

BUSINESS *in* SURREY

**Surrey Real Estate
Investment Continues...p3**

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MC Christy Clark, CKNW

**SURREY BUSINESS EXCELLENCE AWARDS GALA
NOVEMBER 4, 2010; 6PM - 10PM**

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SPECIAL REPORT BY MICHAEL YAHN

Surrey Real Estate: Overview



Campbell Heights Industrial Park

The brightest light in development and growth in the province is in its second largest city, Surrey. This is a very exciting time for real estate in Surrey. While Vancouver quickly runs out of every available inch of land, Surrey is using their employment lands wisely and creating opportunity.

"The City is committed to the downtown core; building the library, construction of the new City Hall and other big projects," said Surrey Development Corporation's CEO Jim Cox. "You have Campbell Heights which is a big project - the City's goal is to create employment land and attract jobs to Surrey."

The ambitious plans by the City around creating a downtown core and other major projects such as the RCMP's E-Division and the expansion of the hospital open up opportunity for business in those areas. Despite the tough economy Surrey has not abandoned these plans.

"We are coordinating the building of a new City Hall, we have a master plan of the new civic centre and how it will evolve, the new library is under construction, the arenas are being redeveloped," explained Cox. "The market is soft so we have to be realistic - city building takes time."

There are also major business

park developments underway such as Campbell Heights that takes large masses of land and creates plenty of warehouse and business space for expanding local businesses or outside companies coming into the city. According to Cox, phase one of Campbell Heights is underway. "As demand warrants over the next decade we will build through it. Again, the economy slowed things down but it continues to proceed. They all take time. The economy will turn around and it will take off."

Do all these super-sized City plans equate to investment in Surrey? Are businesses aware of the City's bold construction schedules and what opportuni-

ties may come about from it?

"It's interesting seeing the growing interest in Surrey and the City Centre," said Cox.

"Concord Pacific is out here and so are other major developers. People in the development industry know what's going on and are definitely looking for ways to participate. They realize it will be a long-term development opportunity."

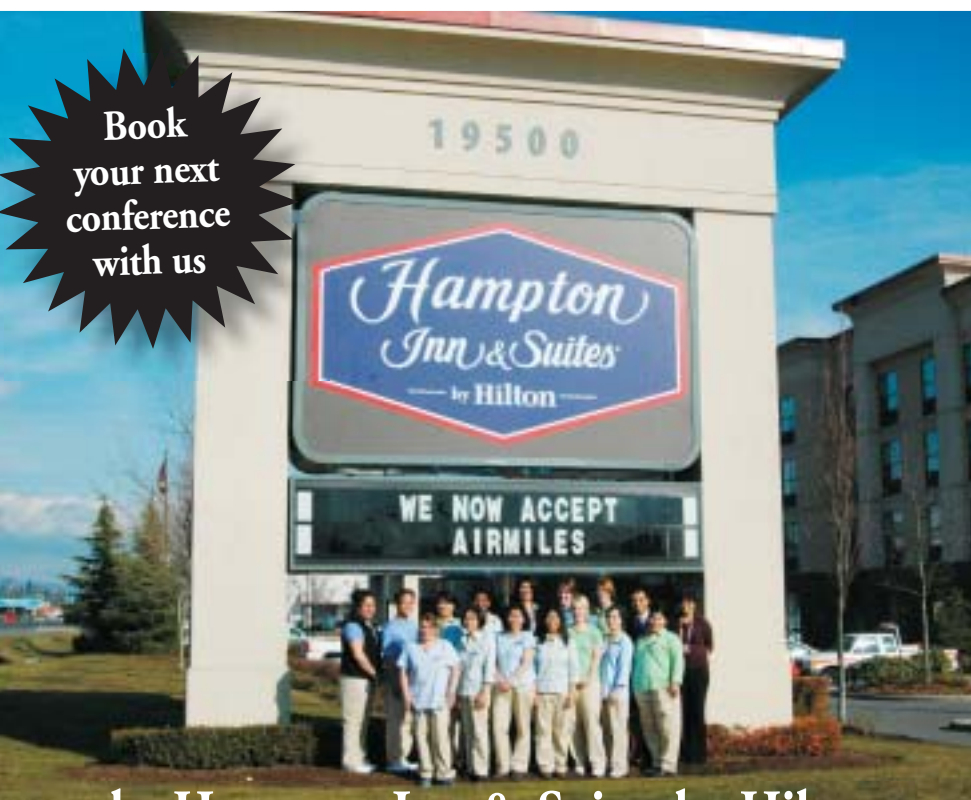
Investors will need to feel secure that projects and plans around areas like the downtown core are coming together at a good pace for fears of buildings sitting half-filled or vacant as many building are in that area currently. There are one hundred and thirty

acres of development land available for investors in the Surrey Centre alone - the question is how and when it will be filled?

"Yes, things are moving along well with over fifty projects going on within the boundaries of the City Centre," confirmed Mary Ann Smith, Senior Economic Development Officer for the City of Surrey. "If you look at the building of City Hall and the library you can see the City Centre is a pretty significant undertaking. There are still lots of opportunities for redevelopment and investment as well."

Smith added that the City is

see REAL ESTATE ② page 13



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Surrey Board of Trade in Ottawa - Canadian Chamber of Commerce

"85 years of Excellence" – so proclaimed the banner heading on the program for the 2010 Annual General Meeting of the Canadian Chamber of Commerce held in Ottawa/Gatineau September 25 to 28th.

The Canadian Chamber of Commerce has come a long way from its founding in 1925 when 50 men from chambers and boards of trade across Canada gathered in Winnipeg. Their aim was to create a strong, unified and influential voice for Canadian business and establish a set of values from which policies would emerge to encourage economic growth and prosperity.

85 years later, we have 500 or so delegates attending the AGM, and the Canadian Chamber of Commerce has now grown to represent 192,000 businesses across Canada.

The AGM is still about discussing and agreeing on policies to put forward to the Federal Government to encourage economic growth and prosperity. Nowadays, those policies are sub-divided into categories such as Finance & Taxation, the Environment, Industry, International Affairs, Social Policy and Transport/Infrastructure.

There were 65 policy resolutions to debate. These emanated from the individual chambers and boards of trade across the country. The process starts with local chambers identifying any key issues and concerns that have national implications. These are narrowed down to two per chamber, which are then put forward for discussion at the provincial level.

There are many chambers that do not put forward any resolutions, but your Surrey Board of Trade normally submits two and did so again this year. One dealt with the privacy issues around hard drives on photocopiers – it is not widely known that photocopiers retain digital images that may contain sensitive information which can be stolen by unscrupulous parties when these copiers are sold or sent for scrap. SBOT recommended that Industry Canada work with industry to publicize this security threat and how to avoid it through special 'purge' software.

