

SURREY BUSINESS NEWS

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

TWO METRE ECONOMY EDITION

Surrey Board of Trade Receives \$400,000 in Funding from BC Government



Surrey Board of Trade Receives \$50,000 in Funding from Federal Government

Economic
Development Minister
Mélanie Joly
says
Surrey Board of Trade
is a
Solution-Finder!



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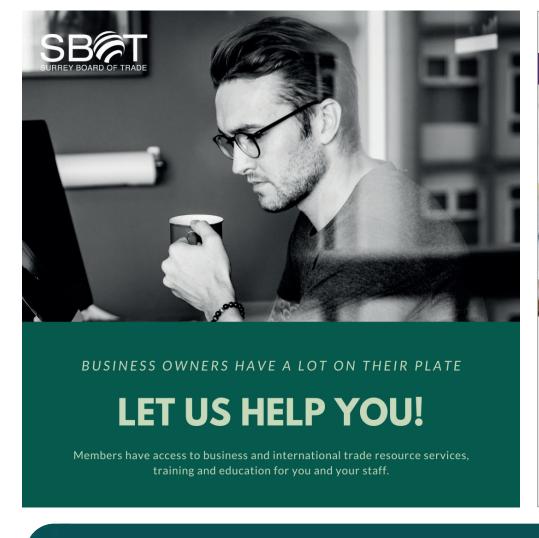
SURREY'S CITY BUILDING BUSINESS ORGANIZATION IGNORE THE RAIN - LOOK FOR THE RAINBOW



Charan Sethi
President and CVO, Tien Sher Group of Companies

As a developer and builder of homes in the historic Whalley district of Surrey for over 15 years, I never imagined navigating the uncharted waters that are currently before all of us. But we will get through this together.

We need to stay calm, help others when we can, and remind ourselves that rainbows do appear.







56th Annual General Meeting and Surrey RCMP Recognition Event













TWO METRE ECONOMY IN ACTION

Surrey Board of Trade Receives Over \$400,000 in Funding to Build Surrey Employer Capacity for COVID-19 Workforce Needs

The BC Ministry of Social Development and Poverty Reduction provided up to \$402,105 to the Surrey Board of Trade to deliver a Labour Market Partnership project that will immediately build and support Surrey employer capacity to respond to COVID-19 workforce needs.

Project outcomes include:

More Surrey employers being prepared and able to respond to the workforce-related impacts and opportunities resulting from the pandemic;

- More Surrey workers impacted by COVID-19 to be connected to re-employment, re-deployment, reskilling and sustained employment;
- More unemployed members of equity-seeking groups in Surrey

becoming employed;

- A real-time Back-to-Work Strategies Playbook that can be adapted and used by other communities and tailored to specific industry sectors;
- Ongoing real-time labour market Intelligence to support employer and service provider decision-making; and,
- Better use of and connections to government supports.

MORE: businessinsurrey.com/

NOTE: Cover: Bruce Ralston, MLA Surrey-Whalley and Anita Huberman, CEO, Surrey Board of Trade





This program is funded by the Government of Canada and the Province of British Columbia.

Economic Development Minister Says Surrey Board of Trade is a Solution-Finder

Minister Mélanie Joly, Minister of Economic Development and Official Languages, announced a \$50,000 contribution through Western Economic Diversification Canada to support the Surrey COVID-19 Pandemic Rapid Response Business Centre in delivering business economic recovery services. This contribution will help maintain the ongoing operation of the Surrey COVID-19 Pandemic Rapid Response Business Centre and support the design and delivery of more training, virtual events and economic development services for

businesses. The Surrey COVID-19 Pandemic Rapid Response Business Centre will also deliver training to at least:

- 600 female entrepreneurs;
- 300 youth entrepreneurs; and,
- 75 Indigenous entrepreneurs.

MORE: businessinsurrey.com/news

Westland Insurance Moves Head Office to Surrey

On September 29, 2020, Westland Insurance Group was officially welcomed into Surrey at an unveiling of their head office, being built in Downtown Surrey bringing 400 employees to Surrey's business community. They will occupy the top 7 floors of the beautiful King George Hub building (beside the Coast Capital Savings building). Thank you to City

of Surrey Councillor Linda Annis, Westland Insurance CEO Jason Wubs, Westland Insurance COO Jamie Lyons and PCI Developments President Andrew Grant for speaking.

Surrey is an Opportunity City!







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Policing During a Pandemic



Assistant Commissioner
Brian Edwards
Surrey RCMP Officer in Charge

Like all organizations, the Surrey RCMP has had to adapt its operations due to the pandemic. In March, we created the COVID-19 Compliance & Enforcement Team (CCET) with the City of Surrey to help businesses and residents understand the public health orders and the role they play. The creation of this team also provided us with a way to respond to health order contraventions without negatively impacting our frontline police service.

Over the past seven months, the

CCET has checked thousands of businesses, faith-based organizations, and public spaces. While enforcement is an option, the CCET focuses on education and voluntary compliance with health orders. This approach has proven successful with less than 0.5% found to be non-compliant. Just ten violation tickets have been issued since fines were put in place in August.

While the pandemic caused disruption to schools and youth programming in the Spring and

Summer, we are pleased to have our School Resource Officers back in Surrey schools this fall. We have also adapted our Shattering the Image and Project Lavender presentations for virtual delivery to youth and parents.

We are mindful that the pandemic has been particularly hard on our most vulnerable citizens — both financially and emotionally. We continue to support these individuals through our Police Mental Health Outreach Team, in collaboration with our health and social service partners

As the scope of the pandemic changes, we will adjust its operations accordingly. Our goal, as always, will be to keep Surrey businesses and citizens safe.

Surrey Police Board Needs to Review and Answer Economic and Governance



Anita Huberman

The Surrey Police Board had its inaugural meeting on Thursday, August 6.

"Public safety matters to business," said Anita Huberman, CEO, Surrey Board of Trade.

"The Surrey Board of Trade's position is to maintain RCMP services for Surrey's public safety infrastructure, harness existing resources, create a holistic model for public safety that not only includes the RCMP but other supports for youth, mental health, and more."

"We are in a pandemic and facing an economic crisis with recession-level job losses and business closures. The use of public funds, including those taxes that businesses pay, needs to bolster economic growth." The Surrey Board of Trade hopes that the Surrey Police Board will seek public engagement and communicate key unanswered economic and governance questions. "For Surrey to be an opportunity city, Surrey needs a considered and thoughtful process by the Surrey

Police Board to evaluate Surrey's policing plan."

The Surrey Board of Trade has the following key questions that need to be considered and answered to by the new Surrey Police Board:

- 1. How will public safety be maintained with a new police force to ensure that businesses and residents feel safe and are safe, and further, that businesses will stay in Surrey?
- 2. What is the real cost of the transition plan, including capital and operating needs like infrastructure, recruitment, IT requirements and pensions?
- 3. What important public services or infrastructure are being eliminated or postponed by the City of Surrey to pay for the police transition?

4. What is the Board's real timeline for this transition, given that the then-Premier recently commented that the transition has a 'long way to go' and at the time Minister Farnworth said there is no definitive deadline and the transition must be done to the Ministry's satisfaction?
5. The Surrey Policing Transition Plan of May 2019 was intended to form the basis for a feasibility assessment by Surrey City Council. Will the Board require City Council to conduct a feasibility study as set out in the Transition Plan?

6. What is the role of Surrey Police Board members, who were appointed to act in the public interest, to be accountable and communicate with the business community and residents?

7. How will the Board maintain

its independence from politics and ensure Surrey's livability isn't compromised?

8. Will Surrey Police Board members engage with the Surrey RCMP, who currently police Surrey?

9. How will the Police Board recruit the officers they need for the Surrey Police Department? How will this impact other municipal police forces like Vancouver who are already struggling to address retention issues?

10. How would a new Surrey police force impact the new officer training services that are already stretched at the Justice Institute of BC?

11. How will the recently announced provincial policing review consider a transition of policing in BC's second largest force?

Call to Action for Surrey Businesses: Be Cyber Secure!

The Surrey Board of Trade is pleased to continue to support CyberSecure Canada, the country's cybersecurity certification program for small and medium-sized businesses and organizations through the Federal Government. Enhance your competitive advantage by letting your supply chain know you're a trusted business partner.

What is CyberSecure Canada Certification?

Canada's cybersecurity certification program helps small and mediumsized businesses and organizations implement certification requirements so they can protect themselves against cyber attacks to protect their business, their clients and partners.

Why certify?

- Improve your competitive advantage by reassuring your customers, partners, investors and suppliers that the valuable information they provide you will be secure.
- Limit the direct and indirect impacts on your business from cyber attacks: financial loss, damage to your reputation and critical infrastructure, litigation, job losses and increased consumer prices.
- Ensure your organization is eligible to compete for business opportunities that require cybersecurity certification.



Learn why certification matters: ic.gc.ca/eic/site/137.nsf/eng/home For more information contact: Graham McIntyre, Senior Regional Economic Advisor, SIPS - Pacific Region

Innovation, Science and Economic Development Canada / Government of Canada Graham.McIntyre@canada.ca / Tel: 604-317-2671



\$600M to Help Businesses Survive Lockdowns

On October 2nd, the Federal Government announced that it is giving \$600 million to help small and mediumsized businesses deal with possible lockdowns during a second wave of the COVID-19 pandemic. The funding — aimed at such sectors as tourism, manufacturing and technology — will be added to the \$962 million already

invested in the Regional Relief and Recovery Fund. More details to come from government.

CERB has Ended. El and New Emergency Benefits

Legislation to enact three new benefits passed on September 30. All three of these benefits will be in effect for one year.

What happened to CERB?

The money you were receiving stopped on October 3, 2020.

What benefits are available now that CERB is done?

1. A modified version of the existing Employment Insurance (EI) program. If you apply and receive EI, you'll get a taxable benefit of at least \$500 a week, or \$300 a week for extended parental benefits. El claimants are eligible for at least 26 weeks.

2. The government has created three new benefits for Canadians who don't qualify for EI, providing a payment of \$500 a week:

a) The Canada Recovery Benefit, for the self-employed or gig workers up to 26 veeks

b) The Canada Recovery Sickness Benefit, for workers who are sick or must selfisolate due to COVID-19 up to two weeks.

c) The Canada Recovery Caregiving Benefit, for people who can't work because they need to care for a child or dependent for reasons related to COVID-19 up to 26 weeks.

canada.ca/en/services/ benefits/ei.html

\$10 billion Growth Plan Fund Focused on Agriculture, Clean Energy and Broadband Industries

Long-term economic growth and job creation are the focus of the Growth Plan, a new \$10 billion infrastructure fund announced by the Canada Infrastructure Bank and the Federal Government.

The key priorities of the multibillion-dollar-fund include investment in agricultural

The key priorities of the multibillion-dollar-fund include investment in agricultural infrastructure, clean power and broadband networks. It is expected to create 60,000 jobs. No release date has been announced for these funds. We will continue to monitor and provide updates as they become available. Fund Allocation Breakdown:

- \$2.5 billion for clean power
- \$2 billion for broadband to expand access to high-speed internet service across the

Growth Plan: \$10 billion

Canada Infrastructure Bank (CIB)

COMPETITIVE
RESILIENT
CONNECTED

- country
- \$2 billion to retrofit buildings for energy efficiency
- \$1.5 billion for agricultural infrastructure in Western Canada
- \$1.5 billion for zeroemission buses
- \$500 million to help speed up pre-construction requirements

Canada United Small Business Relief Fund

Supporting Canadian businesses across different sectors and industries with grants of up to \$5,000. These grants will help thousands of small business owners cover the costs of personal protective equipment, make physical modifications to their businesses to meet local health and safety requirements, and enhance their digital or e-commerce capabilities. Starting on October 26,

small businesses in BC can apply online through the Ontario Chamber of Commerce for the next wave of Canada United Small Business Relief Fund grants.

occ.ca/canada-united-small-business-relief-fund/

Apply for Business Scale-up and Productivity Funding

If you're a western Canadian company looking to grow, the Business Scale-up and Productivity (BSP) program could be for you. BSP supports high-growth businesses that are scaling up and producing innovative goods, services or technologies. It offers

interest-free repayable funding to incorporated western Canadian companies. Western Economic Diversification Canada (WD) is taking steps to streamline and improve the BSP program for western Canada's businesses and entrepreneurs. You will

have another opportunity to apply for BSP funds should your expression of interest not be ready for submission. WD will be accepting expressions of interest from January 15 – February 16, 2021. wd-deo.gc.ca/eng/19762.asp

Small and Medium-Sized Business Recovery Grant Program

\$300 million in targeted financial support for some of the hardest hit businesses in BC that employ between 2 and 149 BC residents and have experienced declines in revenue since March 10, 2020. Grants of \$10,000 to \$30,000 are available. An

additional \$5,000 to \$10,000 grant is available to eligible tourism-related businesses that have been hit especially hard by COVID-19. The program runs until March 31, 2021 or until the funds are fully allocated, whichever comes first.

