

RED TAPE SURVEY EXECUTIVE SUMMARY

More than 43% of respondents identified as employers. 80% of Surrey Board of Trade member respondents found regulatory requirements of all levels of government had a moderate to major impact on their daily operations, which is down from the 2021 survey (81%), and the 2020 survey (80%).

Below are recommendations made by the Surrey Board of Trade to governments. Given that our respondents are finding regulatory compliance to impede growth and innovation, it is reasonable to consider that it may likewise create disincentives for the broader business community.

RECOMMENDATIONS

Consistent with what our members have indicated for all five of the previous iterations of the survey, the Surrey Board of Trade recommends:

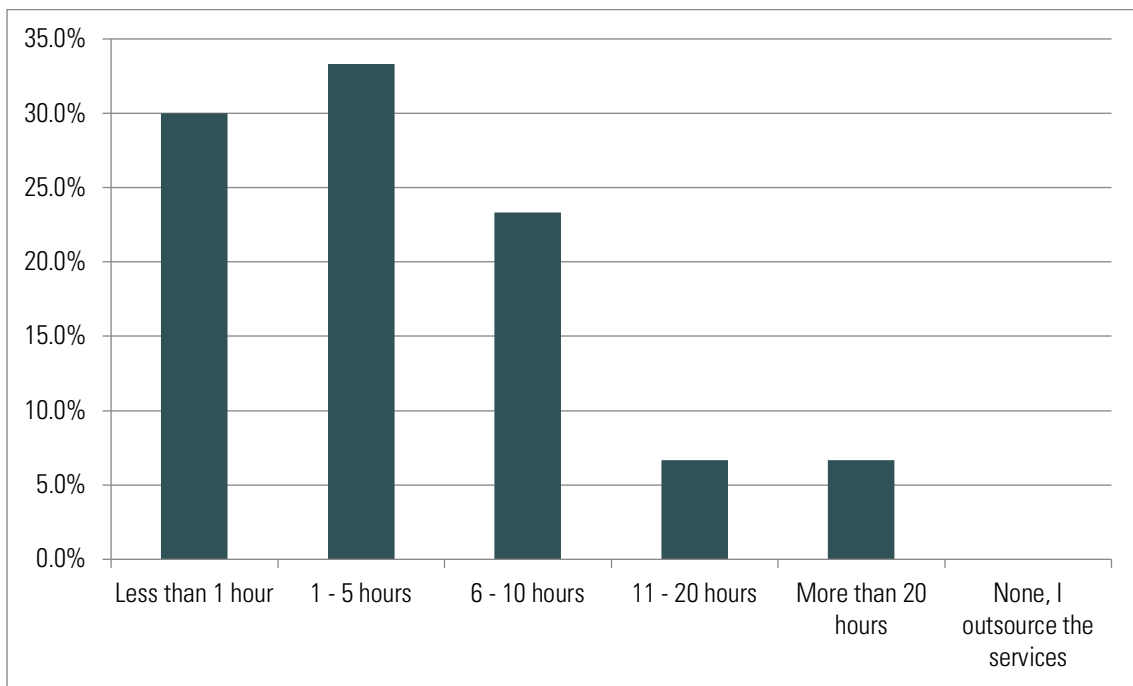
1. Governments improve their instructions on regulatory compliance;
2. That all levels of government improve their online service portals and call centre services, use clear language for instructions and ensure relevant links are up to date and working; and,
3. Agencies share information and make sure there are no duplicate information requirements.

Impact of compliance	80% reported moderate to major impact on business to comply.
Time away from business	Most respondents at 63.3% spend 0–5 hours per week complying with government regulatory requirements.
Most costly stage of compliance	36.7% reported preparing the information to be costly. 30% of respondents found understanding the obligations in the first place to be costly.
Financial costs of compliance	75.9% respondents determined that overall costs have increased in the last 2 years, consistent with surveys since 2019.
Time taken to fill out forms	82.8% respondents found the time taken to comply has increased in the last 2 years.
Filing taxes	24.1% now outsource income tax return filing. 31% of respondents take between 5-50 hours to file taxes.
Agencies with the most red tape	92.6% identified the Canada Revenue Agency to have moderate to high levels of red tape. 92.6% rated WorkSafeBC with moderate to high levels of red tape.

Measures that would reduce red tape

- 100% suggested better communication and consultation with businesses when developing new regulations would help reduce time of compliance.
- 96.2% identified agencies sharing information and making sure there are no duplicate information requirements with the potential to help.
- 87.5% indicated that reducing the frequency of reporting requirements to a minimum could reduce the cost of compliance.

Time spent per week on complying with government (federal, provincial, local) regulatory requirements



The Surrey Board of Trade has 6,000-member business contacts. Approximately 15% of members responded. The Surrey Board of Trade is one of the top 10 largest chambers of commerce/boards of trade in Canada (there are 450 in total).