

## SURREY BUSINESS NEWS

**BUSINESSINSURREY.COM** 

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

## VACCINES: HEALTH AND BUSINESS



## **NEW AMERICAN PRESIDENT**

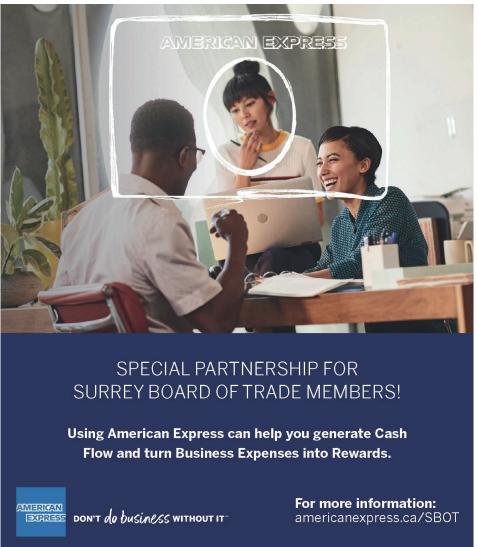


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#### SURREY'S CITY-BUILDING BUSINESS ORGANIZATION









## Vaccine Gives Economic Hope

Message from Dr. Victoria Lee, CEO, Fraser Health



Dr. Victoria Lee CEO, Fraser Health

The COVID-19 pandemic has had profound socioeconomic and health impacts locally, provincially and around the globe. As a society, we have also come together to care for one another and achieve remarkable things during this time.

BC has been applauded widely for its pandemic preparedness, response and recovery efforts. We have benefited from the leadership of BC Health Minister Adrian Dix and Provincial Health Officer Dr. Bonnie Henry.

The contributions of our health workers, communities, business partners, the City of Surrey and the Surrey Board of Trade have been crucial. Due to our collective efforts and sacrifices, we are starting to see our COVID-19 cases, related hospitalizations and outbreaks



decline in Fraser Health.

COVID-19 vaccines provide all of us, including our business community, with hope as we move to the next phase of the pandemic. At the same time, vaccines alone are not enough to allow us to return to all of our activities. It is vital that none of us lets down our guard at this critical time.

I'm pleased with the progress we have made with our vaccine rollout. Our priority now is to immunize the most vulnerable people in our communities and those who take care of them such as staff, medical staff, residents and essential visitors in long-term care and assisted

living facilities; people awaiting long-term care placement; and priority acute care staff. It has been heartwarming to see so many Fraser Health staff, medical staff and our partners step forward to become peer immunizers so people can be vaccinated as soon as possible.

With the delayed shipment of one of the vaccines to Canada, we also know that vaccines are not going to provide an immediate relief to the pandemic. While we work towards widespread vaccination, we are asking businesses to continue to ensure their COVID-19 plans are implemented

and maintained; work-from-home options are employed where possible; workers and customers wear masks when not separated by distance or barriers; and workers and others are prohibited from entering the workplace if they have COVID-19 symptoms. Please also ensure your employees are willing to participate in contract tracing.

I have observed uplifting and inspiring support from Surrey's business community during these challenging times. Thank you for embracing innovation and new solutions to enhance our services and for your ongoing and admirable efforts to help bend the curve.

#### Surrey Board of Trade Calls for National Strategy on Managing COVID-19



With COVID-19 cases increasing at an alarming rate, our leaders face a difficult balancing act. The challenge for us is to chart a path forward that protects the health and safety of Canadians and their economic well-being at the same time.

"The Surrey Board of Trade has been advocating for region-specific solutions for different parts of BC and Canada but a national strategy for COVID management is also urgently needed," said Anita Huberman, CEO, Surrey Board of Trade. "The Surrey Board of Trade joins the Canadian Chamber of Commerce in their call to implement a plan to replace Canada's current patchwork approach of reacting to daily numbers. It is neither socially nor economically sustainable to rely heavily on rotating lockdowns while we wait for an effective vaccine to be widely administered throughout the year."

A coherent national strategy must include all three levels of government working together as partners, collaboratively addressing these six key components:

- Data-driven, science-based policies to limit the spread of the virus
- Significant, widespread rapid testing and contact tracing
- Open, transparent communications and consistent messaging
- Tailored support for the hardest hit economically
- A well-designed, well-organized and well-communicated plan for vaccine administration
- A holistic approach to evaluating the costs and benefits of actions to control the disease

"There is tremendous confusion nationally. Some common policies, joint coordination and messaging would alleviate that confusion. This will become even more important once vaccines begin to roll out."

Show your support by signing the petition letting the government know we need a national strategy to control the pandemic. **PETITION**: nationalstrategy.ca/support-the-plan

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## PUBLIC SAFETY

#### **Connecting During COVID**



Assistant Commissioner
Brian Edwards
Surrey RCMP Officer in Charge

Over the past year, our officers have had the opportunity to engage with local businesses in a manner we never thought we would see in our policing careers. Our COVID-19 Compliance and Enforcement Team has visited thousands of Surrey businesses to ensure they have the information they need to operate safely. And while we wish our visits were not related to a pandemic, it has been a good way to stay connected with Surrey's business community.

In other news, this past November, the police chief was named for the Surrey Police Service. It was my pleasure to

work with Chief Lipinski when he served with the RCMP, and I look forward to working with him again.

It is important to know that, at this time, the RCMP continues to maintain responsibility for policing in Surrey. The transition of police services is a long and complex process, particularly for a detachment of our size. As such, Surrey RCMP will continue to manage operations until there is a new agreement in place. Please feel confident that your safety remains our top priority as we move through this policing transition process.

## Chief Constable Appointed for Surrey Police Service



Chief Constable Norm Lipinski Surrey Police Service

On November 20, 2020 the Surrey Police Board announced the appointment of Norm Lipinski as the Chief Constable of the Surrey Police Service. Chief Lipinski brings over 42 years of experience serving within large, urban Canadian municipalities to this role. Prior to joining the Surrey Police Service, Chief Lipinski served as Deputy Chief for both the neighbouring Delta Police Service and the Edmonton Police Service, as well as an Assistant Commissioner for the RCMP. surreypolice.ca

#### March is Fraud Prevention Month

## Between March 6, 2020 and January 10, 2021

Canadian reports of COVID-19 fraud:

10,237

• Canadian victims of COVID-19 fraud:

8,583

Lost to COVID-19 fraud:

\$7 M

#### As of December 31, 2020

· Canadian reports of fraud:

67,294

(56,089 in 2019)

· Canadian victims of fraud:

39,992

(28,574 in 2019)

Lost to fraud:

\$104.2 M

(\$104 M in 2019)

Every year, thousands of Canadians fall victim to fraud. Most people don't think it could happen to them, but fraudsters are using increasingly sophisticated methods to target people of all ages and from all walks of life. More and more of these schemes, especially during the pandemic, are being attributed to organized crime. The impact on individuals, families and businesses is devastating — retirement savings, homes, businesses and in some

cases, lives have all been lost.
It's sometimes hard to keep on top of all the information you need to know to keep your money and your personal information safe. Terms like "identity theft," "debit card fraud," and "phishing" can sound scary. You may not know where to turn to get clear information about what these terms mean and how you can protect yourself.

The good news is that the majority of

frauds can be prevented by identifying the methods used by fraudsters. The more you know about a fraud, the less likely you are to fall for it. Through awareness, you can avoid becoming a victim. Check out the Surrey Board of Trade website for events and resources to help you.

To report fraud: antifraudcentre-centreantifraude.ca









## Classifying an Employee, Independent Contractor, or Dependent Contractor

Businesses are commonly turning to non-traditional work relationships. The most regular of these arrangements is that of independent contractor.

These arrangements can be beneficial to the service provider and the business through flexibility and several economic benefits. However, when these types of relationships are mischaracterized, there are risks for the service provider and business - particularly where the service provider is found to be an employee. Risks for the business maybe include administrative penalties, repayment of statutory remittances, litigation expenses and other damages.

## "...it is important for a business to properly assess its relationship with a service provider and take the appropriate protections to limit risk."

While many businesses are familiar with the categories of employees and independent contractors, fewer are aware of a third category: dependent contractors. The hallmark of a dependent contractor relationship is that the contractor provides services to only one "customer" and is therefore economically dependent on that customer. Other key indicators of a dependent contractor relationship are a lengthy relationship and high level of integration within the company. Like employees, upon termination, dependent contractors may be entitled to reasonable notice of the termination. For these reasons, it is important for a business to properly assess its relationship with a service provider and take the appropriate protections to limit risk.

## Distinguishing between an employee, an independent contractor, or a dependent contractor

	Employee	Independent Contractor	Dependent Contractor
Entitled to reasonable notice of the termination	Yes	No	Likely
Control and direction over how the work is performed (i.e. where and when)	Yes	No	Possibly
Ownership of tools and equipment to perform the work	No	Likely	Possibly
Economically dependent on the company	Yes	Unlikely	Yes
Meaningful chance of profit or loss		Likely	Possibly
Operational integration between the contractor and the company		Possibly	Likely

Courts and tribunals have made it clear that entering into an independent contractor agreement is not conclusive. When assessing whether a service provider is an employee or independent contractor, or dependent contractor, courts and tribunals will go beyond the wording of an agreement to assess the true nature of the relationship. Some service providers have entered into an agreement and conducted business as a contractor, only to later assert that they are an employee and claim an entitlement to employee entitlements such as overtime, vacation pay, or severance.

Mischaracterizing a worker as an independent contractor may carry significant financial consequences. We recommend speaking with a Labour, Employment & Human Rights lawyer to assess your employment strategies before defining an individual as an employee, independent contractor, or dependent contractor.



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> fasken.com

## How to Get Your Business Online Quickly to Keep Selling During a Crisis If you can't deliver your products, you don't really have an online business



The COVID-19 pandemic is bringing more customers online, giving businesses an opportunity to get online quickly or enhance their online presence to make sales. "There are a number of things to consider in order to start selling," says Tyler Lockyer, Business Advisor, BDC Advisory Services:

#### 1. Build your product catalogue

Your products need to move from the store shelf to a digital catalogue, Lockyer says. You need to show customers what your products are and what they look like. That means you need an image, description and product attributes, such as colours and sizes, he says.

