeff Scott, CEO of Fraser Surrey Docks
- Lisa Leblanc, Manager of Transportation

at the City of New Westminster

Areas of Focus:

- How the Fraser River can
 he diversified
- 2. What barriers exist to



arowth

- 3. Which businesses can thrive in this untapped market
- The socio-economic benefits that come with diversification

Next Steps: Surrey Board of Trade Development & Land Use Team and the Surrey Board of Trade International & Industry Team will instigate an action plan of ideas - we need to start now! Page 20 SURREY BUSINESS NEWS JULY - AUGUST 2019



SURREY – WHERE YOUTH LEADERSHIP HAPPENS

Fighting the Fear of Failure for Youth



In nearly every outlook of business, strong morale is inherent to success. Albeit, while triumph in such professions is indeed

rewarding, commerce has a "go big or go home" mentality which requires hefty investments of time and money. Unfortunately, the social pressure of kick-starting an initiative only to see it stagger and crumble has become a fear for many peers my age, and the thought of failure is now one of the greatest impediments to youth partaking in the fields of their interest.

Worldwide, numerous young adults have broken this barrier of cynicism by working to create a powerful brand image. Mikaila Ulmer was only 9 years old when her enterprise, Me & the Bees Lemonade, struck an 11 million dollar distribution deal with the supermarket company Whole Foods Market. At 14, Fraser Doherty became the founder of the jam

company, SuperJam, which has grown to supply over 2,000 supermarkets around the world. Australian changemaker Ben Pasternack built several successful online projects in his adolescent years such as Impossible Rush, the teen-targeted app Flogg, as well as popular video chat platform Monkey, which generated nearly \$2 million in venture capital. The instances of juvenile achievement are limitless.

There's no need to sugar coat the topic at hand - industry competitiveness is commonplace in entrepreneurship, and for a great majority of small business owners, disappointment and frustration will be a first-hand experience. However, the troubles lie when our youth neglect innovation out of self-doubt and

submit to being raised as nothing but workers. Children have become accustomed to taking safer routes in life, further fostering a fixed mindset which is petrified of bravado and boldness. Global markets thrive on economic participation, and thus for youngsters in Canada and abroad, I call on you to take advantage of your early years and to remain tenacious and tireless in your endeavours. Failure is an opportunity to learn and better oneself and should never be a limitation to intuition.

Trishant Gill is 16 years old and is a member of the Surrey Board of Trade's Youth Entrepreneurship Team.

Surrey Students Learn How to Fail – Then How to Succeed



As Frank Hurt Elementary School students in Surrey completed the final preparations for their success pitches, judges from the business community arrived in the classroom.

Jason Southwell's Grade 9/10 class has been

participating in this year's Project Enterprise, an experiential learning program where students create their own social ventures. The program is presented by the Surrey Board of Trade and operated by PowerPlay Young Entrepreneurs.

From pitch to pitch, students illustrate how they used a triple bottom line approach to create their own business models that had a focus on people, planet and profit. One team decided that a key driver for them was "to trust and respect the views of customers" and "to use easily sourced and sustainable materials." All teams chose to donate 30% or more of their profits to causes that resonated with their members.

Many of the presentations centered on what

the students had learned and how they could build on their experience. In fact, a key message was the importance of treating failures as learning opportunities. One group described a "fail" as the "first attempt in learning" and went on to explain how they used a mistake to shift gears and make changes to their sales approach. They felt their enterprise was far more successful as a result. Southwell reported that the program brought life to the material that he was covering in the classroom. "Having the opportunity to apply concepts in a real-world context was very beneficial for our class. The students got to try things out and experiment with new ideas. After launching their social enterprises, we were able to have meaningful discussions

about what worked and what didn't."
The program was being offered to Surrey schools through a partnership with the Surrey Board of Trade. "One of the greatest benefits of this initiative is the opportunity for students to connect with and be supported by our business members," said Anita Huberman, CEO, Surrey Board of Trade.

"Students appreciate getting advice on topics ranging from marketing a product and increasing profitability, to speaking with confidence and using eye contact to engage an audience."

This year's program materials for over 350 students in 15 Surrey classrooms were covered by funding from Coast Capital Savings.

The Amazing Case – Enactus SFU



work in teams of 4-5 to develop a solution to a real-world problem and present their recommendation to a panel of judges. The all-day event focused on social entrepreneurship and pushed teams of high school students to create and explore solutions for issues within our community, specifically tackling the United Nations Sustainable Development Goals.