The 2nd SBOT policy was submitted jointly with the Burnaby Board of Trade and Greater Victoria Chamber of Commerce. It related to the problems and costs of Homelessness which is estimated to cost Canadian taxpayers up to \$6 billion annually. We called for a reallocation of federal funds to develop a plan to end Homelessness, which is a particular problem around the Lower Mainland and on Vancouver Island.

The provincial Chambers of Commerce receive these individual submissions from their regional offices and then organize province-wide discussion to bring about a consensus of opinion. This process often results in modifications to the original policies to better reflect the overall feelings of the provincial units. Finally, the policy resolutions from all of the provinces are combined into one document and circulated to ALL chambers/boards of trade across Canada for review and discussion

FROM THE PRESIDENT

Nigel Watkinson



within each province prior to the AGM.

As a result of this process, the delegates arrive at the AGM with some familiarity with all the policy resolutions and armed with comments to bring forward at the AGM Policy Resolution Debate which stretches over 2 days. Each policy is discussed, voted on and must attract a two-thirds majority of voting delegates to become an official policy position of the Canadian Chamber movement. In order to get this majority, there is considerable debate over some of the policies to ensure that every province's concerns are taken into account.

Most of the policy resolutions are approved, albeit with some amendments. These then become the Canadian Chamber's policy objectives for the coming year. As President of the Canadian Chamber of Commerce, the Hon Perrin Beatty, together with his policy staff in Ottawa, then meets with the appropriate Ministers and their top officials to discuss our policy recommendations and to advocate for their adoption.

After 85 years of listening to us, the Government of the day has come to recognize and appreciate the critical role that the chambers of commerce and boards of trade across Canada have to play in bringing about a strong competitive, economic environment for the prosperity of all Canadians. Together, we are the voice of business in Canada and its most influential business organization.

Recession is not over, HST positive Surrey Board of Trade Economic Survey – Fall 2010

In a Surrey Board of Trade survey to over 1500 businesses, 67% of the respondents indicated that the recession is not over. Within this, some noted that things are getting better, but slowly. Businesses are very cautious about making new acquisitions because they are not sure what the economic reality is going to be in the next quarter. Given that small and medium sized businesses (SME's) are driving BC's economy (over 85% of BC Businesses are SME's), it is a telltale sign that owners are watching what's happening south of the border and across global markets. In summary the following industries indicated that the recession is not over and that we are moving very slowly towards a positive economic upswing: accounting, manufacturing, automotive, banking, boating, retail, charity, education, health, recruitment, service, construction, hotel, real estate, legal, insurance. Well that seems to cover all the industries doesn't it?

When business was asked about HST, most of the respondents indicated that it was positive for their business. These respondents indicated that there was a lot of mis-information about HST, and that more education is needed on its benefits to BC's economy. 31% indicated

that HST was negative for their business. Some of the industries that were not in favor of HST are real estate, food service, health, renovation, energy, retail. 64% indicated that it was positive for their business. These industries included accounting, agriculture, banking, engineering, dental, mergers/acquisitions, and software development. 5% indicated that it was too soon to tell whether the HST was positive or negative.

There were a number of responses to the survey on issues that business wants the Surrey Board of Trade to consider – a number of them will be going to our government advocacy teams in the areas of crime, transportation, finance/tax, international, social policy, environment, and industry. These teams address issues of relevance to business from the municipal level, to provincial, to federal, and to international.

Some of the issues that were of importance to business ranged from carbon tax, to the property transfer tax and other taxes in general; finding ways to grow the business market more effectively under the HST system, and providing more information about how this current tax system would help the real estate and the

mortgage financing industry; minimum wage, skilled immigrant certification, gaming revenues to charity, traffic congestion in Surrey, reductions in health care, and many more.

Surrey Board of Trade creates support mechanism for business to deal with homelessness

The Surrey Board of Trade has re-launched the LINKLINE (604.589-LINK). Originally operated by the Newton Advocacy Group Society, the Surrey Board of Trade, with their support and sponsorship by Coast Capital Savings and the Now Newspaper, wants business to call 604.589-LINK.

This is a single phone line that business can phone and report seeing a homeless person at their location. A number of local agencies, community service organizations, and volunteers have agreed to be part of the outreach resources. The outreach workers will make contact with the business, if they so choose, and the homeless person, to help remedy the situation and co-ordinate access to services for the homeless

Through 604.589-LINK, business is involved and is a part of the solution.

FROM THE CEO

Anita Patil Huberman



Surrey Business Leaders to go to India in April 2011

*Surrey Board of Trade – opening up the world to local businesses
– through our Chamber of Commerce/Board of Trade global partners*

The Surrey Board of Trade Business Delegation to India from April 12-21, 2011 (for 10 days) to Delhi and Mumbai (including Agra and Jaipur) is for anyone wanting to do business in India or simply experience India. Surrey businesses that attend will be able to introduce themselves to on-the-ground business and industry connections in India. Business meetings/receptions will be set up in advance to departure and for those wanting simply a sightseeing/cultural option, this is also available.

New Delhi:

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1. Mario Ste-Marie, Minister (Commercial) and Program Manager (India)
2. Arun Pandeya, President Indo Canadian Business Commerce and CEO of Air Canada – India Operations

Mumbai:

Wine, Iron, Steel, Textiles, Film, Finance, Pharma, Automotive

1. Bombay Chamber of Commerce

2. Indian Merchants Chamber of Commerce

Vancouver:

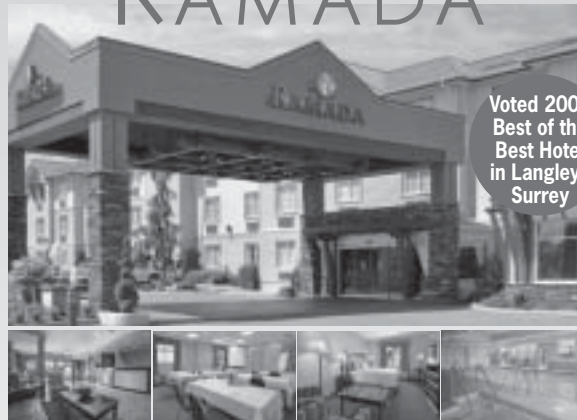
1. Consul General of India
2. Ministry of Small Business, Technology and Economic Development
3. Canada-India Business Council – BC Chapter

The Business and Cultural experience is priced at \$2790 + tax per person and the Tourist/Cultural Experience is priced at \$2190 + tax per person. Price includes airfare, accommodation, daily buffet breakfast, English speaking tour manager, luggage handling and airport transfers.

Information Sessions are scheduled for October 28, November 25 and January 20 – all at 6-7pm - in the Surrey Board of Trade Conference Room (#101, 14439-104 Avenue) or you can view trip itinerary details at www.businessinsurrey.com.