MORE INFORMATION: gov. bc.ca/gov/content/economic-recovery/business-recovery-grant

New Canada Emergency Rent Subsidy

Rent and mortgage support until June 2021 for qualifying organizations affected by COVID-19. The rent subsidy would be provided directly to tenants, while also providing support to property owners. The new rent subsidy would support businesses, charities, and non-profits that have suffered a revenue drop, by subsidizing a percentage of their expenses, on a sliding

scale, up to a maximum of 65 per cent of eligible expenses until December 19, 2020. Organizations would be able to make claims retroactively for the period that began September 27 and ends October 24, 2020.

• A top-up Canada Emergency Rent Subsidy of 25% for organizations temporarily shut down by a mandatory public health order issued by a qualifying public health authority, in addition to the 65 per cent subsidy. This follows a commitment in the Speech from the Throne to provide direct financial support to businesses temporarily shut down as a result of a local public health decision

Extension of the Canada Emergency Wage Subsidy

Until June 2021, this subsidy will continue to protect jobs by helping businesses keep employees on the payroll

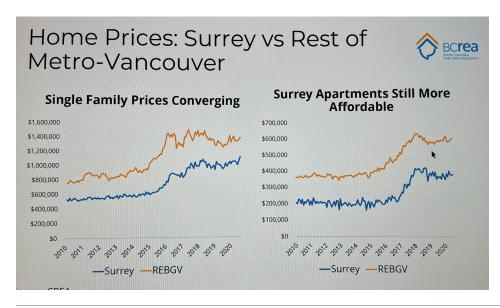
and encouraging employers to re-hire their workers. The subsidy would remain at the current subsidy rate of up to a maximum of 65% of eligible wages until December 19, 2020

Expanded Canada Emergency Business Account (CEBA)

To enable businesses and notfor-profits eligible for CEBA loans—and that continue to be seriously impacted by the pandemic—to access an interest-free loan of up to \$20,000, in addition to the original CEBA loan of \$40,000. Half of this additional financing would be forgivable if repaid by December 31, 2022. Additionally, the application deadline for CEBA is being extended to December 31, 2020.

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ECONOMIC RECOVERY FOCUS



The Unusual World of Pandemic Economics

The Surrey Board of Trade had the unique opportunity to receive a presentation at their September Board meeting from the BC Real Estate Association on economic trends. Surrey is well positioned economically

to weather the pandemic storm. These two fact images were intriguing especially as we will see another 1.5 million people moving into the Metro Vancouver area. Many of them will choose to live in Surrey and in the South Fraser

Economic Region. Thank you to Brendon Ogmundson (bogmundson@bcrea.bc.ca) and Trevor Hargreaves (thargreaves@bcrea.bc.ca) for their presentation. bcrea.bc.ca

Canadian Outlook Autumn 2020 — Conference Board of Canada COVID-19 and uncertainty to flatten the curve of economic recovery

Canada's economy bounced back in recent months following the economic plunge sparked by the COVID-19-related shutdown in March and April. At its trough in April, real GDP was at 82% of February's (pre-COVID) level, 3 million Canadians were out of work (a 15.6% decline in employment), and total hours worked had plummeted a staggering 28%. Still a gaping chasm remains to be closed before Canada's economy is back to normal.

As health restrictions began being lifted in May, the rebound set in. Statistics Canada estimates that July's economic activity was at 94% of February levels, and by August, 1.9 million jobs had been recovered. Still, a gaping chasm remains to be closed before Canada's economy is back to normal. While economic activity is fully restored in some sectors, many will not see a return to normal until a vaccine is available to the wider public, both in Canada and globally. And for some industries. difficulties will persist beyond that and the business environment

might never fully return to normal. The arrival of colder weather, coupled with a rise in the number of COVID-19 cases in recent weeks, is expected to continue to disrupt Canada's recovery.

The health measures and testing currently in place should prevent another full shutdown of economic activity, but we do expect localized or regional shutdowns to continue to flatten the path of recovery. We assume that a vaccine for the COVID-19 virus is found and widely available to Canadians by June 2021, after which most domesticdriven industries will recover. Globally, a vaccine is unlikely until the fall of 2021. This will keep international travel suppressed, further hurting industries like air travel, accommodations, and arts and culture.

Global real GDP will decline by 4.7% this year, crushed by the downturn in the second quarter. Assuming that a second wave of the virus doesn't derail the global economy, a

rebound is expected next year. The US recovery depends crucially on Congress and the President agreeing to additional stimulus measures to keep the economy on track over the next few months. Canadian exports have rebounded, but continued progress is tied to the US and global recoveries. Business investment has underperformed in recent years, and the COVID-19 crisis will take a further bite out of investment this year as firms delay any major investment decisions. One notable exception is the LNG Canada project, a multi-year, multi-billion-dollar project that will propel investment in BC over the next few years.

A flattened recovery means that businesses and households will continue to rely on extraordinary monetary and fiscal measures put in place since the start of the crisis. The Canadian Emergency Wage Subsidy was adjusted in August to support businesses that have lost varying amounts of revenue. It will be extended through to the second quarter of 2021. Households

have benefited from the Canada Emergency Response Benefit, which has now been replaced by an updated employment insurance system and the Canada Recovery Benefit. These programs will help boost real household disposable income by a record 9% this year, despite the recession and massive loss in labour income. Unable or unwilling to spend in the second quarter of this year, households let their balance sheets swell, as the aggregate household savings rate jumped to over 28 per cent. Spending has since rebounded, helping to bring retail sales back to more normal levels over the summer. But consumers remain worried about future job prospects and the resurgence in COVID-19 cases. suggesting that the pace of recovery will slow in coming quarters.

Amid the carnage in Canada's consumption, investment, and trade sectors, the housing sector has provided a ray of hope for the economy. Canada's existing housing markets have largely recovered

from spring lockdowns. The bounce back has been aided by ultra-low interest rates and strong job growth, combined with generous helpings of support from government and financial institutions. However, slowing economic momentum and weaker government support will soften housing markets early next year. Federal and provincial governments face extraordinary deficits in fiscal 2020-21 and will add substantially to debt over the next two years. Luckily, interest rates in both Canada and the United States are expected to remain near zero, helping federal and provincial governments manage their debtfinancing costs. Overall, real GDP is forecast to shrink by 6.6% in 2020. Still, that's an improvement over our summer outlook, which called for an 8.2% decline this year. Solid gains in 2021 and 2022 will not suffice to bring Canada's economy back to full potential.

conferenceboard.ca/









Surrey Board of Trade Calls for City of Surrey Class 4 Tax Review

The City of Surrey approved a 2020 budget that substantially increased the property taxes paid by all Class 4 major industrial businesses. "Surrey has the greatest number of manufacturers in BC," said Anita Huberman, CEO, Surrey Board of Trade, "but these insurmountable tax increases on top of the pre-COVID-19 and during

slowdown has the potential to push these businesses out of Surrey, compromising Surrey's growth and economic prosperity. The City of Surrey has a leadership opportunity for their fiscal 2021 budget to enhance our assets and assist in job creation, not tax increases."

Surrey Mayor and Council's 2020 Financial Plan, presented in December 2019, set out annual residential property taxes would only increase by 2.9% for the average single-family dwelling, as a cost of living increase, and some businesses could face a property tax increase of 5.5%. Arising from our review of the 2020 Plan, the Surrey Board of Trade wrote to Council in December 2019, identifying two classes of businesses that would be facing a

significant, unexpected tax increases: Major Industry (Class 4) – to \$24.00 per \$1,000 assessment – up from \$9.41 per \$1,000; and Business (Class 6) property tax increase of 5.5% (2.9% increase + 2.6%). These two significant 2020 tax increases were not an acceptable increase in one year. There was no consultation on proposed tax rates with

the business community leading up to the 2020 Financial Plan or following our letter to Council. The 2020 tax increase is unfairly weighted against Surrey's manufacturing sector. One local manufacturing business experienced an increase of 155% in their year over year comparing 2019 property tax to 2020.

"The Surrey Board of Trade

urges the City to reconsider the Class 4 tax increase on major industry. A 155% tax increase is unfairly punitive during the best of times and considering the impact COVID 19 has had on businesses this year, creates a heavy burden for the local business community to shoulder. We therefore ask the City to reduce the Class 4 tax increase."



BC Government Debt Could be Countered by Infrastructure and Workforce Investments Says Surrey Board of Trade

"It is time we pivot and commit to infrastructure – transportation, energy, resources – and workforce investments, collaborating with educational institutions across the province to instigate economic activity."



	4
Effects of COVID-19	\$ millions
Personal income tax	(999)
Corporate income tax	(973)
Employer health tax	(238)
Refundable tax transfers (tax credits)	141
Provincial sales tax	(1,305)
Property transfer and property taxes	(465)
Fuel and carbon taxes	(353)
Natural resource revenues	(293)
All other CRF revenues	(77)
Commercial Crown corporation net income	(882)
Taxpayer-supported agency impacts	(869)
Total Effects of COVID-19	(6,313)
Pandemic Response Measures	
Supplementary Estimates spending	(5,000)
Other business relief and tax measures	(762)
Climate Action Tax Credit	(500)
Debt Servicing Costs	(176)
Total changes compared to Budget 2020:	(12,751)
Budget 2020 Operating Surplus	227
Potential deficit:	(12,524)

BC Government Debt Could be Countered by Infrastructure and Workforce Investments Says Surrey Board of Trade

	Budget 2020		Scenario	
	2020	2021	2020	2021
Real GDP (% change)	2.0	1.9	-6.8	3.1
Nominal GDP (% change)	3.9	3.9	-8.2	4.1
Corporate profits* (% change)	2.0	2.6	-36.4	16.3
Employment (% change)	1.0	1.0	-9.8	4.4
Unemployment rate (%)	5.1	5.3	11.3	8.9
Household income (% change)	3.8	3.8	-3.9	1.7
Retail sales (% change)	3.0	3.3	-15.9	8.6
Residential sales (% change)	4.6	5.3	-27.6	9.3
Housing starts (units)	35,021	32,040	27,000	29,000

A BC Election is taking place at the time of composing this newspaper. No matter what the outcome, whoever forms government will have to tackle the financial challenges presented by the pandemic and the responsibility to support businesses and British Columbians. In July, BC's outgoing Finance Minister provided a provincial deficit snapshot. This operating deficit was estimated to be \$12.524 billion CAD as a result of reduced revenues due to the economic shut down and stimulus spending via the BC Temporary Rental Supplement (BC-TRS) Program, BC Emergency Benefit for Workers, child care for essential service workers, provincial payment deferrals of the employer health tax until September 2020, among many others. "Many jobs that Canadians held are

not coming back including travel, retail, restaurants, and other small businesses. It is time we pivot and commit to infrastructure – transportation, energy, resources – and workforce investments, collaborating with educational institutions across the province to instigate economic activity," said Anita Huberman, CEO of the Surrey Board of Trade. "Many industries such as manufacturing, technology, and health have indicated a skills

gap for years, and it is time for structured, sustainable, and ongoing investment into upskilling and reskilling."

"When examining the overall debt-to-GDP ratio, we are on par or better off than many other provinces affected by the pandemic (ranked fourth). Government has been doing a phenomenal job of protecting and providing for British Columbians. There needs to be a path forward — forecasting, moving forward and moving on is necessary."