#### 2. Who picks, packs, and delivers your orders?

"Do you have a shipping supplier? Can you print shipping labels? At minimum, I would think about your fulfillment process," Lockyer advises. "How are you going to manage the delivery of those products?"

#### 3. How will you receive payment?

If you're going to be selling primarily online during this period, how are you going to accept payments?

#### 4. Fees, pricing, and policies

Lockyer says you will need to consider how your new business expenses, such as online transaction fees or unrecoverable fulfillment costs, could affect your product pricing.

#### 5. How will you deal with customer service?

Lockyer says you may have entirely new questions from your customers that you aren't used to responding to, and in a new format. Someone will need to monitor questions that come from your online store.

#### 6. The importance of technology

If you're already online you need to make sure that your website is transactional, Lockyer says. There are several options available that require varying amounts of technical support in order to get online. Growing your business online equates with higher revenues, direct communication with customers and easier access to global markets, says the recent BDC study, Expand Online. The study found that four out

of 10 Canadian SMEs with an online presence sell, receive and take orders online. Consequently, 60% of Canadian SMEs are missing huge growth opportunities. Getting online fast can make a huge difference to your business at this time. Page 6 SURREY BUSINESS NEWS WINTER ISSUE 2021



#### Surrey Board of Trade Asks City of Surrey to Include Indigenous Land Acknowledgements



The Surrey Board of Trade has requested that the Surrey Mayor and Council respectfully acknowledge the Indigenous lands on which they gather at all meetings and at all public City events.

"It is not that the City of Surrey is being forced to do this by way of a motion, but the fact that in the advent and commitment to truth and reconciliation it is because it is the right thing to do," said Anita Huberman, CEO of the Surrey Board of Trade. A letter was sent by the Surrey Board of Trade to Surrey Mayor and Council on January 22nd, outlining the city-building and economic importance of Indigenous land acknowledgements.

#### **Reasons:**

- 1. The significance of acknowledging the Indigenous land we stand on marks a small but essential step toward reconciliation;
- 2. Surrey has the largest population of urban Indigenous Peoples in BC. The economic importance of this is obvious as it relates to Indigenous relations. Consistently improving this relationship requires meaningful, respectful, mutual dialogue with the First Nations, Metis, and Inuit communities;
- 3. Territorial acknowledgements are not new. Acknowledging relationships to space

and place is an ancient Indigenous practice that flows into the future;

- 4. For Indigenous People and communities, the accountability that everybody has is to listen to the concerns of the community;
- 5. Acknowledgements should lead to more questions and actions about who the people listed in the acknowledgement are to ensure inclusivity.

businessinsurrey.com/news

#### The 50 – 30 Challenge

As part of the Surrey Board of Trade's Diversity and Inclusivity Portfolio, we have signed on and are promoting the 50 - 30 Challenge, an initiative between the Government of Canada, business, and diversity organizations. Together with the project co-creators, many of whom have been striving to increase corporate diversity for decades, the government is shaping a plan to improve access for racialized persons, people who identify as LGBTQ2, people living with disabilities, as well as First Nations, Inuit and Métis to positions of influence and leadership on corporate boards

and in senior management.

The goal of the program is to challenge Canadian corporations to increase the representation and inclusion of diverse groups within their workplace, while highlighting the benefits of giving all Canadians a seat at the table. The 50 - 30 Challenge will be developed with the help of decades of expertise from both private sector and advocacy partners to offer a variety of tools to support participating companies in achieving real results.

#### **THE BENEFITS**

Diversity in the workplace makes good business sense. Companies that are more

- are more likely to outperform their peers;
- are twice as likely to meet or exceed financial targets;
- are eight times more likely to achieve better business outcomes;
- generate and foster fresh insights, new ideas and creative solutions; and,
- draw on the full talents of their organizations and people.

#### **CALL TO ACTION**

Sign up and pledge to accept the 50 - 30challenge.

ic.gc.ca/eic/site/icgc.nsf/eng/07708.html

### Creating an Accessible Workplace Certificate



The Surrey Board of Trade, in partnership with the Presidents Group, is offering access to free training to help build your skills and confidence in employing people with disabilities. The content is relevant

to anyone involved in hiring or managing people.

This 5-part course can be completed online at your own pace. Each module takes about 30 minutes to complete.

You will learn the business case for inclusive workplaces, legal requirements and terminology and common workplace barriers employers can address. Upon completion of the course, you will receive a certificate and your company can be listed on the accessibleemployers.ca website.

#### **CALL TO ACTION:**

Join the Surrey Board of Trade CEO and the Presidents Group Co-chair on March 11 at 10:00am for a discussion about why inclusive employment matters.

Contact melissa@businessinsurrey. com to register.

#### What Makes One Culture **Different from Another?**



**GET IN THE** 







Culture is the beliefs, values, behaviours and material objects that shape an individual's identity and their way of life. An understanding of culture provides a base for learning, understanding and acceptance as you work with more individuals from an increasing number of cultures. Multiculturalism stresses mutual respect and acceptance of cultural differences.

In some workplaces, many different cultures work side by side. Staff, managers or team leaders may ask, "How can I possibly learn everything there is to know about all cultures?" The answer is we can't know everything, but the more you know, the better able you will be to

What Makes One Culture Different from Another?

getintheknow.ca/workplace

## **⇒** INTERNATIONAL TRADE

### Surrey Board of Trade Statement on a New US President

January 20th marked the inauguration of new US President - Joe Biden. Congratulations to him and to his administration, as well as US Vice-President Kamala Harris.

This is important to Surrey's business community because Surrey:

- 1. Is a border city;
- 2. Has the greatest number of manufacturers in BC that ship goods locally and internationally;
- 3. Is an agricultural and health/technology innovator; and,
- 4. Is part of the Cascadia economic innovation corridor that will spur innovation and jobs as we move through and

beyond the pandemic. Innovation is fundamentally about making things better in ways to add value, save time, save money. Innovation is not always based on technology. Any idea can be transformed into a simple solution that results in new products or services. Innovations can create entirely new jobs, markets and industries that never existed before. And they can give existing industries a new lease on life by making them more productive and efficient. But now, Canada stands at a defining moment. We need a comprehensive approach to create jobs to make our lives Renewed Canadian business

collaboration with our US
Chamber of Commerce and
organization partners will
hopefully create innovation
and jobs as we move forward.
There are many policies
that need to be addressed,
including:

- **1. Softwood lumber:** Continued negotiations for this vital industry.
- **2. Border:** Ensuring the US gets COVID-19 under control before we open the US border to non-essential travel.
- 3. Immigration: Canada's birth rate continues to decline, and despite the pandemic there are and will be skill and worker shortages. There will be increased levels of competition for immigrants as Biden has plans to expand

the number of high-skilled worker visas granted by the US

- 4. Trade: The Canada United States relationship, the new CUSMA agreement, understanding how the Biden administration has plans to bring back critical supply chains so they're not dependent on other nations during a crisis, and their promise to tighten domestic content rules, which may have implications for some closely-linked Canadian manufacturing sectors.
- **5. Climate and energy:** The US, somewhat similar to the Canadian government, will fast-track investments in green infrastructure to create jobs and has now stopped the

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18 AM

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Keystone XL Pipeline.
There are many issues and policies to watch in the next four years between Canada and the US that will affect our daily lives and our economy.

This matters to Surrey as we move to become the largest city in BC.

### New Buy American Restrictions Causes Concern for Canadian Businesses

On January 25th, the new US President signed an executive order instituting a stringent new Buy American policy to ensure that American manufacturers, workers and suppliers are the primary beneficiaries of US government largesse, including an estimated \$600 billion a year in procurement contracts. They include:

1. A "Made in America" office attached to the White House Office of Management and Budget to oversee waivers -- the exceptions that allow Canadian contractors, manufacturers and suppliers access to a lucrative and often essential source of business.

2. The plan would also increase the number of US-produced materials or components a project or product would need in order to qualify as American-made and make it easier for small and medium-sized businesses to access procurement opportunities.

3. It requires government agencies to provide twice-

yearly progress reports on their efforts to follow the new rules

4. It also voices support for the Jones Act, a law that requires goods being shipped between domestic ports to be delivered on US-flagged vessels that are built, owned and operated by American citizens or permanent residents.

The Surrey Board of Trade agrees with the Canadian Chamber of Commerce, that this announcement is a perennial problem for

Canadian businesses seeking to access government contracts with our largest trading partner. We call on the Canadian government to ensure market access commitments made by our trading partners are not rolled back. The Canadian government should be looking at all options to protect the jobs and livelihoods of Canadian exporting businesses. This affects Surrey, given that we have the greatest number of manufacturers in BC.



#### Cascadia News



Rick Glumac, MLA

Premier John Horgan has named Rick Glumac, MLA for Port Moody-Coquitlam, as the Premier's Liaison for the State of Washington.

"Following his successful leadership role in the Pacific NorthWest Economic Region, Glumac is tasked with ensuring our government remains engaged on important cross-border issues, like the Cascadia Innovation Corridor and the prospect of high-speed rail between our jurisdictions," said Horgan. "As we move into the next phase of this pandemic with the arrival of vaccines, we are able to start reviewing measures we can take to restore cross-border traffic and trade when conditions permit. He will make efforts to encourage co-operation within the Cascadia jurisdictions to move toward ending annual daylight time changes as the opportunity arises."

#### Trade Documentation in Surrey



Ready to export but need your trade documentations certified?

The Surrey International Trade Centre can help by offering you detailed information about how to get started. Preferred rates for certifying documents are given to Surrey Board of Trade Members. Please call 604-581-7130 or email info@businessinsurrey.com.

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## Surrey Board of Trade Congratulates City of Surrey Council Decision on Plastic Ban Bylaw Ensuring - Communication with Businesses Essential to Ensure Smooth and Cost-Effective Transition

At the City of Surrey's
December council meeting,
Mayor and Council approved
a pathway to ban plastic
checkout bags, foam cups
and take-out containers, and
authorize staff to submit the
bylaw change to the Ministry
of Environment and Climate
Change Strategy for approval.