If you have any questions, please contact Anita Huberman, CEO of the Surrey Board of Trade at 604.581.7130 or at anita@businessinsurrey.com

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BUSINESS PROFILE

ONEbean Coffee — Fair Trade Commerce On The Rise



Allan Klassen

There's a new player in the coffee market around Surrey. He's Allan Klassen, a man who came up with the idea of combining coffee sales with fund-raising. It proved so successful that in 2006 he turned it into a business operating with the motto: Brew a cup, change the world. Editor Ray Hudson spoke with him about ONEbean coffee.

We are a unique connection between businesses and non-profit organizations. We assist with fund raising, bringing cause marketing to the community. Essentially it's a win-win for everyone involved in the process. Somebody gets a high quality product they're going to buy anyway, and everyone involved benefits.

We market 'fair trade coffee' which ensures that small-scale growers, receive a fair price for their coffee, sustaining their businesses, and providing a decent standard of living for their families.

Of course we sell coffee, which is 100% certified organic, fair trade, swiss water decaf, rain-forest alliance and shade grown Arabica with Kosher and Halal certification. We also sell 100% certified organic and fair trade loose bagged teas, chai concentrate, smoothie mixes, syrup, chocolate and water.

We provide coffee catering services for events and coffee services for offices, cafes and residences and we supply the related equipment, most of which have been designed with energy savings in mind.

And it's by partnering with community organizations, we can "give back" or raise, more funds through the sale of these products and services. For some of the organizations we deal with, International Justice Mission, Mercy Ministries, BC Child Cancer Association, their corporate sponsors are usually just making donations, writing cheques. We're offering them an avenue that doesn't cost them anything. So they can give more, or sometimes not give at all, while still supporting these organizations through our coffee programs.

How does the price of your product compare with other coffee providers?

We're competitive right across the board. In some cases, there are companies that are not using fair trade or organic, we will give them a value added product at the same cost, and take 10% of something as opposed to 100% of nothing.

We also get into a company's cross marketing, where they will

put ONEbean Coffee on their menu, tell them that they can purchase the coffee and support an organization that they are involved in and already supporting, and give them some information about fair trade.

We also help schools with fundraising. North Surrey just came on board, and their goal is to get 350 parents or 25% of the parents in the school to buy 2 bags of coffee a month and raise \$42,000. So the parents are already buying the coffee, and the money can be used toward dry grad and such.

We have what's called a counter pack, which is 20 one pound bags of coffee. Businesses like Big Kahuna Sports purchase one of these a month. They're participating, and are sharing the revenue 50-50, half to the school and half to BC School Sports. That generates about \$85.00 per counter pack to the organization. If you had 1500 students and each is responsible to find one business, it could be parents, an uncle or whatever, who joined the one a month counter pack program, that school would raise \$1.86 million.

It's phenomenal. So you see the potential and long-term opportunity. So we start off small and do a fundraising campaign,

we'll develop it, brand it, and put up a website for them so people can see what they are doing with the money. We like to be interactive with the consumers as well, so they can see the difference they are making. Our catch phrase is: What if every time you brewed a fresh up of coffee you could change the world.

What's the breakdown between business and programs?

20% of it is coffee. There is a lot of good coffee out there, fair trade, organic etc. We're not going to compete, we're not spending a lot of our time on that part of it.

80% of what we do is our programs. Working with the charities, working with the businesses and bringing value to the community. That's where our strength is. There's nobody else that's spending the time and resources we do into the community. We just spoke to company that's opening up a café, and they heard about One Bean. They came and interviewed us. They also interviewed JJ Bean, Ethical Bean, all these companies and did the taste testing. They said you guys have all got great coffee, and normally that left a pretty easy decision for them to go with price, customer service

and such. But, he said, you guys threw a wrench into the decision making and it's gone from a 5 min decision to a 1 week decision, because we have to get the directors involved. What you are doing, is what we wanted to do in the community, so if we can partner with you, this is great. If you are already working with local schools and churches, this is exactly what we wanted to do.

So we send the people supporting the organizations to places like cafes and such for coffee. We're actually sending them customers. They're saying, this is incredible, what company does that? As well, you get a large fundraising organization, which is positive. What we do for the organizations, no coffee company is doing at all. You know, creating the artwork, setting up events, marketing and allowing businesses to choose where they want to invest their money as well.

The Surrey Board of Trade has engaged the ONEbean Coffee Service and is satisfied with both the service and the product. If you and your company would like to make a difference, you can get more information information at www.onebean.ca.

You too can brew a cup and change the world!

Surrey Board of Trade and Kwantlen Polytechnic University bring Disney to Surrey!

For the first time, on November 30th, 2010, participating businesses will experience the Disney Approach to Quality Service Program in Surrey. Get an insider's look at the "business behind the magic" from the world-renowned Disney Institute. Professional facilitators will share the results of over half a century's experience in exceeding customer expectations in the face of competition, growth and the public's ever-changing tastes and attitudes. Through this Disney Institute program, we will show you the importance of attention to detail and how they train Disney employees to treat their customers as VIP's. This will be your economic edge in today's business climate!

You will also learn how to anticipate the needs, wants and emotions of your customers in order to exceed their service expectations; bring "consistency" to your organization by establishing quality standards; design a delivery system that focuses on the employees, environment and processes that enhance quality service; and create a service plan that integrates quality standards and delivery standards that focus on exceeding expectations.

Some of the industries that have benefited from this program include: Hospitals/Healthcare Providers, Manufacturers, Automotive Sales/Service Locations, Retail Outlets, Restaurant/Food-Service Companies, Financial Institutions, Military/National Guard Management Personnel, Utilities Companies, Insurance Companies, Real Estate Development/Management Companies, Government

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Surrey Environment and Business Awards



John Gibeau, Honeybee Centre



Shane King, KNV Chartered Accountants

The winners of the Surrey Board of Trade's 2010 Environment and Business Achievement Awards were:

Winner: Environmental Innovation Award Category, sponsored by Terasen Gas: KNV Chartered Accountants

Winner: Environmental Sustainability Award Category, sponsored by Stantec Consulting: Honeybee Centre

The Surrey Board of Trade announced the winners in September at their luncheon, featuring Michael Harcourt, former Premier of BC and sustainability and economic development advocate.

These awards were presented to a Surrey Board of Trade member or a Surrey-

based business that has demonstrated exceptional dedication to environmental leadership and/or issues. The award recipients are guided by a sense of respect for the environment and demonstrate this initiative consistently.

"These Surrey-based business demonstrated exceptional dedication to environmental leadership and issues. They have respect for the environment and demonstrate their initiatives consistently. They know that focusing on the environment and focusing on cost-cutting strategies go hand in hand, said Anita Huberman, CEO Surrey Board of Trade.