BC's most likely economic scenario:

Under this scenario, the taxpayer-supported debt level (which excludes the debt of commercial Crown corporations) is \$61.9 billion at the end of 2020/21. The projection in Budget 2020 was \$49.2 billion at the end of 2020/21. Flowing from the changes to debt levels, the taxpayer-supported debt-to-GDP ratio increases in 2020/21 under this scenario to 22%. This increase from 15.5% forecast in Budget 2020 is due to higher debt levels and lower GDP assumed under the scenario. Highlights of the snapshot included:

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Surrey Board of Trade Supports Canadian Chamber Recommendations to Instigate Change and Recovery for Women

Ensuring safe, reliable and affordable childcare and back to school plans Facilitating upskilling, reskilling and job pivots for women

- 1. Provide funding to provinces and territories to help ensure kids across the country can go back to school safely (note: this funding was provided August 26, 2020);
- 2. Establish a National Secretariat for Childcare, which includes business and parent representatives, to consider and develop recommendations for tax incentives that benefit

parents, guardians and daycare owners;

3. Ensure there is an ample

and diverse workforce of childcare providers across the country by enabling remote learning for potential childcare provider certification in rural areas, providing more money to increase access to early childhood education programs and facilitating labour

mobility and certification recognition across domestic and international borders;

- 4. Tailoring supports for women business owners and entrepreneurs;
- 5. Provide emergency support for childcare costs by extending eligibility for the Canadian Emergency Wage Subsidy to include hiring in-home childcare so business

owners can return to work;

- 6. Track and break down data for federal funding and programming for female-owned business and entrepreneurs;
- 7. Address the tax code to support women-owned businesses. For example, allow business owners to claim childcare as a business expense;
- 8. Provide enhanced opportunities for womenowned businesses to meaningfully access public procurement contracts;
- 9. Earmark recovery funding for upskilling and reskilling, specifically for women;
- 10. Prioritize funding and programming that supports women's access to traditionally male-dominated

jobs and sectors where there is high growth potential, such as the trades, IT and manufacturing; and,

11. Reinforce a focus on women in leadership, including women on boards and in executive positions, in order to build support for female talent all along their professional journeys.

A Recognition of the Surrey Board of Trade CEO



In September, Surrey Board of Trade CEO received a delivery at the door, a gift from the YWCA Women of Distinction Awards Committee in recognition of being a nominee for the 2020 Awards, which took place digitally on September 23. The event and recognition was additionally special and meaningful with the recent passing of

Ruth Bader Ginsburg who dedicated her life to ensure that women had equal access and opportunities in all aspects of their life. Thank you, YWCA Vancouver, for recognizing our CEO's work - and the work of the Surrey Board of Trade in supporting our business community and our economy.

REFLECTIONS:

At times women have been categorized as being "too much." Strong women are often called assertive — like it is a negative. Women are straightforward about their wants and needs. They often rub people the wrong way. However, women who are strong are complex. They may have a background that has created the need to be gritty, tenacious, and passionate in a way that other people take offense to.

Many of us have been interpreted as demanding or even bossy. But the truth is that strong women can also be very sensitive and thoughtful. Here are eight things a strong woman brings to all of her encounters:

- **1. She stands up for herself.** Strong women are outspoken when it comes to confronting others about being treated poorly. When an injustice has taken place, they speak up rather than let it roll off.
- 2. She invests in herself. Whether it's learning something new, pushing themselves to be healthier, or taking a big step outside their comfort zone, these women know that investments they make for themselves and their life offers

guaranteed dividends.

- **3. She has boundaries**. When a strong woman makes decisions, she checks in with herself first to see if she really wants to do it and has the time and space to invest in an opportunity. She says yes to opportunities which strengthen herself and no to those that diminish.
- 4. She celebrates other women.

Strong women encourage other women. They focus on recognizing and celebrating the strengths they see in other women. She is vocal in her support.

- **5. She knows her worth.** While she doesn't always feel beautiful, intelligent, charming, interesting or even strong, she knows that she always brings value. When she finds herself in a situation when someone devalues her, she'll either make it known or leave at the first opportunity.
- **6. She doesn't rely on others' opinions about her life**. While she may internalize negativity, she makes an effort to let the negative comments pass and doesn't allow the remarks of others to stop her from what is right for her. She understands that negativity says more

about the person flinging it than it does about her.

- **7. She is confident.** Most strong women have a well-defined sense of identity, and their actions are in line with their morals and beliefs. They do not have a need to win others over as much as they need to stay true to their own beliefs.
- 8. She decides to be strong. There isn't a woman among us who has not experienced fear, anxiety, insecurity and other negative emotions that can tear us down. Strong women choose to commit to themselves. We truly embrace the idea that we will never give anything, or anyone, the power to break us.

 A strong woman can walk into the room and hold her own with class, grace, and style. It's never about being rude or demanding. Rather, it's more about maintaining a personal commitment to guide herself through difficult situations. Be proud to be "too much." Be proud to be strong.

Composed by Andrea Heuston, Awardwinning CEO, Podcast Host, Keynote Speaker, Author

Immigrant Women Entrepreneurship Program

During **Gender Equality Week** in Canada, SUCCESS showcased their Immigrant Women Entrepreneurship Program (IWEP), which was launched in mid-2019 to provide training to immigrant and visible minority women who want to establish a business or scale up an existing Canadian business.

Fostering the economic integration and empowerment of immigrant and visible minority women is central to advancing racial and gender equity. Aligned with Canada's Women Entrepreneurship Strategy, the IWEP program empowers immigrant women and women who are visible minorities to achieve their entrepreneurial goals by offering training, coaching, and mentorship as they adapt to Canadian business culture and implement their business plans.

Despite the pandemic circumstances, IWEP clients continue to show resiliency and success in their business development and implementation. Like many

businesses across Canada, many IWEP clients have pivoted their focus to the online economy. To strengthen their business resiliency, IWEP began offering business advisory services, workshops and entrepreneurship skills training in conjunction with local business partnerships and mentors so that businesses could better understand the digital economy and flourish with an online presence. Entrepreneurial coaching services are offered online 1-to-1 in English, Farsi, Mandarin, Korean and

Spanish.

One of the key elements to the success and popularity of IWEP has been the willingness of BC women business leaders and entrepreneurs to offer their knowledge and advice to SUCCESS clients. Since its conception in mid-2019, IWEP has supported over 200 women to strengthen their entrepreneurship skills. As this program is quickly growing, IWEP welcomes new mentors to help our clients. If you would like to become a business



mentor and help shape the future of the BC economy, please email businessinfo@success.bc.ca



MANUFACTURING AND WORKERS



Manufacturing Month in October

Surrey is home to the greatest numbers of manufacturers in BC spanning from robotics and technology companies to machinery and furniture producers.

- Manufacturing makes our communities.
- Manufacturing grows our economy.
- Manufacturing innovates for tomorrow.
- Manufacturing creates high skilled jobs in BC.

The Surrey Board of Trade Industry and

International Trade Team focuses on advocacy, events and projects for Surrey's manufacturing industry.

To get involved contact Surrey Board of Trade Policy Coordinator Jasroop Gosal jasroop@businessinsurrey.com

Record 2019 Sales for BC Food and Beverage Processors

Record 2019 sales, along with the resilience and innovation of BC's food and beverage processors, are providing a blueprint for the sector's economic recovery from COVID-19. Food and beverage processors play a key role in BC's food system and overall economy. In 2019, sales were up \$700 million to a record \$10.5 billion. Surrey is home to many food and beverage processors. BC's food and beverage processing industry is comprised of 2,995 establishments and is the second-largest manufacturing sector in BC.

QUICK FACTS:

1. There were 35,700 food and beverage

processing jobs in BC in 2019.

- 2. Top five sales in 2019 were:
- \$1.9 billion in beverages (includes soft drinks, wineries and breweries);
- \$1.9 billion in meat and poultry products;
- \$1.7 billion in other food processing products (includes snack foods, coffees and teas, flavouring syrups and concentrates and seasonings and dressings);
- \$1.6 billion in dairy products; and,
- \$900 million in bakery and tortilla products. news.gov.bc.ca/23097

PICS – Foreign Credential Recognition Program

FCR Loan program helps internationally trained professionals:

- To review their credentials
- To make their career action plan or to choose alternative related career
- To review and build a resume
- Mentorship opportunities and job search support
- To provide loans to evaluate credentials, short-term training courses, examination fees or membership fees up to \$15,000
- To find the employment in their professional

field especially in health, education, technology, accounting, law and other sectors **Who can join the program**: (residents of

British Columbia only)

- · Permanent resident
- Refugee with legal document representing working status in BC
- Canadian citizen

MORE INFORMATION: Chandrika Mohan, Chandrika.mohan@pics.bc.ca

UNITI's Partner Semiahmoo House Society Announcement

The Tech Training Certificate Program (TTCP), a one-year program starting on November 9, is an empowering opportunity for adults and youth with diverse abilities to obtain introductory level occupational, employability skills and work experience in sought after technical streams such as Underground Utility Locator, Fire Protection, and Low Voltage. The training will be provided by subject matter experts throughout three cohorts. Each cohort will be offering two technical streams. While providing benefits such as industry-specific training, workplace safety certification, technical career exploration and employment

supports to the participants, this certificate program is also geared towards providing skilled workers to the labour market where there is an already existing and projected shortage of skilled workers.

The tech training certificate program is funded by the Government of Canada and the Province of British Columbia and is being delivered in collaboration with Kwantlen Polytechnic University (KPU) and Progressive Intercultural Community Services (PICS) in Surrey.

techtraining@shsbc.ca

A Surrey Solution for Hiring Needs

The Surrey Board of Trade and the Immigrant Employment Council of British Columbia (IEC-BC) invite you to learn more about BC JobConnect, offering you a workplace development tool to attract, hire, and retain qualified immigrant talent. BC JobConnect is a

free online platform, allowing local employers to access a constantly updated pool of skilled permanent residents through multi-parameter searches.

bcjobconnect.ca

Update: Implementation of BC's Temporary Foreign Worker Protection

The Surrey Board of Trade's engagement with the BC Government last year was very helpful for them to lay the groundwork for the implementation of the Temporary Foreign Worker Protection Act, as well as to inform the design of the online portal.

The final implementation stage is bringing in the requirement for TFW employers to register with the Temporary Foreign Worker Protection Unit. The BC Government is targeting this to happen in late Fall 2020. The Surrey Board of Trade wants to ensure that those employers

who need to register will have time to do so. The online onboarding process should not take longer than 15-20 minutes to complete. There will be no charge to register as an employer. The Surrey Board of Trade has a digital information session on November 4 at 1pm to provide an overview of the Employer Registry. gov.bc.ca/gov/content/employment-business/employment-standards/hiring/hire-temporary-foreignworkers



Funding for assistive technology is available for you and your employees! Find out more by attending our weekly webinars.

Contact Nate Toevs:

1-844-453-5506 natet@neilsquire.ca





This program is funded by the Government of Canada and the Province of British Columbia.

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The Benefits of Trademark Protection

A trademark registration is important for company growth. Consumer purchasing habits and decisions are influenced by the use of trademarks, and the reputation these marks uphold. Therefore, it is only fitting to view a trademark as an important asset to help grow one's business.

The Benefits of Registering a Trademark in Canada

- A trademark registration provides a trademark owner the exclusive right to use a mark with specific goods and services throughout Canada.
- Registration prevents squatters from applying to register your mark and attempting
 to sell or license the registration back to you at an inflated price. It also prevents
 costly trademark opposition or litigation.
- The requirement to use a mark before registration is granted has been eliminated.
 However, a registration is vulnerable to challenges of non-use if the registered trademark has not been used in Canada within three years of registration.
- Owning a valid trademark helps defend an attack by a third-party who challenges
 the use of a registered mark, and prevents others from using a confusingly similar
 mark, undermining an owner's goodwill and reputation.
- A valid trademark registration allows an owner to sue for trademark infringement.
- The Registrar will only register marks that are not considered to be confusingly similar to a registered mark that exists on the trademarks register. This provides a level of assurance to a trademark owner.

- An owner of a registered trademark is afforded protection to stop others from using a similar mark that is likely to have the effect of depreciating the owner's goodwill.
- Ownership of a registered trademark provides a ground of opposition against a third-party application pending on the trademarks register.
- In order to register a .ca domain name, a trademark owner must satisfy the Canadian Presence Requirements. Where a trademark owner cannot satisfy these requirements, a Canadian trademark registration provides proof of rights.
- Under the Charter of the French Language, all printed material used in commerce in Québec must be in French, although another language (e.g., English) may also appear but cannot be dominant. An exception is a registered trademark.
- Protection against imported and exported counterfeit goods is now at the hands
 of a trademark owner in Canada. New border enforcement measures enable
 customs officers to detain goods and to share information relating to detained
 goods suspected of trademark infringement.
- Reputable trademarks can produce additional profit through licensing.
- Canada is now a party to an International trademark registration system under The Madrid Protocol. With a home country application or registration, Canadians are able to obtain trademark protection in member countries throughout the world through a single registration.

The best way to prevent costly, time-consuming and avoidable intellectual property issues is to apply to register your marks today. Contact us to discuss trademark registration for your business.