"While it does not align completely with the Surrey Board of Trade's 2019 policy calling for the phasing out of single-use plastics, it is a step in the right direction," said Anita Huberman, CEO, Surrey Board of Trade. "There are innovative

industry opportunities that are available now, or that can be developed, that will lead to new employment opportunities."

"The City of Surrey must consult with the business community and introduce a phased in approach to allow the economy to react to the incoming ban. Although there is no set date for communication, education, or implementation as of yet, we urge the City to ensure adequate consultation occurs before a blanket ban is implemented."

#### **DETAILS:**

- 1. Businesses will be prohibited from providing and distributing plastic checkout bags to customers, including those bags labelled as compostable or biodegradable.
- 2. A list of exemptions is included in the Bylaw, such as plastic bags used to package bulk foods, produce, frozen foods, meat, small hardware items (such as nails and bolts), as well as other similar items
- 3. Bylaw provisions include fees for paper and reusable bags to ensure that it does not result in unintended

consequences where consumers simply substitute plastic with paper bags.

- 4. While the use of reusable bags is encouraged, as they reduce waste and litter, a fee implemented to the purchase of reusable bags will discourage residents from using new ones one during each store visit.
- 5. Business can no longer sell or otherwise provide prepared food in any food service ware that contains Polystyrene Foam.
- 6. In order for the City of Surrey to implement the ban, the BC Government must approve the Bylaw.

Both Provincial and Federal Governments are developing and implementing their own initiatives to reduce plastics that end up in the environment.

- 7. If the Bylaw is breached, a fine between \$500 and \$10,000 is levied. If the offence occurs for continuous days, a fine is issued for each day.
- 8. Organizations incorporated and in good standing under the Society Act or registered as a charitable society or organization under the federal Income Tax Act are exempt for a period of one year after the effective date of this

Bylaw.

9. To read the corporate report visit surrey.ca/services-payments/waste-collection/single-use-item-reduction-strategy

To read the Surrey Board of Trade policy on plastics: visit businessinsurrey.com/ wp-content/uploads/2019/06/ SBOT-Resolution-on-Plastics-FINAL.pdf

#### Surrey Board of Trade Hosted Canada's Minister of Natural Resources

In January, Canada's Minister of Natural Resources, Seamus O'Regan, virtually joined the Surrey Board of Trade to discuss the current state of the natural resources industry sectors and how it will play an integral role in Canada and BC's economic recovery.

"Canada's natural resources industry sectors - forestry, minerals and mining, and energy from oil, gas, renewables, fossil and alternative fuels, electricity, nuclear and uranium - will lead the way for economic recovery," said Anita Huberman, CEO, Surrey Board of Trade.

Economic modelling conducted for the Task Force for Real Jobs, Real Recovery, of which the Surrey Board of Trade is a member of, indicates that with the right success conditions, natural resources and manufacturing could create up to 2.6 million new jobs and up to a 17 per cent increase in real gross domestic product (GDP). This could amount to a nearly \$200-billion increase in potential labour earnings, while



still moving Canada towards a low-emissions future.

Minister O'Regan said that the resource

sector is key to economic reconciliation with Indigenous communities and peoples. Indigenous-owned businesses are 40 times more likely to be involved in the mining and

oil and gas sectors than the average Canadian business.

#### LNG - A Tide of Opportunity

The LNG Canada project is the largest private sector investment project in Canada's history.

"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."

A recent report by the Conference Board of Canada analyzed the

economic impact this scale of investment would have across the country.

- Between 2020 and 2064, total annual investment would average over \$11 billion, totalling in excess of \$500 billion over the entire period
- More than \$90 billion in revenue could be generated for provinces and territories in Canada. Of this total, over \$78 billion would accrue to BC
- For Canada as a whole, LNG would mean 96,550 more jobs a year and over \$6 billion in wages
- BC's GDP would increase by more than \$8 billion annually, or just over 3 per cent

- BC would see a gain of 71,000 jobs
- The Federal Government could expect to see \$64 billion in additional revenue
- BC, Ontario, Alberta, and Quebec would all see permanent job increases
- The top employment gains annually, as a result of an expansion in Canada's LNG industry, would be in the following sectors:
- o Engineering and construction: 24,500 new jobs
- o Retail and wholesale trade: 14,300 new jobs
- o Professional, scientific and technical services: 12,800 new jobs

- o Mining, quarrying, and oil and gas extraction: 7,900 new jobs
- o Manufacturing: 6,700 new jobs
- o Transportation and warehousing:
- 5,000 new jobs o Finance, insurance, real estate,
- rental, and leasing: 6,100 new jobs o Accommodation and food services: 4,300 new jobs
- o Admin and support, waste management, remediation: 4,600 new jobs
- o Health care, social assistance, and other services: 3,200 new jobs o Information, culture, arts, and recreation: 2,200 new jobs

Liquefied natural gas is natural gas that is cooled to around minus 160 degrees Celsius. At this temperature, it becomes a clear, colourless and odourless liquid. It is non-corrosive and non-toxic. Because natural gas has a fraction of the fine particulate matter of coal and fewer carbon emissions, more than 30 countries around the world currently import natural gas as LNG is a pathway to help reduce air pollution and meet climate targets.

REPORT: conferenceboard.ca/e-library/abstract.aspx?did=10873



Municipal Fiscal Transparency Scorecard: 2020		
<b>A</b> +	Surrey, Vancouver	
A	Markham, Richmond, York	
A-		
B+	Brampton, Halton	
В	Calgary, Montreal, Ottawa, Peel, Quebec City, Vaughan, Winnipeg	
В-	Burnaby, Mississauga, Niagara	
B- C+ C C- D+	Gatineau, Laval, Longueuil, Toronto	
C	Halifax, Waterloo, Windsor	
C-	Durham, Hamilton	
D+	Kitchener	
D	Regina	
D-	Saskatoon	
F	Edmonton, London	

### Surrey City Budget News

The C.D. Howe Institute published the 2020 annual report card on the fiscal transparency of major cities grading of the clarity, comprehensiveness, and timeliness of the financial presentations of 31 major Canadian municipalities, based on their most recent budgets and financial statements. Surrey rated an A+ score in this report. Congratulations!

cdhowe.org/graphic-intelligence/municipal-fiscal-transparency-scorecard-2020

## Tax Increases Should Be Off the Menu for the Hospitality Industry



Did you know that the excise tax on beer, wine and spirits is set to increase again on April 1? Now is not the time for higher taxes, especially increases targeting the hospitality sector. This crucial Canadian industry needs to be able to

remain competitive to be able to recover from the crisis. It's time to #FreezeTheAlcoholTax. Help spread the word: freezethealcoholtax.ca

## New Federal Government Program for COVID-19 Relief for Businesses

As first outlined in the 2020 Fall Economic Statement, the Highly Affected Sectors Credit Availability Program (HASCAP), will provide financial support to businesses that have been hardest hit by the pandemic.

Through HASCAP, the Business Development Bank of Canada (BDC) will work with participating Canadian financial institutions to offer government-guaranteed, low-interest loans of up to \$1 million. Hard-hit businesses, like a chain of hotels or restaurants with multiple locations under one related entity, could be eligible for up to \$6.25 million. HASCAP will help businesses with their day-to-day operating costs during the COVID-19 crisis and enable them to invest in their longer-term prosperity.

HASCAP is available to businesses across the country, in all sectors, that have been hit hard by the pandemic. This includes restaurants,

businesses in the tourism and hospitality sectors, and those that rely on in-person service.

To be eligible for HASCAP, businesses need to show a year-over-year revenue decline of at least 50% in three months, within the eight months prior to their application. They must also be able to show their financial institutions that they have previously applied for either the Canada Emergency Wage Subsidy or the Canada Emergency Rent Subsidy.

Eligible businesses can start applying as early as February 1 at principal financial institutions and more widely by February 15. Interested businesses should contact their primary lender to get more information and to apply.

bdc.ca/en/special-support/hascap

## Continued Business Supports Needed as Economy Contracts in Q1

The Chief Economist and Vice President of Policy at the Canadian Chamber of Commerce, Dr. Trevin Stratton, issued the following statement recently on the Bank of Canada's Monetary Policy Report.

"As 2021 begins, Canada still faces powerful headwinds. COVID-19 numbers are up. restrictions on our activities remain and may even increase, and we face great economic uncertainty. "After a significant rebound in the second half of 2020, Canada's economy once again faces a setback as it will contract by 2.5% in the first quarter of this year, according the Bank of Canada's latest projections. This marks the first quarterly contraction since the first wave of the pandemic in Q2 last year.

"We will likely be in this



Trevin Stratton

phase well into March, when we expect the lockdowns to be eased across the country. During this period, we need to provide the right kind of support to individual Canadians and to businesses to get them through the lockdowns, recognizing that neither group is in the same financial position as it was in March 2020.

"We need to ensure that both

individuals and businesses can make it safely to the other side of the river. That means continuing programs like the Canadian Emergency Wage Subsidy, safely reopening schools and ensuring that there is available childcare so people - particularly women — can return to work once restrictions are eased. It means improvements to rental subsidy programs and targeted support for the hardest hit sectors. "It will be important to understand that most small businesses can't afford to take on more debt after all that they have accumulated over the last nine months. Indeed, even the tax and fee deferrals governments brought in last year, which have been so important, are in fact low-cost loans. They will still have to be repaid.

## Canada's Associate Finance Minister Speaks to Surrey Board of Trade



The Surrey Board of Trade spoke to Associate Finance Minister Mona Fortier in January on opportunities to support businesses and the economy including pharmacare, deficit reduction, and tax reform.

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### **THANK YOU TO OUR 2020 COMMUNITY CHAMPIONS!**

You are supporting life-changing health care in Surrey, including \$1.1 million in COVID-19 care and research.



#### 100+ PIECES OF CRITICAL CARE EQUIPMENT

- Defibrillators
- UVGI cleaning robot Stretchers
- Vein finders
- Ultrasound machines
   Optiflow monitors
  - Transportation monitors

  - Stretcher chairs



#### 23 COVID-19 RESEARCH STUDIES

at Surrey Memorial Hospital, along with the establishment of the Surrey Memorial Hospital Clinical Research Unit.



113,500+ MEALS AND SNACKS

for health care workers during phase one of the pandemic.