Enactus, and the Surrey Board of Trade, acknowledges that there are no boundaries for students who want to be entrepreneurs, meet new people, and share their passions while making a difference in the community. Currently, there are 66,500 students in 1,600 teams across 36 countries around the world.



At Enactus SFU, they seek issues within our community and what others perceive as challenges, they see as opportunities to innovate. With more than 120 active members running 9 sustainable programs, Enactus SFU continues to grow and expand further into the community each year. In the past 5 years, they have dedicated over 73,000 hours to improve the lives of over 6,600 individuals.

The competition uses classical case elements to challenge critical thinking and analytical skills of high school students. Students

The Surrey Board of Trade was pleased to be

a sponsor of The Amazing Case, a one-day

competition developed by Enactus SFU. The

event was also supported by RBC and Coast

Capital Savings.



SURREY - WHERE TRANSPORTATION HAPPENS!

Cure Congestion Voter Engagement – We Need Your Help!



The Surrey Board of Trade asks businesses to take action:

Help spread our message about the importance of sustained funding for better public transit from the Federal Government. We need to demonstrate the urgent need for ongoing transportation investment in Surrey and in the Metro Vancouver region.

How can you help?

Some ways you can participate include:

- Write a letter on behalf of your organization to the 4 main Federal party
- Send an email to your local MP & candidates through and online tool at curecongestion.com
- Share Mayors' Council #CureCongestion content on your social media accounts by:
 - Updating your social media accounts with #CureCongestion banner images and/or profile photo frames
 - Sharing or retweeting Mayors' Council
 - Posting pre-written materials provided by the Mayors' Council
 - Sharing your own content and stories about congestion in the region

• Encourage individuals and organizations in your own network to show their support by sending them an email introducing the Cure Congestion campaign

Key Messages:

We are calling on Metro Vancouver voters to join us in sending a message to Members of Parliament, party leaders and candidates in the upcoming Federal **Election: We need permanent, predictable** funding for public transit so we can cure congestion and keep Metro Vancouver moving!

- The fact is, 1 million new commuters are coming to our region over the next 20 years, so we need to act now. Our transit system is already overcrowded even though TransLink has been making historic investments in new bus, SkyTrain service and other transit services. That's why we're asking Federal parties to commit to creating a permanent, predictable Congestion Relief Fund.
- With a Federal Election around the corner, this is our opportunity to secure commitments for the funding we will need to improve public transit, roads, cycling and pedestrian infrastructure. The next Government of Canada will decide whether transit and traffic in Metro Vancouver keeps getting better or gets worse.
- We need your help go to CureCongestion.ca today to send a message to your local MPs and candidates. Tell them you support better transit – for our environment, our economy, and our quality of life.
- Indicate your support of the Mayors'

Council on Regional Transportation in its proposal to establish a permanent, Federal Congestion Relief Fund. Reliable, predictable funding will make a significant impact on key issues important to my organization and the region at large, such

1. Affordability

Making it easier to get around the region means residents will have better access to affordable options for housing and transportation. Transit investments mean more options for people who may not drive or be able to afford a car.

2. Economic Growth

As the Asia-Pacific gateway and a critical link to our largest trading partner – the United States—reliable investments towards completing the 10-Year Vision would move both people and goods across Metro Vancouver more efficiently and effectively, resulting in over \$9 billion in regional economic growth that supports good jobs.

3. Climate Action

Investments in the Mayors' Council's Low Carbon Fleet Strategy will reduce GHG emissions by 80% from 2007 levels in 2050. By improving transit, pedestrian and cycling infrastructure we can help limit the number of cars on the roads – further reducing emissions and improving air quality.

4. Health

Completing the 10-Year Vision could translate to nearly \$350 million in health benefits for Metro Vancouver – a direct result of

improvements that permit people in the region to incorporate more active transportation into their daily lives.

5. Better Commutes

Just by completing the 10-Year Vision, we can provide 70% of Metro Vancouver residents -1.5 million people — with such frequent transit service they won't need a schedule.

6. Saving time

Faster commutes, fewer pass ups, and expanded services and schedules means more time spent with family and friends. Completing the 10-Year Vision would save commuters as much as 30 minutes on their daily travels.