Janine A. MacNeil
Trademark Agent | Associate
+1 604 631 3262
jmacneil@fasken.com

FASKEN

For more information +1 604 631 3262

> fasken.com

3 Steps to Manage Stress and Build Resilience

Entrepreneurs often carry a lot of stress. They can feel isolated, bottling up anxieties while trying to project strength and optimism. It's important for entrepreneurs to be aware of their stress, find ways to manage it and build resilience. Steps for managing stress and building resilience:

1. Evaluate your stress level

It's important to regularly weigh your stress level. A good time for a check-in is when you wake up in the morning. Ask yourself how you feel. Check in with yourself instead of your phone. A lack of self-awareness is a common problem for people whose stress has built up excessively. We're so busy being

busy that we're not aware of how we're feeling.

2. Identify causes and solutions

It's useful to take a solution-based approach to stress, much as you might when solving a business challenge. Here are some common stressors and possible solutions.

- Business problems

Whether it's cash flow, hiring or an investment decision, it's normal to feel overwhelmed.

Solutions: Recognize when a problem is beyond your capacity to handle well. If needed, hire an expert or business coach to help you find solutions.

If you have too much on your plate, consider delegating some of them.

Take occasional breaks through the workday. Breaks are a great way to allow us not to be stressed.

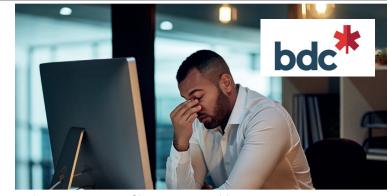
- Work-life balance

One of the most common causes of burnout for entrepreneurs is an unhealthy work-life balance.

Solutions: It's important to set boundaries for your personal life. This will help you be more productive at work and maintain healthy personal relationships.

- Isolation, poor communication Entrepreneurs often feel isolated, unable to talk about business anxieties and have a desire to project vision and strength.

Solutions: It's important to create a business culture that allows good communication and fosters



employee engagement. Give feedback in a constructive way.

- Lack of sleep

Feeling tired often goes hand-inhand with stress. Getting plenty of shut eye is key for managing stress well

Solutions: Try to get outside more often and get some sun on your face. Spending time in a natural setting is a great way to lift your

spirits.

- Technology

Constant connectedness is a growing cause of stress and depression.

Solutions: Find ways to limit device use, especially when not at work. This could include turning off notifications, putting your phone on silent, or not checking email at home.



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GROUP BENEFITS INC.



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Over \$52,000 net proceeds raised to support local youth entrepreneurship programs and economic recovery initiatives!













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The Co-operators Group Home Insurance

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INTERNATIONAL

The Surrey International Trade Centre provides businesses with trade documentation services, business connections, digital trade events, targeted market information/support and trade opportunities to sell goods and services beyond Canada's borders. International Trade (importing and exporting) is still important during the pandemic and for economic recovery.

SERVICE HIGHLIGHT - Certificates of Origin (COs)



Certificates of origin (COs) are legal documents that declare the origin of a product. When you export goods to an overseas customer, you

must include a certificate of origin with your shipment. The Surrey Board of Trade offers this service to members and non-members, digitally or in-person.

MEETINGS AND. INFORMATION FOCUS ON AFRICA:



Pictured (left to right): Melissa Peel, Business & International Trade Centre Manager, Joseph Frimpong, Honourary Consul General of Ghana, Pastor Joseph Christian Fynn-Sackey, District Pastor of Vancouver District of the Church of Pentecost.

SURREY INTERNATI®NAL TRADE CENTRE **Monthly Update**

Surrey Board of Trade - creating global business connections for local businesses.

ARRIVECAN APP



Canada

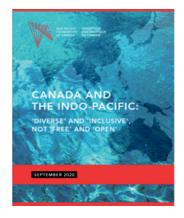
All travellers entering Canada—by air, land or sea— must provide Government of Canada

officials with information including contact information, quarantine destination information, and symptoms.

The Government of Canada has recently introduced the ArriveCAN App so that travellers can provide this information by digital means. http://cantruck.ca/government-of-canadareleases-arrivecan-mobile-app-for-essentialworkers/

News & Reports

INDO-PACIFIC



Canada and the Indo-Pacific: 'Diverse' and 'Inclusive', Not 'Free' and 'Open'

By: Asia Pacific Foundation of Canada

One of the most significant geopolitical developments of the past decade in Asia has been the purposeful and political attempt by the region's predominant democratic powers to redefine the 'Asia-Pacific' as the 'Indo-Pacific.' Far from a simple matter of semantics, this rectification of geographic 'names' represents a geospatial redesign – one led by Australia, India, Japan, and the United States to recognize and to deepen trans-regional ties between the Indian and Pacific Ocean areas and to deal more effectively with China's 'rise' in Asia, the Middle East, and Africa.

LATIN AMERICA Latin American Economic Outlook 2020: Digital **Transformation for Building Back Better** By: OECD



The Latin American Economic Outlook 2020 focuses on the role of digital transformation as a tool that can help foster development in the region, particularly in the context of the current Covid-19 crisis and emphasizes that international partnerships are essential to reaping the benefits of the transformation.

G20



Minister Ng and G20 Trade **Ministers Meet to Advance Recovery of Global Trade and** Investment

Minister Ng participated virtually in the G20 Trade and Investment Ministerial Meeting to further

coordinate our global response to fighting COVID-19. Minister Ng and her G20 counterparts endorsed a joint statement in support of rules-based trade and long-term, sustainable economic recovery for our businesses, workers, and all people. Read the joint statement: g20.org/en/media/Documents/ G20SS_Communique_TIMM_ EN.pdf

EUROPEAN UNION



Minister Ng spoke with the Canada EU Trade and Investment Association to mark the 3-year anniversary of the Canada-EU Comprehensive Economic and Trade Agreement. Since CETA came into effect, merchandise trade between Canada and the European Union has increased annually by over 21% and continues to create new opportunities for Canadian and European businesses alike. canada.ca/en/global-affairs/ news/2020/09/statement-byminister-ng-on-third-anniversaryof-canada-eu-comprehensiveeconomic-and-trade-agreement. html

UNITED KINGDOM Minister Ng Speaks with United

Kingdom's Secretary of State for International Trade



Federal Minister Ng spoke with her UK counterpart, Liz Truss on September 21. They discussed how Canada and the UK are working towards a solid path forward with a transition trade agreement to ensure continuity and stability to our businesses and workers.

JAPAN Minister Ng Meets with Japans's Ambassador to Canada



Minister Ng met with Japan's Ambassador to Canada, Yasuhisa Kawamura on September 24. They discussed how Canada and Japan will continue their partnership on modernizing the World Trade Organization, strengthen rulesbased international trade, build resilient supply chains to benefit our businesses, and ensure reliable agriculture & energy supplies.

To find out how the Surrey International Trade Centre can support your business, please contact the Surrey Board of Trade Business & International Trade Centre Manager, Melissa Peel at melissa@businessinsurrey.com.

Business + International Trade Centre Sponsors











The Surrey Board of trade was pleased to welcome Prime Minister Justin Trudeau at the live digital Top 25 Under 25 Awards event

His message resonated with the audience where he celebrated the incredible initiatives, community and entrepreneurial spirit that Surrey's youth have showcased. He was impressed to learn how Surrey's youth are working towards the success of our city's future but also Canada's future

Surrey is on the pathway to becoming the largest city in British Columbia. In fact, 1/3 of Surrey's population is under the age of 19. That is why the federal government advocates and focuses on progressive, collaborative youth policies. The Surrey Board of Trade itself continues to create entrepreneurship pathways. It isn't only about building a career; it is about creating innovative skill sets and building the jobs of tomorrow.

Given persistently high rates of youth unemployment in Canada - even higher now as a result of COVID - preparing youth to follow an entrepreneurial path is not only an acceptable choice, but a strategic decision.

Surrey's Top 25 Under 25 Winners



























Gill

Hussain





The Surrey Board of Trade's 10th Annual Surrey's Top 25 Under 25 Awards Reception was held digitally on September 10th, and celebrated the incredible initiatives of Surrey's youth 25 years old or younger. The winners were chosen based upon their business or community achievements, leadership ability, community involvement, professional achievements and uniqueness of their business or community projects.

This year's speakers included Prime Minister Justin Trudeau and Isabelle Mercier, Brand Performance Catalyst with Leapzone Strategies. The event was led by Master of Ceremonies Dan Burritt of CBC Vancouver

The honourary Health & Safety in the Workplace Award was presented to Shannon Permal for her ideas on how employers can ensure all workers, young and old, feel empowered to speak up, ask questions, raise concerns, and suggest ways to improve health and safety in the workplace

View the recording at businessinsurrey.com/events/surreys-top-25-under-25-awards

The winners for 2020 are:

Aggarwal Simryn Atwal Suchayte Bali Bin Faruque Amandeep Boparai

University Preparedness Workshop Surrey Kids Help Phone Emerging Routes Canada

Christie Shannon Samad Prableen Nimrit Sia Gurkirat Peter 24 Jonathan 24 To Lavleen Brandon

Jasdeep

Sandip

Fawzan

Pavneet Kalsi Gurleen Kaur Brar Kaur Lehal Priya Permal Raza Sidhu Sidhu Singh Nijjar Simon Fraser Student Society Youth Transforming Society Youth for Care Equity, Inclusion and Wellness Youth Transforming Society PKL Enterprises Ltd. Royal Canadian Mounted Police (RCMP) Emerging Routes Canada and UBC Bhangra Council Canadian Federation of Fiji Organizations Emerge SFU South Asian Cancer Association Hearts of BC Sia's Burger Shack One Voice Canada Teifi Digital Inc Enactus SFU

SPARK Foundation CO-PRESENTING **SPONSORS** SURREY'S MEDIA **SPONSORS UNDER 25** CBC VANCOUVER SURREY NOW-Leader

SILVER **SPONSOR** WORK SAFE BC

Youth Rising Foundation

Surrey Canadian Cancer Society



SHERATON

HEALTH & SAFETY AWARD SPONSOR



Mitacs Business Strategy Funding Youth to Help Business

In partnership with Mitacs, the SFU Beedie School of Business has launched a new internship program called the 'Mitacs Business Strategy Internship' program, to connect their MBA students with Canadian businesses.

The program will award \$10,000 of funding to each interested and eligible student to undertake a fourmonth project (480 hours) with an incorporated for profit or not-for-profit organization. Selected students will analyze opportunities and provide strategic support to help organizations restore or modify their business disrupted by the COVID-19 pandemic.

Details:

- The Mitacs Business Strategy Internship will provide a grant of \$10,000 per student with the full amount of the award going towards student stipends. The employer will contribute \$5,000 (employers being responsible for the additional applicable taxes) and Mitacs will contribute the remaining \$5,000.

- Internships will be designed to address one or more business strategy components (i.e. marketing strategy, operations strategy, finance strategy, etc.) dependent on the need of the organization or not-for-profit.
- Each internship will require supervision from a supervisor at the partner organization.
- Students are expected to check in with their supervisors to report on the progress of their internship. Virtual meetings are acceptable.
- Employers will receive a link to an exit survey at the end of the program,

an online questionnaire, to share their experience about the program.

Information for Employers:

Review the employer eligibility requirements prior to proceeding. o A for profit or not-for-profit organization

- o Incorporated
- o Willing to contribute \$5,000 towards the award
- o Background/Rationale: Explain the current state of the business with reference to the impact of the COVID-19 pandemic and describe how an intern is important to future success and business strategy.

o Internship scope and anticipated project activities:

Describe the strategic analysis to be undertaken and any subsequent key activities to help restore, modify or

pivot business operations in a new business environment disrupted by the COVID-19 pandemic.

- o **Significance of the project**: What specific contributions will the project provide to the partner organization or Canada? What are the challenges facing these sectors that will be addressed?
- o **Skills**: Describe the top three skills areas expected to be enhanced for the student as a result of the completion of the project (i.e. knowledge in a business field; methods for solving business problems; use of analytical and software tools to answer business questions; working with others to achieve results; communication skills through presentations and reports; project management skills; interpersonal skills; creative thinking skills; critical

thinking skills, etc.)

how completion of your proposed project will provide opportunity to enhance the above-mentioned skills. o Interaction: Provide an outline of the anticipated interaction between the company supervisor and the student, including the supervision and mentorship that the student will

o **Skills enhancement**: Elaborate

receive, as well as the frequency of these interactions and meeting structure. o **Deliverables**: Please outline what

format the final deliverable will take and how it will be presented to your organization.