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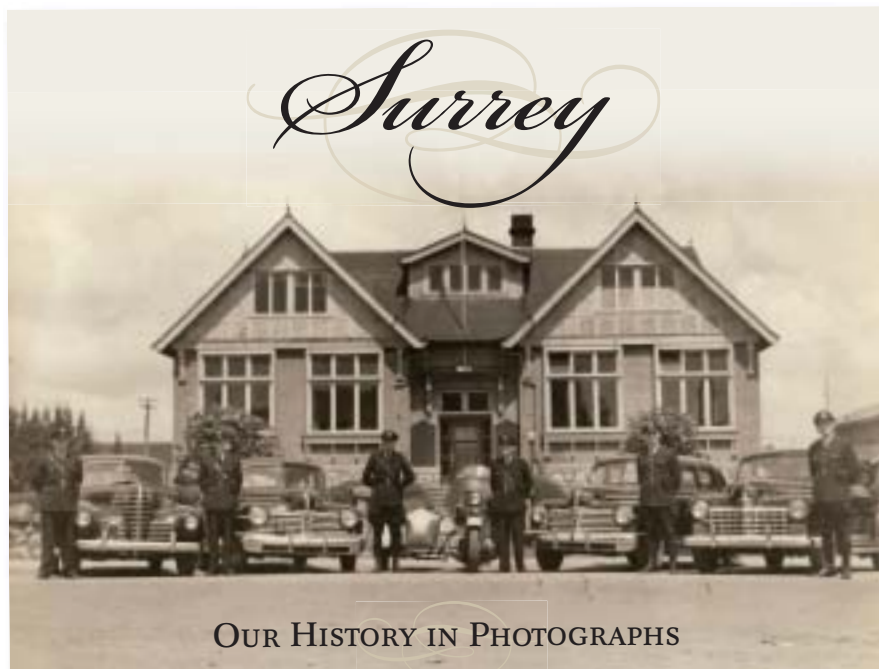


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PUBLISHER'S MESSAGE



Gary Hollick
Publisher

In August 2009, the Surrey *Noz* newspaper called on its readers to send in their old photos of life in our city up to 1990. We had such an overwhelming response that we expanded our plans to collect a local history of Surrey in photographs that were taken from before the turn of the 20th century through the 1990s. When the time came to produce this book, we had more than 1,000 photos to choose from. This enthusiasm for our city's history inspired us and reaffirmed our decision to publish this beautiful book.

We believe the true history of Surrey is captured in people's unique photos. And we believe the book you are holding now is proof of that. As you flip through this book's pages, think about the stories that our city holds and think of all the people that have called Surrey home throughout its rich and vibrant history. As you peruse through the hundreds of historical photos, look for faces and names that you might recognize. Share these photos with your friends and family.

We at the Surrey *Now* are proud of our city, proud of our history and proud of this book. But most of all, we are proud of the dedicated people – past and present – who have worked hard to build our community into what it is today. It is to those people whom we dedicate this book.

Thank you, and enjoy your read.

MAYOR'S MESSAGE



Dianne Watts
Mayor of Surrey

Welcome to the story of our great city.

As B.C.'s fastest growing city and the community with the fastest growing immigrant population in Canada, the face of Surrey has changed dramatically over the years. Our city's story is filled with tales of strength, challenges, hardships, successes, unprecedented growth, strong family ties and dedication to a sense of community.

This book is a phenomenal way to showcase every part of our city's diverse past, showing residents at work, at home and at play at different times of Surrey's history. While there are written histories of our city, this book is sure to fill a gap - the photos you will see in the following pages truly speak for themselves and I believe they speak volumes to our rich and vibrant history. Surrey residents have always shown a dedication to their community and this book is a perfect way to honour those who were - and are still - proud to call Surrey home.

Indeed, the future lives in Surrey. But let us not forget the past, for it's the hard work of those before us that has paved the way for us as a city. Our story continues to be written and as your mayor, I, along with city council, look to the future with excitement and optimism for what lies ahead for Surrey. But sometimes a quick look behind us reminds us of where we came from and where we need to go.

Thank you, for your interest in your community's history. And if you or your family have contributed photos to this book, thank you for helping us tell Surrey's story.

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Surrey Board of Trade Goes To The Hill

-Ottawa Visit Occasion to Meet MPs and Senior Officials



MP Sukh Dhaliwal, Bernie Magnan, Ray Hudson and the Hon. John McCallum

In the business of advocacy, the basic premise is selling an idea, and just as in selling products, the critical element is networking. Based on the truism that people do business with people they know, the Surrey Board of Trade partnered with the Vancouver Board of Trade, earlier in the year to visit senior ministry officials in Victoria to get acquainted and discuss issues of common interest.

Similarly, when this year's Annual General Meeting of the Canadian Chamber of Commerce occurred in Ottawa, once again, I teamed with Bernie Magnan, Chief Economist and Deputy Director of the Vancouver Board of Trade, to visit a number of senior officials in the Ministries of Justice, Public Safety and Transportation, the Prime Minister's Office (PMO) and MPs Sukh Dhaliwal (Newton North Delta) and John

McCallum, Liberal Critic for Transportation and Infrastructure.

At Public Safety we presented our concerns with the Nexus program, specifically the appeals process when a card may be revoked. We raised the issue of accommodating commercial truck traffic when the new Port of Entry facility is constructed at Aldergrove. Finally, we discussed our concerns over the accuracy of reporting crime statistics, which affect disposition of police and justice resources, by using statistics of crimes reported to police. We are aware that many crimes, petty and serious, go unreported, yet do show up in such instruments as the Criminal Victimization Survey, conducted but not funded by Statistics Canada. We urged the Ministry of Public Safety to consider funding more frequent surveys.

The topic of discussion with

the Policy Advisor at the PMO was about the need for expansion of the "Open Skies" policies particularly with respect to international carriers serving western Canada and the critical roles of both Vancouver and Abbotsford International Airports.

Over lunch, hosted by Newton-North Surrey MP, Sukh Dhaliwal, in the parliamentary restaurant, we were joined by Liberal Transportation and Infrastructure Critic, John McCallum. Here to, we discussed the issues around open skies, infrastructure in the lower mainland and the connected nature of these issues to our concerns around the Canada US border.

In the afternoon we met with the Ministry of Justice where we again discussed the issue of the Criminal Victimization Study and its value in determining a true picture of crime in Canada. We

also raised the issue of ineffective sentencing and the concern that it has on the public's level of respect for our Justice system.

Kudos to the Director of Policy for the Ministry of Transport who was there to meet and talk with us late on that Friday afternoon. We discussed the open skies issue and the plans to improve rail service in the Cascadia corridor.

It was refreshing to meet these people who are heavily engaged in the business of assisting the elected representatives in running the country. They are knowledgeable, approachable and most helpful in hearing and responding to the issues be presented.

And as important, through this networking, we have established face-to-face connections with these individuals who have expressed a desire to assist us in

the future.