Participation in our Community Champions Program is a way for businesses and organizations, large and small, to support unstoppable, life-changing health care for our community.

Learn more at SurreyHospitalsFoundation.com/champions



#### **2020 COMMUNITY CHAMPIONS**

#### **VISIONARIES**

- Fruiticana Produce Ltd.
- Hal Industries
- Kirmac Cares for Kids
- Open Bible Chapel Foundation
- Pacific Blue Cross Health Foundation
- RBC Foundation
- Scotiabank
- Surrey Memorial Hospital Auxiliary
- The Frontline Fund
- World Financial Group

#### **LEADERS**

- Atwal's Insurance & Financial Centre Inc.
- Berezan Hospitality Group
- Blundell Seafoods
- Bravaya Homes

- Buddha's Light International Association, Vancouver
- Elm Foundation
- Envision Financial
- Goldy Kang Real Estate Group
- Hans Group
- Hen Long Market
- Holiday Home Tour For Hope
- International Taoist Church of Canada
- J&D Gourmet Cafes
- Lohn Foundation
- Loyal Protestant Association
- Music Heals Charitable Foundation
- Nana's Kitchen
- Newway Forming Ltd.
- Ocean Trailer
- Peak

- Royal Canadian Legion #8 White Rock
- Sabzi Mandi Supermarket
- Saint Mary's Health Foundation of New Westminster
- Sanjha Vehra Women's Association
- Seaboard Self-Storage
- Shoppers Drug Mart
- SSR Cedar & Roofing Supplies
- Starline Windows
- TB Vets Charitable Foundation
- TD Canada Trust
- TELUS Friendly Future Foundation
- Tzu-Chi Foundation of Canada
- Van Gogh Designs
- Van-Kam Freightways Ltd.
- Virk Viyas & Associate Lawyers
- Wanson Group

#### **ACHIEVERS**

- 2 Sisters Poultry & Meat Ltd.
- 24/6 Electric Ltd.
- 4th Utility Inc.
- A & K Diesel Repair Ltd.
- A1 Powder Coating Ltd.
- Abhi Insurance Agency Inc.
- After February Studio Ltd.
- Akali Singh Sikh SocietyAll Seasons Roofing Ltd.
- Apcon Developments Ltd.
- Basant Motors Ltd.
- Calvin's Farm Market
- Canada Catering Association
- China Hubei Association of Vancouver
- Cloverdale Cold Storage
- De Jager Volkenant & Company
- Djavad Mowafaghian Foundation
- Dr. C J Coady Associates
- Eagle Side Construction Ltd.
- Elegant Stanley Green Development Inc.
- EllisDon Corporation
- Fairfield House
- Fibertech Distributors Inc.
- Fiji Canada Professional Women's Network Society
- Fraserway Meats Ltd.
- Fred Holmes Fuel Injection
- Frozen Mountain Software
- FT Synthetics Inc.
- Futura Security Service Ltd.
- G & B Woodcraft Ltd.
- G-Direct Freight Inc.
- G&F Financial Group
- Gagan Foods International Ltd.
- Gill Landscaping
- Gill Transport Ltd.
- Gillco Exteriors Ltd.
- Golden Ears Insurance Services Ltd.
- Goldmine Insurance Abbotsford

- Goldmine Insurance Services Ltd.
- Gore Mutual Foundation
- Grace Hanin Community Church
- Greenway Farms Ltd.
- GRL Freightways Ltd.
- Guildford Town Centre
- H. Anmol Sweet & Restaurant Ltd.
- Hayer Builders Group
- Hi Pro Coatings
- II WU Local 500
- International Muslim Academy of Canada
- Jake N' Josh Trading Company
- Janda Group Asset Management Inc.
- Kinsmen Club of Coquitlam
- Knights of Columbus North Surrey Council #4767
- Kwanglim Methodist Church in Canada
- Lindsay Kenney LLP
- London Drugs Foundation
- Lovely Cloth House Ltd.
- Lowe's Canada
- Mail-O-Matic Services Ltd.
- Mainland Motors Surrey & Langley
- Mandeep Sandhu Law Corp
- MASJID-AL-NOOR (Mosque of Lights)
- McElhanney Consulting Services Ltd.
- Metro Van Construction Ltd.
- MSJ Distributor Ltd.
- Navraj Sweets & Restaurant Ltd.
- New Wave Lending
- NIKLS "One Call" Property Services
- Norden Window and Doors Ltd.
- Northwest Development
- OTT Electric Ltd.
- OTT Homes Ltd.
- OTT Transportation Services Inc.
- Panorama West Homes Ltd.
- Peace Portal Alliance Church Mandarin Congregation
- PHI Hotel Group
- Phillip Crocker Photography

- Pro Max Trucking Ltd.
- Punjab Insurance Agency Inc.
- Quality First Collision Repairs
- Queen Elizabeth Secondary School
- Raincity Volleyball ClubRichards Buell Sutton LLP
- Rick's Heart Foundation
- Rona Fleetwood
- Rotary Club of North Delta
- Royal Canadian Legion #6 Cloverdale
- Royal Canadian Legion #229 Whalley
- Royale Properties Ltd.
- S&G Drywall 2002 Ltd.
- 5&G Drywaii 2002 I
- Samson Metals Ltd.
- Sat Construction Ltd.Scott Road Pharmacy Inc.
- Shaheed Udham Singh Society of Canada
- Sigma Cabinets
- Simplex Home Design
- Simpson Thomas & Associates
- Simran Distributor Ltd.
- Singular Enterprises
- Smythe LLPSNS Electrical
- Sonic Steel Ltd.
- Splashes Wash Lodge
- SRC Engineering Consultants Ltd.
- Sunny's Clydesdale Inn
- Surrey Super Market
- Teia Foods
- The Canadian Charter School of The National Open University of Taiwan Study Group
- The Whitearn Foundation
- Thiara Insurance Services Ltd.
- Variety The Children's Charity of BC
- Village Church
- Wave Skin Care
- Wei-Light Growth Society
- Wellness Pharmacy
- Xi'an Jiaotong University Alumni Association of Greater Vancouver



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More details at businessinsurrey.com/events

On Friday, October 23, 2020 the Surrey Board of Trade hosted the 11th Annual Surrey Women in Business Awards as a digital event. Originally scheduled to take place in-person in March 2020, this event recognizes the hard work of Surrey's businesswomen and their contributions to the community, with over 400 guests in attendance.

Master of Ceremonies Mi-Jung Lee of CTV led the afternoon's program and Keynote Speaker Erin Brockovich delighted the crowd with humour and wisdom. She recounted her life and her perseverance in uncovering medical records that would explode into the largest direct-action lawsuit in US history.

"The Surrey Board of Trade's Surrey Women in Business Awards inspires and illuminates guests in an ongoing way," said Anita Huberman, CEO, Surrey Board of Trade.



Entrepreneur (Small) Category Winner Jean Su **GenerationsE Software Solutions Inc.** Presented by Value Property Group



Entrepreneur (Large) Category Winner Joy Mauro **Turnabout Luxury Resale** Presented by BDC



Professional Category Winner **Emily Kearns Ankenman Associates Architects Inc.** Presented by Kwantlen Polytechnic University



Not-for-Profit Leader Category Winner **Azra Hussain Surrey Hospitals Foundation** Presented by Manning Elliott LLP



Corporate/Leadership Category Winner Stephanie Howes **Kwantlen Polytechnic University** Presented by Richards Buell Sutton LLP



**Emerging Leader Category Winner Cherie Storms Pacific Customs Brokers Ltd.** Presented by the Port of Vancouver

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The Surrey Board of Trade's 22nd Annual Event

## 2020 Winners

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VIDEO **SPONSOR** 







1-10 Employees Winner **Mainland Whisky** Sponsored by Surrey NOW-Leader



11-40 Employees Winner My Greek Taverna Sponsored by Live Well Exercise Clinic



41+ Employees Winner Nana's Kitchen and Hot Sauce Ltd. Sponsored by MNP



Not-for-Profit Resilience Winner **Surrey Fire Fighters' Charitable Society** Sponsored by Kwantlen Polytechnic University



Business Person of the Year Winner **Roger Steers** Sponsored by Hamilton Duncan



**Environment and Business Award Winner Ocion Water Sciences Inc.** Sponsored by EXP Services Inc.

**TRANS**MOUNTAIN

**ENTERTAINMENT SPONSOR** 



**Innovation Award Winner** Firetech Manufacturing Ltd. Sponsored by TD Bank



International Trade Award Winner **Sundher Group** Sponsored by Hamilton Duncan

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980 CKNW Global BC

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**COMMUNITY SPONSORS** 

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**EVENT SUPPORTERS: Glen Chua Media | Focus Audio Visual** 

Note: Some photos were taken prior to BC's mask mandate and further restrictions being implemented.

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## ⇒ SBOT BOARD DIRECTORS

#### Board Chair Message Signifies Business Leadership During the Pandemic



Doug Tennant

The COVID-19 pandemic impacted us all in 2020 and will continue to do so in 2021. For the Surrey Board of Trade's (SBOT)

business members, it has been a trying time, with safety protocols making it impossible to do 'business as usual'. The SBOT, under the stalwart leadership of Anita Huberman, also had to shift the usual manner of doing business to achieve our ends.

We moved to virtual platforms for networking, educational, and gala events, while also shifting our advocacy to focus on the pressing pandemic-related needs of our membership. The board members of the SBOT have also shifted the way we go about our

governance work, while still fulfilling our mandate of guiding, monitoring, learning, and consulting during 2020. One of the immediate shifts the SBOT Board made in March of 2020 was taking our meetings fully online, using Zoom as our platform. In some ways our board meetings have been enhanced by using a digital platform as our discussions and deliberations have become more focused and organized.

Our ability to guide and to monitor the SBOT was not negatively impacted by the pandemic as our CEO maintained her Ends and Executive Limitations reporting, and external monitoring through our auditors, BDO Canada, was unchanged.

The SBOT Board is responsible for seeking education in areas that will assist our governance abilities and our understanding of the issues facing our membership (both before and during the pandemic). Board members participated in governance webinars, reviewed and discussed reports and articles

on good governance, and received in-house policy governance training during the pandemic. We also requested and received reports on the impact of COVID-19 on Surrey businesses.