For more info go to sfu.ca

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⇒ SBOT BOARD DIRECTORS

Doug Tennant Inducted as Board Chair for One More Year



Doug Tennant

It's an honour to be selected as Board Chair by my fellow directors for a second year. 2020 has already been a challenging year for our business members and it is very important that the Surrey Board of Trade remains consistent in our drive to ensure that our Global End (mission) is met and that our members and the wider community have a business climate conducive to their success

In 2019, the Board revised the Ends that fall beneath our Global End to the following three:

- 1. Businesses in and associated with Surrey have opportunities and supports to succeed;
- 2. Government decision-makers have information on current and emerging issues and how their decisions impact business; and,
- 3. Surrey is attractive to business.

The Global End and these three Ends statements are why the Surrey Board of Trade exists, and SBOT CEO Anita Huberman is accountable for their achievement, while remaining

compliant with Executive Limitations that the Board also sets out for her.

I want to thank you, our owners, for your engagement and participation in making Surrey a great place to do business, not only in 2019, but in the ongoing reality of 2020 and into 2021.

I also want to thank my fellow Board members for the dedication and commitment you have demonstrated to good governance of the SBOT and to listening and learning from our ownership. I'd especially like to

thank Vice Chair Baljit Dhaliwal and Immediate Past Chair Dr. Greg Thomas for their support.

Finally, thank you to our CEO, Anita Huberman, and the SBOT staff team for all that they have done and continue to do, especially during these difficult times, to make our business community great.

Surrey Board of Trade Inducted New Directors at Digital AGM on August 18



Doug Tennant



Baljit Dhaliwal, Tinker's Tax & Accounting, Vice Chair



Dr. Gregory Thomas



David Bennett



Kerry Jothen



Hanne Madsen, Big Sisters of BC



Rory Morgan



John Michener



Gaurav Parmar Lindsay Kenney LLP



EXISTING DIRECTORS





BM Group of Companies



Remedios and Company



Dan Reader, Murray Latta Progressive Machine



Rowena Rizzotti Health & Technology District at The Lark Gro

IN MEMORIAM

We are very sad to announce that a member of our Surrey Board of Trade family has passed away. Former Board Chair (2006-2007) and Governor of the Surrey Board of Trade, Doug Watkins, passed away in August.

Doug Watkins was the first Board Chair that Anita Huberman worked with as CEO of the Surrey Board of Trade. Of course there are many fond memories of him in the course of making critical decisions for the organization or even going on the SBOT's first international

delegation to China together in 2007 with over 100 delegates. He was an active part of Surrey's business community for decades, and also actively involved with the Fraser Valley Real Estate Board, and many other community organizations. Doug was the President of the

Fraser Valley Real Estate Board in 1977 and he received the John Armeneau Professional of the Year Award in 1998.

The Surrey Board of Trade will miss him.



➡ TRANSPORTATION

TRANSLINK NEWS



TransLink Mask Ambassadors, the Surrey Board of Trade and MLA Bowinn Ma at the Surrey Centre SkyTrain Station were handing

out masks in advance of TransLink's mandatory mask policy going into effect on August 24.

"We need to work together to ensure public safety," said Anita Huberman, CEO of the Surrey Board of Trade. "Restoring confidence in public transit will be paramount to effective economic recovery in BC. We need strong and reliable public transportation infrastructure in order to get our workforce moving again.

"Economic recovery can only occur when everyone does their part to ensure that the curve remains flattened. That means wearing a mask when physical distancing is not possible and abiding by other provincial health mandates. We can get through this pandemic together — if everyone just does what is needed."

new.translink.ca/rider-guide/coronavirusprecautions

SURREY BOARD OF TRADE ADVOCACY WIN

BC Government to Launch Transportation Study in the South Fraser Economic Region (Fraser Valley)

In September, the Province announced the launch of a transportation study in the South Fraser Economic Region (Fraser Valley) to help ensure the development of affordable and liveable communities.

"Education and transportation are the foundations of an economy," said Anita Huberman, CEO of the Surrey Board of Trade. "Earlier this year, the Surrey Board of Trade advocated for the creation and funding of a South Fraser Inter-Regional Economic Transportation Task Force to investigate and recommend the best possible transportation options within a one-year time frame. The need for a Regional Transportation Plan, with sustainable funding from all levels of government, for Surrey and the South Fraser Economic Region must be given immediate

high priority and associated funding. We are pleased that the Ministry of Transportation and Infrastructure will begin this long overdue study."

The Surrey Board of Trade continues to release an annual Surrey Roads Survey, detailing the many areas in Surrey and in the region that require transportation infrastructure investment. The Surrey Board of Trade is also 1 of 9 organizations that is a part of the Premier's Economic Recovery Task Force.

gov.bc.ca/gov/content/transportation/ transportation-reports-and-reference/ reports-studies/lower-mainland/fraser-valleytransportation-study

RAIL SAFETY WEEK

STAY SAFE



Always expect a train — coming from any direction at any time



Never walk on tracks — only cross at designated pedestrian or roadway crossings



Today's trains are quieter than ever — and any approaching train is always closer and moving faster than you think



Stay alert around railroad tracks at all times — It takes an average freight train traveling at 90kph more than 1.5km (the length of 18 soccer fields) to stop

Surrey Board of Trade recognizes the week of September 21st as Rail Safety Week. Our members such as CN Rail and BNSF are committed to ensure that our supply chains are not disrupted.

are not disrupted. *ope* During this time of COVID-19, when there is so

much disruption to food, protective equipment, and sanitation supply chains, Canada's rail companies are working hard to keep Canada moving, comfortable and safe.

operationlifesaver.ca

ON PAUSE: PUBLIC ENGAGEMENT ON THE SURREY LANGLEY SKYTRAIN

The next round of public engagement on the Surrey Langley SkyTrain project was due to begin in early October but was paused due to the BC election. Eventually the public will hear more about and provide input into the following:

- Updates to the guideway alignment and associated property requirements, and station design;
- Public art opportunities at the new SkyTrain stations;
- Preliminary results of the Environmental Screening Review; and,
- Minimizing impacts on residents, businesses, and commuters during construction.

ELECTRIC VEHICLE NEWS

Regulations were put in place, prior to the BC Election, outlining how BC will reduce pollution and make the switch to 100% electric-vehicle sales by 2040. This is still going to be a hot topic in the post-BC election environment.

WHAT HAPPENED?

The new regulations followed the Zero-Emission Vehicles (ZEV) Act that was passed last year and fulfils the CleanBC commitment to implement a ZEV standard. The ZEV Act, passed in 2019, requires automakers to meet increasing annual levels of EV sales reaching 10% of new light-duty vehicle sales by 2025, 30% by 2030 and 100% by 2040. The new ZEV regulation sets phased-in annual targets and other compliance requirements, ensuring automakers increase the number and type of EVs that they sell in BC to meet consumer demand. archive.news.gov.bc.ca/releases/news_releases_2017-2021/2020EMPR0031-001416. htm

PORT NEWS

The Roberts Bank Terminal 2 Project, led by Surrey Board of Trade member the Vancouver Fraser Port Authority, is at a critical stage in the environmental assessment process and the Federal Government is expected to make a decision on this proposed marine container terminal in the next six months. After nearly a decade of planning and a rigorous environmental assessment, we can't afford to miss out on this crucial economic development project. Surrey's business community has to act quickly to help get this project across the finish line. The project, if approved, would provide substantial economic benefits to Surrey, British Columbia, and Canada. The terminal—which has been designed to limit the impact on the environment—would accommodate increased demand for trade and play an important role in stimulating Canada's economic growth. The project would result in significant employment opportunities during project construction and terminal operation and generate economic benefits and opportunities to Indigenous groups. The construction of the terminal over five-and-ahalf years would provide:

• 12,700 person years of employment worth

about \$1 billion in wages,

- generate \$1.3 billion in GDP
- contribute \$300 million in tax revenue to all levels of government

Once operational, the terminal would be a significant economic generator for the region, including:

- 1,500 person-years of employment on the terminal
- 11,000 person years of employment off the terminal
- \$810 million in wages annually
 Off-terminal activities include services provided
 by truck drivers, harbour pilots, tugboat
 operators, the Canada Border Services Agency,
 railways, transload and distribution facility
 operations, and container storage yards.
 Without the container capacity that we need,
 Canadian importers and exporters may be forced
 to use ports on the west coast of the United
 States, resulting in increased transportation
 costs and lost revenue for Canadians and
 investments into our city. We would also lose
 out on the many benefits the project would
 provide.

robertsbankterminal2.com

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Oil and Gas Industry Needed for **Economic Recovery**

The Canadian Association of Petroleum Producers (CAPP) released 'A Vision for Canada's Recovery -Canada's Natural Gas and Oil Industry: Driving Economic Recovery and Environmental Leadership' report. This document outlines the critical role of Canada's natural gas and oil industry in driving a robust and sustainable economic recovery for the benefit of the entire country while continuing to drive down emissions. CAPP recommends a path forward guided by four key principles:

- 1. Create and retain good jobs in Canada;
- 2. Generate pan-Canadian benefits, especially focused on prosperity for Indigenous communities;
- 3. Advance environmental leadership at home and abroad; and,
- 4. Build wealth and value while shrinking Canada's debt.

The plan recommends short, medium and long-term actions that the Federal Government can take to achieve shared economic and environmental goals, focused on four priority areas: market access, regulatory policy, climate and innovation and fiscal and tax policy.

The upstream oil and natural gas sector helped drive the Canadian economy through past recoveries, notably after the 2008 worldwide economic downturn, and the industry is poised to do that again. Canada has the resources and expertise to enable a long-term recovery that is sustainable and resilient.

capp.ca/resources/ publications/

LNG and Economic Recovery

The Conference Board of Canada (CBoC) released its report, 'A Rising Tide: The Economic Impact of BC's Liquefied Natural Gas Industry.

"Without much needed investment in infrastructure projects, our economy will not be able to recover to its fullest potential," said Anita Huberman, CEO, Surrey Board of Trade. "Efficient and effective investment into natural resource industry sectors, specifically the

LNG industry, will drive our economy locally, provincially and globally and at the same time support local businesses and cities.'

MORE INFORMATION: businessinsurrey.com/news

Clean Technology & Surrey

The BC Government continues to develop clean energy projects funded through the Innovative Clean Energy (ICE) Fund. The \$8.5 million in ICE funding supports companies like Surrey's Powertech Labs, which is working to advance fuelling for medium and heavy-

duty hydrogen vehicles that will support decarbonizing Canada's transportation sector.

news.gov.bc.ca/22983

Trans Mountain Pipeline Needed for Community Investments

Trans Mountain and the City of Surrey announced a Community Benefit Agreement that will see a \$500,000 investment from Trans Mountain towards enhancing the local trail network in the Fraser Heights area of Surrey.

Pipeline construction in Surrey will include the installation of 11.5 kilometres

of pipeline routed along the South Fraser Perimeter Road and across the Fraser River into Coquitlam. Preparation work is anticipated to commence later this fall on the Surrey side of the Fraser River. This agreement is part of Trans Mountain's commitment to ensure the **Expansion Project benefits** as many people as possible. The Community Benefit

Agreements program is in addition to local economic activity generated by construction, compensation to landowners and taxes paid to local governments, and is designed to support local initiatives for the benefit of the entire community.

MORE INFORMATION: transmountain com

Digging Deep to Go Green

What's missing from the public and policy discussions around renewable energy and energy transitions is awareness of the enormous quantities of raw and fabricated materials needed to produce the solar panels, wind turbines, biofuels, electric vehicles, batteries and other products we hope will support the development of a less carbon-intensive energy system.

'Clean' machines and the

resulting green energy should be considered in relation to how land- and materialsintensive they are.

We should insist on a more comprehensive analysis of the full cycle environmental and land use impacts of going 'clean and green.'

theorca.ca/visiting-pod/ digging-deep-to-go-green/

Jock Finlayson is executive vice-president of the Business Council of British Columbia. Denise Mullen is director of environment and sustainability at the Business Council of B.C.

Forestry Industry Important in Surrey

At the September 14th City of Surrey Council meeting, a formal declaration was approved to make September 20-26, 2020 as National Forest Week in Surrey. This year, the theme was "Healthy Forests, Healthy Future". The City of Prince George is the only other municipality so far to have also

approved this declaration.

"Surrey is the home to many wood manufacturing companies that are significant employers, such as Teal Jones, S&R Sawmills, Pacific Lumber, Catalyst Paper, Key West and Riverside to name but a few," said Anita Huberman, CEO, Surrey Board of Trade. "Workers and businesses are dependent on a healthy forest sector and the City of Surrey showed some recognition at the local level." MORE INFORMATION: / businessinsurrey.com/news



Deep Roots. Strong Communities.