President Nigel Watkinson, in his column, has outlined the resolution process of the Canadian Chamber of Commerce AGM, and two that we were directly involved with. In future editions of Business In Surrey, I will review a number of the resolutions from other Chambers and Boards of Trade. If you are interested in reviewing the resolutions on the books of the CCC currently, you may find them at www.chamber.ca/index.php/en/policy-and-advocacy/C78/. You may also view the proposed resolutions for 2010 on this website. The revised, final 2010, policies from the AGM will be posted at a later date.

Ray Hudson is Manager of Policy Development and Communications at the Surrey Board of Trade



Michael Levy is the Financial Commentator for the Corus Radio Network and is regularly heard on CKNW. A Director of the Surrey Board of Trade, he is the founder and Managing Director of Border Gold Corporation.

ECONOMIC UPDATE

Let's bring our readers up to date with the scene in October. We're heading into that traditional black Friday of October 29, 1929. Is that still reverberating through today?

Absolutely! Particularly now, because there is a tenuous feeling about where we are going. And that's a question mark, a conundrum. If you look at a chart, we're betwixt and between, we're in a trading range where we go from highs to lows to highs to lows; this market is definitively looking for direction. You have corporations that are going to show bottom lines that are not as robust, but we're still doing business.

On the other hand, most investors realize subliminally that they've got no choice. Bonds are paying 1%, 1.5%, and even when you get out to a ten-year government bond, it's only at 2.9%. So individual investors have no choice but to stay with the stock market, because there is no other chance to get a return that's going to be reasonable; particularly those who

live on their investments. So the long lasting stay in the stock market is basically because there are no alternatives that could stop the stock markets from heading down significantly. If we had a normal bank rate, say 3.5-4.0%, then you are giving investors a choice as to whether they want to be in equity markets or in the bond market.

Let's look at some of the zones starting with Europe.

Germany is by all means the economic engine. But the debt problems in Europe are very significant and the major overriding problem is that they can't allow one of the sovereign nations to fail. It would lead to a domino effect. If Greece goes, how far behind is Spain, Italy and Portugal? How long before it gets to England and how long before it gets to North America? At this point, against all their better judgment, they are being bailed out by the other Euro nations who don't have the money to bail them out. Britain is tenuous, but the Brits tend to rise to an occasion, albeit they had the two

day strike when they had to lay off 1100 subway workers, but when push comes to shove in the UK, they know how to tighten their belts.

You have Germany pushing hard, but my overriding fear for Europe is that the nations that have the huge debts will never be able to service them and pay them off. There has to be another answer, and that leaves it up in the air as to where they are going.

The far east of course has been the saviour of everyone right now. They're still reasonably healthy – India, China how about Korea?

I think India has such a significant opportunity here. Their growth, on a percentage basis is out-pacing China and they just seem to be ramping up. The facilities at the Commonwealth Games could be a real black mark, but their progress on the economic front is very significant.

China is going to carry on. They not only supply the US, but they sell everywhere else in the

world and we can't forget that. Their GDP growth may fall, but it's going to be much higher than ours. There's going to be economic activity in Asia, even though it might not be the traditional US market.

One place we haven't talked about much is South America. Where is it in the overall scheme of things?

Brazil is extremely strong and they are the leader of the BRIC countries, and Argentina is coming along. It's all starting to create a north south trading region – North and South America. It won't happen overnight, or even in a decade, but in addition to the traditional east west trade, there is going to be significant north south trade. South America is coming into the fold as a very important player in the world economy.

How about Canada and the US?

Growth in the US is going to be tenuous at best. Fed Chairman, Allan Greenspan, on Tuesday last, said that they don't expect they will raise interest rates anytime soon,

Surrey Board of Trade Position on Education and Business

On October 19th, the release of the Surrey Board of Trade Education and Business Paper will coincide with a commitment by the Surrey Board of Trade, the City of Surrey, Kwantlen Polytechnic University, Simon Fraser University, and the Surrey School District to present the unique value proposition that is Surrey. The Call to Action is to raise the awareness of why Education is the number one indicator for a strong, stable economy and why Surrey needs sufficient resources to do its job. This is not simply an ask for money from the government. There isn't a lot of money in government – and we can't keep asking the government for more. We need to have a collaborative approach together with business, educational organiza-

tions and government. This is a paper that states that education is important for the future of Surrey and in fact for all businesses in Canada.

Why Should Surrey Businesses be Concerned About The Future of Education in Surrey?

1. Employers need employees who are literate and skilled
2. Businesses are experiencing significant numbers of older workers retiring, and must be able to hire appropriately trained and educated employees.
3. There is a broadly-based labour shortage of skilled trade's people.
4. There is a synergy between business and post-secondary institutions that benefits busi-

ness such as student placement, research and development.

5. Each extra year of full-time education is associated with an increase in output per capita of about 6 percent.

SURREY: Fact Sheet

- Surrey's population will surpass Vancouver's in the first half of this century.
- Surrey is growing by approximately 10,000 new people per year
- Surrey has the largest school district in B. C. and the 5th largest public school system in Canada
- Surrey has the lowest Post Secondary rates of participation of most of the surrounding municipalities

- 20% of all new babies in BC are born in Surrey Memorial Hospital
- 1/3 of Surrey residents are under the age of 19

Surrey is becoming the fastest growing economic hub in BC

Crime rates, unemployment, and poor health are associated with low education levels adding costs to our social services. Furthermore, if Surrey is to prosper through economic growth, it must be possible for new or expanding businesses to find an educated labour force here in our community.

The citizens of this region must have access to their fair share of educational opportunities in the 0-6 programs, the K-12 class-

room and at the post-secondary level. Failure to address these concerns creates the risk that Surrey could revert to its historic place as a bedroom community, rather than the other Metro Centre and regional economic hub. This would create the need for even more investment in transportation infrastructure, adding further to financial and environmental costs.

I encourage you to find our more at the Tuesday, October 19th Small Business Lunch at Eaglequest Golf Course featuring Minister of Labour, Murray Coell. Admission is free for members and \$30 for non-members. Register online at www.businessinsurrey.com or Phone 604.581.7130.

SBOT's business case for ending homelessness

Why should businesses be concerned about chronic homelessness?

People who are homeless are by and large unable to work and or purchase the services and products sold by businesses in the Surrey community. And, as the population of Surrey increases the number of people who are chronically homeless also increases. People who are chronically homeless are usually not part of the permanent work force and have minimal participation in the local economy.

People who are chronically homeless put extra pressure on safety, health and social services. Customers may choose not to visit businesses in the proximity

where individuals who appear to be homeless spend time. Some businesses are affected by negative behavior of some people who live in poverty.

Reports in the media about homelessness can influence potential investors to look elsewhere. Not addressing the issue is very expensive for our business members and the community.