One Board accountability that has been impacted by COVID-19 is our responsibility to consult with our 'owners', who we defined as the business members of the SBOT. Pre-COVID 19, this would be done informally at the SBOT's in-person events and formally at the November Business in Surrey breakfast.

While Board members have participated in many of the online networking events hosted by the SBOT, the ability to have person-to-person conversations is very much reduced on an online platform. The Board has still found ways to consult directly with sub-sections of our ownership.

Many of our business members have had to fight to make it through 2020 and the pandemic. I am feeling optimistic that the year 2021 will be better.

#### Surrey Business Leader to be Vice-Chair of the BC Chamber of Commerce



Dr. Greg Thomas

The Surrey Board of Trade is pleased to announce that Dr. Greg Thomas, President and CEO of Surrey-based G3 Consulting Ltd., an environmental consulting and science firm, will be inducted as Vice-Chair of the BC Chamber of Commerce in

May 2021.

"Dr. Thomas will take on this critical economic role given his unparalleled track record and expertise in government advocacy, especially as Surrey becomes the largest city in BC very soon," said

Anita Huberman, CEO, Surrey Board of Trade.

"It is a privilege and honour to be selected by the BC Chamber of Commerce Board of Directors to serve as the next incoming Vice Chair. Our country and province are at a decisive time in our history and strong leadership is needed from our political and business leaders to ensure we emerge stronger and more resilient than ever. I look forward to working with the chamber/board of trade network to help shape

the future of business in BC," said Dr. Greg Thomas.

The BC Chamber of Commerce is the voice of business for British Columbia.





Anthony Vecchio

Slater Vecchio LLP

## COVID-19 AND BUSINESS INTERRUPTION

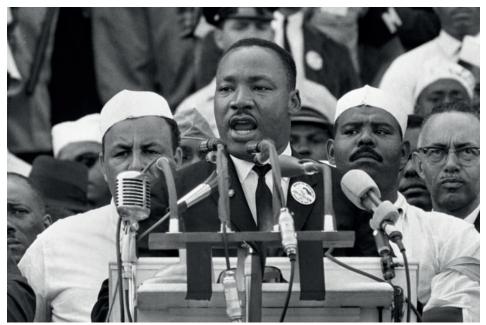
Legal help for commercial insurance policy holders whose claims have been delayed or denied.

Web: www.covidinsuranceclassaction.ca



## **ARTS & CULTURE**

#### Surrey Music City Centre Thought from Martin Luther King Jr.:

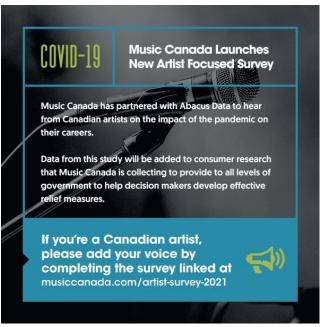


"God has wrought many things out of oppression. He has endowed his creatures with the capacity to create—and from this capacity has flowed the sweet songs of sorrow and joy that have allowed man to cope with his environment and many different situations.

"Jazz speaks for life. The Blues tell the story of life's difficulties, and if you think for a moment, you will realize that they take the hardest realities of life and put them into music, only to come out with some new hope or sense of triumph.

"This is triumphant music."

#### COVID-19's Effects on the Music Industry



Music Canada has collaborated with Abacus Info to learn more about how musicians continue to be affected by the COVID-19 pandemic. The survey seeks input directly from musicians about the financial effects they face, how the pandemic impacts their ability to produce music and how they create or grow skillsets to help them get by. musiccanada.com/artistsurvey-2021

#### Surrey Music Showcase

The Surrey Music Showcase is an initiative that supports the music industry in Surrey by airing weekly episodes of musical talent.



#### Surrey Music City Centre



The Surrey Music City Centre is 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! businessinsurrey.com/policy/ music-city-surrey

#### Surrey Arts & Business Award Winners



The Surrey Board of Trade presented the winners of the 4th Surrey Arts & Business Awards.

Owing to the COVID-19 pandemic, most cultural institutions were indefinitely closed, and inperson exhibitions, events, and performances were cancelled or postponed. In response, there were intensive efforts to provide alternative or additional innovative services through digital platforms, and to maintain essential activities with minimal resources.

**CALL TO ACTION**: The Surrey Board of Trade stands in solidarity with arts organizations, their employees, and artists as the pandemic continues to unfold. We want the community of audience members, donors, and grant-makers to do what they can to continue their support to arts and culture through this time of uncertainty.

The Surrey Board of Trade, also, proudly announced the following award winners:

Arts and Innovation Award Category Winner: Sher Vancouver LGBTQ Friends Society

**Cultural Ambassador Award Category** Winner: Asad Khan a.k.a Khanvict **Philanthropy Award Category** 

Winner: Edith Lando Charitable Foundation

**Legacy Award Category** Winner: Stephen Horning **Music Award Category** Winner: Snakes x Ladders

Award Sponsors:

**Kwantlen Polytechnic University and Tien Sher Group of Companies** 

**Media Sponsors:** 

**CTV and The Surrey NOW-Leader** 

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#### TRANSPORTATION & INFRASTRUCTURE

#### Action Needed Now on George Massey | Surrey News



More than a year ago, the Surrey Board of Trade opposed the Metro Vancouver Mayor's Council recommendation to the BC Government to replace the Massey Tunnel with another tunnel. The decision now lies with the BC Government, and the Surrey Board of Trade wants immediate action on this important economic infrastructure project to reduce transportation bottlenecks.

"Now that we see some light at the end of the tunnel with the pandemic, and continued population growth in Surrey and the South Fraser Economic Region, no action on the George Massey replacement is not an option. Inaction will continue to

lead to reduced economic activity, higher prices, and various other negative social implications," said Anita Huberman, CEO, Surrey Board of Trade.

The Massey Tunnel is a dangerous piece of infrastructure. The risk posed to the region should an earthquake event occur is tremendous.

Originally, the Surrey Board of Trade advocated for a new Massey bridge with 10 lanes. However, the Surrey Board of Trade would also support a new 8-lane bridge with a multi-use pathway.

"The millions that are now being spent on safety improvements for the George Massey Tunnel could be better spent on starting to build the bridge. A bridge could be built faster — two years for environmental assessment and five for construction. Much of the work to build a bridge has already been done.

"We must plan for transportation needs for the future – for the 1.3 million people that are expected to move into Metro Vancouver by 2050. And yes, we can't just build this in isolation, it has to have a robust rapid transit system."



City of Surrey is installing 40+ electric vehicle charging stations at 10 public facilities across the city thanks to federal funding. infc.gc.ca/3568

### Province Increases CleanBC Rebates for Commercial Electric Vehicles

BC businesses wanting to reduce air pollution and save on fuel costs can access more in provincial rebates through the CleanBC Specialty-Use Vehicle Incentive (SUVI) and Commercial Vehicle Pilot (CVP) programs.

The SUVI program is receiving \$31 million in funding through StrongerBC, the Province's economic recovery plan, to double the maximum rebates for medium and heavy-duty vehicles available for BC businesses, local and regional governments, public sector organizations and non-profit organizations in their adoption of specialty-use zero-emission vehicles. Those purchasing eligible vehicles will have access to 33% of the cost, up to a maximum of \$100,000

per vehicle, up from \$50,000 maximum.

Vehicles eligible for SUVI rebates include medium- and heavy-duty vehicles such as battery electric or hydrogenfuelled passenger buses, airport and port service vehicles and heavy-duty transport trucks, as well as smaller specialty-use vehicles such as motorcycles, cargo e-bikes, and low-speed utility trucks.

To further support one of BC's most impacted sectors, tourism companies, including restaurants and other hospitality businesses, are eligible for double the rebates and can access 66% of the cost of an eligible medium- or heavy-duty vehicle, such as a

food delivery vehicle or shuttle bus, up to a maximum of \$100,000 per vehicle.

#### **Quick Fact:**

In 2018, BC's commercial transport sector accounted for approximately 60% of BC's transport emissions and 22% of total provincial emissions.

news.gov.bc.ca/23554

### Community Focused, Community Driven, Supported by the Surrey Board of Trade

The Surrey Fire Fighters Charity Golf Tournament on June 22, 2021 at Guildford Golf & Country Club benefits our community. Attendees will be treated to a unique experience. Fire Fighters are proud to support multiple capital campaigns improving local health care facilities. How you can help:

- Corporate Sponsorship
- Register to Golf
- Attend the Gala Dinner & Auction
- Donate a prize

surreyfirefighters.com/golf



### Donations Needed for the Guru Nanak Diversity Village Seniors Long-Term Care

The Surrey Board of Trade is proudly supporting the construction of a 125-bed long-term care facility for the South-Asian community to be located in Surrey (6471 175A Street). Construction is scheduled for early 2022 with completion and occupancy expected in August 2024. This is a \$58.3 million project, with \$5 million to be raised by the community as part of the community's contribution to the project.

The need for a multicultural senior's long term care home has been acutely felt in the community for a long time. The Surrey Memorial Hospital currently houses 150 South Asian seniors and this facility will not only ease the overcrowding at the



hospital but will also save the government at least \$1,000 per day, per senior.

pics.bc.ca/support-pics/pics-diversity-village

#### BUSINESS ADVICE CENTRE

### Opportunities Disguised as Problems – Creating Value in 2021



Eamonn Percy

In the last 100 years, there have been 14 recessions, 25 bear markets, 1 global depression, double-digit inflation and interest rates, countless wars, conflicts and natural disasters, and one global pandemic (COVID-19).

During this time, more than 1 billion people have been lifted out of poverty. life expectancy has doubled, child mortality has been cut by 50%, and the advancements in health care, technology, and literacy have been truly staggering.

The world is a tremendous place where the combined impact of humankind and free enterprise markets have dramatically improved the standard of living for billions of people.

Main point – Out of problems come opportunity, if we focus on seeing it!