2019 Regional Supply Chain Study

\$7 billion

in goods & services purchased by B.C.'s forest industry*

9,900

B.C.-based suppliers communities

Indigenous Nations and affiliated organizations

Top 5 Communities (\$ spend)



Vancouver

Prince George

3. Campbell River

4. Quesnel



\$2 billion purchased from Metro Vancouver suppliers



\$250 million in indirect economic benefits to



800 organizations reached by community investments

About the Study

The BC Council of Forest Industries (COFI) represen the majority of lumber, pulp and paper, and manufacture





➡ BUSINESS ADVICE CENTRE

Expense Reduction to Improve Cash Flow in the Age of COVID-19



Eamonn Percy

My goal of this column is to give you the best information, strategies and practical tactics I know will help you build a more valuable business. This is even more critical now than ever, as the COVID-19 pandemic response is reshaping the way the economy and business works.

Both tremendous risk and opportunity exist now

and your primary role as an entrepreneur is to be aware of this, understand it and know which action to take and how. Today, I am focusing on helping improve your cashflow position by managing and decreasing unnecessary overhead and expenses in your company. While many business owners and leaders watch expenses closely, they rarely systematically review expenses in order to ensure that every dollar is being put to work and has maximum leverage.

This systematic approach to expense reduction in a collaborative way will keep your team onboard while protecting the bottom line. You should seriously consider cutting any expense that is not directly related to the generation of

revenue at this time or the creation of value for your customers.

You can always increase expenses later when the situation improves, but now is the time to be disciplined in ensuring your cash and capital is allocated to its highest and best use! Here are the key steps to systematically reduce expenses in your company:

- Pick a recent period to review expenses. At least the last two weeks or the last full month for which you had completed financial statements. It should be recent.
- Assemble a small working group of 3 or 4 managers, including your leading financial manager and operations manager (others may include a sales leader

or other important role within your company).

- Create lists of all your expenses from your financial statements AND general ledger. The finer the detail the better as it will show individual behaviours as well as general trends.
- Starting at the top, systematically review EVERY line item and expense. This is important, as you don't want to assume anything and need to understand how the money is being spent.
- Avoid the temptation to focus mostly on the big-ticket items. While I am a big fan of the Pareto Principle (80/20 rule), it is important from a leadership perspective to demonstrate to your team that you have the rigour to go through all the details. Be a mile wide and a mile deep!

• Review and discuss each expense and ask clarifying questions around how the expense creates value for the customer? Can it be done differently? Or is it necessary at all?

- Engage your team in this process and determine if each expense item is a **Go** (continue), **No Go** (Eliminate it 100%) or **Redirect** (Reduce or consolidate).
- Upon completion, consider redoing your budget for the new reality and setting new targets.
- Communicate the process with everyone that needs to know and repeat it again in 3 to 6 months.

This systematic approach to expense reduction in a collaborative way will keep your team onboard while protecting the bottom line. You should seriously consider cutting any expense that is not directly related to the generation of revenue at this time or the creation of value for your customers.

You can always increase expenses later when the situation improves, but now is the time to be disciplined in ensuring your cash and capital is allocated to its highest and best use!

Eamonn is a business growth strategist, advisor and coach to entrepreneurs and business owners. Learn more at Percygroup.ca.

This Year Has Proven Why Your Customers Are Your Greatest Assets



Margaret Page

In the early days of the pandemic, my inbox was flooded with emails from businesses describing how they were keeping me safe from COVID-19. Some of them, like those from healthcare providers, made sense. But mostly, these missives clogged my inbox and became an early pandemic cliché — a company "connection" that seemed forced and a little unnecessary.

Sincerity, like great customer service, is hard to fake.
That's why we remember the moments when business employees and owners really got it right. Think back to the times when a business truly served you: Maybe a mechanic performed an oil change free of charge, or a barista remembered your favourite order, or your go-to farmer's market stand set aside a bag full of sweet plums.

These are the moments that matter to customers. If your business is thriving, fantastic! Now is the time to remind your customers why they choose you by exemplifying stellar service. If your business has suffered, you have the opportunity to focus on your remaining customers and give them the attention you might not be able to otherwise.

No matter your situation, you

have the chance to offer more value to your customers now. Take a moment to give a few words of gratitude. Reach out to a customer who is sick. Make a note of a few details so you can follow up on your next phone call and add a personal touch.

Down the road, your customers might not remember everything they purchased from you. But they will remember the way you made them feel — like a real person making a real connection.

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

Attitude, Behaviour and Technique



John Glennon

Whether you are talking about your sales career or your personal life, you achieve success as a result of several interrelated factors which fall under three categories: attitude, behaviour and technique. Learning a new prospecting approach (technique), for instance, won't ensure you of more business unless you have a plan for implementing that approach (behaviour) and the belief (attitude) that

it will work for you.

Attitude has to do with your outlook - the perception you have about yourself, your company, your product or service, and your marketplace. It can be one of possibility, or one of limitation. And, since it's your perception, it's your choice.

Behaviour relates to having a systematic approach to the task at hand or step-bystep plan for reaching goals. Haphazard behaviour will not take you closer to success, nor will guesswork or lax standards. Don't let yourself off the hook because you're having a bad day or would rather be playing golf.

Technique relates to the application of various skills. It consists of strategies and tactics you use to implement your behaviours.

A successful salesperson realizes that what he or she thinks and feels about the selling process and how he or she behaves during the selling process can greatly affect the outcome of the process. Prior beliefs, judgments and actions that don't support your current goals can sabotage your sales efforts. An attitude and/or behaviour adjustment, coupled with proven techniques, can be just the

ticket to improving your sales outcomes.

John Glennon is the owner of Insight Sales Consulting Inc, the authorized Sandler Training Licensee for British Columbia. jglennon@sandler.com

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25,000 Job Losses Indicated in October Surrey Labour Market Intelligence Report

- However, some industries estimated to actually have a higher level of employment than February 2020.



Anita Huberman Surrey Board of Trade

The Surrey Board of Trade Rapid Response Business Centre released its 2nd Surrey Labour Market Intelligence Report on COVID-19-related impacts.

"This is the only Surreyfocused labour market report to inform decision-making and planning on recovery and resilience," said Anita Huberman, CEO, Surrey Board of Trade

"While Surrey has recovered over an estimated 12 000



Kerry Jothen Human Capital Strategies

jobs from July to September, the pandemic still leaves the Surrey economy with 25,000 fewer jobs than in February 2020. This -8.5% decline is still cause for concern as our small businesses continue to struggle. However, economically and in comparison to other Metro Vancouver cities and regions, Surrey will weather the pandemic's storm as we see some industries and some job categories actually having a

higher level of employment than in pre-pandemic times."

HIGHLIGHTS FOR SURREY:

- Overall, Surrey has lost over an estimated 25,000 jobs (8.5% of jobs) since February 2020. Since the end of July, Surrey has recovered over an estimated 12,000 jobs, with the greatest job losses in March and April.
- Additional losses, at a slower rate, were incurred between May and July, however, a similar number of jobs were recovered in August and September.
- The greatest gains in employment in Surrey, since February 2020, are estimated to be in the Utilities (over 61%) and Natural Resources (approximately 20%) industries.
- Most industries in Surrey saw a gain in August/ September, compared to July 2020, with the exceptions of: Natural Resources; Construction; Educational

Services; and Health Care & Social Assistance.

- The greatest employment losses by occupation in Surrey were in the following categories: Sales & Services; Education, Law & Social, Community and Government Services; and Trades, Transport & Equipment Operators.
- Though Natural
 Resources and Agriculture
 saw an estimated loss of
 over 1,000 employees in
 August/September, overall
 occupations in this sector in
 Surrey saw a gain of 33.9%
 since February.
- While there has been a huge impact, some industries and some occupational categories are estimated to actually have a higher level of employment than February 2020 (prepandemic). Those industries include:
- Utilities, up over 61% in Surrey;
- Natural Resources, up over 19% as an industry in Surrey;
- And, Manufacturing

occupations, up by over 20%.
• Individuals in Canada most

- impacted by the pandemic have been:The greatest job loss, by age,
- The greatest job loss, by age is faced by those aged 15 to 24 years old.
- Female employees are impacted more greatly than male employees by job loss.
- Non-union workers are impacted more than union workers.
- In BC, women have fared better than their counterparts in Canada, overall.
- Women in BC have seen a significant increase in jobs in the Goods-Producing sector (26%)
- Employment losses for men in BC are greater than those for men in Canada, overall.
- Businesses and industries in Canada, most affected by the pandemic have been:
- Businesses that are owned in majority by First Nations, Metis or Inuit owners show that they doubled the Canadian average of

businesses that have laid off more than 50% of their staff.

- The Finance and Insurance industries were the least affected by lavoffs.
- The Industries in which the most businesses laid-off 50% or more of their staff are:
- Administrative & support, waste management & remediation services (26%)
- Arts, Entertainment & Recreation (38%)
- Accommodation & Food Services (48%)
- Health Care & Social Assistance (20%).

FULL SURREY LABOUR MARKET INTELLIGENCE REPORT: businessinsurrey. com/workforce-support/ labour-market-intelligence

Get Your Own Concierge Learning Management System – Classtrack.com

Finally, a Learning Management System which has everything to manage all aspects of your school, college, academy, or tuition business. It is made by the teachers, for the teachers. Classtrack.com has the most advanced and easy attendance management, teacher scheduling and payroll hours, student management, course building, exams and assignments management, the world's easiest rubrics system, invoice and fee management, advanced reports and analytics, class supply management, staff management, online course selling, self-paced and blended learning management, landing page, and many more useful features. If you have been using any traditional tools like excel, Google sheets, etc. to manage your school, it is time to let Classtrack.com make your work easier. Plans starting from US\$10 per month for tutors to US\$3000 for universities and colleges, Classtrack.com is the most scalable and affordable LMS in the world. Get a demo to see how Classtrack.com can help your school go online.



Universal Pharmacare is Needed – Especially in Light of COVID-19 Economic and Health Impacts



The Surrey Board of Trade continues to advocate for a single-payer universal pharmacare program since 2016. With rising costs of medications, many businesses are seeing their bottom line erode and some find they simply cannot afford to provide insurance plans for their employees.

Heavy burden on business Drug coverage in Canada is provided through an incomplete patchwork of private and public programs that vary across provinces. This fragmented system limits people's access to medicines, diminishes our drug purchasing power, duplicates administrative costs, and isolates

pharmaceutical management from the management of medical and hospital care. It is needlessly costing Canadian businesses billions of dollars every year. Prescription drugs are the largest and fastest growing component of extended health benefits in Canada. Business owners should not be responsible for managing access to these lifesaving medications. No comparable country with universal health care requires individual employers to do so.

MORE INFORMATION: businessinsurrey.com/policy/social-policy/

⇒ DEVELOPMENT INDUSTRY

Surrey Modernizes Permit Processes

With the safety of residents and staff as the top priority, reconfiguring the permitting process to meet the new demands under COVID has resulted in a more efficient and streamlined process for Surrey's patrons.

"The City of Surrey is continually looking on how to innovate and improve our services," said Mayor Doug McCallum.
"During this pandemic, we have accelerated the modernization and digitization of our permitting process. The results so far have shown a win-win situation for those applying for permits with faster issuance of permits, enhanced service and improved transparency."

Since enabling a Contact Centre in March, leveraging shorter, more frequent, digital engagements with clients, this move has allowed for greater convenience and flexibility for permit applicants versus the in-person application model.

In August, 98% of electrical permits and 76% of plumbing permits have been issued online, with 40% of trade permits being initiated outside of regular business hours (Monday to Friday, 8:30 am - 4:30 pm).

In-Person Model

- 3000 Front Counter Visits per month
- Wait Time 6 minutes (Avg)
- Paper Plans and Applications
- In-Person Payments (debit, cheques, cash)
- No after hours opportunities

Contact Centre Model

- 4500 Calls and 590 Emails per month
- Phone wait 1:20 minutes (Avg)
- Digital Plans and Applications
- Remote Payments (Credit Card)
- 14% of Emails received after hours

Surrey's Residential Building Sector

Confidence in the residential construction sector remains strong in Surrey as more than \$808 million in housing developments were given approval to proceed by Surrey City Council at a September meeting. More approvals followed in other Council meetings.

