

June, July & August 2014

BUSINESS *in* Surrey

FROM the SURREY BOARD of TRADE

Events

June 10

SR&ED Tax Incentive
Workshop

June 12

Surrey's Top 25 Under 25
Awards Reception

June 18

Creative Economy Dialogue

June 18

50th AGM and President's
Dinner

June 24

Accessing Global Markets
Workshop

June 25

Business to Business
Reception at Storage for
Your Life

June 26

LNG Business Opportunity
Workshop

July 8

Business to Business
Reception at Complete
Home Design

July 9

Lean Processes Workshop

July 16

Cocktail Business
Networking Reception

August 21

Summer Sizzle Networking
Reception

September 11

Environment & Business
Awards Lunch



City Centre 1 Opens: Pivotal To Innovation Boulevard

City Centre 1 building opening kicks off a new era in health care and technology directly across 96th Avenue from Surrey Memorial Hospital. Among the many on hand for its launch was builder, Larry Fisher CEO of the Lark Group, and Anita Huberman, CEO of the Surrey Board of Trade (at right).

This key facility, LEED Gold design, is in the Centre of Surrey's Innovation Boulevard established by the City of Surrey and many partners.

CC1, as it's referred to, is purpose-built, according to Surrey Councillor Bruce Hayne, designed and marketed to the health technology sector as move-in ready spaces designed to expedite the movement between professionals for consultation, research (with an incubator for new



health-technology on the top floor).

This is one of three buildings which will offer a mix of private and public space to medical health technology and research companies as well as medical practitioners. The building space is reportedly 80% committed.



MARKETING INDUSTRY

Canada's Anti-Spam Law (CASL) In Force July 1

Canada's anti-spam law will come into effect on July 1, and it represents a significant change in the way people doing business online can operate. Once the law is in force, it will help to protect Canadians from unwanted commercial email, while ensuring that businesses can continue to compete in the global marketplace.

While it is not expected that the new law will eliminate spam altogether, business and consumers will see a reduction in the amount of spam received. The intent of the law is to deter the most damaging and deceptive forms of spam from occurring in Canada and help drive spammers out of Canada. Legitimate businesses that use email to market their products to Canadians should not be negatively impacted by this law. The regime to allow for email marketing is based on a

To be continued on page 6



CREATIVE INDUSTRY

Surrey to Host Creative Cities Summit 2016

The 2016 Creative City Summit is an annual meeting of over 200 thought leaders and influencers from across Canada's arts sector who come together for a three-day event to exchange ideas and learn from their peers. Arts and Heritage sectors have been internationally recognized as key elements in enhancing the urbanization process, particularly in diverse and rapidly growing cities such as Surrey, and bolstering tourism is a key enhancement strategy in the City's Cultural Plan.

"The City of Surrey is excited to host the 2016 Creative City Summit," says Surrey Mayor Dianne Watts. "Hosting leaders and influencers from Canada's arts sector will bring fresh ideas to our local cultural development, and will give national profile to Surrey's arts and culture achievements. Together with our many partners from the arts community, this will be a wonderful opportunity for the City to showcase its unique

To be continued on page 6

www.businessinsurrey.com



ON
THE
INSIDE

Board of Directors
2014/15
Page 03

Canada Falls Behind
On Trade
Page 07

Economy: Finlayson
& Levy
Page 16 & 17

Controlling Your
Meeting
Page 18


SOURCE WEST MEDIA GROUP
Largest & Most Diversified Ethnic Media Group

After successfully delivering **Realty Classifieds for 7 years** and carving a niche' for itself in **Ethnic Media market**, SW Media Group is proud to introduce another special publication...


AUTO TRENDS

An exclusive weekly publication for businesses involved in Automotive and Automobile Industry

We publish:

1. Asian Journal
2. Punjabi Journal
3. Hindi Journal
4. Urdu Journal
5. Muslim Community Journal
6. Realty Classifieds
7. Bollywood Journal

To know more about advertising in Auto Trends call at **604 597 7749** or email at : **info@swmediagroup.ca**

www.swmediagroup.ca

SBOT Youth Leaders of Today



The 7th Surrey Board of Trade (SBOT)-Junior Achievement Youth Leaders of Today Mentorship Program brings together 18 high school students in grades 10-12 to start, run, and close a business in 16 weeks. They were taught entrepreneurial skills. They created a product, sold their product, composed a marketing plan, liquidated their assets, paid themselves as shareholders and even have a donation to give to their charity of choice.

This year's student company, Echo'ED, put their own spin on a notebook, showcasing student artwork selected through a contest open to Surrey high school students. Proceeds from the company's initiative will be donated to the Surrey Libraries Literacy for Life campaign. We have given this group of youth "the learning by experience module" of their education. Envision Financial is the presenting sponsor. Results of their business venture will be presented at the 50th President's Dinner and AGM on June 18th. Students in the program are encouraged to recognize the value of responsible business practices, and increase their awareness of the skills and resources required to operate a business. The SBOT is fortunate enough to maintain a business relationship with many of these students, as they have gone on to their respective careers.


JASSAL SIGNS
FOR ALL YOUR SIGN & PRINTING NEEDS

Ph: 604-599-4221
Fax: 604-593-5011
info@jassalsigns.com




Truck Signs
Light Boxes
Channel Letters
Banners
Real Estate Signs
Wide Format Printing
Vehicle Wrap
Business Cards
Invoice
Magnetic cards

#107, 8173 - 128th Street Surrey B.C. V3W 4G1 **www.jassalsigns.com**

Meet the new SBOT Chair, Gerard D. Bremault, MSW, RSW



The 51st Chair of the Surrey Board of Trade, Gerard Bremault, is a tri-sector leader with more than 21 years of senior executive experience including such diverse roles as a Management Consulting Business Proprietor; Manager of Business Planning for State Departments of Treasury and Finance; Assistant

Commissioner of the Victorian Equal Opportunity Commission (Australia) and Executive Director of the Association of Neighbourhood Houses of Greater Vancouver (Canada).

Currently, Gerard is in his 15th year as the CEO of The Centre for Child Development of the Lower

Mainland (including Sophie's Place Child Advocacy Centre) and the Child Development Foundation of British Columbia.

Gerard is an active community leader who is grateful for his "honourable mention" at the 2013 Annual Community Leader Awards for:

- Contributing to federal Victims' Rights consultations at the request of the Office of the Prime Minister and Minister for Justice
- Advocating for healthier communities for children and families as a Member of the City of Surrey Community Health Programs Committee; City of Surrey Innovation Boulevard Committee/Mayor's Health Tech Working Group; Ministry of Children and Family Development's South Fraser Regional Child and Youth Committee; Social Policy Panelist for Civic and Provincial Elections

Gerard holds a Master's degree in Social Work (Social Policy and Administration), University of Manitoba

and is a registered social worker. Gerard was the sole Canadian participant in Harvard Business School's inaugural Executive Education Program - Healthcare Delivery: Achieving Organizational Excellence. Gerard has been active in the Surrey Board of Trade for a number of years. Prior to stepping up as 1st VP of the Board of Directors, he served as both a director and past Chair of the SBOT Social Policy Committee and Team Chair of SBOT membership recruitment event. He is also a past winner of a SBOT Business Excellence Award.

Originally from Winnipeg with his bride of 28 years, Gerard and his wife Sharon have called the Lower Mainland home since 1996 when they returned to Canada from Melbourne Australia, where they lived for 7 years. Gerard is a voracious, eclectic reader and avid golfer for whom golf is a "refreshing walk in the park" rather than a "good walk spoiled"!

BOARD OF DIRECTORS FOR 2014/2015

Officers



■ Gerard Bremault, Chair
Centre for Child Development



■ Shelley Besse
1st Vice-Chair
Envision



■ Jane Hawkins
Treasurer
SFU-Surrey



■ Bijoy Samuel
Past President, Red-FM

Directors



■ Richard Dendy
BMO Bank of Montreal



■ Marlyn Graziano
Kwantlen Polytechnic University



■ John Kearns
Sheraton Vancouver Guildford Hotel



■ Chuck Keeling
Fraser Downs



■ Aubrey Kelly
Surrey City Development Corp



■ Jason Maynes
Hamilton Duncan Armstrong + Stewart



■ Steven Mo
TD Bank



■ David O'Sullivan
PW Trenchless



■ Jay Rao
Levelton Consultants



■ Shirley Samujh
TransLink



■ Parm Sidhu
Abbotsford International Airport



■ Steve Stew
Matcon Canada



■ Dr. Greg Thomas
G3 Consulting



■ Ann Marie Walsh
Canadian Cancer Society



■ Shayne Williams
Lookout Society

Honourary Directors



■ Arvinder Bubber
A.S. Bubber Accountants



■ Kevin Falcon
Anthem Properties



■ Mayor Dianne Watts
(representatives:
Councillor Linda Hepner and Donna Jones, Economic Development Officer)



June, July & August 2014

The official newspaper of the Surrey Board of Trade. No portion of this publication may be reproduced in whole or part without the permission of the Surrey Board of Trade.

Editor:

Ray Hudson
604.634.0345
ray@businessinsurrey.com

Editorial Consultant:

Aradhna (Zeeni)

Publisher:

Anita Patil Huberman
anita@businessinsurrey.com

Photography:

Ray Hudson

Advertising:

SW Media Group
604.597.7749
info@swmediagroup.ca

Delivery issues:

info@swmediagroup.ca

Office:

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



@SBofT



facebook.com/
SurreyBoardofTrade



flickr.com/sboft



Click on this icon on our
website to access our mobile site.



Scan the code to link
to our website



SOURCE WEST MEDIA GROUP
LARGEST & MOST DIVERSIFIED ETHNIC MEDIA GROUP
www.swmediagroup.ca

➔ FROM THE PRESIDENT'S DESK:

My last word on our Accomplishments

It's June 2014 already, and the Surrey Board of Trade is preparing for its annual AGM once again. Last year at this time, as First Vice-President, I was getting ready to receive the gavel and the awesome responsibility of leading the organization, as its 50th President, through the year. Now, it seems like in no time that we're back around the circle, and it's my turn to comment on my year.

It's been a year of unprecedented growth and achievement. I want to thank and congratulate the directors, staff and volunteers for an excellent job in blasting through the 2,000 member ceiling to over 2,100 members. It's a testament to the credibility of the Surrey Board of Trade that we are attracting such interest across the business community.

In reporting to you on the goals I set for this year, more training opportunities for new entrepreneurs, better access to local statistics, and two major motivational business events, I can report that we achieved that and much more.

We conducted a very successful business dialogue on Business & Immigration Workforce Solutions and we've just seen a most successful Innovation Awards event. We initiated an Emergency Preparedness dialogue for business, and saw a resolution passed unanimously by the Canadian Chamber membership, at their AGM asking the federal government to create and expand systems in advance of disasters, to sustain local economies through businesses support. Those are only a few of the many events we provided to teach, inform, and advocate on your behalf.