While the COVID-19 pandemic and resultant economic lockdown have had a terrible toll on people and businesses and will do so for some time to come, there will be opportunities. Right now, we are experiencing a number of major societal and economic trends that will create new opportunities for business for many years to come:

- Interest rates are likely to remain low
- Government action is creating stimulative consumer and business benefits;
- The pandemic is reallocating discretionary spending;

 COVID-19 is accelerating the adoption of new consumer behaviours: and

• The rising millennial demographic is creating new market opportunities.

How do you take advantage of the changing conditions to find new opportunities for your business?

#### **Strategy 1: Optimize What You Have Now**

Think about how you can leverage all your current resources, relationships and customers. Sell more of what you have to your current customers. Sell something new to your

current customers. Or, ramp up sales and get new customers.

#### **Strategy 2: Listen to Your Customers!**

As consumer sentiment is changing rapidly, there has never been a better time to truly listen to and understand the needs of your customers.

#### Strategy 3: Create New, **Post-Pandemic Products** and Services

As the pandemic shifts to a new phase, now is a great time to gain a competitive advantage by launching new products and services, especially if your

competitors are retrenching. Figure out where your market is going and what you can offer of value that will give you an edge when the lockdowns end, and the economy returns to full strength.

The economy will stabilize eventually. Use the time now to position your business for the emerging opportunities.

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

### Closing the Gratitude Gap is More Important Than Ever



When was the last time you took the time to really, truly

thank your employees?

If you're racking your brain right now, don't worry — you're not an ungrateful person. The pandemic has put us in nearpermanent flight-or-fight mode. The news is full of stressors. Everywhere we go, we see visible reminders that the world is not back to normal.

Who has time for gratitude when it takes all we have to keep afloat? You should. Here's

Long before our world

underwent what I call the "collective splat" — the flattening of goals and plans - the workforce suffered from a powerful gratitude gap. According to research by the company OGO, more than 80 percent of people feel they are not recognized by their supervisor for what they do. 60 percent of those polled say they value gratitude more than monev.

With the global economy on shaky ground, it can be easy to dismiss numbers like this. After all, shouldn't people be grateful just to have a job? The question is: What happens when fortunes begin to rise again? Will your employees feel appreciated enough to stay in their jobs, or will they flee to greener pastures as soon as they get the opportunity?

Gratitude isn't just about retention. It's actually science. Science that can help you, the person expressing gratitude! According to the Greater

Good Science Center, people who wrote gratitude letters every week reported muchimproved mental health both four weeks and 12 weeks into their practice. There really is something to looking at the bright side of life, even in the midst of such upheaval.

As an exercise, take a few minutes every day or every week to email, call, or tell an employee thank you for their work, their attitude, their willingness to help, their organizational skills, their humour — the choices are endless. In just seconds, you can begin a practice that will help both of you feel better.

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

### When Prospecting, Go for the Appointment



John Glennon

Think about the last time a complete stranger called you on the telephone or walked into your place of business

and started selling their product or service.

How did that make you feel? Would it have mattered how excited they were? Would it have mattered if they'd told you what a pleasure it was to meet you, or how honoured they were to be having a conversation with you?. If they instantly went into a massive feature-and-benefit overload, a long speech that basically flung the contents of their latest brochure in your direction, would you have been happy about that?

Prospecting is a series of carefully designed events meant to determine whether there's any interest in your product or service. Period. It's not an excuse for a sales pitch.

If there is interest in your product or service, any selling will take place after the prospect is qualified. At Sandler, we call the approach that focuses on discussing whether it makes sense to schedule a conversation, rather than whether it makes sense to buy right now, "Going for the appointment."

Going for the appointment takes the pressure off both the prospect and the salesperson. The salesperson doesn't have to worry about what features and benefits to bring up and what aspects of the product or service to stress. And the prospect doesn't have to deploy their natural defense mechanisms against salespeople. (You didn't really want to have to deal with those, did you?)

Don't fall into the trap of trying to close the sale... when all you really want to be doing is closing the appointment. Remember: Your prospecting conversation is not meant to be a sales conversation! The prospecting conversation should be all about identifying whether or not there may be certain specific pains in the prospect's world, pains that you and your organization have a track record of eliminating. If it turns out there is a possibility that the prospect may be facing problems you might just be able to solve, problems that carry an emotional impact - frustration, uncertainty,

doubt, worry, anger, concern, or anxiety - that's good news. But only if you don't try to close the sale then and

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

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#### ➡ WORKFORCE LEADERSHIP

## Surrey Recovered 29,000 Jobs Says January 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's 5th Surrey Labour Market Intelligence Report on COVID-19-related impacts indicates that 29,000 jobs have been recovered since the beginning of the pandemic. Now Surrey is in a net deficit of just over



**Kerry Jothen** Human Capital Strategies

8,000 jobs, down from a peak of over 37,000 jobs lost since the beginning of the pandemic. "While other surveys and statistics show dire business futures, Surrey shows good economic progression and a positive economic future," said

Anita Huberman, CEO, Surrey Board of Trade. "However, we can't lose sight of those businesses that are the hardest hit by the pandemic - and needing continued support by business organizations and government."

#### HIGHLIGHTS

- The total estimated net deficit of jobs in Surrey since February 2020 is now just over 8,000 jobs, down from a peak of over 37,000 jobs lost.
- Since the end of July 2020, Surrey has recovered over 29,000 jobs (over 78% of the jobs lost between March and July 2020) with over 4,500 of these recovered jobs being attributed to the month of December. In the last half of

2020, the number of jobs has been on a steady incline.

- The Utilities industry is the only industry in Surrey that has trended in the opposite direction of overall jobs, with significant gains in the first half of 2020 (over 1,000 jobs gained) and consistent losses in the second half (over 750 jobs lost).
- The industries that have seen the strongest recovery, in terms of number of jobs recovered since July, include: Accommodation & Food Services (almost 7,000 jobs); Business, Building & Other Support Services (over 4,100 jobs); and Transportation & Warehousing (over 3,300 jobs).
- Employment losses by

occupation in December 2020 were seen in Manufacturing & Utilities occupations (approximately 690 jobs), Health occupations (approximately 400 jobs), and Art, Culture, Recreation & Sport occupations (approximately 187 jobs) in Surrey.

- Though Sales & Services occupations have seen a steady increase in jobs since July (over 1,000 jobs gained in December 2020), these occupations have seen the greatest overall loss in Surrey (over 10,000 jobs lost) since the beginning of the pandemic.
- Manufacturing & Utilities occupations show an overall net gain of jobs when compared to February 2020 (approximately

1,000 jobs), however these occupations have continually posted a job loss in every month of Q4 2020.

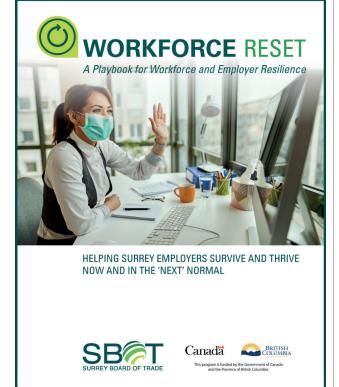
• Though in December, some jobs were recovered in both of the following industries, they have seen the greatest overall losses since February 2020: Wholesale & Retail (over 5,700 or 11.3% of jobs lost); followed by Construction (over 5.500 or 17.3% of jobs lost); Other Services (almost 4,100 or 26.9% of jobs lost); and Transportation & Warehousing (almost 2,200 or 7.9% of jobs lost).

SURREY LABOUR MARKET INTELLIGENCE REPORT: businessinsurrev.com/ workforce-support/labourmarket-intelligence

### First COVID-19 Playbook for Business in Canada

This Playbook created by the Surrey Board of Trade and partners includes several tools, templates, checklists, and hyperlinks. In it, you will find:

- Surrey-specific and regional labour market and workforce needs and strategies
- Navigation for employers to health, safety and wellness information and tactics available information on preparing the workplace for safety of workers and customers by navigating employers to essential online WorkSafeBC, industry safety associations, Small Business BC, and other information
- Navigation for employers to information on government programs and key online sites
- Support to build employer capacity for workforce planning and preparation for recovery and re-opening
- Support for employers' HR capacity including attraction, recruitment, on-boarding,



reskilling, retention, etc. in the new normal

 Opportunities for doing work in new ways including virtually

• Profiles of best practices and examples in different sectors

businessinsurrey.com/ workforce-support/workforce-

### TEDxBearCreekPark in Surrey -Proudly supported by the Surrey Board of Trade

1. What is TED? TED, which is an acronym for "Technology, Entertainment, Design," is devoted to spreading ideas, usually in the form of short, powerful talks. It believes passionately in the power of ideas to change attitudes, lives, and ultimately, the world. tedxbearcreekpark.ca

2. What is TEDxBearCreekPark? It has evolved into a series of annual events operating under a license from TED. The events are based in Surrey and are organized by a core team of 20 dedicated volunteers. The event draws in speakers and volunteers principally from across the Lower Mainland and Vancouver Island. It draws over 1,000 people.

#### 3. Where and when will TEDxBearCreekPark 2021 take place?

Scheduled for Saturday, March 27 from 9:30 am to 12:45 pm. Due to the BC Public Health Authority guidelines expected to be in place in March, attendance will be online only.

**4. What is the theme?** 'A Shift in Thinking'. The goal is to shift thinking in such a way that they may alter their actions, resulting in strong, positive, and lasting changes in the direction of their lives.

5. How will the day be structured? This outstanding event will feature 12 speakers,

presenting to a livestream audience. The event will move at a fast pace. Each talk will be no longer than 12 minutes and energizers and entertainers will be interspersed throughout the day. The entire event is scheduled to last just over 3 hours.

#### 6. Who are the speakers for this event?

After intensive competition, 12 speakers were selected from a starting field of almost 90. They are all accomplished and prominent in their respective fields of endeavor and will present compelling ideas from six separate areas:

**Science**: Dr. Carly Phillips; Dr Brandon Tang **Technology**: Dr. Olave Krigolson; Fawzan

Art, Music and Design: Lizzie Allan; Johnny

Human Rights, Law and Business: David Bentall; Sue Blyth Hall

Current Affairs - Topical Issues: Orville Lee; **Grace Sinats** 

Personal Development: Dai Manuel; Sandy Gerber



#### Capitalism in the COVID Era



**Trishant Gill** 

As we enter 2021 with new aspirations and ambitions, many are hoping that the ever-worsening state of COVID-19 simmers down this year as vaccines are being developed and authorized worldwide. With calls to increase lockdown restrictions and new strands of the virus gaining traction, it's uncertain how quickly social and economic life will return to normal for Canadians.

