

Events

January 21

New Year's Business Reception

February 5

2015 Economic Forecast Lunch

February 6

Surrey Women in Business **Awards Nomination Deadline**

March 4

Surrey Women in Business **Awards Lunch**

April 9

B2B at Morgan Creek Golf Course

April 10

International Trade Awards Nomination Deadline

May 1

Surrey Industry Tour

May 1

Innovation Awards Nomination Deadline

May 7

Surrey International Trade **Awards**

May 20

Surrey Innovation Awards Dinner

June 4

Golf Tournament

June 17

AGM and Chair's Dinner

For Business Receptions and Workshops, go to: www.businessinsurrey.com

www.busines

S

Insurrey.com

What's Inside



New Surrey Mayor Linda Hepner

Page 22



Surrey's Business Person of the Year, Vikram Vij

Page 12



Immigration and Citizenship Minister **Chris Alexander**

Page 17



Surrey's Vital Signs **Livability Study**

Page 13

Will The Transit Referendum Be Another HST Disaster?

The Surrey Board of Trade is waiting for the Transit Referendum question, which is poised to determine the fate of Surrey's, and the region's transit needs. We want to ensure a win on this transit referendum to keep our economy moving. More to come in the next issue when the transit referendum question should be ready.

Celebrate 2015 at the Surrey Board of Trade's New Year's Business Reception - JANUARY 21, 2015 from 5-8pm

The Surrey Board of Trade's annual New Year's Business Reception will be held in our offices (101, 14439 104 Ave, Surrey) from 5:00 – 8:00 p.m.

We hold this event every January to celebrate the successes of the past year in business, and to wish all our members a Happy New Year for their business! All Surrey businesses are invited to attend.

Please call Jo-Ann Huber to register at 604-581-7130 or email her at info@businessinsurrey.com



Federal Government **Advocacy Success**

- 1. Child Care
- 2. Fraser River
- 3. Long Form Census
- 4. Capital Cost Allowance for **Computer Equipment**

National Tax Study Results by C.D. Howe

Find out about the effects of business property, land transfer and development taxes on new investment. Surrey Board of Trade says governments need to reduce tax burdens to business. Surrey doing better than most cities. Page 6

Fraser Valley Commercial Building Awards

Who were this year's winners – in development, architecture and construction?

Page 23

Good Money™

knows small businesses play a big part in a vibrant economy.

Our roots are in community banking. So we know the important role that local businesses play in the growth of our communities and the health of our economy. We also recognize that as the owner of a small business you want to get on with what you do best – running it.

Talk to us today about growing your business.

Newton community branch 7555 King George Boulevard 604.877.7273

Guildford community branch 108-15175 101st Avenue 604.877.7303

Surrey City Centre community branch 10293 King George Boulevard 604.877.7323 Cedar Hills community branch 12820 96th Avenue 604.877.7443

Morgan Creek community branch H120 – 15795 Croydon Drive 604.915.3703





Surrey's City Centre One Building Takes Top Award in 2014 Fraser Valley Commercial Building Awards



The City Centre One Building of Surrey was named the Judges' Choice Best Overall Entry in the 4th annual Fraser Valley Commercial Building Awards (November 13) at the Sheraton Vancouver Guildford Hotel in Surrey. City Centre One also won the Excellence Award in the Office Category. The annual celebration of the best of the best

commercial and industrial buildings in the Fraser Valley from White Rock, North Delta, Surrey, the Langley's, Abbotsford, Mission and Chilliwack was sponsored by the Surrey Board of Trade, Re/MAX Commercial, Fortis BC, the Fraser Valley Real Estate Board Commercial Division and the Business Examiner Fraser Valley Newspaper.

The Offices at Newton in Surrey was named winner of the Fortis BC Green Award.