And speaking of the Canadian Chamber AGM, it was with tremendous pride that I witnessed your CEO, receive the Canadian Chamber's highest recognition, the National Competition "Gold" Award for our "Connecting With Educators on the Skills Gap" program, which we undertook in partnership with Douglas College. What a national accomplishment in front of 450 Chambers and Boards of Trade!

I wanted to see advancement of our education policies around unbalanced funding in Surrey, which occurred when our work culminated in a round table and public dialogue with Education Minister Fassbender and Job Minister Shirley Bond. We are still working on this.

We had a very large number of professional development workshops this year ranging across HR issues to fundraising business development, government procurement and more.

That's not all, be sure to attend the AGM in a few weeks for our latest announcements.

Advocacy is the key to our credibility as the voice of business when dealing with the various governments on your behalf. Here's a sampling from this past year:

1. Published a paper on protecting you and your business against internet crime
2. Continue to lobby for a community court for Surrey
3. Supported local detachment's need for resources
4. Completed our regular Crime Reduction Breakfasts across the city
5. Worked with Surrey's Finance Manager providing feedback and comment to the city's budgets
6. Comment on both the Provincial and Federal budgets, and our International Team reviewed tax issues around import and export
7. Held briefings on the Kinder Morgan, Enbridge and Fortis energy projects
8. Created policy on mitigating economic impact of disaster
9. Explored the issues around bylaw 280, waste disposal
10. Lobbied for an effective referendum question on TransLink funding
11. Lobbied for light rail solutions in Surrey and the South Fraser
12. Lobbied in Ottawa for improvements to the management of the Fraser River
13. Staged International Trade Awards and Trade Show last month
14. Advocates for a free trade agreement with India,
15. Staged first annual Surrey Innovation Awards evening with expert panel presentation
16. Partnered with the City of Surrey, developing Innovation Boulevard
17. Conducted Arts in Business dialogue, Business and Families dialogue
18. Undertaken Education lobby resourcing shortfalls,
19. Developing position paper on skilled labour requirements

I welcome Gerard Bremault as your 51st President-Chair. I know this coming year will see even more growth and good work from your dedicated Team of directors, staff and volunteers (thanks Ray for your 12 years of service).

Thank you for the opportunity and honour of being your President.



Bijoy Samuel
50th President
Surrey Board of Trade

June, July & August 2014

BUSINESS in SURREY P.No.05

➔ FROM THE CEO:

Our Work For Business Continues

Advocacy at each of the government levels is a key strength of the Surrey Board of Trade. We utilize the team members of each of the advocacy teams (400 volunteers) through to the Board of Directors. By being proactive on issues and positions that affect the different sectors of our economy, your Surrey Board of Trade has made some bold statements that I believe showcases our independent voice of business.

Highlights:

Surrey Board of Trade wants delay on Bylaw 280 To Regulate Municipal Solid Waste And Recyclable Materials: We want the BC Government and Metro Vancouver take a cautious approach to Bylaw 280 to take the necessary steps that will ensure a more comprehensive, simple understanding of Bylaw 280 amongst the business community in terms of its impacts on the cost of doing business and to the future of waste management.

Surrey Board of Trade wants proposed trademark revisions to Bill C-31, Trademarks Act delayed

We asked that the trademark provisions of Bill C-31 be removed from the bill pending further study. We proposed that a committee should be formed to study the modernization of the Trademarks Act, made up of representatives of government, business, law associations, and expert practitioners. Businesses will suffer the consequences of a reduction of available trade-marks plus increased direct costs of investigation in clearing trademarks for use and registration.

Surrey Board of Trade Says No to MMBC Recycling Program

The Surrey Board of Trade is not supporting the new

recycling regime under the direction of Multi-Materials of BC (MMBC). This will result in much higher fees required to comply with the law or administrative loads necessary to comply with these additional levels of red tape plus increase the cost to business.

Temporary Foreign Workers Program

An industry roundtable on this issue is being planned.



■ Anita Huberman and MLA Darryl Plecas

Blue Ribbon Panel on Crime Reduction

With Parliamentary Secretary for Crime Reduction and veteran criminologist Darryl Plecas, the blue-ribbon panel on crime reduction and its volunteer members dialogued with us on current crime reduction approaches in the context of successes, challenges and gaps, as well as new opportunities. This was a chance for the Surrey Board of Trade from an economic context to inform them on how we might adjust priorities and resource commitments to further reduce crime and increase public safety. A report in June is due to be released.

Anita Huberman

CEO, Surrey Board of Trade



Transportation: Time to move our goods and people more efficiently!

We continue to advocate for a new six-lane replacement for the Pattullo Bridge, Light Rail Transit Line, Regional Road Pricing strategy. We continue to wait for the Transit Referendum question.

Domestic Abuse Impacts to Business

You'll see an overview of this position paper in the last issue of our newspaper.

Fraser River Dredging

You'll see an overview of our trip to Ottawa in this issue of our newspaper.

Free Trade Agreement between Canada and India – Meeting with Minister of State Bal Gosal (Sport Canada). Spoke about sporting investments in Surrey plus his recent trip with the Governor General to India. Now that India's new Prime Minister is in place, the Surrey Board of Trade would like to see the completion and implementation of this free trade agreement.

Federal Government Policy Resolutions

And we are gearing up for our annual federal government policy resolutions that we hope will be supported by our 450 Chambers of Commerce and Boards of Trade in Canada on the topic of the long census form, childcare and more in late September.

An up to date SBOT Government Advocacy Book will be presented at the June 18th President's Dinner and AGM and will be available online.

For more information go to www.businessinsurrey.com

➔ TEMPORARY FOREIGN WORKER PROGRAM

Should the Temporary Foreign Worker Program be used to hike wages?

An employer's first job is to succeed in business. Without business success, there are no jobs and wages, no economic growth, no new tax revenue for governments. Ottawa should keep in mind the program's purpose and how it relates to jobs and our economy.

The recently imposed moratorium on food services' access to the program is already taking its toll. Businesses have to rethink their operations when they can't find people with the skills they need who are available to work at the wages they can afford to pay.

Where an employer can't fill the skills gap, the business can't expand. In some cases, it may actually have to lay off current employees or even close. Recent press reports suggest the government wants to use its cuts to the program to drive wages up. Canadian businesses can't cope with dramatically-growing competitive pressures. One proposal is to impose a wage floor or even a wage premium for foreign workers relative to domestic workers in the same positions. If people abuse the system greater scrutiny of requests are required. The Federal Government has the

responsibility to pursue abusers and to exert its considerable powers, including laying criminal charges if a fraud has been committed. Instead of penalizing all businesses, the government should improve its review process and its enforcement of the program's rules. By respecting the legitimate needs of Canadian business, the government will also serve Canadian workers.

Source: Canadian Chamber of Commerce

→ SBOT NEWS

SBOT Policy Manager Retires



So many times in my life I have written -30- (traditionally used by journalists to indicate the end of a story) at the end of another piece of copy. Another story done, another paper put to bed, another broadcast in the can, another show wrapped.

It is with both excitement and sadness that I'm about to write -30- to my time with the Surrey Board of Trade.

When I left CBC after 23 exciting years, I brought to full time a business I had operated on a part-time basis for about ten years. My offerings included

media monitoring, media consulting, A/V Production and photography. I knew I needed new contacts - lots of them, so I joined the Surrey Board of Trade (SBOT).

While developing my business and working in Job Search/Employment services at Surrey Community Services, I began providing photographic and PowerPoint production services for sponsor recognition for the SBOT's Golf Tournament, Surrey Business Excellence Awards, Police Awards, Women in Business, and so on. I guess the old adage applies that if you hang around long enough (five years) someone will hire you, as did Patsy Bourassa, then Executive Director, and Anita Huberman now CEO. Twelve years, a hundred editions of Business In Surrey, a thousand stories, numerous policy positions and resolutions for our Board, the BC and Canadian Chambers of Commerce, about a million photos,

twelve presidents and three bosses, later, I'm writing my last copy as Editor of Business in Surrey. I shall miss it.

I shall miss being in the milieu of the exciting times coming for Surrey and our Board of Trade.

But what I shall miss most are those I've been privileged to know, and now hold as friends, the twelve presidents and all the directors, my amazing colleagues, and so many wonderful people who contribute to the growth of this city on all levels. I actually attempted to identify you, but I had to give up since I had neither the words nor space to do so adequately. You know who you are, and you have my deep and ongoing gratitude and respect!

-30-

George Melville Second KPU Chancellor



George Melville, chairman and owner of Boston Pizza International, has been appointed the next chancellor of Kwantlen Polytechnic University (KPU), a position he will assume in October. The long-time Lower Mainland resident and inductee into the B.C. Business Hall of Fame was nominated by KPU's alumni association and appointed by the university's board of governors for his professional and philanthropic achievements, commitment to com-

munity and valuable service to KPU.

For over 30 years, Dr. Melville has worked, lived and raised his family in KPU's communities. Both of his now-grown children attended KPU, where he himself was awarded an honorary degree in 2013.

For more information see: <http://www.kpu.ca/news/boston-pizza-owner-george-melville-be-next-chancellor-kpu>

Continued from page 1

Canada's Anti-Spam Law (CASL) In Force July 1

consumer opt-in approach, which stipulates that businesses must get consent prior to sending commercial email or have a pre-existing business relationship with a consumer.

On July 1st, the new law will generally prohibit the:

1. Sending of commercial electronic messages without the recipient's consent (permission), including messages to email addresses and social networking accounts, and text messages sent to a cell phone

2. Alteration of transmission data in an electronic message which results in the message being delivered to a different destination without express consent
3. Installation of computer programs without the express consent of the owner of the computer system or its agent, such as an authorized employee
4. Use of false or misleading representations online in the promotion of products or services
5. Collection of personal information through accessing a computer system in violation of federal

law (e.g. the Criminal Code of Canada)

6. Collection of electronic addresses by the use of computer programs or the use of such addresses, without permission (address harvesting).

Clearly there's much more to it than this, but these are the basics. For more information, go to:

<https://www.ic.gc.ca/eic/site/ecic-ceac.nsf/eng/gv00521.html> and <http://fightspam.gc.ca>

Continued from page 1

Surrey to Host Creative Cities Summit 2016

cultural diversity, numerous arts and heritage venues, and impressive public art collection to Summit participants."

Developed in 2011, Surrey's Cultural Plan mobilizes it arts and heritage resources, to enhance urbanization to achieve a dynamic, sustainable and socially cohesive City with an enviable quality of life. For more

information visit www.surrey.ca/arts

The Creative City Summit offers content that is national in scope and addresses the breadth of issues within the practice of local cultural development for cities of different sizes and geographies.

For more information about the Summit visit www.creativecity.ca

Shahnaz Rahimtula NOTARY PUBLIC

**Fast, friendly, professional services
19 years experience
Get the personal attention you deserve!**

ALSO AVAILABLE - EVENING
& SATURDAY HOURS
BY APPOINTMENT
FOR YOUR CONVENIENCE



604.591.7171

7288 (72A Ave behind Save on foods) 137th Street Surrey

June, July & August 2014

BUSINESS in SURREY P.No.07

➔ INTERNATIONAL TRADE

How to restore Canada's Trade Success



The global economy and the rise of new markets holds a lot of potential for Canadian business, especially as domestic growth prospects remain limited. But companies face significant barriers to internationalization, both at home and abroad. To address these barriers, Canada needs to take measures to improve its productivity and transportation infrastructure and open new markets with free trade agreements.