While small businesses are particularly vulnerable

during these difficult times, medium-sized firms are also being challenged. Amongst the industries hit the hardest, travel and tourism have suffered severely. As a sales associate at a retail store, I've witnessed firsthand how social distancing measures and store time closures have impacted customer satisfaction and regularity with our business. Even basic etiquette such as wearing a mask can be seemingly frustrating for consumers to accustom themselves

to. As unfortunate as these financial losses may be, it's understandable that in such devastating times, a firm's profitability should never be prioritized over the seriousness of safety protocols.

Albeit, for some groups, there's no shortage of entrepreneurship from the restrictiveness of this pandemic. From the growth of new sanitizing products, innovation has interestingly bloomed for some sectors in this unique environment, especially in the e-commerce space.

It's no surprise that the profit motive that drives businesses across the country is largely contradictory to public health guidelines, and so finding the right balance between the two has been a continual struggle for policymakers and business owners alike. In a broader sense, this pandemic has taught us about the economic habits we practice and uphold in our everyday

lives and the consequences of such behaviours. Without the right conditions and adequate governance and policy, capitalism cannot sustain itself nor the protection of the public good in society. COVID-19 has shown this to a pronounced degree and should be seen as a glaring precaution for the future of commerce

Trishant Gill is a student at UBC and is a member of the Surrey Board of Trade's Youth Entrepreneurship Team.

## Surrey Board of Trade Part of the Creation of Surrey's First Youth Foundry



Pacific Community Resources Society (PCRS) is the lead agency of Foundry Surrey. PCRS has a 36-year history of providing a breadth of quality, accredited social services across British Columbia, including: education, employment, housing, substance use, mental health, and youth and family support

services. Foundry Surrey unites multiple partner organizations, including the Surrey Board of Trade, to address the health and wellness needs of young people aged 12 to 24 and their families who live in the Surrey area.

Foundry Surrey services will

- Walk-in counselling
- Primary care
- Substance use and mental health programs and supports
- Youth and family peer supports
- Social services including housing and employment

#### Get Involved in the Youth Engagement Table:

They are currently looking for youth and businesses from Surrey who are interested in helping out with this leadership initiative with other young people, to share their experiences and ideas to help build and develop a Foundry site for Surrey. If you are interested, please contact JLowrey@pcrs.ca or call 604-813-1250.

foundrybc.ca/get-involved

## CALL FOR YOUTH NOMINATIONS: Surrey's Top 25 Under 25 Awards





The 11th Annual Surrey Top 25 under 25 Awards is taking place in 2021. Youth nominations are open.

The Surrey Board of Trade recognizes business and community-minded people under the age of 25, either working in Surrey or working on a business or community-related project in/for Surrey.

The Surrey Board of Trade will digitally celebrate the winners at an event that showcases incredible initiatives of Surrey's youth. The 25 winners will be chosen

based upon their business or community achievements, leadership ability, community involvement, professional achievements, and uniqueness of their business or community projects.

NOMINATION DEADLINE: March 10, 2021 DIGITAL EVENT: APRIL 22, 2021

businessinsurrey.com/events/surreys-top-25under-25-awards

#### CALL FOR YOUTH AND BUSINESS PARTICIPANTS: Surrey Youth Entrepreneur Team



**Baljit Dhaliwal**Chair, Youth Entrepreneur
Team

The Surrey Board of Trade invites interested individuals (youth and business) to join our Youth Entrepreneur Team, which carries out the Youth Entrepreneur and Advocacy Action Plan (YEAAP). Fundamentals of YEAAP:

- 1. It is an economic and social imperative to address youth unemployment challenges
- Boosting youth enterprises deliver substantial benefits both for the entrepreneur and for the economy
- 3. Entrepreneurship is not for everybody, but for many it can provide a long-term route out of poverty
- 4. Making entrepreneurship work is not the responsibility of one sector alone - it requires dedicated actions from all sectors of the community

5. Young people are encouraged and supported to take advantage of the opportunities of entrepreneurship

While some programming and collaborative activity has existed, the YEAAP creates structure in the overall Surrey Board of Trade objective on the workplace development strategies for youth. To join, please contact Melissa Peel, melissa@businessinsurrey.com businessinsurrey.com/policy/youth-entrepreneurs



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### BC Commits \$105 Million to Support **Tourism Sector**



Minister Melanie Mark

The Government of British Columbia is responding to the recommendations of the Tourism Task Force by creating a dedicated relief funding stream to quickly support people and businesses in BC's tourism sector.

"This has been the most

challenging year that people working in the tourism sector have ever faced, and while news about vaccines arriving in British Columbia give us reason to be hopeful, we aren't through this storm yet," said Melanie Mark, Minister of Tourism, Arts, Culture and Sport. "This dedicated relief funding for the tourism sector will help people get through these next few months so we can welcome visitors back to our beautiful province once it's safe to do so.

There is a commitment of \$100 million in dedicated relief funding for the tourism sector. In addition, the Province is also allocating \$5 million to Indigenous Tourism BC to administer relief grant funding targeted for Indigenous

businesses. Indigenous tourism is one of the fastest-growing segments of BC's tourism industry. However, Indigenous businesses often face additional challenges that may impact their ability to recover, such as barriers to accessing financing and operating in remote locations where connectivity and business services may be limited. In the spirit of reconciliation, government will work in partnership with Indigenous Tourism BC in the weeks ahead on an Indigenous-led funding program specifically designed for Indigenous tourism operators.

news.gov.bc.ca/23486

### **Regional Destination Management Organizations Receive Funding**

BC's five regional destination management organizations will each receive \$2.3 million to invest in regional tourism development. Destination BC, representing the Vancouver Coast and Mountains region, will receive \$2.1 million. Regional tourism development projects include:

- connecting tourism experiences across a region, such as creating overnight trip itineraries or identifying points of interest along highway
- supporting the development of more Indigenous tourism experiences; and
- upgrading accessibility along a scenic route. Government's \$53 million in supports, outlined in StrongerBC: BC's Economic Recovery Plan to create jobs and spur economic development for tourism businesses, include:



explore

- infrastructure; o Funds are expected to be sent to recipients in February
- \$13.6 million for all six BC tourism regions to work with government to identify projects to create jobs and attract new businesses:
- o Funds provided to regions

Canadian Agricultural Youth Council

and projects for consideration will be identified by February

• \$20 million to develop local tourism experiences, infrastructure and services; o Local governments, not-forprofits and First Nations are eligible for project funding to help bring back visitors to communities.

o Funds are scheduled to be sent to recipients by March

### **Land Matching Program Supports BC** Farmers

More than 100 farmers in the province have started growing crops and raising livestock on more than 2,023 hectares (5,000 acres) of farmland since 2016 through the BC Land Matching Program.

The 46 land matches finalized in 2020 will help improve food security, create economic growth and bring more local food options to communities in BC following COVID-19.



BC Land Matching Program: gov.bc.ca/gov/content/

## industry/agriculture-seafood/ programs/land-matching

### Tien Sher's Proposed Whalley Station and Flamingo Tower Projects

The City's slogan that 'the future lives here' is evident in the proposed towers to be built by Charan Sethi's Tien Sher Group of Companies. Since 2009, Tien Sher has built 742 condos in the Whalley district with another 1,700+ planned in 4 towers over the next 10 years at 108 Avenue and King George Boulevard.



## develop a green economic



Minister Marie-Claude Bibeau

In 2020, the Honourable Marie-Claude Bibeau, Minister of Agriculture and Agri-Food, announced the creation of the Canadian Agricultural Youth Council to help bolster Canada's strong agenda for agriculture and agri-food and continue to build diversity across the agricultural sector.

25 members were selected from over 800 applicants from across the country to share their perspectives on the future of the sector last Fall. As a whole, the Federal Government is working to

recovery plan, with young people being able to share their aspirations. Over the course of forthcoming meetings, their perspectives will help articulate Canada's vision and the programs that will result from it, leading to a sustainable and prosperous agriculture and agri-food sector.

Canada's agricultural sector is an important driver of economic growth, responsible for one in eight jobs in Canada. The sector contributes over \$143 billion to our gross domestic product and over \$66 billion in agri-food exports.

Discussions at the inaugural meeting focused on various issues, including the future of the sector, sustainable agriculture, rural vitality, skills and labour, and mental health. Over the coming months, the Council will also meet with policy leaders, as well as senior departmental officials.

Members will have the opportunity to offer suggestions on government priorities, as well as to identify problems and propose solutions on a wide range of important issues, all while developing leadership skills and building professional relationships. They will help advise the Minister and the Department on agriculturerelated policies and programs that are important to them.

agr.gc.ca

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#### 2021 Federal Budget Needs Concrete Actions on Pharmacare

The COVID-19 pandemic has shown the need for a universal public single-payer pharmacare program in Canada.

"The Surrey Board of Trade has advocated for a single-payer universal pharmacare program since 2016," said Anita Huberman, CEO, Surrey Board of Trade. "We recognize that pharmacare will be good for business by reducing the costs that companies face in providing drug coverage for their employees."

"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." "In 2019, the Parliamentary Budget Officer estimated that universal, public pharmacare would reduce employersponsored drug costs in Canada by over \$10 billion per year. These are substantial savings for the business

community. These resources could be used for research and development, growth, and innovation in Canada. This is especially important in light of the COVID-19 situation that we are facing today." 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 life-saving medications. No comparable country with universal health care requires individual employers to do so. The average business owner who provides drug coverage will save over

"In the midst of COVID-19,
we cannot delay access
to essential medicines
any further."
#pharmacareNOW

\$750 annually per employee with a universal pharmacare program. Research indicates that if implemented by 2027, businesses and employees will see their prescription drug costs reduced by \$16.6 billion annually in Canada.

businessinsurrey.com/wpcontent/uploads/2019/05/ SBOT-Resolution-Pharmacare-FINAL.pdf

#### Mental Health Resource



With the challenges brought on by the continued challenges of the cold weather and the holidays, winter can often be a difficult time. But with COVID-19, this year's winter may be even more demanding on our mental health and well-being. The Surrey Board of Trade is promoting the Mental Health

Commission of Canada's mini guide designed to help employers provide workers with specific tools and resources during the winter months. We hope this helps you.