Other category winners at the event were:

- 1. Community Church: Christ Covenant Church of the Township of Langley
- 2. Community School: Chilliwack Senior Secondary of Chilliwack
- 3. Community Institutional: Surrey City Hall & Civic Centre of Surrey
- 4. Community Recreational: South Surrey Recreation Centre
- 5. Senior's Housing: The Residence in Mission
- 6. Retail: Langley Mercedes of City of Langley
- 7. Renovation: Langley Obstetrics & Gynecology of the Township of Langley
- 8. Multi Family: Breeze of South Surrey
- 9. Hospitality: Cactus Club Café of City of Langley

Merit Awards (Runners-up) went to:

- Multi-Family Brownstones on the Boulevard of Chilliwack
- 2. Office The Offices at Newton in Surrey
- 3. Community Institutional Canuck Place Children's Hospice of Abbotsford
- Surrey Memorial Hospital Critical Care Tower of Surrey
- 5. Community School: Yorkson Creek Middle School of the Township of Langley

The full program listing all nominations: http://issuu.com/markmacdonald7/docs/2014_fvc ba_program/0

More Surrey Buildings Featured at the Fraser Valley Commercial Building Awards

- 1. Breeze
- 2. Goldstone Park Elementary
- 3. My Shanti Restaurant
- 4. RCMP E Division Headquarters
- 5. South Surrey Recreation and Arts Centre
- 6. Southpointe 99
- 7. Surrey City Hall & Civic Centre
- 8. Surrey Memorial Hospital Critical Care Tower
- 9. Surrey Pretrial Centre
- 10. The Offices at Newton



Breeze



Goldstone Park Elementary



My Shanti Restaurant



RCMP E Division Headquarters



South Surrey Recreation and Arts Centre



Southpointe 99



Surrey City Hall & Civic Centre



Surrey Memorial Hospital -Critical Care Tower



Surrey Pretrial Centre



The Offices at Newton



SURREYDecember 2014 to January 2015

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.

Editorial Consultant:

Aradhna (Zeeni)

Publisher:

Anita Patil Huberman anita@businessinsurrey.com

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 CHAIRMAN'S DESK

It's Really Not About The Election

After all the media attention on elections in all of the municipalities, including Surrey, and all the guess-timations about who would win and why, often lost in the process is that it's not really about the election per se.

Oh yes, we all spend a fair bit of time talking about this party or that individual politician winning or losing an election. But really, an election is like a wedding as fabulous as that one memorable day can be, it's really just the prelude to the marriage a.k.a. "governing". Governing is what happens after the election and is the longer journey of MUTUAL dedication, teamwork, clear goal setting, listening, caring, respect, budgeting, planning, growing, learning, recalibrating, refocusing and rededicating to serving the best interests of the greater well-being of our "family" - the extended family of the citizens of Surrey. And what the heck is "Governing" anyway? It's just about looking out for and serving all the citizens' best interests. Governing works better when both elected officials and citizens are open to communicating and considering points of view that might not otherwise agree with their individual point of view for the sake of the greater good of all citizens (hence the capitalized "MUTUAL" above!). It's about allocating resources in the best interests of the citizens of Surrey in making use of all the citizens' assets. After all, no elected official owns those assets-the civic lands, buildings, parks, roads, tax and fee revenues, police and fire services, sanitation services etc. They steward those assets on your behalf in an attempt to serve all of our best

interests and those of future citizens to optimize your well-being and theirs.

Of course to do that, politicians need your engagement. So while more of us appear to have been engaged in this election than last time, how many of us



Gerard Bremault

engage with our "marriage" partners in government during the time they are governing? We wouldn't expect our spouses or partners to know what we were hoping we would do as a family without having a regular, ongoing conversation, so how can we expect our politicians to do so?

So now the hard work of governing continues-yes, for the politicians but also for each of us to engage as citizens in all the various opportunities to let our politicians know what is important to our family, our extended family of Surrey. So get engaged. Contribute your point of view in civic consultations offered through your City of Surrey, speak up about what is important to you, write a letter, make a phone call, join the Surrey Board of Trade, participate in a SBOT Policy Team Participate in the "Marriage" with your elected representatives, otherwise you may just get the marriage you haven't participated in, which wouldn't be much of a marriage at all.