In early 2013, the Canadian Chamber of Commerce identified “deficient strategies for trade success in new markets” as one of Canada’s Top 10 Barriers to Competitiveness. The Surrey Board of Trade supports this position paper.

Commending Canada’s ambitious trade negotiation objectives, it pointed to the need to strengthen parallel policies to help Canadian companies overcome hurdles as they seek to sell their goods and services abroad and take advantage of global supply chains. The Minister of International Trade revealed the Global Markets Action Plan, which announced a

“new trade promotion plan” that promises to strengthen economic diplomacy and ensure Canadian companies have the tools and support they need to succeed abroad.

It issued a paper, “Turning It Around – How to restore Canada’s Trade Success”, which examined Canada’s lagging trade performance and the case for strengthening trade promotion and economic diplomacy. Based on consultations with member companies and other stakeholders, it reviewed what Canada is already doing in this area and provided a menu of recommendations for improvement:

1. Integrating the service offering and connecting it to businesses
2. Unifying and projecting Canada’s business brand
3. Strengthening the frontlines
4. Incorporating the private sector into Canada’s international development strategies

Conclusions:

1. Due to number of barriers in Canada and in foreign markets, Canadian companies are not expanding abroad at the same pace as their peers from other countries. Recent efforts to improve domestic

competitiveness and sign new free trade agreements are helping. But these alone cannot address all of the market failures inherent to international trade or substitute for the need to build government-to-government relationships that can open opportunities for Canadian companies. The renewed focus on trade promotion and economic diplomacy in the Global Markets Action Plan is therefore welcome.

2. The federal government should take concrete steps to integrate the current service offering and connect it with the relevant companies, unify and improve Canada’s business brand abroad, ensure the Trade Commissioner Service has the capacity and capabilities to meet its clients’ needs and better engage the private sector in Canada’s international development strategies. These measures would go a long way to help Canadian businesses reach their potential in global markets and generate the jobs and prosperity needed to sustain vibrant communities back in Canada.

The full report and its recommendations are available online at www.chamber.ca

➔ REAL ESTATE INDUSTRY

Real Estate Market Conditions Inspire Optimism

The growth in sales on Fraser Valley’s Multiple Listing Service (MLS®) outpaced the growth in new inventory in April, propelling the market into solid balanced conditions.

In April, the Fraser Valley Real Estate Board’s total sales volume increased by 8 per cent year over year and 17 per cent compared to March while new listings saw a 7 per cent increase compared to April 2013 and a 13 per cent increase compared to the previous month. Ray Werger, president of the Board, says, “There’s a lot of optimism right now. It will take a few

more months of numbers, but our 2014 market is already on track to outperform last year.

“A measurement we rely on to gauge the health of the housing market is the ratio between sales and active listings and in April that number was the highest it’s been in our region in three years. Last month, that ratio for both single-family detached homes and townhomes was 21 per cent, meaning for every 100 homes available, 21 sold. That’s a strong, balanced market.”

In April, the benchmark price of single-family detached homes in the Fraser Valley was \$566,000, an increase of 3.4 per cent compared to \$547,300 during the same month last year. For townhouses, the benchmark price was \$298,700, virtually unchanged compared to \$299,100 in April 2013 and the benchmark price of apartments was \$196,300, a decrease of 3.7 per cent compared to \$203,900 in April of last year.

Report courtesy of the Fraser Valley Real Estate Board, www.fvreb.bc.ca

Credential Recognition Agreement

The **Canadian Tourism Human Resource Council (CTHRC)** and the **American Hotel & Lodging Educational Institute (EI)** are proud to announce a credential recognition agreement that will offer hotel administrators the opportunity to hold credentials from both organizations.

This agreement is an excellent example of two national organizations working together to serve their sector and address the needs of the industry. In Canada and internationally, the CTHRC offers the

certified Hotel General Manager (CHGM) credential through *emerit*, its training and certification brand.

EI offers Certified Hotel Administrator (CHA) to hospitality professionals in the United States and around the world. Under the agreement, each organization recognizes the to credentials as equivalent, “testing to a comparable degree of competency and knowledge of their holders.” More importantly, each organization has agreed to

award their credential to individuals who hold the other organization’s designation. This means that for only a small cost to cover administration of the credential, a hotel manager who has earned the CHGM credential will also be awarded the CHA credential, or vice versa. This will give top hospitality administrators the professional recognition they deserve across North America and around the world.

For more information see www.cthrc.ca

SPORT INDUSTRY

BC Lions: Football is Good Business



■ Filip Vukadinovic, Steve Balletto and James Haddad represented the Club at the SBOT Seasonal Sizzle.

Six decades have passed since the inaugural BC Lions season in 1954 and in that time, the club has woven itself into the fabric of communities across BC and it's not just touchdowns and Grey Cups that matter most when it comes to representing the province.

"We're in the entertainment business, no doubt about it," said long-time vice president of business operations George Chayka. "We're also in the investment business for local and national companies that see the value in aligning themselves and their customers with our brand."

On the business front, things are very busy at the club's practice facility in Surrey.

"The response to the Grey Cup has been outstanding," says Chayka. "Our season ticket renewal rate was more than 80 per cent this past offseason and our pre-sale of Grey Cup tickets has hit the 35,000-mark with a public on-sale date of June 13th."

For a number of BC-based firms hosting the Grey Cup is a big boost to business and it's not just hotels and restaurants located near BC Place.

"Events like the Grey Cup engage the entire province," notes Chayka. "Folks traveling in from the interior and Vancouver Island are a big boon to a lot of businesses in Metro Vancouver and beyond."

When it comes to community investment across BC, one can also look no further than the Kamloops when it comes to embracing the strength of the Lions brand.

"Our training camp partners in Kamloops such as Sun Peaks, Tourism Kamloops, Thompson Rivers University and a host of others have been outstanding. The facilities they provide are

unbelievable and we're back for a fifth consecutive year so they are clearly benefitting from the relationship."

With their practice facility based in Surrey since the early 80's the club touches yet another community in British Columbia.

"Surrey is a dynamic community and very business-minded," notes Chayka. "Not only do we have a lot of season ticket holders in Surrey, we also have significant partnership with great organizations such as Coast Capital Savings. That roster is even bigger when we take into account neighbouring cities such as Langley." As Chayka will attest, Lions fans are among the most loyal too.

"A recent survey indicated that 70 per cent of Lions ticket purchasers last year said that they are more likely to support partners who support the club. It doesn't get much more loyal than that I believe." Six decades later that loyalty has been rewarded as the BC Lions are the most successful professional sports team with six championships to their credit and possibly another historic season ahead.



BOZZINI'S
Restaurant



SPECIAL!

Greek Dinner for 10 ONLY \$99.95

- 10 Chicken Souvlaki
- Rice
- Roasted Potatoes
- Greek Salad, Pita & Tzatziki

Double Your Skewers for \$50

Call us for your corporate lunches

GREEK & ITALIAN CUISINE

DINE IN - TAKE OUT

Catering for Any Number of People

Buffet Lunch Every Wednesday 11:00am – 2:30pm

SERVING OUR COMMUNITY SINCE 1982

Open 7 days a week! Daily lunch & dinner specials!

13655-104th Ave. Surrey BC
604.588.6880 | www.bozzinis.ca

Fully Licensed

June, July & August 2014

BUSINESS in SURREY P.No.09

➔ FRASER RIVER INDUSTRY

Surrey Board of Trade completes Ottawa advocacy trip Focus on the Fraser River

The Surrey Board of Trade's Policy Manager, Ray Hudson, travelled to Ottawa last week with Jeff Scott, CEO, Fraser Surrey Docks who was leading a delegation of customers and supply chain partners. The purpose of the advocacy delegation was to familiarize and underscore the critical importance of the Fraser River to the Canadian economy. Meetings were held with: The Prime Minister's office, the Clerk of the Privy Council, Deputy Minister and Staff for Finance Minister Joe Oliver, Infrastructure Minister Denis Lebel's political staff, Agriculture Canada, International Trade, Minister of National Revenue, Kerry-Lynne Findlay, Transport Minister Lisa Raitt as well as numerous MP's of all political backgrounds.

Key messages delivered by the delegation were that Fraser Surrey Docks is the largest multi-purpose terminal on North America's west coast, currently handling 250 deep-sea vessels and that millions of tonnes of cargo move through the terminal each year. The Fraser River still has significant land to develop within an industrial setting, which can help support the growth and expansion necessary as the regional population continues to grow (another 1 million people expected in the South Fraser by 2025). "We wanted to be in Ottawa to underscore just how important the Fraser River is and that it is as

significant to the Canadian economy as is the St. Lawrence Seaway," said Scott. "With the growth of the Asia-Pacific Gateway, it is critical that the federal government remains aware that the river's infrastructure requires support and assistance from all levels of government to ensure that this critical asset can continue to meet the growing market demands and contribute to Canada's economy."

"The Surrey Board of Trade along with our neighbouring Chambers of Commerce and Boards of Trade, has an enormous stake in the Fraser River as an international Marine Highway contributing to the



■ Ray Hudson and Jeff Scott met Surrey MP Jasbir Sandhu in Ottawa

growth of the regional, provincial and national economy," said Anita Huberman, CEO of the Surrey Board of Trade. "We participated in the recent meetings in Ottawa to underline the importance of Fraser Surrey Docks and the need for infrastructure improvements in the Fraser River."

➔ NEW LAWS

New Sign Bylaws

Surrey is reaching out to inform businesses and the community of the opportunities and guidelines arising from the recently updated sign bylaw.

An education and business outreach program has been introduced which includes: "Better Signage" website tips and resources, a video entitled "Better Signage Means Better Business" and various communications and information materials to help businesses better understand and adjust current and future signage.

The revised bylaw has immediate implications for any business producing a new sign or using signs that don't meet the by-law requirements.

"Prior to implementing the changes, the City consulted extensively with the business community and it's now time to move forward with implementing the changes", said City of Surrey Mayor Dianne Watts. "The updated by-law will help improve the street presence of local businesses and enhance City beautification".

See www.surrey.ca/signs.

New Online Research Tool called Open Data

The Surrey Board of Trade is very pleased with the City of Surrey's Open Data online feature of benefit to incoming and existing business in Surrey. We encourage you to access <http://data.surrey.ca/> for demographic information that you need.