7. More Options

- The addition of more bus, Skytrain, SeaBus and West Coast Express services will help make transit a more viable option for commuters.
- With one million new residents coming to our region over the next twenty years, we need to be ready. Growing vibrant communities and an economically prosperous region means investing in infrastructure to support that growth investments that require the support of all levels of government.
- Federal transit investments from current and previous federal governments are starting to make a difference, but the next phase of transportation projects will take years of planning. That's why the Congestion Relief Fund that would deliver \$375 million in annual, reliable, dedicated transit funding for Metro Vancouver starting in 2028. curecongestion.ca

Surrey Board of Trade Receives Confirmation from BC Transportation Minister that Ride-Hailing Can't be Prevented by Municipalities

The Surrey Board of Trade formally asked BC's Transportation Minister for clarification around municipalities authority to blocking ride-hailing to operate within boundary limits. A response was received recently indicating that the legislation introduced last Fall will give the Passenger Transportation Board sole jurisdiction over vehicle supply and operating area for ride-hailing and taxi services, preventing municipalities from passing bylaws that would prohibit ride-hailing from operating within their jurisdiction. Municipalities will still be able to regulate ride-hailing services in other ways, such as bylaws that limit where ridehailing vehicles can stop or whether they can drive in HOV lanes.

"The Surrey Board of Trade has been actively advocating for ride-hailing to be implemented, especially in the absence of transportation options in Surrey and South of the Fraser. This clarification is important to Surrey businesses to ensure a pathway towards the efficient movement of people," said Anita Huberman, CEO Surrey Board of Trade.

"I was also pleased to read in Minister Trevena's letter to the Surrey Board of Trade that she will be working in the coming weeks and months to promote greater flexibility around the key areas of regulations, raised in the report released by the Select Standing Committee on Crown Corporations. Specifically in the areas of supply, boundaries and pricing, to better prepare for the introduction of ride-hailing."

Again, the Surrey Board of Trade asked for a re-consideration of a Class 4 license, and instead allowing for a Class 5 license for ride-hailing industry participants. The Minister's response continued to indicate that Class 4 led to more public safety accountability.

The British Columbia Government has made plans to implement ride-hailing services this Fall. Ridehailing services include services such as Lyft and Uber where drivers use their own vehicle to pick up and drop off passengers through the use of an app

"Let's finally have some action on ride-hailing in British Columbia. Surrey needs it," said Huberman.

With TransLink's Decision on Late-Night Bus and Skytrain Service, Surrey Board of Trade Renews its Call for Ride-Hailing Services to be Expedited

On June 27, 2019, TransLink released the results of a year-long technical study on improving late-night transit service, indicating that there could be more buses at night, but no increase to SkyTrain service. SkyTrain hours will not be extended on Fridays and Saturdays, instead a night bus service could be extended and the possibility of an express bus. The independent study found that "the reality

is SkyTrain was not built for 24-hour service" due to high maintenance requirements. It also found the extended hours would come with a \$20-million price tag, while potentially slowing down construction on the Broadway and Surrey SkyTrain extensions.

TransLink's options for a night bus expansion, and a new overnight express bus program that would operate after SkyTrain shuts down for the night, could take some time. TransLink noted it can't begin planning for the service until funding, estimated at about \$4.4 million a year, is secured.

"Surrey is creating a vibrant night culture with

arts, restaurants, music and more. Having reliable, safe transit options to enhance Surrey's livability are needed," said Anita Huberman, Surrey Board of Trade CEO. "The Surrey Board of Trade renews its call for expedited ride-hailing implementation in a Class 5 licensing environment."

"Surrey needs transportation options in Surrey and South of the Fraser."

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SURREY BOARD OF TRADE

NETWORKING GOLF TOURNAMENT





















Nomination Deadline Friday, September 27

Small Business Award | Large Business Award

Submit nominations to heather@businessinsurrey.com

More information and submission details at businessinsurrey.com or by calling 604.581.7130

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SBOT SURREY BUSINESS NEWS

JULY - AUGUST 2019

The official newspaper of the **Surrey Board of Trade.**

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Publisher / Editor

Anita Patil Huberman anita@businessinsurrey.com

Heather Booth heather@businessinsurrey.com

Advertising

SW Media Group 604.507.8009 info@swmediagroup.ca

Delivery issues

info@swmediagroup.ca

Office

Tel: 604.581.7130 Fax: 604.588.7549 info@businessinsurrey.com businessinsurrey.com #101, 14439 104 Avenue Surrey, BC. V3R 1M1, Canada



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