Download the miniguide: theworkingmind.ca/sites/ default/files/winter\_mini\_ guide\_eng\_07-dec-20.pdf

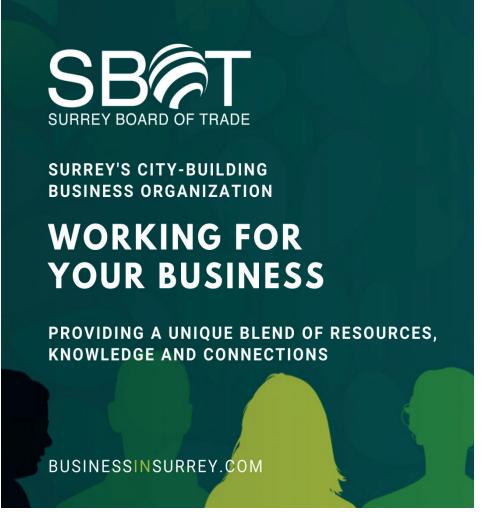
## Employee Benefits Matter During and Beyond the COVID-19 Pandemic



As we all come together as a global community, our thoughts are with those affected by the virus and those working tirelessly to treat them. The situation with COVID-19 continues to evolve day-to-day. The Surrey Board of Trade and our partner, the Chamber of Commerce Group

many businesses throughout the pandemic. Benefit plans and additional resources for your staff, and their families, is essential during this pandemic. The primary focus for your business and for our economy remains on protecting the health

and safety of coworkers, clients and the communities we serve. Please contact the Surrey Board of Trade representative on a unique benefit plan to help you: Par Bassan, S&F Benefits par@schmidtandfunk.com chamberplan.ca/covid-19



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#### SBOT MEMBER ANNOUNCEMENTS

Fasken is proud to announce the 3rd anniversary of their Surrey office opening. They are also pleased to share the continuation of their Surrey Seminar Series with a Trust, Wills, Estates and Charities webinar on February 25th.

Contact kcook@fasken.com.

**Discover Surrey** has moved. #201 - 1373796Avenue.

Contact Ange Chew, Executive Director at ange@discoversurreybc.com.

Thank you to Surrey's community champion and 2005's Surrey Business Person of the Year, Tony Singh, Owner of Fruiticana, for engaging his team in a donation of \$100,000 to the Surrey Hospitals Foundation. fruiticana.

Nana's Kitchen has won some awards!

- 1. Best Ready-to-Eat Entrees Food Service & Grocery Retail Brand - Western Canada - Food & Drink Awards 2020
- 2. Placed 10th out of 20 for the biggest BC businesses owned by a woman in 2020
- 3. Ranked 83rd in the top 100 fastest growing companies in B.C in 2020
- 4. Business Resilience Award (41+ Employees) from the Surrtey Board of Trade's Business Excellence Awards yournanaskitchen.com



Katie Farmer is **BNSF** Railway's President and Chief Executive Officer as of January 1, 2021. Farmer, the first female CEO of a Class I railroad, has been with BNSF for 28 years, most recently serving as Executive Vice President of Operations since September 2018. bnsf.com



Canada's Most Powerful Women: Top 100 Award Winners list was released by Women's Executive **Network and Presenting** Partner KPMG in Canada. Congratulations to **Surrey Hospitals Foundation's** 

President & CEO, Jane Adams, as one of Canada's Most Powerful CEOs Award winners. wxnetwork.com/page/top100awards



BM Group is pleased to announce that Daryl Heppner, VP of BM Group, Structural Restoration and Waterproofing segment worldwide and GM of Polycrete Restorations Ltd., has been appointed as chair of the International Concrete Repair Institutes (ICRI) BC Chapter. BMGroupinternational.



**KSW Lawyers (Kane Shannon Weiler LLP)** welcomes Rory Morgan to their Personal Injury and Litigation group as a senior associate counsel in their Surrey office. Rory Morgan has been practicing law for over 20 years and is also a Director of the Surrey Board of Trade. ksw.bc.ca

com



Kuldip Ardwara has retired from the **Surrey Food** Bank.



**MNP Ltd.** is proud to welcome Alana Orrell, LIT, CIRP, as the newest member of their Surrey consumer insolvency team. mnpdebt.ca



Dr. Rajiv Jhangiani is appointed as Associate Vice President, Teaching and Learning at Kwantlen **Polytechnic University**. He is recognized as a global leader in open education, as he serves on the BC Open Education Advisory Committee, the Provincial Advisory Group on Micro-credentials, and

as an Ambassador for the Global Advocacy of Open Educational Resources with the International Council for Open and Distance Education. kpu.ca

**Lomiko Metals** raises \$2 million for electric vehicle battery materials project in Quebec. lomiko.com



CEO Colin Sprake supports local food banks with the most unique gift experience in the marketplace. **Staycation Boxes** provides the opportunity to give gratitude to an

unforgettable international experience without leaving home. Select proceeds go directly to food banks. staycationboxes.com

**Secure-Rite Mobile Storage** is celebrating 15 years in business with a new location in beautiful Surrey, along with two business excellence awards. Secure-Rite.com



Sara Hodson, President & CEO of LIVE WELL **Exercise Clinic** and 2017's Surrey Business Person of the Year, with Carl Ulmer (from Club16 **Trevor Linden Fitness** & She's Fit) is now leading the BC fitness industry by representing over 100 fitness facilities

and contributing to policies and decisions being made by the provincial government that impact the fitness health orders. Together they are working to promote physical and mental health in British Columbia.



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### SBOT MEMBER ANNOUNCEMENTS

One of the largest highway maintenance contractors in **Western Canada Mainroad** has acquired **Cobra Electric**, a Surrey-based electrical contracting company specializing in the maintenance of traffic management and lighting systems throughout the BC Lower Mainland. *mainroad.ca* 

Congratulations to Jay Rao of **EXP Services** for being re-elected to the **Metro Vancouver National Zero Waste Council**. He is the Surrey Board of Trade representative to provide an economic lens to environmental leadership. *nzwc.ca* 

**Arundel Capital Corporation** has hired veteran equipment finance specialist Dan Hayward. Dan will continue his 40+ year career in truck, trailer, and construction equipment finance. arundelcapital.com | dan@arundelcapital.com

**Lark Angels Foundation** invites everyone to their Health & Wellness Fair on May 1, 2021 at Sullivan Hall situated at 152 Street and 64 Avenue in Surrey from 11:00am-3:00pm. (Note this may be a digital event) *larkangelsfoundation@gmail.com* 



#### **Chartwell Imperial Place Retirement Residence**

thanks all of the community business partners and the City of Surrey for their generosity. Over 100 residents were able to enjoy a lovely Christmas light display, and on Christmas morning, each resident received a stocking filled to the rim and special gifts.



KB Honey Family is proud to announce that their Director of Marketing, Chelsea Thomsen, has been featured in Canada Home Trends Magazine as one of Canada's Top Trendsetters. Checkout the "TRENDS 2020" January issue. kbhoneyfamily.com



Surdell Taxi merged with Kennedy Taxi to form Surdell

Kennedy Taxi Ltd. Their continued success is attributed to the citizens and corporate partners in Surrey that have grown to know their commitment to safe and dependable passenger transportation and parcel delivery. 604-588-1330

The **PICS** Mega Job Fair is going virtual on February 18 from 10:00am to 4:00pm. This professionally developed platform will allow exhibitors and aspirants to meet and share possible career paths/opportunities. *megajobfair.ca* or 604-596-7722

**Boosh Food** kicks off 2021 with new 8,500 sq. ft. headquarters in the Cloverdale area of Surrey with offices, a test kitchen, a studio for filming cooking segments, and extensive refrigerated warehousing. booshfood.com



**Surrey Digital Printing** announces the purchase of a Colex SXC1732 digital cutting table, entering the small run packaging market. *surreydigitalshop.com* 

**De Jager Volkenant** is pleased to welcome Rhys Volkenant as a new associate lawyer practicing in business and charity law, and Kylie Smith as a new legal assistant in the estates *department*. *dejagervolkenant.com* 

Sunrise Kitchens, a Surrey-based kitchen cabinet manufacturer, announces the



completion of their \$12 million expansion including a significant investment in automated equipment. The expansion increases production capacity to better serve the requirements of the local construction and multi-family development industry. *sunrisekitchens.com* 

**Vancity Credit Union** names Christine Bergeron as new President and CEO. *vancity.com* 



**Surrey Hospitals Foundation** salutes the 215 businesses and organizations who joined their

newly minted Community Champion Program in 2020. Participation in the program is a simple and powerful way to support life-changing health care at your regional hospital.



surreyhospitalsfoundation.com/champions

March 21, 2021 is 'World Down Syndrome Day' and the **Lower Mainland Down Syndrome Society** will once again be hosting the Light up for Down Syndrome campaign. Businesses that are interested in lighting up in Blue and Yellow to show their support or would like to donate services/products to our online silent auction, are asked to contact <code>info@lmdss.com</code>.

**BC Children's Hospital Foundation** has appointed Malcolm Berry as its next President & CEO, replacing

Teri Nicholas (who is retiring), effective March 2021. The Foundation also welcomed Akash Rattan as the new Vice President & Chief Financial Officer in January, to replace Hitesh Kothary (also retiring).



**DIVERSEcity** launched a new 20+ week entrepreneurship program for intercultural women. The CWB Business Incubator for Women Makers and Creators, funded by Canadian Western Bank, is helping women turn their talents into a business or side hustle. dcrs.ca/makers

Congratulations to **Happiness at Home Health Care Inc.** owners, Frank and Mary Moravec, celebrating 10 years in business, connecting and nurturing seniors in their homes. *happinessathome.ca* 

Have you ever lost your keys? It can be a real problem. **TB Vets Key** Tag program is continuing in 2021: your contribution will support respiratory care in BC. If you lose your keys, TB Vets will return them to you! *tbvets.org* 

### SBOT SURREY BUSINESS NEWS

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