You can search by category on any topic or simply ask your question in the search field:

1. Business and Economy
2. Community Services
3. Environment
4. Finance
5. Infrastructure
6. Land Use Development
7. Local Government
8. Health & Safety
9. Recreation and Culture
10. Imagery
11. Transportation
12. Miscellaneous Information

Use Open Data for your business needs at
<http://data.surrey.ca/>

➔ NEW IN SURREY

Surrey Night Market Opens

We are pleased to announce the opening of a "night market" in Surrey in the first weekend of July. The Surrey Night Market will be an open-air summer market for local residents to sell and consume a variety of local foods, services and goods. This night market will be a multicultural family friendly event for all the residents of Surrey and neighbouring cities. The Surrey Night Market will also attempt to showcase a variety of local talent in performing arts and create an environment that promotes both community spirit and inclusion across the board. It will be located at the Cloverdale Exhibition Grounds and will run until the end of August on Fridays and Saturdays.

Go to: www.surreynightmarket.com.

**Support Surrey's Business
Organization.**

Become a member !

Go to

www.businessinsurrey.com

envision
FINANCIAL

A DIVISION OF FIRST WEST CREDIT UNION

ISN'T IT FUNNY HOW BUSINESS BANKING FEES POP UP WHEN YOU LEAST EXPECT?

ACTUALLY, NO. IT ISN'T.

**UNLIMITED
CHEQUING
FOR BUSINESS[®]
ACCOUNT.**

\$20
*per month, with
no hidden fees.*



Fleetwood branch
15355 Fraser Hwy
604.501.4280

Newton branch
112-7322 King George Blvd.
604.592.5830

South Point branch
3061-152nd Street
604.501.4270

South Surrey branch
1959-152nd Street
604.501.4279

To learn even more, visit envisionfinancial.ca/ucb

Keeping it Simple™

June, July & August 2014

BUSINESS in SURREY P.No.11

→ LABOUR MARKET

Elementary students try their hand at trades

(with permission from *The Leader newspaper*)



Photo by Evan Seal

Future electricians, plumbers, welders, carpenters and automotive technicians who are still in elementary school had their first look at a career in the trades on March 6. The aspiring tradespeople – some 600 Grade 6 and 7 students from the Surrey School District – went on a unique field trip to Kwantlen Polytechnic University's trades and technology campus (KPU Tech) in Cloverdale.

The trip's objective was to expose young students and their families to the benefits and opportunities offered by a career in the trades.

"This is a chance for students to explore in a very real way what a trades career looks like," says Susan Chow, principal of career education for Surrey schools. "Few students have the benefit of insight like this at their age."

The field trip is the result of a partnership between the district and KPU, with support from the Industry Training Authority (ITA).

KPU Tech provides leading-edge trades and technology programming aimed at meeting the rising demand for skilled trades workers and apprenticeships. The 11- and 12-year-old students were given a tour of the campus and took part in hands-on activities. They were also able to talk with faculty and current KPU trades students.

"Together we are able to show young learners that there are countless career paths into trades and technology, many of which can lead to a KPU degree," says Henry Reiser, KPU's dean in the faculty of trades and technology. KPU and the district also invited parents of the 600 participating students to come along on the field trip.

"Parents play an important role in post-secondary education, from providing insight and guidance to financial aid," says Reiser. "We want them to feel confident about their children's career choice."

Chow adds that having parents attend also helps them understand the vast array of opportunities available, and connects them back to the dual credit apprenticeship programs already offered by the district in partnership with KPU and other post-secondary institutions.

The Accelerated Credit Enrolment to Industry Training model gives high school students credit toward technical training programs before graduation. The field trip was funded by the ITA's Youth Exploring Skills to Industry Training. It was also made possible with support from Honeywell, the Automotive Training Standards Organization, Clear Marketing, BC Fasteners, Noble Plumbing and Southridge Building Supplies.

CENTUM[®]
Equinox Financial Corp.



Where unique projects require
unique mortgage solutions.

Specialists in:

- Construction loans - upto 100% of costs funded
- Commercial loans -250k - 50 million
- Land financing - upto 80% LTV
- Private financing - 2nd + 3rd mortgages
- Low income / Bad credit lending
- Foreclosure prevention

Our Benefits:

- No strict Bank rules
- Ultra fast 2 day closings available
- Limited documentation required
- We will do deals anywhere in Canada
- Access to a very large pool of private funds at great rates

Call our team for a
NO obligation solution

Pip Dhaliwal

Senior Manager

P: 604.830.7080

F: 604.909.1709

E: p_dhaliwal@centum.ca

Each CENTUM office is independently Owned and Operated. ⁹, ^{*}some conditions apply. ⁹lender/broker fees

TAX BYTES

How To Manage Vehicle Expenses

By Gilmour Knotts, CA

Automobile expenses such as gas, insurance and repairs and maintenance are common expenditures that a corporation incurs in the course of business. It is also a common audit item as CRA are aware that many corporations do not record such expenses correctly.

The biggest issue with vehicle expenses is that often the personal usage of a vehicle is not properly accounted for. With vehicles owned by the corporation it is correct to record all the related expenses in the company accounts, but a taxable benefit needs to be determined based on the personal usage of that vehicle. This benefit is then added to the user's T4.

Conversely with a personally owned vehicle, we often see all the expenses paid by the corporation and treated as a corporate expense. Technically this is incorrect as you are using corporate cash to pay for a personal asset. This is a big concern of CRA. The usual correct treatment is to record these transactions as a shareholder loan account draw and replace the expense with an allowance based on a per km usage. Think of it as a reimbursement.

In either situation, we have some suggestions to help manage the expenses and ensure you treat them correctly:

- Keep a vehicle log showing each travel day and the people visited, the purpose of the trip and how many km were driven. CRA have recognized this is a time consuming exercise and so allow you to extrapolate a full year of travel based on a 3 month sample.
- Identify the costs associated with each vehicle and record them in separate accounts. This is especially important if you are running more than one vehicle as you can then accurately calculate the benefits or allowance on the correct vehicle.
- Take the odometer reading at the beginning and end of the year so you know the total km travelled during the year.
- If you are going on vacation for a long period of time, and have a corporately owned vehicle, leave the keys and vehicle at the business premise, if practical. This is because you are only subject to a taxable benefit on vehicles you have access to. Giving up the keys shows that you do not have access to the vehicle even if you are in a different country.
- Manage your daily driving to maximize your business km. Going direct from home to work is viewed as personal travel. Going from home to a client and then to work can be viewed as business travel. Inserting business related activities on your commute seamlessly turns the travel from personal to business.

Provided by Gilmour Knotts, Chartered Accountants.

For more information see www.gilmour.ca,

*Email: faqs@gilmour.ca,
604.888.4200*

DID YOU KNOW

If you export goods, the Surrey Board of Trade provides export documentation: Call Jo-Ann at the Surrey Board of Trade today at 604-581-7130 for your Certificate of Origin and other International Services.

MEMBER BENEFIT FEATURE

For members only: Group Retirement Solution

As a business owner you understand the importance of attracting and retaining valuable employees. Knowing your employees are your key competitive advantage, a group retirement savings plan helps businesses like yours be competitive and take care of your employees' future financial needs.

KEY BENEFITS TO BUSINESS OWNERS:

1. No RRSP program administration fees
2. No cost to you unless you choose to make contributions to your employees
3. Easy online application process
4. A fund platform carefully selected for retirement savings managed by expert fund managers and monitored by Manulife's comprehensive i-Watch program.

KEY BENEFITS TO YOUR EMPLOYEES:

1. Award winning enrolment, education material and industry leading statements
2. Secure website featuring education and support tools
3. Direct payroll deduction – immediate tax relief
4. Low investment management fees

For more information speak to Brad Funk at Schmidt & Funk Financial Services the Surrey Board of Trade's Group Insurance Partner (604) 514-3347.

There are more benefits to all Surrey businesses...

Join the Surrey Board of Trade – it pays for itself.

Check out www.businessinsurrey.com

H

D

A

S

HAMILTON DUNCAN ARMSTRONG+STEWART
 BUSINESS + LITIGATION LAWYERS
 TRADEMARK AGENTS



Surrey's Business Lawyers

- Buying & Selling a Business
- Banking & Commercial Finance
- Corporate Law
- Land Development

- Collections & Insolvency
- Business Litigation
- Trademark Agents
- Employment Law
- Wills & Estates

Gateway Tower & Panorama Place
 (604) 581-4677
HDAS.COM

HAMILTON DUNCAN ARMSTRONG + STEWART LAW CORPORATION
EXPERIENCE + EXCELLENCE + TRUST + SERVICE

June, July & August 2014

BUSINESS in SURREY P.No.13

→ DEVELOPMENT INDUSTRY

High-Rise Towers a High Yield Haven for Handymen

Although the number of strata high-rises in Surrey might pale in comparison to our slightly bigger neighbour in Vancouver, the opportunities to do business within these complexes are no less substantial. By the time Surrey becomes the largest city in BC, the skyline of the city will be markedly different with over 30 high rises instead of 7 or 8. This makes for a huge opportunity to do business within the residential strata high-rise condominium market.

The people who live in these buildings have several problems in their suites every month, yet often have no help system. Going to the yellow pages or the internet may not only mean paying a \$150 minimum charge, they'll be inviting a complete stranger into their home to help them. And if located in Vancouver the company may charge for the travel time.

What if they have two problems in their suite? They need two different trades to come, charging their own minimum charges, even though the jobs may take no more than 5 minutes each. So the resident just puts up with it their leaky sink, waits until they can't stand it anymore, tries to fix it themselves, or it cause greater damage.

The solution is to understand the unique inner

workings of the strata high-rise condominium. Although on-site building maintenance staff may take care of common areas, the owners of the individual suites, are on their own inside their suite door. So anything from garburators, shower heads, sinks and tubs, to toilets, lights, and painting, are the owner's responsibility to repair.

A broad majority of these buildings house a concierge staff person, or an employee of the strata whose job it is to help residents with any questions, or problems in their suite. They often have carte-blanche authority to recommend a company or individual that can solve their issues. Would you like that person or company to be you?

It can be surprisingly easy to have your name on the preferred trades list in a strata high-rise condominium. A handyman in particular could thrive in this setting with just some basic knowledge of electrical, plumbing, painting and carpentry. Imagine having a client base where you drive to one location, bring a box of tools, and service 10 customers in one day. Now that's a smart business model!

Jason Chapman, Chief Problem Solver, People First Strata Solutions

Contact: people1stsolutions@gmail.com

Insurance proceeds are not always tax free

If a company asset is lost, stolen or destroyed, the insurance proceeds received are typically based on the replacement cost which may result in taxes.

For tax purposes, your asset has been depreciated over the years and the replacement cost is likely more than the tax value of the asset. Tax is owing on the difference between the tax value and the original cost of the asset and on the difference between the original cost of the asset and the replacement cost if the replacement cost exceeds the original cost.

However, there is good news! Tax owing can be deferred to the extent the insurance proceeds are reinvested if the following criteria are met: The disposal of the property was involuntary; The property is replaced within 24 months; The replacement property is used for the same or similar business purpose.

If the above three criteria are met, you can make an election to use the voluntary disposition of replacement property and defer the tax by reducing the new tax value of the replacement asset. No taxes are owing on the insurance proceeds, instead the future amortization of the replaced asset is reduced, thereby deferring the tax. This allows you to receive your insurance proceeds with no taxes owing through the reduction of your future depreciation and future tax savings from the asset. Tax may also be avoided if the original cost of the asset was too small to be listed on the tax return or if the pooling treatment of some assets for tax purposes protects you.