New Year's Resolutions for Small Businesses

1. Get the most "bang for your technology buck"

So many busy small business owners do not fully utilize the technology investments they've made, despite the fact that doing so would likely save them a lot of time, and drive efficiency. Start with keeping an organized email inbox, continuing with automating your accounting functions and then cleaning up your contacts so they are complete and organized. A lot of the apps businesses use on laptops and desktops also have mobile apps that can make it easy for your salespeople in the field to complete a sale without having to call back to the office to check inventory or to find out the last product ordered by a particular customer, saving time and money. Mobile payments allow in-the-field employees to complete sales on the spot.

2. Get closer to customers and make customer service a priority

Continue innovating in the ways in which you engage with customers. View your customers in terms of relationships, not transactions. It is critical that you deliver value to them in every engagement, before and after the sale. Businesses should focus on strengthening their customer relationships. It's a fact: customer service can make or break your relationship with current and even future customers. Looking ahead to 2015, customer service should be a priority for every small business.

3. Focus on marketing efforts

In 2015, plan to grow spending on marketing along with revenue. In the age of digital marketing, everything is now measurable, and marketing is more accountable than ever.

4. Revamp social media strategy

Social media platform usage like YouTube in addition to the big three [Facebook, Twitter and LinkedIn] needs to grow among small businesses. In 2015, a picture truly will be

worth a thousand words as small businesses increase their adoption of visual-based social networks like Pinterest, YouTube, Instagram, Tumblr and Slideshare.

5. Be SEO and data-savvy

Knowing how visitors are searching your website, and the internet, will help you to better understand their target markets and create a better user experience on the website — the foundation of a solid search engine optimization strategy.

6. Perform a security audit

Next year will be a crucial time for companies to make sure their data stays truly protected. The rise of targeted attacks that we've seen against corporations — from technology companies like Adobe to retailers like Target — have made this a very real and urgent concern.

7. Prevent employee fraud

Adopt a code of ethics for employees. Set a "tone at the top" that fraud will not be tolerated at any level of your organization. Draft and approve a code of ethics that includes concise compliance standards that are consistent with promoting ethical behavior. Require each employee to read and sign the code of ethics — as well as contractors who work on behalf of the organization.

8. Become more nimble

As mega-retailers like Amazon continue their quest to steal market share from other big-box retailers, both online and off, smaller online businesses will need to become more nimble in how they compete, both from a price, customer service and marketing standpoint. This includes identifying true points of difference and showcasing these points in marketing and branding and delivering personalized experiences.

SOURCE: BusinessNewsDaily



Light Rail Transit Is Good for Business



Light Rail Transit (LRT) is a high-quality and flexible form of rapid transit used across the world. The City envisions building a LRT network to join communities south of the Fraser. Over the next 30 years, we will welcome 300,000 new residents and 150,000 new jobs. An LRT network connecting City Centre with town centres throughout Surrey and with Langley, will support sustainable growth and a strong economy. LRT will also help shape Surrey into the region's next great metropolitan centre.

The Light Rail Links Community Coalition formed as a result of the growing movement of like-minded individuals and groups advocating for Light Rail

Transit south of the Fraser. Our coalition is made up of community supporters that represent a variety of interests, which includes the Surrey Board of Trade.

Three LRT routes are being proposed by the City of Surrey:

- 1. City Centre to Guildford, along 104 Avenue, with a connection to Highway 1.
- 2. City Centre to Highway 10 in Newton with the opportunity for future extension to the south.
- 3. City Centre to Langley, passing through Fleetwood and Clayton along the Fraser Highway.

Why LRT?