A number of successful strategies have been used to address the issue of chronic homelessness. Examples include: Housing First programs, first developed in the United States, which have been adopted by over 100 communities in North America; providing primary health services without documentation; providing

opportunities to earn income that acknowledges individual frailties; and, providing rent subsidies so that people can live in safe market housing.

While not all of these approaches are being fully utilized in BC, many community service providers work tirelessly and successfully to address the causes and effects of homelessness. The provincial government is primarily responsible for providing programs and services to this vulnerable population.

What can Surrey businesses, either individually or collectively, do to address this issue?

Educate itself and its employees about homelessness and poverty

in Surrey

Send a letter to civic, provincial and federal decision-makers to support a national housing program

Ask the provincial government and BC Housing Management Commission to increase investment in affordable housing options south of the Fraser

Support the City of Surrey's plan to permit secondary suites throughout the city. This will assist in housing affordability across all income levels

Acknowledge, support and showcase the efforts of community services providers that show positive results and use good business practices.

Support initiatives that address low literacy and education levels as these are associated with increased risk of homelessness.

Encourage funding of community-based services for at-risk youth that prevent them becoming chronically homeless

Encourage review of public policy given the double jeopardy of relatively high market rental rates coupled with the low shelter component of provincial income support

Business needs to be involved to make the changes happen.

**Composed by the Surrey Board of Trade Social Policy Team, led by Penny Priddy and Geoff Dean*

Surrey Police and Business Awards



Surrey's finest police officers were honoured on September 22, in the 2010

Police Officer of the Year Awards ceremony hosted by the Surrey Board of Trade at the Sheraton Vancouver Guildford Hotel in Surrey.

Cst Shawn Teichrieb was named Police Officer of the Year as

nominated by the members, employees & volunteers at Surrey Detachment. Cst Johanna Robinson won Police Officer of the Year, as nominated by the community, for the Year 2010.

Other awards:

Arnold Silzer Community Policing Initiative Award: Constable Lance Flintoff and Police Service Dog Gerry.

Police and Business Partnership Award: Jacki Tokaryk of ICBC for Operation Lock Up.

Police Municipal and Civilian Employee of the Year Award: Amber Currie.

Police Volunteer of the Year Award: Guneet Pannu.

Auxiliary Constable of the Year Award: Terry Robertson.

Police Team Award: Auto Theft Target Team.

The evening included Keynote speakers, Bev Busson, former Commissioner of the RCMP, and Kamal S. Dhillon, author of Black and Blue Sari, with a special guest appearance by Gloria Macarenko, an award-winning news anchor for CBC.

Congratulations to all the winners.

ECONOMIC UPDATE cont. from previous page

but now they are talking about "further accommodation". That means putting more money up, quantitative easing. How are they going to do it? They are going to buy treasury bonds with cash that they are printing. That's a very significant

thing to have to do, but the private sector is not buying in, the growth is not there. They are also worried that while inflation is not going to be prevalent, prices could go down. I'm very concerned about the deflationary scenario and what it would

do to the US dollar, what it would do to the confidence and economy, and how we in Canada would play against our largest trading partner being in a deflationary scenario.

They get the sniffles and we get a cold.

Absolutely. They are our largest trading partner, so we'll end with Canada. I think our growth is going to be better, more solid than theirs. I think our banking system is better than theirs. Our system of government is significantly better

than theirs right now. They have a central government that's not bringing them out. Internally we see a fractured minority parliament, but from the outside we're viewed as very steady. We're very solid and I think Canada will fare better.

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REAL ESTATE *cont. from page 3*

working with the Downtown Surrey Business Improvement Association on getting those opportunities out to area and outside businesses. The City Centre Brochure is on the City's website and they also host an informative website at www.surreycitycentre.ca, which speaks directly to companies on why they should invest in the area. It speaks to Surrey being ranked the number one place to invest in B.C. by the Real Estate Investment network, and along with details on all the projects being done in the city, it also touches on incentives and streamlining approval processes as part of the City's new Investment Action Plan - put in place to encourage the build-out of Surrey Centre.

All of this development drives further growth in the city. The mega-city of the future requires this population growth and a strong mix of business with residential land use. "Population growth is due to available jobs," explained Cameron Muir, Chief Economist for the British Columbia Real Estate Association, "and employment growth is 86% attributed to population growth with needs for additional service jobs for example. We have an abundance of industrial land while other areas don't. The region is no longer Vancouver-centric. People are more apt now to work in Surrey and the growth will continue to operate as a magnet for business investment. There is public investment in the area around the SFU campus and the hospital. It has attracted service-related businesses and more office-based businesses will take advantage over time."

Real Estate sales have declined since the start of the year and we saw advanced purchases with better interest rates and activity prior to the HST coming into effect in July. Muir sees "softness in housing prices increasing affordability in the third quarter, versus the second quarter of this year."

August did see a 7% increase in housing sales over July, but there has been a 30% decline in total provincial house listings since April - signaling a potential end to what has been considered a 'buyers market.'

The much-feared HST drove irregular behaviors and much of it was based on misunderstandings. "There is no HST on previously owned homes - which is the majority of what is sold," clarified Deanna Horn, President of the Fraser Valley Real Estate Board. "The HST mainly affects services like commissions, inspections and lawyer fees. I do believe that a lot of the public understand previously owned homes have no tax."

She dispelled some myths about new homes as well stating that "there is a \$525 thousand threshold for new homes. Below that price the tax is the same as the old GST rate. In the Fraser Valley most new homes are still below that, making it more affordable than in cities such as Vancouver."

Realtors and the Provincial Real Estate Association have been lobbying governments hard on the costs of shelter taxes. Land transfer taxes are currently 1% on the first \$200 thousand and 2% thereafter on all housing - both new and resale. As Horn points out those taxes were instituted at a time when most homes were under the \$200 thousand mark. The lobbying is to raise the 1% limit to \$525 thousand and index this as well as the HST from there.

"It is a big burden right now," said Horn. "When the real estate market is burdened with tax, it affects the economy."

Another question that arises is; with the exploding population in Surrey, where will all the new residents live? There is great concern that we are losing agricultural land, park land and other valuable land to condos and warehouses. This is not true at all. The City has set their zoning in advance and has

stuck to plans to protect these vast parcels of land within the city. Residential and industrial-commercial land development is in existing areas currently zoned for these uses. The City of Parks still has over six thousand acres of parkland.

The population will not be sprawling to all corners of the city, as many would expect. They will go upwards. "A lot more high density buildings exist today than twenty years ago," explained Muir. "70% of housing starts in Vancouver are multi-family and we will see that trend in Surrey until most residential space is multi-family as well."

According to Muir, from a report on Surrey/White Rock Long-Term Housing Demand published in 2008 for the BCREA, the population of the two cities by 2031 will reach over 660 thousand people.