Provided by Gilmour Knotts, Chartered Accountants. For more information see www.gilmour.ca, Email: faqs@gilmour.ca, 604.888.4200



A1 SPORTS LTD.

Email: a1sports111@gmail.com

604-597-8356



- * **TROPHY & AWARDS**
- * **CUSTOM GIFTS**
- * **SCREEN PRINTING**
- * **EMBROIDERY**
- * **ENGRAVING SERVICES**
- * **SECURITY, CORPORATE, WORK & SCHOOL UNIFORMS**

UNIT 111 12888-80 AVE YORK CENTER SURREY, BC

➔ HEALTH INDUSTRY

South Asian Health within Civil Society



Dr. Arun Garg

Health and Civil Society – building links between Canada and India through knowledge, wisdom sharing, and action for transformation, are the themes of CINI 2014 organized by the Canada India Network Society (CINS). It is hoped that it will lead to the long-term engagement of key opinion leaders on South Asian Health Care and in turn civil society.

specifically education, justice, and health by encouraging greater engagement and identifying growth opportunities to boost Canada and India's economies," says Dr. Arun Garg, Chair of CINI 2014 and Canada India Network Society

Co-hosted by Fraser Health and Simon Fraser University, June 19 through 22, at the Sheraton Vancouver Guildford Hotel in Surrey, the conference will act as an incubator to encourage new research, projects, collaboration, and action. It will emphasize the multi-disciplinary approaches of leaders from industry, public life, academia and health.

The four sessions will be: (1) Closing the Gap: Training of Allied Health and Nursing; (2) Emerging

Technology and its Relationship with Health and Impact on Economy; (3) Extensive and Sustainable Transformation of Primary Care Delivery in British Columbia; and (4) The Role of Yoga in Health and Modern Society.

"Fraser Health welcomes opportunities to see the application of innovative technology to meet the specific needs of our South Asian population," says Dr. Nigel Murray, President and CEO, Fraser Health. CINI 2014 will make specific recommendations for health transformation, which will help build sustainable health care services locally and globally.

For more information on CINI 2014 and CINS visit www.cins.com

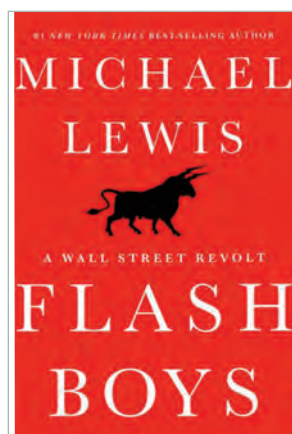
"CINI 2014 aims to provide a high-powered global platform for creative thinking, debate, and purposeful action to help forge deeper links with civil society,

Hot Business Books for a Hot Summer

Who would think business books would be so hot? It started with Flash Boys by Michael Lewis and the interesting Canadian connection. The business section became a buzz.

Now the hot book is **Capital** by Thomas Piketty, an unlikely bestseller on economics and how he sees the world economy move forward (or not). The book is a daunting 696 pages, but selling so well it is hard to find.

Debt by Graeber is another interesting take on the world condition. It is now in paperback and continues to be newsworthy. Some other business titles that grabbed my interest were **Girl Boss** by Sophia Amoruso, an amazing success story. The Nasty Girl phenomena, a real life story of young woman, true to her vision and determined to decide her own future despite the temptation of



the BIG buyout. **Amanda Lang's Power of Why** is now in paperback. The book won the best business book in Canada 2013 and is definitely worth owning. Two others that grabbed my attention were **Think**

Like a Freak from the authors of Freakonomics and the **Love Market**, what you need to know about how we date, mate and marry.

From cool to quirky and downright depressing, things are definitely not dull on the business bookshelf. Have a great Summer!

Cathy Jesson, President of Black Bond Books.
www.blackbondbooks.com

**WESTERN
TURF FARMS LTD.**



**SPRING
SALE**



Call for a FREE Estimate **604 888 7072**

PROVEN SEED BLENDS FOR THE LOWER MAINLAND

Homeowners • Contractors • Landscapers

Sand-Based turf • Drought Tolerant • Environmentally Friendly Turf

Fresh Turf Delivery • Low Maintenance • No Middle Man

Direct from the grower • Professional Installation Available

**WESTERN
TURF FARMS LTD.**

Family Owned & Operated Since 1950

www.westernturf farms.com

How Well You Retire Depends on How Well You Plan for It.

Whether retirement is down the road or just around the corner, Edward Jones can help you reach your goals.

As a first step, consider opening an Edward Jones Registered Retirement Savings Plan (RRSP). You'll invest for the future and maybe reduce your income taxes. And since Edward Jones takes the time to develop personal relationships, we better understand your retirement goals. If you consolidate your retirement accounts to Edward Jones, we can help make sure your investments are simplified.

To learn why it makes sense to discuss your RRSP with Edward Jones, call or visit your local Edward Jones advisor today.



Rubina Q. Karim
Financial Advisor
#115-1656 Martin Dr.
White Rock, BC V4A 6E7
604-542-2788

Edward Jones
MAKING SENSE OF INVESTING

Member - Canadian
Investor Protection Fund

➔ SPOTLIGHT ON THE SURREY BOARD OF TRADE



- Mayor Dianne Watts presents her 9th and final State of the City address to a sold out audience.



- An Education Dialogue brought Education Minister Peter Fassbender and Jobs Minister Shirley Bond to a stakeholder meeting.



- International Award winner, Large Business Category, Patton & Cooke, was represented by President & CEO Gary Smith (centre).



- The International Award winner for Small Business Category was Martin Automated Systems Inc.



- First SBOT Innovation Awards winners are Ian Bowman of Softac Systems Ltd, on the Mayor's left, and Sean Bindra, anti-bullying advocate, on her right, joined by Minister Andrew Wilkinson, Anita Huberman, Dr. Greg Thomas, Dr. Ryan Darcy, and Peter Legge.



- Highly popular 3rd Annual Industry Tour has grown to three buses. One stop was the highly efficient, Heppel's Potato farm.



- Industry tour: How to install pipe without enormous excavations is the operating method of PW Trenchless, explained President David O'Sullivan.



- Industry tour: Astrographic Industries produces most of the reflective way-finding signage including highway signs, with many product lines produced here.

ECONOMY

Interprovincial Labour Mobility Costs BC

Within Canada there are few legal restrictions on interprovincial mobility. Every year, tens of thousands of Canadians move to another province for employment, to retire, to attend school, or for other reasons. The past several years have seen strong demand for workers in Alberta, and this has impacted the labour market in B.C. as younger, often skilled workers have opted to relocate. In addition to higher-paying jobs, lower housing costs may also be playing a role in attracting British Columbians to Alberta.

On a net basis – the inflow of people to B.C. minus the outflow – the loss of B.C. residents to Alberta peaked in absolute numbers in 1997-98, and then gradually reversed. But after a few years of net inflows of people from Alberta, the trend has shifted and B.C. is again seeing net outflows.

Given geographic proximity, pay levels, and comparative housing costs, it's not surprising that Alberta dominates B.C.'s interprovincial migration. Typically, Alberta is the destination for at least half of all British Columbians who

move out of the province each year. In 2012/13 Alberta received 56% of B.C.'s interprovincial out-migrants. In the reverse direction, British Columbia was the destination for 43% of Alberta out-migrants in that year.

Of interest, if one takes a longer-term view, over the past decade the flow of people between B.C. and Alberta has actually been roughly balanced; but looking at the past two decades, B.C. has recorded a cumulative net loss of approximately 42,000 people. This speaks to the strength of Alberta's economy and job market over most of the period.

In thinking about the economic implications of interprovincial migration, the age of migrants is an important consideration. Younger age cohorts drive much of the migration between provinces. In the most recent year, B.C. recorded a net loss of nearly 4,000 people between the ages of 25 and 34 to other parts of Canada. We also had net outflows of people aged 15 to 24 (2,600) and 35 to 44 (1,000). Adding these groups together, B.C. lost

7,500 core working age people to other provinces last year. Business Council Chief Economist Ken Peacock estimates that more than half of these ended up in Alberta.

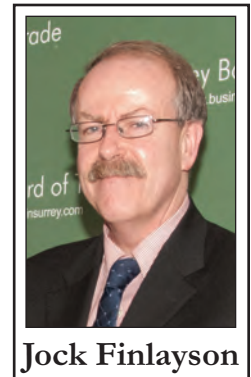
There is another dimension to interprovincial labour flows: those who work in another province but retain their official residence in their home province. Statistics Canada refers to these individuals as "interprovincial employees." The agency recently completed a study that sought to count the number of these workers. It found a large number of them working in Alberta. In the most recent year for which data are available, some 100,000 interprovincial employees resident in other provinces were employed in Alberta; this was up significantly from 62,000 five years earlier. Residents of Saskatchewan and B.C. accounted for the largest shares of interprovincial workers holding jobs in Alberta.

As with interprovincial migration, the age profile of interprovincial employees is tilted towards younger age cohorts. Of all inter-provincial


employees working in Alberta, about 30% are between 18 and 24 and 25% are in the 25 to 34 age group.

Adding together both interprovincial migrants and interprovincial employees, it is clear that competition from Alberta is exacerbating hiring challenges in some sectors of the B.C. economy. Many British Columbia employers hoping to attract and retain educated and skilled younger workers will continue to face pressure from the powerful draw being exerted by strong labour demand and comparatively high pay levels in Alberta.

Jock Finlayson, Executive Vice-President and Chief Policy Officer, Business Council of BC.
www.bcbc.com



Jock Finlayson



Metrics Matter. Your website. Our expertise.

Let Genesys help you make the most of your website.

50.44% % New Visits
Dec 1, 2006 - Dec 31, 2006: 49.73% (1.42%)

12+ Yrs Experience • Proven Track Record • Unbeatable Value!

Website Design • SEO/Pay Per Click Marketing • Social Media

**GENESYS
DESIGNS**
www.genesysdesigns.ca

Call us today for a free consultation!
(604) 484 8242



250 BUSINESS CARDS / \$29.99

YOUR #1 ONLINE PRINT SHOP

778.565.1188
www.blackboxprint.com
info@blackboxprint.com
Unit 103-14770 64th Ave
Surrey, BC

f **ig**

- › Flyers
- › Postcards
- › Brochures
- › Coroplast Signs
- › Vinyl Banners
- › Pull-up Banners
- › Letterheads
- › Envelopes
- › Magnets
- › Notepads
- & Many More!

June, July & August 2014

BUSINESS in SURREY P.No.17

ECONOMY

A Dose of Reality

2014 so far hasn't really panned out as many had anticipated. The key themes for 2014 were that the Canadian dollar was going to continue to decline and settle in the mid to high 80 cent range. While the dollar tested 4 year lows, the story lately has actually been of the apparent strength and resilience of the Canadian dollar.