- 1. LRT will connect communities south of the Fraser.
- 2. LRT will create pedestrian-friendly neighbourhoods with new developments and businesses.
- 3. LRT has easily accessible cars that can carry high volumes of passengers.
- 4. LRT is a cost effective solution that will link the most communities.

LRT is the right solution because:

- 1. LRT is more cost-effective than SkyTrain. We will be able to build 27km of LRT to connect. communities with transit for the same cost as one SkyTrain line from City Centre to Langley Centre.
- SkyTrain from Surrey City Centre to Langley is only 5 minutes faster than LRT. Travel time for LRT may decrease as more detailed technical work is completed.
- 3. It will promote economic development and create compact, vibrant and transit-friendly communities.
- 4. LRT is at street level, which is more accessible for passengers with wheelchairs, strollers and shopping carts and won't break up street areas with concrete columns.
- 5. LRT stations are closer together than SkyTrain and trains can carry more passengers than B-Lines and Bus Rapid Transit (BRT).

JOIN US BY SIGNING OUR PETITION:

http://www.lightraillinks.com



Review into SkyTrain failures makes \$71-million worth of recommendations

TransLink says it will act on all 20 recommendations, issued by the former president of Toronto's Go Transit.

They include ensuring the timely evacuation of trains when these types of situations happen and strengthening the resilience of the system so it can recover from breakdowns more quickly.

The review also calls for clear and frequent communication with customers.

LRT Funding for Surrey Takes Significant Step Forward

The City of Surrey has taken a positive step forward in securing federal funding for Light Rapid Transit. The City's application to the P3 Canada Fund has been granted "screened in" status. This means the City's application will move on to the next phase for further P3 federal funding consideration. City staff will continue to work with TransLink to refine the LRT design and cost estimates for the project. The design work is also necessary to enable the preparation of a P3 business case for federal funding.

The application for federal funding is done in conjunction with the City of Surrey's commitment to the Mayor's Council Regional Transportation Plan. The City's objective is a funding arrangement for the Surrey LRT line of 1/3 federal, 1/3 provincial and 1/3 regional. A key step in securing provincial and regional funding is ensuring a positive result in the Regional Transportation Referendum slated for next year. Garnering public support for the referendum will be central to the success of a LRT Line in of Surrey.

WestJet applauds fee cuts at Abbotsford Airport

WestJet applauded the leadership of the Abbotsford International Airport for dropping its airport improvement fee (AIF) by 50 % and eliminating fees for aircraft parking, bridge fees and bag-handling. A reduction in fees is welcome as WestJet Encore adds one daily flight between Edmonton and Abbotsford beginning June 15, 2015, increasing overall service to three daily flights.

"The leadership demonstrated by Abbotsford International Airport sets a standard we hope others will follow," said Gregg Saretsky, WestJet President and CEO. "When airports and airlines are strategically aligned, that partnership benefits everyone involved. Airports that help us keep operational costs low also allow us to keep fares competitive and stimulate network and fleet growth. Our business is built upon growing markets or creating new ones with low fares and a great guest experience. Airports like Abbotsford recognize they will grow if we grow, and its actions today demonstrate a willingness to walk the walk."

Details of WestJet Encore's new daily Edmonton-Abbotsford service are as follows:

Flight			Туре
WS 3124	Abbotsford at 6:20 a.m.	Edmonton at 9:02 a.m.	Non-stop
WS 3125	Edmonton at 10:00 p.m.	Abbotsford at 10:56 p.m.	Non-stop



Governments Need To Reduce Tax Burdens

In a study released in November by the C.D. Howe Institute, it finds that business property taxes and land transfer taxes together represent about two-thirds of the total tax burden on investment in Canada, a large share for governments to continue to ignore.

In The 2014 C.D. Howe Institute Business Tax Burden Ranking authors Adam Found, Benjamin Dachis and Peter Tomlinson conduct groundbreaking research that includes business property taxes and land transfer taxes in measuring the tax bite that can drive away or attract new business investment.