Development projects given approval to proceed include the following:

- 2 high-rise residential towers (45 and 39-storeys) and 11-storey mid-rise rental building
- 32-storey residential apartment building
- 26-storey market condo and 21-storey rental apartment building

- 13-story rental apartment building and 16-storey market apartment building
- 7 apartment buildings of up to 6-storeys and 55 townhouse units
- Seven, 5 to 6-storey apartment buildings
- 6-storey mixed-use building comprised of 30 market and 70 non-market rental units
- 39 live/work residential townhomes

This latest round of development approvals comes on the heels of nearly \$700 million in building projects approved by Council this past July.

Metro Vancouver Industrial Land

The development of the Regional Industrial Lands Strategy was a collaborative process guided by the Industrial Lands Strategy Task Force between 2018 and 2020. The Task Force included representatives from some Metro Vancouver member jurisdictions, the Provincial Government, TransLink, the Port of Vancouver, and the private sector. The Surrey Board of Trade provided input into this strategy as well. The finalized Regional Industrial Lands Strategy was approved by the Metro Vancouver Board in July 2020.

Industrial lands are crucial to supporting a prosperous, sustainable regional economy, and to providing space to accommodate the industrial services needed in our growing region.

The Regional Industrial Lands Strategy establishes

The Regional Industrial Lands Strategy establishes a vision for the future of industrial lands across Metro Vancouver to the year 2050, and provides a set of recommendations to guide a broad range of stakeholder actions to achieve that vision.

As identified in the Regional Industrial Lands

Strategy, the main challenges facing Metro Vancouver's industrial lands are:

- 1. A constrained land supply
- 2. Pressures on industrial lands
- 3. Site and adjacency issues
- 4. A complex jurisdictional environment

In response to the challenges facing industrial lands, the Strategy includes 34 recommendations with ten priority actions, organized around four 'Big Moves':

- 1. Protect remaining industrial lands
- 2. Intensify and optimize industrial lands
- 3. Bring the existing land supply to market & address site issues
- 4. Ensure a coordinated approach

metrovancouver.org/services/regional-planning/industrial-lands/regional-strategy/Pages/default.aspx

Thank You to the Speakers at the Surrey Development Industry Dialogue



SURREY DEVELOPMENT INDUSTRY DIALOGUE

OCTOBER 30 | 12:00 - 1:30 PM | DIGITAL

SPEAKERS

- MICHAEL GELLER, PRESIDENT, THE GELLER GROUP
- CARLA GUERRERA, FOUNDER & CEO, PURPOSE DRIVEN DEVELOPMENT & PLANNING
- OZZIE JUROCK, CHAIRMAN, JUROCK CASE REALTY INVESTMENT INC.
- CHARAN SETHI, PRESIDENT, TIEN SHER GROUP OF COMPANIES
- JÉRÔME THIBAUDEAU, MANAGER, BUSINESS TRANSFORMATION, CITY OF SURREY

AGRICULTURE NEWS

More Farmers Get Access to Affordable, Available Farmland

In July, more than 70 farmers from throughout BC found new opportunities in farming communities through the BC Land Matching Program.

Quick Facts:

- 90% of the matches arranged through the program are in regions with high real estate prices, including Metro Vancouver, the Fraser Valley, Vancouver Island and the Okanagan.
- The total number of matches (81) made in BC: o Metro Vancouver/Fraser Valley: 26 o Vancouver Island: 24 o Okanagan: 21
- o Columbia Basin: 6
- o Central and northern BC: 4
- The new businesses are farming a range of agricultural products, including mixed vegetables, sheep, goats, cattle, grain, hay, flowers, berries, eggs, tree fruits, buffalo dairy, honey, medicinal herbs and mushrooms.

news.gov.bc.ca/releases/2020AGRI0044-001399

Canada, BC Support Innovation on the Farm

BC companies continue to bring innovation to the farm, using technology to develop new products and processes that will support food production and food security in British Columbia. The governments of Canada and BC are supporting 14 new projects with more than \$2.4 million through the Canada-British Columbia Agri-Innovation Program to help create opportunities in the province's agricultural and technology industries.

Surrey-based BC Hot House Foods is widely known for its greenhouse-grown cucumbers, peppers and tomatoes. With funding of over \$380,000, BC Hot House is working to develop a feasible method to cultivate greenhouse strawberries commercially in BC for people to enjoy year-round. The company is working with experts from Europe who have had success in growing soft fruit in protected environments.

news.gov.bc.ca/releases/2020AGRI0047-001523

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Childcare, Pharmacare, Business Support, Job Creation Positive Focuses in Speech from the Throne

- Details in Federal Budget will be Critical for Sustainable Fiscal Investments and Fiscal Management



The September Speech from the Throne in Ottawa was important to Surrey's business community. Most endured significant challenges during the pandemic. Surrey, still, continues to grow by over 1,200 people per month. This has opportunities and challenges in itself. Surrey will be the largest city in British Columbia very soon, and this is something that we need to keep at the forefront of our minds as we make decisions for our businesses and our organizations to enhance the livability of our city, and for our workforce. Surrey is well positioned to weather the economic storm given our diverse industry base.

Surrey is a community of small and mediumsized businesses and entrepreneurs whose workforce size ranges from single owners up to 500 employees. Across Canada these businesses comprise a majority of the economy. Their workforces are dramatically undercapitalized. Many have faced significant hardships and difficult decisions as a result of declining or terminated revenue associated with the pandemic. Despite this, expenses continue with limited or over-leveraged financial resources to address them and delayed, complicated or limited government programs to support business continuity and the economy. Current programs, while helpful to some, have cost the Canadian economy billions of dollars of incurred debt and done little to protect the economy and Canadian businesses over the mid to long term.

We asked: Did the September Speech from the Throne demonstrate strong leadership in providing effective immediate and longer-term strategies to protect Canada's economy and businesses, especially as we face significant economic uncertainty? Yes and no.

TAX REFORM: We have been asking the Federal Government to have a comprehensive review of Canada's tax system to reduce administrative burden to businesses and to save business money. **The Surrey Board of Trade didn't hear any tax reform initiatives in the Throne Speech.**

PHARMACARE: We were pleased that the Federal Government maintained its commitment to implement a universal pharmacare program. The burden of Canada's incomplete and inefficient system of public drug coverage falls heavily on businesses, especially small and medium sized enterprises who are the backbone of Canada's economy. With rising costs of medications, many businesses are seeing their bottom line erode and some find they simply cannot afford to provide insurance plans for their employees. But there wasn't a concrete announcement on implementation. How much longer must we wait?

CHILDCARE: In 2007, the Surrey Board of

Trade was the first business organization to advocate for childcare investments from an economic lens, even in the face of significant criticism saying that childcare wasn't a business issue. Childcare is a business issue. Affordability and accessibility to quality childcare are necessary for employees to be able to perform at peak productivity, confident in the knowledge that their children are cared for in a safe, learning environment. This has been further demonstrated during the pandemic with school and daycare closures. **The Surrey** Board of Trade was pleased that there was a commitment to a national childcare plan but what will the details be and what will it cost taxpayers?

BUSINESS & ECONOMIC SUPPORT: We heard that there will be a plan for continued investment and leveraging of the natural resource sector. This is good news for Surrey businesses. Supporting manufacturing, agriculture and energy businesses through climate change and emission programs is good, but we await the details of the support in the next federal budget.

But we didn't hear about faster decisionmaking for transportation or other infrastructure developments. We didn't hear about education institutional investments or innovation. We did hear about a commitment to reskilling or upskilling though.

With digital innovation at the forefront of action, there also needed to be a move towards blockchain innovation and investment. We heard that there will be an initiative to reduce inter-provincial trade barriers — a significant long-time policy ask from the Surrey Board of Trade.

Canada's pension fund, housing investments, a campaign to create up to one million jobs, wage subsidy program expanded to Summer 2021, youth employment, accelerating women's entrepreneurship support, further support for the hardest hit industries such as arts/culture and our hospitality industry and a skills strategy are all positive. We await the details of the programs and the details within the federal budget.

HEALTH: Significant focuses on a vaccine strategy and distribution, from the Surrey Board of Trade's vaccine policy, seemed to be positive with the focus on building domestic capacity to manufacture PPE and secure health-focused supply chains. The opioid crisis was mentioned.

This other crisis needs action now. FISCAL DEBT: We heard about more spending when Canada's debt is over a trillion dollars. We were hoping for more detail on the specific investments that will reduce the government's debt. Business is wondering who will pay for this debt. Finding revenue sources, reducing administrative costs, and improving efficiency are essential to economic recovery.

INTERNATIONAL TRADE: We heard a commitment to harnessing the opportunities by free trade agreements. On the ground assistance to businesses in a structured way is needed to ensure that we realize these global opportunities.

FULL THRONE SPEECH: canada.ca/en/privycouncil/campaigns/speech-throne/2020/ stronger-resilient-canada.html

C.D. Howe says Federal Government Needs to Adopt a Clear Fiscal Anchor to Control Expenditure Choices

Ottawa must adopt a clear fiscal anchor to guide and control expenditure choices, says the C.D. Howe Institute's Fiscal and Tax Working Group. The group of experts in both the private sector and academia is co-chaired by John Manley, former Federal Minister of Finance; and Janice MacKinnon, former Minister of Finance of Saskatchewan. If left unanchored, public debt can eventually be monetized, as the central bank buys up government bonds, leading to higher inflation and devaluing the wealth of debtholders in Canada and abroad. Should credit rating agencies and

foreigners react negatively, Canada may see a rise in interest rates and payments, crowding out the ability of governments to provide public services. Members focused primarily on two types of fiscal anchors: the debt-to-GDP ratio, and program spending targets:

- Ottawa recommit to the idea of fiscal sustainability; and,
- Ottawa establish a fiscal anchor now to guide fiscal policy in the medium to long term.

cdhowe.org/sites/default/files/ attachments/communiques/mixed/ CWGR_2020_0914.pdf

Surrey Board of Trade Focused on Federal Government Policy Action October 26-27

At the annual Canadian Chamber of Commerce Convention held virtually on October 26-27, the Surrey Board of Trade sought support for 10 federal government policies from the Canadian Chamber of Commerce member chambers of commerce and boards of trade, representing 200,000 Canadian businesses. The results were not ready at the time of publication distribution. Check businessinsurrey.com/news for the results.

Delegates from the Surrey Board of Trade (SBOT) that participated in the digital debates included Anita Huberman, CEO; Jasroop Gosal, Policy Coordinator; Doug Tennant, Board Chair; and Dr. Greg Thomas, Chair of the SBOT's International & Industry Team.

"The Surrey Board of Trade actively participates in the composition of federal government policy perspectives to instigate change to help business and the economy. This serves as one of our member and stakeholder value propositions," said Anita Huberman, CEO, Surrey Board of Trade.

Surrey Board of Trade federal government composed policies for 2020:

- 1. A Focus on Refugees
- 2. Port Connectivity and Infrastructure Investments
- 3. Revitalizing Canada's Riverfronts
- 4. Transportation and Congestion
- 5. Blockchain
- 6. Funding for Climate Changement Adaptation Coastal & Waterfront Community Flood Protection
- 7. Global Research Fund for Vaccines
- 8. Canada's Economic Opportunity in the Arctic
- 9. Greywater
- 10. Pensions

There are 450 chambers of commerce/boards of trade in Canada. The Surrey Board of Trade, as Surrey's city-building business organization, is one of the top 10 largest boards of trade/chambers of commerce in Canada.





Surrey Music City Centre Thought of the Season

"Music is the one time when my head isn't filled with briefs and opinions. All that is put on a shelf, and I just... enjoy."

This season, we remember Justice Ruth Bader Ginsburg's words on the arts, law and life.

businessinsurrey.com/policy/music-city-surrey/

Ruth Bader Ginsburg

The Surrey Music City Centre, a Surrey Board of Trade & FUSIONpresents collaboration initiative to grow Surrey's music economy, covers all things related to the music scene in Surrey, including current news, community features, upcoming events (virtual and non-virtual) and much more!

Our Music City Task Force includes Sami Ghawi, Myles Philpott & Pat Ann Or of FUSIONpresents in addition to Navreet Dhaliwal & Keely Rammage-Scott of Face the Music Entertainment. If you are interested in being part of the task force, please email anita@businessinsurrey.com



SURREY MUSIC CITY CENTRE

"We are thrilled that the BC government is investing in local producers and production companies, placing them in a more competitive position within the rest of Canada through the Domestic Motion Picture Fund. This program will help our local creators seize the opportunity to supply an increasingly demanding marketplace with made-in-BC content."



Prem Gill, CEO, Creative BC

New Motion Picture Fund Backs BC Stories



BC creators and producers will receive help to get projects off the ground, with new government funding targeted for the motion picture industry as it restarts.