Along with the loonie, commodities were certainly not in favour in the beginning of this year following many of the world's natural resources entering bear market territory in 2013. And despite the story of extreme slack in the global commodity markets from waning demand and excess supply, it has actually been the rebound in energy and precious metal prices that has the TSX up close to 9 per cent year to date.

Even though it was the natural resource theme that carried this country through the global recession that began six years prior, growth in the economy will begin

to be more broad based as the year progresses. There is no doubt though that natural resources will remain centerfold to not only BC, but also Canada's economy. Moreover, when it is accompanied with government policy that promotes growth in international commerce, Canada is really then set to prosper.

The most welcomed government policies have been the free trade pacts and agreements going into place with South Korea, the Eurozone, and the current negotiations involving 11 nations in the Trans Pacific Partnership, which will positively affect our BC economy. This is where the focus of Canadian business should lie in promoting relationships that see more of our goods and services offered outside this country. Removing barriers to increase the size of a marketplace in which we can compete gives us this opportunity.

This doesn't omit that we remained challenged with some structural problems here at home. Bank of Montreal Chief Economist Douglas Porter estimates that for the 12 years spanning 2002 to the end of 2013, unit labour costs in Canada rose 98 percent versus a mere 10 percent gain in the United States. As Canadian labour costs increased significantly relative to the States, breaking down Canada's gains reveals 28 per cent was attributed to weaker productivity versus 70 per cent being due to a strengthening loonie. As a strengthening dollar no doubt held back Canadian manufactures, examples like the Canadian auto industry seeing zero new investment dollars in 2013 serve sobering reminders of where innovation is needed, especially when the fate of a currency is subject to market forces.

And with the dollar, Bank of Canada policy becomes an important factor. Like the US Federal Reserve though, as the economy gains strength and more

stability, monetary policy will play a much smaller role with central bankers returning to the shadows. It is simply our central banks wish to see our economy return to normality, and with that the active role they have played will slowly subside. And as the US economy rebounds, the forecasts for a weaker loonie and stronger growth on the back of our neighbours to the south will ensue.

Rob Levy, Managing Director of Border Gold and Financial Commentator on CKNW Radio.
rlevy@bordergold.com



Rob Levy

TRANSPORTATION

\$17 Million Upgrade to Aldergrove Border Crossing – A win for Surrey!

After years of lobbying for improvements to the Aldergrove-Lynden border crossing, the Surrey Board of Trade was pleased to see the official announcement that the old port of entry building will be replaced with facilities, which will include a Nexus lane and infrastructure for full commercial inspection.

“The Surrey Board of Trade, along with the Langley and other Fraser Valley Chambers of Commerce have been lobbying strongly for over ten years to ensure that the crossing not be downgraded to private vehicles only, which was in the original plan” said Anita Huberman, CEO of the Surrey Board of Trade. “We see the announcement of expanded services, including commercial inspection as a great step forward in facilitating cross border commerce at a time when the south Fraser region is undergoing tremendous growth.”

The \$17 million improvements will see a new structure with more lanes, expanded facilities for commercial processing, and a Nexus lane. There



will be five new regular vehicle lanes and two new commercial lanes for trucks entering Canada along Highway 539. This route is a straight north line from Bellingham, which allows truckers travelling to destinations in the eastern valley or BC interior to reduce travel

distance and time. The newly rebuilt Aldergrove crossing is expected to be open by early 2016, however commercial traffic will have to continue using either the Pacific Truck Crossing or Abbotsford/Sumas crossings. The Aldergrove crossing has

become the second-busiest commercial crossings in the Lower Mainland, behind only the Pacific Highway Truck Crossing in Surrey. That is despite the fact that it was built primarily for local passenger vehicle processing.

➔ ADVICE

Who Plays the Heavy When Dealing With Negative Meeting Behaviour?



Andrew Woods

As a speaker and facilitator, I am often asked the question, "When you have a non-compliant person who is disruptive in a meeting, how should we deal with this individual and who should play the heavy?"

Every situation is unique. If it is a serious business meeting with a clear objective, often the person sitting next to the rogue participant might consider acting as the heavy. As a participant in the meeting, I don't want anyone distracting me from getting full value and accomplishing my goals. If the rogue individual does not get in line, then the meeting organizer needs to intervene.

I believe an effective leader will get the person in line before the situation escalates. A confident, experienced leader deals with different behavioural styles within their team. Being aware, knowledgeable

and versatile, a leader can tactfully ensure a rogue participant is quickly quieted.

Nina Sekhon, facilitator at Lexxon Training in Surrey, BC agrees and quotes Jerel Bonner, an international trainer, "The person who organized the meeting should be proactive to pounce on any disturbance that could be damaging to achieving business objectives. For if this person gets way out of control, then the organizer will not be able to get buy-in in the future "

Give them a clear dignified escape route. When I am faced with someone who is constantly disagreeing or disrupting my talk, I ask the rest of the audience a question like this: "Is anyone else having as difficult a time understanding what I am saying?"

When no one else responds, I then turn to the heckler and say: "Since no one else seems to be having the same problem as you, out of fairness to the rest of those here, how about you and I get together later and go over your issues in private?"

Believe it or not, sometimes they are not conscious of the disruption they are causing.

Key things to remember when dealing with meeting disruptions:

1. Praise in public, criticize in private.
2. Deal with problems quickly, directly, diplomatically.
3. Watch your tone of voice!
4. Adjourn the meeting and reconvene if needed.

If you have a properly prepared meeting with an organized agenda and a general idea of the reasons for the meeting, it is unlikely the organizer will ever need to get involved with a rogue participant. That said, it is always helpful to have some idea of what you could do should the situation arise and be prepared to take action when necessary.

Andrew Woods, MBA is a professional speaker, trainer and author of BOOM! Engaging and inspiring employees across cultures.

➔ WORKPLACE DEVELOPMENT

Graham's Story – No Disability at this job site

Late in 2013, Graham Farina started a new job at the accounting office of Accountant Peter Harasymchuk. Peter had reached out to Delta Community Living Society (DCLS) following a presentation to North Delta Rotary, on hiring people with disabilities. The DCLS Solutions Employment was able to work quickly to explain the customized employment process, and to bring in a job candidate.

Rotary District 5050 (BC) which gave permission to use "Rotary at Work" to brand this effort, is committed to: **"Enhancing Business Performance through Innovative Labour Solutions"** by educating Rotarians in business and other employers in the community on the benefits of hiring people with disabilities.

After graduating high school, Graham worked with the Solutions Employment team for several years to identify skills, preferences and abilities that could lead to employment. He had a lot of different interests and



talents, including expressive communication skills, a love for cars and aptitude for computers. Solutions worked with him through complete hands-on job trials and tours and visits to work places that fit with Graham's specific employment themes.

Following the successful tour and interview with Peter, Graham's employment services counsellor, supported his independent employment by working with him to get to and from work independently by bus, by familiarizing him with his new workplace, and ensuring his comfort with the work he was being asked to do. After only a few weeks on the job, Graham's work has moved beyond shredding and filing to doing data entry and file archiving for the accounting firm.

Graham admits that the work is "very suitable," and that he "really enjoys doing the data entry." Graham's dad adds that in addition to the rewarding paycheck, "at the end of the day, when Graham gets home from work, it's clear that he is thrilled to have been there."

For additional information about DCLS services or Solutions Employment Services, visit www.dcls.ca and for additional information about Rotary at Work and hiring people with disabilities, visit www.employmentforall.ca

CRIME SOLUTIONS Do Your Part – Make the Call

Are you unsure how to report graffiti, abandoned houses, dumping or damaged street signs? The City has created a new wallet size card with a variety of numbers listed that is being mailed with utility bills. It is expected to reach the majority of residents over the next four months.

The Surrey Services - Do Your Part, Make the Call card underscores the importance of reporting by providing an all in one resource for residents to connect with the numerous city services available by

phone including Transit Police or ICBC to assist people in knowing how to report concerns when travelling or commuting on transit or if incidents are witnessed while driving. As well, various outreach support services are included on the card to encourage people to call for assistance if they witness or know of a person who is in need of support such as with housing or addiction services. If we all work together, become engaged in our community, recognize when to report and fix prob-

lems when they are small, we will be successful in keeping our community safe and vibrant. Do your part and make the call!

The card is also available at City recreation facilities, libraries and RCMP district offices and can be downloaded from the City's website at:

<http://www.surrey.ca/community/12408.aspx>

For more copies for your block watch group, family, or business please contact Marion Chow at mchow@surrey.ca or 604-598-5704.

June, July & August 2014

BUSINESS in SURREY P.No.19

➔ INNOVATION

Emergo Group Invests In Surrey's Innovation Boulevard

Rene van de Zande, Global President and Chief Executive Officer for Emergo Group and Daryl Wisdahl, managing director of the Canadian office have announced that they are expanding their operation and the size of their facilities in Greater Vancouver. Emergo Group, a global medical device consulting firm has moved its office headquarters from Vancouver to Surrey, BC and expanded their office to accommodate the increasing staff.

"I am very proud of our team. Their expertise in the medical device industry has aided our companies' growth to the point that we are now doubling the size our office in Surrey," said Mr. Wisdahl. "I believe that the significance of this move and the strong expertise of our staff will pave the way for more jobs for the

people of Surrey and more opportunities for our company to be a major part of Surrey's Innovation Boulevard."

"Our company has a long-term strategic vision to provide medical device companies with opportunities to access markets by providing in-country market access, regulatory and quality management system consulting," said Mr. van de Zande. "Amalgamating offices in Surrey, one of Canada's fastest growing cities and home of Innovation Boulevard, a city-driven program supporting the growth of companies in the health care technology and services sectors, supports our global Mission Statement: "to facilitate quality medical care worldwide by helping medical device manufacturers introduce products to global markets efficiently without

EMERGO GROUP

compromising on compliance and safety for users and patients."

Established in 1997 to help US medical device companies export to Europe, Emergo Group grew quickly to become a leading strategic medical device consulting firm. Today they maintain offices in 25 countries and provide a wide range of compliance and market access services. They assist companies with global regulatory strategy, device registration and distributor qualification.

For more information see www.Emergogroup.com

Encouraging Innovation in Your Company

The phrase "build a better mousetrap" is used often when defining innovation. It has been accepted that the mousetrap we are all familiar with is so simple and effective that there is little room for improvement. The fact is someone did literally invent a better mousetrap.

The traditional method was to pull back the lever, place the hook on it and try to place the trap without the hook letting go and snapping our finger. Somebody recognized the problem this created and developed a mousetrap with a spring-loaded ratchet. As you pull the lever back the ratchet locks it in place so it will not snap on your finger. It can only be released if the trigger is physically activated.

You may be trying to "build a better mouse trap" in your business whether it is a process to improve efficiencies or to create a product that is cheaper, better or faster than anything currently on the market. So how do you even begin to innovate?

Here is a simple 5-step process.