The Surrey Board of Trade – the only one in British Columbia, along with more than 15 Chambers/ Boards of Trades across the country – asked for this study to be researched and composed by the C.D. Howe Institute. Though it doesn't address Surrey specifically, generalized estimates for the Vancouver statistics include all of Metro Vancouver.

"To speak to Surrey, specifically, the City continues to maintain a reasonable distribution of property taxes between properties across all assessment classes which include: Class 1 Residential, Class 2 Utilities, Class 4 Major Industry, Class 5 Light Industry, Class 6 Business & Other, Class 8 Rec/Non Profit, Class 9 Farm. Surrey established a goal to obtain by 2021 60% of its property tax revenues from Class 1 residential properties and 40% from the combination of Class 4, 5, and 6 properties; being the major industrial, light industrial and business classes. This goal is to be achieved by growth in the business classes of properties across

Surrey – and not by increasing the tax rates of business-related properties at a rate faster than the residential properties," said Anita Huberman, CEO, Surrey Board of Trade. "Surrey provides a sharp contrast to Vancouver, which draws 45 per cent of property tax revenue from businesses compared to only 31 per cent in Surrey. It is clear that Surrey's municipal taxes for business are one of the lowest in the Metro Vancouver area.

This is one of the reasons that business should consider a relocation to Surrey to create the jobs for our growing 2,000 people a month population." We find that business property taxes and land transfer taxes together represent about two-thirds of the total tax burden on investment in Canada, a large share for governments to continue to ignore."

The study recommended that the Federal Department of Finance—which provides the provinces with tax burden estimates—include business property taxes, both provincial and municipal, in its interprovincial comparison of tax burdens. Our hope is that a more accurate measure of business tax burdens will prompt a closer examination of their potential detrimental impact on business investment.

The study found that Saint John, Charlottetown, and Montreal have the highest total tax rates. Calgary and Saskatoon lead the pack with the most competitive all-inclusive taxes. The study measured the largest city in each Canadian Province.

For the report: REPORT + APPENDIX or go to www.businessinsurrey.com

New data sheds light on Canada's business funding landscape

\$5.8B in government funding and \$900M in venture capital distributed in first half of 2014



New data released by The Funding Portal shows just how critical government funding is for Canadian businesses seeking capital for R&D and expansion. In the first half of 2014, governments delivered \$5.86B to organizations across a range of industries. Over the same period, venture capital (VC) deals amounted to \$897M, according to previously reported findings from Canada's Venture Capital and Private Equity Association.

Federal Government Invests in 3rd Fund To Support A Vibrant Private Sector-led Venture Capital Sector In Canada

Finance Minister Joe Oliver announced the Government of Canada's investment in the Kensington Venture Fund, a private sector-led fund of funds, as the next step in the Government of Canada's Venture Capital Action Plan (VCAP). Kensington Venture Fund, the third fund of funds established under the VCAP, had its initial closing with \$160 million in commitments—\$107 million from institutional, corporate and individual investors, alongside \$53 million from the Government of Canada.

The Kensington Venture Fund will place an emphasis on investment opportunities in clean technology and energy technology as well as information and communications technologies, and will invest primarily in early-stage and mid-stage venture capital funds and directly in companies across Canada.

The Government of Canada has agreed to make a capital commitment of \$1 for every \$2 committed by private sector investors to the new Fund, up to a maximum of \$100 million. The Fund will seek additional investors to reach its target size and anticipates holding a second closing in 2015.