"Between 2006 and 2031, the population is expected to grow by another 225,000 individuals, an increase of more than 50%. By 2031, the Surrey/White Rock population will have ballooned to 90% of the 2031 City of Vancouver population."

The predictions from the report state that between 2001 and 2031, the population density will increase from 1,132



to 1,955 residents per square kilometre. Going forward the cities will see multi-family unit construction outpace detached and the estimated five year average between 2026-31 with more than a 2:1 ratio of multi-family over detached. Apartment high rises are expected to greatly ramp up moving forward and many are already planned around the new downtown core as it expands. Medium and high-density construction is estimated at over 6,800 units over the next five years.

What are the challenges then with Surrey's real estate plans? Many still challenge the population density in just a 522 square kilometer space the city occupies. Despite fairly clear zoning some may feel we will still find a way to eat away at Surrey's nature and beauty.

Are our roads planned well enough to provide truck access to the US border and to the

Trans-Canada Highway? Are we prepared for the population growth with infrastructure and roads? How will we handle more pressure on our school system?

Jim Cox feels the City's plans take these challenges into consideration. "Surrey has planned well for growth - neighbourhood plans, extension of transit for example. There will be some growing pains obviously."

Other areas such as Vancouver are a finite piece of land - add housing, industry, agriculture, green space and roads and they all result in diminishing lands. Surrey has the land available and is already well on its way to developing it. This is good news for Surrey and local business - the demand for residential, commercial and industrial real estate is shifting focus to Surrey and the mega-city vision is coming to fruition as planned. ②



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ACROSS the BOARD

Congratulations

H.Y. Engineering Ltd. celebrated their 30th year in business in September. Congrats folks. More info: www.hyengineering.com.

This summer, S.U.C.C.E.S.S. collected over \$13,270 for a trust account set up for the Richmond fire victims in August. In addition, they collected wish list items for tenants, assisting them with replacement of identification documents, coordinating fundraising events and reaching out to community members for donations. More info: www.success.bc.ca.

Wings Tap & Grill Surrey celebrated its 8th anniversary by raising \$1,360 for **Surrey Memorial Hospital Foundation**. Sarah McDiarmid of Surrey Memorial Hospital Foundation received the cheque from Wings Tap & Grill Surrey General Manager **Netty Chan**. More info: www.smhfoundation.com.

Frequency Lesioning machine

The **Mr. and Mrs. P.A. Woodward's Foundation** has donated \$59,000 to the **Surrey Memorial Hospital Foundation** towards a RadioFrequency Lesioning machine for use in the hospital's Pain Management Clinic. An estimated 100 to 300 patients a year will benefit from the equipment and receive treatment closer to home. More info: www.smhfoundation.com.



The **Association of South Asian Professionals** has responded to an appeal from **Surrey RCMP Community Safety Officers** to donate video game equipment to **Surrey Memorial Hospital**. The Association's Puneet Sandhar (4th person from left) joined Special Constables Simon Wong and Josh Waltman to deliver the toys to the hospital's Children's Health Centre, where SMH Child Life Leader **Christine Elder** and young patient **Kyeson** thanked them.



Patrons at **Surrey's Moose Pub** have raised another \$7,130.51 for **Surrey Memorial Hospital Foundation**. The Foundation's Yolanda Benoit received the latest proceeds from meat draws organized by customers **Graham Lawton**, **Mike Kilpatrick**, **Mike Reynolds**, **'Wee' Jimmy Hill**, and **Bill Rodney**. Since 2006, the group has raised close to \$50,000 for the hospital. More info: www.smhfoundation.com.



The **International Muslim Academy of Canada** has donated \$500 for **Surrey Memorial Hospital's Children's Health Centre**. Representatives **Umran Ali**, **Aseem Akhtar Khan**, and **Mohammed Farouk** delivered the gift to SMH Foundation's Sarah

McDiarmid. More info: www.smhfoundation.com.

Announcements

Gary Thrift has been appointed **US Sales Manager, Commercial/Industrial Products** at **Analytic Systems Ware Ltd.** Based in their head office in Delta, B.C., Gary has been involved for over 25 years in technical sales and in power conversion products for the past 15 years. He has managed sales territories including North America, Asia, Europe and has managed offshore offices in France. More info: 604.946.9981, ext 203, or at garyt@analyticsystems.com.

Analytic Systems has designed a custom, ruggedized power supply to help power the **US Army's C-Ram system** (Counter Rocket, Artillery, and Mortar robotic system). Through their US reseller, the custom power supply is integrated into the C-RAM system and has to stand up to the rugged conditions in desert, marine and arctic environments. More info: www.analyticsystems.com.

BASE Investment Corp (Surrey, BC) has expanded operations into Ontario and has hired a new associate. **Kathryn Lesosky** has taken over for the buyers in the Eastern markets. Kathryn brings 30 + years of sales experience to BASE along with an extensive contact list of business opportunities. More info: www.baseinvestmentcorp.com.

If you're in the business of people and looking to network with human resources and business professionals sharing knowledge and advice on people management issues, the **BC Human Resources Management Association** has three events of interest. "Update on HR Metrics" Roundtable on November 4/10, "Behavioural Interviewing" Workshop on November 12/10, and "Disability Case Management" workshop on December 8/10. More info: bit.ly/ajt-KhC or **Debra Finlayson** 604.531.5655.

The **Better Business Bureau** presents the **Torch Awards gala luncheon** on Tuesday, October 26th, 2010 at the Four Seasons Hotel in Vancouver. CTV will be hosting this year's event. The Torch Awards honours local businesses and individuals with an outstanding commitment to fair, honest, and ethical marketplace practices. Tickets are \$100 + HST for BBB Accredited Businesses or \$130 + HST for Non BBB Accredited Businesses. Register at www.eplvevents.com/bbbtorchawards or more info www.mbc.bbb.org/torch or susanh@mbc.bbb.org.

The **Big Picture Coach Inc.** have re-launched their www.BigPictureCoach.com web site, and they're offering a complimentary Monthly Business Playbook. They've also announced The Big Picture for Professionals Training Camp, a combination of Live Training Camp, Webinar-supported online GamePlans with Personal Business Coaching. More info: www.BigPictureCoach.com/Professionals; 1.888.628.1736.

Breakwater Marine has opened their third and largest facility in Ferndale Washington on the I-5. After opening in Surrey just 2 years ago, they've now grown to become the world's largest Larson and Glastron Dealer. More info: <http://www.breakwater-marine.com>.

The **National Geographic Magazine's Travel Club** made mention of the recent Burns Bog Society Gala and their Jog for the Bog event in September. More info: www.burnsbog.org or www.impossible2possible.com/i2p.



The City of Surrey and the Federal

Government's Recreational Infrastructure Canada (RIInC) program have partnered to improve sports fields in Surrey. At North Surrey's

Hjorth Road Athletic Park, there is a new Artificial Turf Field and new Fieldhouse. In Newton, they've also partnered with **Kwantlen Polytechnic University** to create the Newton Athletic Park, Artificial Turf Field. More info: 604.598.5760.