1. Identify a "pain" that is creating a high level of dissatisfaction in your organization or for your customer. Depending on your industry this might include high levels of waste of material or labour, eliminating tasks that people hate to do or trying to save them time.
2. Brainstorm and list all the possible solutions that could remove the "pain". Question the "status quo" and don't accept anything at face value. Avoid getting caught up in how you will do it, just dare to dream and envision how life will be better with the solution. A truly innovative idea will be faster, better or less expensive than current options.
3. Decide on the one single solution that will have the biggest positive impact with the least amount of effort or resources.
4. Determine the first step (however small) you must take to start the innovation process.
5. Act Now!

Develop a culture to encourage innovation by providing the process that allows employees to take action. Devote time and money to innovation. Reward innovation if possible. The return on investment can be immense.

The person who invented the "better mouse trap" was motivated by the need to eliminate injury while setting up the trap. Innovation starts with the motivation to drive change.

Employees are walking around your facility right now with fantastic and innovative ideas in their heads that could have a profound effect on your company. Ask them for their input on how they would improve your product or improve a process. Innovative solutions are often right in front of us. It just takes the first step to make it happen.

Tony Malyk, is a Certified Professional Business Coach. Contact 604.374.5934, tony@empoweredbusiness.ca

➔ TRAVEL

Support Charities With Your Corporate Cruise Event



Corporate and organizational events can either uplift us or make us yawn! So why not incorporate your organization's Charitable Cause in the objectives

of your gathering. And, something many people don't know is that Cruise Lines are generous and some have programs designed to support your cause during your event.

They can set up a special group on the chosen cruise, as they would for any other corporate cruise group. We designate at that time the charity benefiting from the group and a set amount of funds are contributed from the cruise line to that charity. The contribution need not affect the pricing or any aspect of the cruise itself. A Corporate Cruise Group is a very cost-effective mechanism for achieving all of your objectives. And the ships are being built with top of the line fa-

cilities for your use.

Why not partner with a supporting celebrity or industry expert to expand on this part of your event. You raise money for your charity just cruising! I am your Corporate Cruise & Travel Professional, and can assist you in assessing your needs and creating a game changing program for you. Dare to step out of the box, set yourself apart, and give yourself bragging rights!

Gary Gallant is a Cruise & Resort Professional with Expedia CruiseShipCenters, ggallant@cruiseshipcenters.com

TECHNOLOGY

Cloud Computing and Why You Should Care

Cloud computing is simply using a network of remote computer systems located somewhere in the Internet to store, manage, and process data, rather than a local server or personal computer at your home or office.

Facebook, LinkedIn, Hotmail, Constant Contact and your bank's ATMs are examples of cloud applications. If you think about it, almost every single application you use today can be

(or already is) being put "in the Cloud".

To understand how cloud computing works and why it's gaining in popularity, compare it to the way electricity is purchased and used. In the early 1800's, before electricity was delivered as a service, manufacturing plants – or companies – had to generate their own electricity to run their factories and would need huge generators to be built

onsite. Those generators cost a lot of money to build and a lot of money to maintain, but that was the only option at the time.

Fast forward several years after the concept of electricity as a utility was introduced (thank you Thomas Edison), manufacturers didn't have to be in the power-generation business

To keep your data safe, secure and free from interference, Surrey businesses owners should ensure that they use a "Made-in-Canada" cloud solution.

any more. They could run their factories and machines with electricity generated by distant power plants delivered by utility companies.

By supplying electricity this way, power

plants achieved economies of scale in which no individual person or company had to generate electricity on their own – and in a very short period of time, it became a competitive necessity to use electricity as a utility because of the cost savings.

"Cloud computing" is essentially the same thing. Instead of businesses having to incur the cost and hassle of installing and supporting a complex structure of servers and workstations on site, they are outsourcing "IT" to the cloud. Businesses are saving a lot of money, getting better

security and better performance. The increasing use of the web in our personal and social lives as well as in business gives the trend of cloud computing services vast potential. However, this service is not for

everyone. For instance, if you have reservations about keeping sensitive information in a location outside your organization, you might want to pass.

No matter where you do business, you need to be concerned about the far-reaching effects of the US Patriot act. To keep your data safe, secure and free from interference, Surrey businesses owners should ensure that they use a "Made-in-Canada" cloud solution.

Bob Milliken, President of Cascadia Systems Group - bob@cascadiasystemsgroup.com



Bob Milliken

Postal Changes

On March 31, Canada Post introduced a new-tiered pricing structure for domestic and international letters. The new pricing was part of the Five-Point Action Plan announced in December to secure the future of the postal service.

Canada Post has a mandate to provide universal postal service to Canadians while remaining financially self-sustaining. This pricing adjustment offers an immediate contribution to the overall plan to save the postal system. However, recognizing the impact the price adjustment may have on small businesses and charities, **effective March 31**, Canada Post introduced the following measures:

Temporary Postage Discounts:

1. Stamps: VentureOne cardholders who purchase a minimum of 300 Permanent stamps (in coils of 100 stamps or more) in a single transaction, either at the post office, online (atcanadapost.ca/shop) or by telephone (at 1-877-632-6347, option 4), will receive a 5-per-cent transition discount when providing their VentureOne number. This offer is available from March 31, 2014 until December 31, 2014.

2. Meters: Meter customers will receive a 5-per-cent rebate on their Letter mail postage usage (up to a maximum of \$250) from March 31, 2014 to

December 31, 2014. Rebates will be issued on a regular basis within the rebate period. Details are being finalized and will be communicated at a later date.

Permanent reductions to minimum volume requirements:

1. Incentive Machineable Lettermail: The minimum volume threshold to access Incentive Machineable (Short & Long [S/L] and Oversize [O/S]) Letter mail prices will be reduced from 5,000 pieces to 1,000 pieces, opening one of our lowest-priced Letter mail product categories to more small businesses and charities.

2. Addressed Admail: The minimum volume threshold to access Machineable (S/L & O/S) Addressed Admail will be reduced from 1,000 pieces to 500 pieces. This change will allow more small businesses and charities that meet Addressed Admail eligibility criteria to access lower postage rates for the distribution of their promotional messages. Future Letter mail price increases are expected to be similar to what the industry has seen in the past, factoring in inflation and operating costs.

Customers can sign up to join the VentureOne Program at their local post office or at www.canadapost.ca/ventureone

Federal Government Recommendations To Improve Essential Skills in the Workplace

To improve the context for learning and training sponsored by employers across Canada:

1. BUILD THE SKILLS BASE:

Employer-funded training is concentrated amongst the best educated and highest earning employees. There is vast potential for employees that are held back by a lack of basic or essential skills.

Government should directly or indirectly:

- a)** Provide incentives for first employers to invest in employer training
- b)** Embed literacy and essential skills in professional requirements and training programs
- c)** Facilitate partnerships to help develop literacy and essential skills for employees

2. REMOVE BARRIERS:

Differing trade qualifications across provincial borders provides uncertainty and confusion for employers looking to invest in apprenticeships and for apprentices seeking to achieve completion.

Government should:

- a)** Reduce the burden of compulsory training requirements or streamline

delivery

b) Harmonize and/or allow for mutual recognition of trade qualifications across provincial borders to permit technical training to span various jurisdictions

c) Find financing options to allow apprentices to be kept employed while in technical training

3. MEASURE IMPACT:

Employers do not fully benefit from investments made in training and development due to a lack of understanding as to how best to link training to business objectives and measure impact.

Government should:

- a)** Invest in statistics to gauge the overall training and development picture across sectors
- b)** Develop tools to measure the training impact and develop the HR role internally
- c)** Incent training that brings the most benefit by focusing on ROI on funding applications

For more information, go to <http://www.businessinsurrey.com/economic-policy-reports/>

June, July & August 2014

BUSINESS in SURREY P.No.21

➔ ACROSS THE BOARD JUNE, JULY & AUGUST

Announcements & Congratulations

ABC Recycling CEO, David Yochlowitz donated \$200,000.00 to the **BC Women's Hospital + Health Centre Foundation** Newborn ICU Campaign. **Tamara Taggart** (Board Member) accepted the cheque on behalf of the foundation. It was presented by David and his daughter Chloe, who required care in a Newborn ICU when she was born. **More info:** <http://bit.ly/1n1JU7m>.

Arts Umbrella will be hosting their 17th annual fundraising golf tournament Monday, July 14th at the **Quilchena Golf and Country Club**.



All proceeds from this event support Arts Umbrella's mission of inspiring kids for life through the arts. **More information/reservations:** www.artsumbrella.com/golf.

BDC is the first Canadian financial institution to receive B Corp certification and is the 100th Canadian company to join the B Corp community! B Corps are businesses that act in ways that benefit society as a whole rather than focusing solely on making profits. **More info:** www.bdc.ca.

Benchmark Law Corporation has opened a new office in Surrey at 307-15240 56th Ave. They are also welcoming a new associate, **Sasha Ramnarine**. **More info:** www.benchmarklaw.ca.

Black Bond Books Book Warehouse division has opened a new location at 4118 Main Street in Vancouver. This is their second Vancouver location. www.blackbondbooks.com; 604.541.9333.

SFU's Joanne Curry, a former director of the Surrey Board of Trade, was awarded an honorary degree from **Kwantlen Polytechnic University**

(KPU). As executive director of SFU Surrey for more than 10 years, she was instrumental in building bridges and partnerships that connected the university with the larger community. She received her award at KPU's spring convocation. **More info:** www.sfu.ca.

Eliza Olson, of the **Burns Bog Conservation Society**, has received the 2014 BC Nature Recognition Award.



Also Summer Day Camps Registration is open; The First Annual Fundraising Golf Tournament is June 21 at **Eaglequest Coyote Creek**; "Jog for the Bog" is

Sunday, July 27. www.burnsbog.org; 604.572.0373.

The **Canadian Blood Services'** blood donor clinic in Guildford has collected nearly 17,000 units of blood in the two years to August 1. Since the clinic opened, 2,200 blood donations have been collected. GiveBlood, their new mobile app, available from Apple and Google Play, makes it easier than ever for donors to book appointments, search for clinics, and more. www.blood.ca; or 1 888 2 DONATE

Chris Gailus, **Global TV News** Anchor, will be speaking at a **CARP's** "Dogs and Suds" BBQ on Thursday, August 28 at 7 pm at Rotary Field House in South Surrey Athletic Park at 20 Avenue & 148 Street. **Call Denise 604.538.5778.**

The **City of Surrey** and special event co-producer **John Donnelly & Associates** won the 2014 National Star Awards for their collaborative work on two of Surrey's major festivals. Surrey's 2013 Canada Day Celebration was named "Best Public Entertainment Event in Canada" for a second year in a row and Surrey's Tree Lighting Festival was named "Most Outstanding Event". www.canadianspecialevents.com/awards.

On January 1st, **MacKay LLP** officially joined **Crowe Horwath International** and became **Crowe MacKay LLP**. They now provide clients access to services they may require outside of

Northern and Western Canada, in the areas of international taxation, fraud and internal controls. According to The Bottom Line, both firms have moved up in the annual ranking of Canadian firms. www.crowemackay.ca; **Bill Gill 604.591.6181.**

The **Elizabeth Fry Society** of Greater Vancouver (EFry), is seeking a leader to join their board. The board duties are to direct and lead in the vision, mission and values of EFry, and to work effectively with the executive director in their translation to service for clients.