This new fund will help BC's domestic film industry create new content so it can recover faster and get thousands of skilled workers involved in film and TV production back on set.

As part of the COVID-19 Action Plan relief funding, the Province invested \$2 million to launch the new Domestic Motion Picture Fund. BC production companies can apply for support to turn their ideas into finished products, such as feature films, TV shows, series,

documentaries and animated content. The fund will help local production companies attract investment and leverage federal funding.

The Domestic Motion Picture Fund will support:

a. development – activities, such as research, concept development and scriptwriting; and, b. production – production costs, such as hiring crew, renting equipment and securing locations.

Creative BC will administer the fund as part of Reel Focus BC, a suite of support programs available to the domestic production sector.

news.gov.bc.ca/23054

\$1.5-million Warner Brothers Production in Surrey



Surrey will be home to Warner Brothers' latest Superman television series 'Superman and Lois' with the re-creation of Smallville.

In October, Surrey City Council granted Manly Shore Production Services Inc., a subsidiary of Warner Brothers Entertainment, a three-year use agreement of the Cloverdale Fairgrounds for the set.

The majority of Smallville will be constructed at 17848 64 Avenue with storefront facades and spaces including a post office, train station, and The Gazette office for filming indoor scenes.

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SBOT MEMBER ANNOUNCEMENTS



MNP announces **Sunney Badwal**, CPA, CA, as the new Regional Tax Leader for MNP's Lower Mainland region. *mnp.ca*

Congratulations to **C&D Logistics** for moving to Surrey's Campbell Heights area with the purchase of a 35,000 sq. ft. building. *cdlogistics.ca*

Fiona Murray, CN Rail's VP of Public and Government Affairs, was appointed as the new Chairperson of the Board of Directors of the **Railway Association of Canada** (RAC), the very first female to hold the position in the RAC's 103-year *history: railcan.ca*

A group of physically-distanced staff and faculty at **SFU's Surrey** campus recently produced more than 800 bottles of hand sanitizer in campus science labs, which have been closed due to the pandemic. The hand sanitizers were distributed to Surrey at-need groups, including the food bank, homeless shelter and frontline workers.

Tiny Planet Digital offers a complimentary 1-hour of digital marketing consulting to help businesses thrive online. *julie@tinyplanet.digital*

Times of Canada announces their Diwali Car Giveaway and Bravery Awards for frontline workers. This is a unique 4-hour event where anyone can come and fill in a free ballot for the car giveaway. https://www.facebook.com/thetimesofcanada

Fasken Surrey welcomes **Jordan Thompson** to the neighbourhood. Jordan joins the team from the Vancouver Labour, Employment & Human Rights group and will divide his time between both offices. Have an HR question? Contact Jordan at *jthompson@fasken.com*

PiVAL International Inc. announces their new 75,000 sq. ft. distribution center in Surrey (Unit 103-18822 24 Avenue). *pival.com*

Thank you to **Ninu Kang** for nearly 30 years of service as part of the **MOSAIC** leadership team. She begins a new journey as Associate Director of **End Violence BC.** *mosaicbc.org*

The **Sheraton Vancouver Guildford Hotel** is putting together holiday catering packages (prepackaged meals) that can be delivered to your office. Linda McCrossin at 604-582-9288.

BM Group announces Racy Sidhu as the Chairperson of **Concrete BC**. With over 20 years of global experience in the consulting engineering and concrete industry, Racy brings a wealth of experience. *bmgroupinternational.com*

Internship opportunity! **Vancouver Community College's** Canadian Business Management students are available for a 14-week, unpaid internship January to April 2021. Contact Lina Sehgal *Isehgal@vcc.ca*.

Tybo Contracting is proud to be one of BC's Top Employers of 2020. *tybo.ca*

Surrey's **Progressive Intercultural Community Services Society** (**PICS**) has named their upcoming 125-bed, long-term care facility for South Asian seniors after Guru Nanak Dev Ji. It will be called: The Guru Nanak Diversity Village located at 6471 175A Street, which is a partnership between the Ministry of Health, Fraser Health and PICS. *pics.bc.ca*

The **City of Surrey's Coastal Flood Adaptation Strategy** was honoured with national recognition from the Canadian Association of Municipal Administrators and the Canadian Institute of Planners for excellence in environmental planning. *surrey.ca/coastaltakingaction*

Congratulations to **Douglas College** on their 50th anniversary. *douglascollege.ca*

Douglas College Foundation announces their new Board Executive: Nick Cheng, John Evans, Kathy Gallagher and Jill Cook as the 2020 - 2023 Board Executive. *douglascollege.ca/foundation-board*

WorkBC, a provincial program, is offering FREE services for employers: 50% wage subsidy to eligible employers, job postings, custom hiring fairs. 604-584-0003, *workbccentre-surreywhalley.ca/employers*

Seniors Come Share Society has launched a new online platform, SHARE (Socialization, Health, Awareness, Recreation and Education) to continue providing programs and services to older adults in the community despite the restrictions of COVID-19. *sharevirtually.com*

HealthTech Connex, an early-stage medical technology company based in Surrey has obtained non-dilutive growth financing of \$2 million from **BDC** Capital's Growth and Transition Capital division. The company and its subsidiary NeuroCatch Inc. are the developers of the NeuroCatch Platform, a first-of-its-kind portable and cost-effective device that measures brain waves, which was approved by Health Canada last year. *bdc.ca*

DIVERSEcity Skills Training Centre, which offers fee-based job-ready training courses, has been certified as a social enterprise by **Buy Social Canada**. As a social enterprise, DIVERSEcity Skills Training Centre reinvests earnings into DIVERSEcity's charitable services for newcomers and diverse communities. *dcrs.ca*

The 2020 call for applications for the **January Marie Lapuz Youth Leadership Award**, presented by Sher Vancouver and sponsored by **DIVERSEcity** for the second year, is now open. The award recognizes youth who have demonstrated leadership in the 2SLGBTQ+ community. *shervancouver.com/youth-award.html*

Surrey's **Health and Technology District** is partnering with **Halo Health**, Canada's first angel network for healthcare, on a new collaboration to expand and support health-tech innovations and entrepreneurs. **healthandtechnologydistrict.com**

ProSafe First Aid Training School is open and running courses again with new COVID-19 protocols, reduced class sizes, and special attention to sanitation and hygiene. New training programs include a re-certification course for Occupational First Aid Level 1. *prosafefirstaid.ca*

Sunny Hill Health Centre, the only pediatric rehabilitation and developmental services facility of its kind in BC, re-opened its doors on the campus of BC Children's Hospital in late August 2020, thoughtfully designed for the kids and families there. Take a virtual tour at *bcchf.ca/sunnyhill*.

Focus College has launched a new ESL Program that is interactive and makes learning English fun by including games, audio recordings with play back, characters and Canadianisms. *focuscollege.com* **Sandler Training**, an international training organization dedicated

to improving sales and customer service skills, has returned to the Lower Mainland. This expansion is headed by John Glennon the authorized Sandler licensee for *BC. glennon.andler.com*

KSW Lawyers welcomes two members to their Employment & Labour Practice Group, **Alejandra Henao and Junki Hong**. The Business & Corporate Group is also happy to have Arjun Hair join as an articling student in Surrey. *ksw.bc.ca*

Rogers Communications has launched 5G on Canada's most trusted and reliable network in 26 new cities and towns across BC, including Surrey. *about.rogers.com*

This Fall **ASTTBC's** Act will be repealed and the organization will transition to the Professional Governance Act (PGA). The PGA is geared towards public interest and will change the ways that regulatory bodies function in BC. *asttbc.org*

Beginning September 9, eight **Surrey Libraries** branches (City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo, and Strawberry Hill) reopened to the public for borrowing and returning materials, computer access, and picking up holds. *surreylibraries.ca*

Nana's Kitchen is proud to be named in the top 10 'Largest Businesses Owned by a Woman' in BIV Magazine 2020. This is Nana's Kitchen's 20th anniversary and is proudly owned by Shelina Mawani. *yournanaskitchen.com*

Evolution Beauty Bar has opened a new location at 105-3939 Hastings Street, Burnaby, offering beauty and spa services. 15% discount is offered to Surrey Board of Trade members. *evolutionbeauty.ca*

For a limited time, **Peace Arch Hospital Foundation**, will match all gifts dollar-for-dollar up to \$100,000 by a generous matching donor: **Manjit Lit** and his family. They are challenging Surrey's business community to donate the remaining funds to buy a life-saving machine. **Logan La Roue**, Peace Arch Hospital Foundation, 604-535-4520 ext.756793 *pahfoundation.ca*

Kwantlen Polytechnic University is expanding international study opportunities for students by joining the **University Mobility in Asia and the Pacific Consortium** (UMAP). *kpu.ca*

The City of Surrey has appointed **Reece Harding** as their first Ethics Commissioner. As an independent officer, the role of the Ethics Commissioner is to advise and assist Council on how best to enhance open, transparent, and accountable governance. The mandate of the Ethics Commissioner's also includes the authority to investigate complaints and make disciplinary recommendations to Council.

Congratulations to **Westland Insurance Group** on being selected as a finalist in the 2020 Insurance Business Canada Award for Big Brokerage of the Year. Winners will be selected on November 19. *westlandinsurance.ca*

Congratulations to **Simon Fraser University** on being named Canada's top comprehensive university by **Maclean's Magazine**.

The Winter Craft Fair, hosted by the **Lark Angels Foundation**, takes place on November 21 from 11am to 3pm at Sullivan Community Hall (6306-152 Street, Surrey). *larkangelsfoundation.org*





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Surrey Business Leadership Perspective on the BC Labour Force Survey - October 2020

For September 2020 Labour Force Statistics

Data from Statistics Canada's Monthly Labour Market Survey has become a key indicator of the employment impacts and recovery from the COVID-19 pandemic. Changes in employment and unemployment, unemployment rates, industry trends, changes in occupational employment, regional and demographic variations and comparison with national trends is important information to drive future decisions for policy-makers, community leaders, business organizations, educators, service providers, marketers, consumers and job-seekers.

The 'Surrey Business Leadership Perspective on the BC Labour Force Survey' is brought to you by the Surrey Board of Trade, in conjunction with Human Capital Strategies, as part of our role to inform businesses and policy-makers and track economic recovery from the pandemic.







Overall - Canada



378,200 jobs

- Employment recovery is continuing across the country. All provinces except PEI and New Brunswick (1.0% increase in unemployment rate) saw gains in employment and reduced unemployment rates in September.
- Canada gained 378,200 jobs between August and September 2020 (stronger than the previous month's job growth), a 2.3% increase in employment - 88% of job growth was in full-time employment. The back to work trend has increased employment by almost 2.3 million jobs for a 14.1% increase since April.
- The unemployment rate dropped to 9.0% in September from 10.2% in August, however it remains higher than the 5.6% in February 2020.
- Employment in Canada still has 719,500 fewer jobs in September than in February 2020, a 3.7% deficit due to the pandemic.

Overall - BC



54,800 jobs

- Employment in the province increased more in September (by 54,800) than the 15,300 jobs in August - 70% of the growth was in full-time employment. September's increase in jobs was 2.3% in BC in the last month, equal to the Canadian average. This means BC has had an increase in employment of almost 301,700 jobs since the BC recovery started in April.
- BC's unemployment rate dropped to 8.4% in September from 10.7% in August, however it remains higher than the rate of 5% in February 2020. The drop in BC's rate of 2.3% points was the second highest across the country behind Nova Scotia's 2.4% points decrease.
- Employment is still down by almost 94,800 jobs since February, a 3.7% deficit.

Goods - Producing Industries



10,000 jobs

- After gaining almost 21,000 jobs in August, goods-producing industries lost 10,000 jobs for a 2.1% drop in September, and collectively they remain at 20,300 fewer jobs now than in February - a 4.2% deficit.
- The main job changes in the goods sector in September was manufacturing gaining 6,800 jobs (+4.2%) and construction losing 14,600 jobs (-6.8%). The latter's employment now is almost 40,000 fewer than in February (-16.5%).
- Employment levels in agriculture, natural resources, utilities and manufacturing are all now at pre-pandemic levels, higher than in February 2020. Manufacturing and utilities are up 8,300 and 6,300 jobs since February, respectively.
- Since the employment trough of April this year, goods-producing industries have increased employment by over 26,000 jobs or 6.0%

Source: BC Stats – Statistics Canada, Labour Force Survey, Sept. 2020. Released Oct. 9, 2020. Retrieved from https://www2.gov.bc.ca/gov/content/data/statistics/employment-labour/labour-market-statistics.

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