The **City of Surrey's Volunteer Program** recruited, trained and supported 110 enthusiastic volunteers for a variety of summer day camps including sport, swimming, art, dance, drama, science and themed camps. Collectively, the volunteers contributed more than 5,000 hours of their time to help children develop their self confidence, social skills, and mental and physical well-being. More info: www.volunteer.surrey.ca.

The **City of Surrey** has revamped their website. It's now much easier and efficient to find information on City services, records and business information. It is also the first multi-lingual municipal website in Western Canada. The Surrey Public Library website has also been redesigned. More info: www.surrey.ca.



Acting Surrey Mayor Barbara Steele along with representatives from **Guildford Town Centre**, **The Surrey Leader** and **Staples Canada**, were at Guildford Town Centre on Saturday September 19, 2010. The group presented Surrey Board of Education Chair, **Laurae McNally** with a \$26,500 donation from the "Stuff the Bus" Campaign to the Surrey School District. This is the second year of the program that provides children in our community with much needed school supplies. More info: **Surrey School District** 604.599.7468 or **Guildford Town Centre** 604.587.4263.



Joanne Curry, SFU, **Dave Hayer MLA**, **Anita Huberman, Surrey Board of Trade**, **Wilf Hurd, SFU** and **Mary Jane Stenberg, Kwantlen Polytechnic University** after presenting to the Select Standing Committee of Finance and Government Services in Surrey September 16. More info: 604.586.3747.



IRLY Distributors' Grant Harris has been appointed to the board of directors of the **Canadian Materials Handling and Distribution Society (CMHDS)**. Grant is IRLY Distributors' director of supply chain. The CMHDS is an association for those involved in warehousing. They are concerned with transportation, safety, sustainability and networking opportunities. More info <http://www.irlybird.com>.

In September, **Tim-br Mart** and **IRLY** dealers attended the last of five import shows. The show was held at IRLY Distributors in Surrey,

BC. Nearly 100 representatives from these groups shopped under the 5,400 sq. ft. tent that was assembled in IRLY's parking lot. The show included products IRLY and Tim-Br Mart will import for the upcoming season. More info: www.irlybird.com.

Brookwood Rentals/IRLY has been awarded the best rental store in Langley by the readers of the Langley Advance newspaper. This marks Brookwood Rentals' 7th first place win in this category. Brookwood Rentals/IRLY, owned and operated by Ed Murphy and his family, recently expanded the storefront and began a hardware offering in the retail portion of their store. More info: www.irlybird.com.



Ola Rennebohm has joined **McQuarrie Hunter LLP** as an associate in the New Westminster office. Her practice includes general civil litigation, corporate and commercial litigation and employment law. More info: www.mcquarrie.com.



Elections for the **Board of Directors of The Society of Notaries Public of BC** were held at the BC Notaries' 2010 Fall Conference in Whistler. Delta Notary **John Eastwood** is now **President**, Surrey Notary **Dalminder (Del) Virk** is **First Vice President**, and Vancouver Notary **Akash Sablok** is **Second Vice President**. **Susan Davis** is **The Society's Immediate Past President**. More info: www.notaries.bc.ca; gwb@society.notaries.bc.ca.

Phase one of the community-funded, new maternity ward at **Peace Arch Hospital** has been completed on time and on budget. Deliveries are expected to begin in the new birthing rooms early next week. Phase one of this \$5.3-million project includes four of eight single-family birthing rooms and the Thrifty Foods education room. The remaining four birthing rooms and the balance of the ward are scheduled to open in December 2010. More info: www.peacearchhospital.com.

Printfastic and **ONEbean Coffee** will team up

to help fund **Printfastic's Fresh Start Charity**. The Charity awarded it's first annual scholarship this year for a young high school mom to continue her education. **Katie Binette** of **Guildford Park Secondary** will use the prize to help fund her post secondary education. More info: www.freshstartfundraising.com; 604.572.1133.

Surrey City Orchestra and the **Surrey School District** have partnered up to help with **Carnival of the Animals Saint-Saens**. Local youth were auditioned and twelve talented young pianists were selected to play with the Orchestra for this event. Also over a dozen elementary schools will each prepare art work based on the animals being portrayed by the music and there will be children reading related poetry and presenting dance movements. More info: 604.501.5566; www.arts.surrey.ca.

TransLink's corporate headquarters and the **Transit Police** will be relocating to New Westminster, adjacent to **Royal Columbian Hospital** and the **Sapperton SkyTrain Station** in early 2013. The move will make both operations more efficient and save about \$430,000 per year over current costs. The headquarters will be in a new facility being built by Wesgroup Properties. More info: www.translink.ca.

Artist Of The Month

Artist **Tracy Majhen** is currently displaying her work at the **Surrey Board of Trade** (101-14439 104 Ave, Surrey). For information on art rentals or purchasing, call the **Arts Council of Surrey** at 604.585.2787.

NEW MEMBERS:

Choices Unlimited for Health & Wellness
Alexandra Neighbourhood House
Total Kitchen Concepts Ltd.
Alpenglow Development Ltd.
Sbeetan of Finance
Grand Build Advertising Agency Inc.
Wave Skin & Laser Centre
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Aqua Blue Water & Filtration
Tom's Sewing Machine
First Data
Indus Travels Inc.
PRIME Learning Group Inc.
Kristin MacDonald, RMT
Lotus Speaking & Writing
ASP Janitorial Services
Gateway Pacific Immigration
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Canadian Western Bank
Pacific Rim Janitorial Services
Dawn Wattie Law Corporation
R-G Management

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For more information, contact Indra at the Surrey Board of Trade at 604.581.7130

JOIN THE SURREY BOARD OF TRADE

Find out how membership in the Surrey Board of Trade opens doors to new business opportunities, locally and internationally! Be a part of Surrey's business voice at all levels of government.

The Surrey Board of Trade (SBOT) invites Surrey businesses to attend the Wednesday, November 17th Orientation Session, as our guest, from 4-5pm at the SBOT Conference Room (#101, 14439-104 Avenue, Surrey BC) to learn about how the Surrey Board of Trade can help your business. Register online at www.businessinsurrey.com or call Heather at 604.581.7130.

ONGOING SPONSORS

Sheraton Vancouver
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604.582.9288

Official event sponsor for the Surrey Board of Trade.

Arts Council of Surrey
604.585.2787
Official artwork supplier for the Surrey Board of Trade office.

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Obtain mail-in rebates valid with the purchase of 4 eligible tires. Winter Ice Control (\$40/set), Winter Carving Edge (\$40/set), Scorpion Ice & Snow (\$50/set).
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INTEGRA TIRE is NOW OPEN in LANGLEY!!

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