For a full position description: www.elizabethfry.app.box.com/s/30842otm47nkw84muflg.



Avi Kay has been appointed branch manager at **Envision Financial's** Sunshine Hills location. www.envisionfinancial.ca

First West Credit Union has opened **First West Leasing**, specializing in industrial asset financing; trucks, trailers, construction equipment, forestry etc. It operates out of First West's Head Office in Langley and services all of BC and Alberta. **John Gowans** from **Mercado Capital**, and **Dan Hayward** from **Coast Capital Savings** have been hired to run the operation. www.firstwestcu.ca. **First West Credit Union** raised nearly \$12,000 and more than 2,000 pounds of food through 58 fundraising events, during Hunger Awareness Week.

Envision Financial employees raised nearly \$8,700 and 1350 pounds of food for the 'Full Cupboard', Envision Financial's signature cause supporting 11 food bank partners operating in the



■ **\$12,000 for communities in Hunger Awareness Week.**

whole Fraser Valley and Kitimat. 'The Full Cupboard' program has raised more than \$95,000 and over 11,600 pounds of food. Since its March 2010 launch, 'Feed the Valley' has provided

more than \$615,000 and in excess of 56,000 pounds of food. www.foodbanksbc.com/get-involved/thefullcupboard.

On June 26, **The Government of BC** will be holding seminars in conjunction with the *Surrey Board of Trade* to help business owners learn how they can best compete for the contracts needed to build and service LNG plants and pipelines. www.businessinsurrey.com.

The **Canadian Youth Business Foundation (CYBF)** has changed its name to **Futurpreneur Canada** to better reflect the entrepreneurial aspirations of the young people they serve and the future Canada they are helping create. Futurpreneur BC was recently awarded Non-Profit Support Organization of the Year at the BC Startup Canada Awards and is now in the running to win nationally. www.futurpreneur.ca.

For the eleventh year, **Genesis Security** provided security at the **Cloverdale Rodeo**. Genesis is also the official Full Security Services Supplier for the **Vancouver Convention Centre (VCC)** and are well known for their free 24hr Community Patrol since June 2005. www.genesissecurity.com.

High Performance Solutions Inc. is launching a new Executive Council Program. Modeled after their Consortium Program, the new program brings Senior Executives, from various business sectors, together to leverage resources, learn from each other's mistakes and share each other's wins in a safe, facilitated environment. badams@hpsinc.ca.

ICBC employees across the province raised approximately \$32,000 for B.C. **Children's Hospital** through Jeans Day and other fundraisers, including book and stuffed toy sales. Some employees also contributed by selling home cooked meals to their co-workers. karen.klein@icbc.com.

The **Invest North Fraser** economic partners (Maple Ridge, Mission & Pitt Meadows) have been awarded gold in the prestigious 2014 Hermes Creative Awards for their innovative business START program. Launched in January 2014 the program has already had close to 200 entrepreneurs attend a

P.No.22 BUSINESS in SURREY

free one-hour weekly seminar, as well as other sessions. Details and registration online. www.businessSTART.ca

The Ferndale Chamber of Commerce and Silver Reef Hotel Casino Spa present the second annual **Cross-Border Expo** with a 60-exhibit tradeshow, business and real estate seminars, including "Doing Business in the USA", "Doing Business in Canada" and "Cross-Border (USA) Real Estate Investment". Thursday, June 12, Event Centre at Silver Reef, Ferndale, Wa. For details check www.CrossBorderExpo.com

Johnsen Archer LLP has expanded their office space to accommodate rapid growth and future expansion plans. The new office is located at 300 – 7485 130th Street. Also, **Sunney Badwal**,



Kate Norris and **Leroy Van Spronsen** have joined the leadership team specializing in assurance, accounting and taxation services. LVanSpronsen@JohnsenArcher.ca

In May 2014, **Lexxon Training** hosted a successful open house, demonstrating new live video stream equipment that will be used to stream training sessions live from their office in Surrey. Training participants can now learn from any location using a desktop or mobile device. www.lexxon.ca

Sudhir Santos, Owner/Manager of **Nandos Guildford** received an award for Most Improved Restaurant at the annual Nandos conference in front of



■ Sudhir Santos pictured with his manager Irene Red

150 Managers and Franchisees. The award was for community involvement, sales growth, guest growth and outstanding operations. Nando's Chicken is part of the **Montana's Group**. www.nandos.ca/restaurants/Surrey#surrey-guildford.

Prayer Canada's next Prayer Breakfast is June 21, 2014, Saturday at 8 a.m. at People's Full Gospel Church Hall, 14955 104 Avenue, Surrey. Tickets are \$10.00. Prayer Canada's annual Prayer & Fast at Dogwood Valley Camp is July 3 - 6, 2014, 65105 Nickel Mine Road, Hope, BC, V0X 1L3. Price: \$60.00. www.prayercanada.org.

Process Pros is now an official reseller of the Rules8 software to document your business processes. www.processpros.ca

The Hampton Inn & Suites Langley/Surrey has completed extensive renovations to its public and breakfast areas and unveiled a brand new lobby, as well as the Fox & Fiddle Restaurant. As well, the hotel congratulates **Raelynn Hiebert** who

has been appointed Director of Sales. <http://www.hamptoninnlangley.com/> **Ashleigh Demulder** is celebrating a one-year anniversary as Regional VP, overseeing the **Robert Half Finance & Accounting**, OfficeTeam, and Accountemps lines of business in the Fraser Valley. www.roberthalf.ca

Participants of the **Semiahmoo House Society** recycling program (Eco-Heroes) raised \$2,000 for ChildCare International (CCI), a 25% increase over last year, and the largest amount raised in the eight years of the program. The donation will help support two Haitian girls with special needs that the program sponsors through CCI. Eco-Heroes collects and recycles containers from a growing number of donors. **Joan j.baldwin@shbc.ca**, or **Kristen k.smith@shsbc.ca**, or 604.536.1242.

Sher-E-Punjab received the Outstanding Media Partner award in 2014 for helping to raise more than 14,000 pounds of food for the **Surrey Food Bank** in 2013. They are also preparing for the 9th Annual **BC Children's Hospital Foundation** Benefit where the station hosts a full day event devoted to raising funds for this important charity. To date, the station has raised more than \$750,000 for the foundation. www.sherepunjabradio.ca.

The **South Surrey Recreation Centre's** new arts and fitness space is open. The facility includes a 22,000 sq.ft. addition, including an 8,000 sq.ft. fitness centre, a new fitness studio and a specialized arts space, including a multi-purpose exhibition space, visual

June, July & August 2014

arts studio and pottery studio. There is also a new public art exhibit called "Ribbon" by local artists **Ruth Beer** and **Charlotte Wall**. www.surrey.ca.

Urban Safari Rescue Society has announced the opening of the 'Bug Lab' at Urban Safari Rescue. Donated by **John Gibeau** of the **Honeybee Centre**, the exhibit has many live and thousands of mounted bug and arach-



nid species. Go to 1395 176th St. South Surrey open 7 days a week. See www.urbansafari.ca.

Ongoing Sponsors:

Sheraton Vancouver Guildford Hotel
604.582.9288
Official event sponsor for the Surrey Board of Trade.

Charter Bus Lines of British Columbia
604.940.1707

Job Postings:

Post on www.businessinsurrey.com.

We welcomed 200 New Members between March & April 2014, and wish to recognize them in a special section of our website. Please check out your new business colleagues at <http://www.businessinsurrey.com/new-members/>

HUMAN RESOURCES

10 Things Extraordinary Bosses Give Employees

Extraordinary bosses give every employee:

1. Autonomy and independence

Great organizations are built on optimizing processes and procedures. Every task doesn't deserve a best practice or a micro-managed approach. Engagement and satisfaction are largely based on autonomy and independence. Plus, freedom breeds innovation.

2. Clear expectations

Every job should include some degree of independence and needs basic expectations on how situations should be handled. When an exceptional boss changes a standard or guideline, she communicates those changes first--and

if not possible, takes the time to explain why and what is expected in the future.

3. Meaningful objectives

Often the best employees are extremely competitive--especially with themselves. Meaningful targets create a sense of purpose. Plus, goals are fun.

4. A true sense of purpose

Everyone loves to feel that sense of teamwork and esprit de corps that turns a group of individuals into a real team. Let employees know what you want to achieve for your business, for customers, and even your city.

5. Opportunities to provide significant input

Exceptional bosses make it easy for em-

ployees to offer suggestions. They help employees feel comfortable proposing new ways to get things done.

6. A real sense of connection

Employees want to work with and for people they respect and admire--and with and for people who respect and admire them. A kind word, a quick discussion about family, an informal conversation--these are much more important than group meetings or formal evaluations.

7. Reliable consistency

Most people don't mind a boss who is strict, demanding, and quick to offer (not always positive) feedback. (Great bosses treat each employee differently

and also treat every employee fairly.)

8. Private criticism

Every employee deserves constructive feedback. Good bosses give that feedback. Great bosses always do it in private.

9. Public praise

Every employee--even a relatively poor performer--does something well. Every employee deserves praise and appreciation.

10. A chance for a meaningful future

Exceptional bosses develop employees for the job they someday hope to land.

Source: Jeff Haden, @jeff_haden

June, July & August 2014

BUSINESS in SURREY P.No.23

→ CELEBRITIES & NOTABLES AT THE SURREY BOARD OF TRADE



■ Chris Gailus, Global TV News Hour Anchor
Mayor's 9th State of the City Address



■ Peter Legge, Chairman and CEO, Canada Wide Media Limited
1st Annual Innovation Awards



■ Randene Neill, Global TV Weekend Anchor
6th Annual International Trade Awards



■ Ferio Pugliese, President, WestJet Encore
1st Annual Innovation Awards



■ Barj Dhahan, SFU India Advisory Council
6th Annual International Trade Awards



■ Anita Huberman with Vikram Vij, My Shanti
5th Annual Industry Tour

Fast Service | Great Rates | Local & Reliable Team



Diamond Delivery

...A CUT ABOVE THE REST!

BC owned and operated for over 35 years, Diamond Delivery combines state-of-the-art transportation technology with old fashioned business principles to meet and exceed your expectations.

We also happen to know BC like the back of our hands; we make sure you're covered everywhere by offering our services throughout the entire province.

In addition to our extensive experience we have one of the largest fleets in BC, assuring your freight will arrive in tact and on time!

Proud Supporters of:










TOLL FREE: 1.800.707.5478
www.diamonddelivers.com

Head Office:
13350 Comber Way
Surrey, BC V3W 5V9



Got a bright idea to maximize the
visibility and profitability of your business?

We have got one!

Get featured in Surrey Business Directory.

Every Business in Surrey will be listed.

**For FEATURED LISTINGS and ADVERTISING
Contact us today!**

For queries call: 604 597 7749 | Email: info@swmediagroup.ca

Published and distributed by:



SOURCE WEST MEDIA GROUP

Largest & Most Diversified Ethnic Media Group