The initial partners in the Fund are:

BDC Capital Inc. (on behalf of the Government of Canada)

- BMO Financial Group
- CIRC
- OpenText Corporation
- Richardson GMP
- Royal Bank of Canada
- Scotiabank
- TD Bank Group
- Individual investors http://www.fin.gc.ca/n14/14-163-eng.asp

PWC's 10th Annual Business Insights Survey: Growing with purpose - Driving profitability through transformation

PricewaterhouseCoopers 10th annual Business Insights Survey of Canadian private companies looks at the issues affecting privately held businesses. The analysis of two separate Canadian surveys showed that private companies are making profitability a priority by operating smarter in order to drive profitable growth. In this report, the key findings focus on:

- 1. Operations redesign and business process transformation were chosen as the top priority for improving profitability.
- 2. 77% of respondents invested in process transformation, with 70% of these reporting

- that they realized their expected benefits.
- 3. A whopping 81% are striving for growth over the next 12 months, compared to just 2% who plan to exit.
- 4. Consolidation is a reality for Canadian private companies, with more than half (55%) stating that they either have consolidated in the past or plan to in the future.

Overall this is a positive news story as Canadian private companies are optimistic and focused on growth.

Canada Remains On Track For A Balanced Budget In 2015

Finance Minister Joe Oliver released the annual 'Update of Economic and Fiscal Projections', which confirms that the government remains on track for a balanced budget in 2015, with an expected surplus of \$1.9 billion.

Minister Oliver outlined, in November, Canada's impressive success in creating jobs, growth and long-term prosperity. In contrast to Canada, the

Minister noted weak and uneven global growth in the aftermath of the deepest economic and financial crisis since the Great Depression. In comparison to difficult economic situations faced by other countries, Minister Oliver emphasized the government's continued commitment to its low-tax plan to create jobs and growth.

Minister Oliver also highlighted the government's

latest tax cuts and benefits to put more money back in the hands of Canadian families: increasing and expanding the Universal Child Care Benefit, introducing the Family Tax Cut, increasing the Child Care Expense Deduction limits, and doubling the Children's Fitness Tax Credit and making it refundable, thereby making it more affordable for Canadian families to raise healthy kids. http://www.fin.gc.ca/n14/14-162-eng.asp



INTERNATIONAL TRADE

International Trade Service at Surrey Board of Trade: Letters of Credit

If you are exporting and using letters of credit, you may know that while this type of payment is more secure there are still headaches in making sure the documents are done right so you can be paid. At the Surrey Board of Trade we understand these hurdles, so we've partnered with Trade Technologies (www.tradetechnologies) to make this process less painful and more profitable for you. Trade Technologies specializes in creating the documents for letters of credit. They approach documentation from a technological perspective and have developed software that will track expiry dates, quickly and accurately create documentation, which

includes digital signatures, stamps and seals, and can often deliver the electronic documents directly to your bank.

There's a couple of ways you can work with them. They can act as your back office and do the document preparation for you from start to finish (outsourcing) or you can license their software so your staff can use their tools to create the documentation Platform). In either situation the software makes the document preparation process efficient and less painful while cutting down on discrepancies. Throughout the entire process, you will have full visibility into your transactions on the

Trade Technologies' software platform and will be able to use the information to create reports and track transactions. You can continue to oversee and manage your business while they help you do the heavy lifting.

The Surrey Board of Trade is expanding its international trade services to provide more support to businesses expanding in global markets. To find out more about the Surrey Board of Trade and Trade Technologies letter of credit service, please call Winney Chow, Sales Director – Americas, Trade Technologies at 604-354-5303. She is right here in

Addition of Brazilian and Korean Exchanges **Provides More Investment Choice for Canadians**

Finance Minister Joe Oliver announced that Brazil and Korea's stock exchanges have qualified as designated stock exchanges in Canada. Canadian investors are increasingly looking to foreign securities listed on foreign stock exchanges for returnenhancement and portfolio diversification, as part of their savings objectives. The addition, effective October 31, 2014, of Brazil's BM&F Bovespa Stock Exchange and Korea's Korea Exchange (KOSPI and KOSDAQ) provides Canadians with more investment options for their Registered Retirement Savings Plans (RRSPs) and **Tax-Free Savings Accounts** (TFSAs).

Canada and Spain Sign New Tax Protocol Agreement To Prevent Double Taxation and International Tax Evasion

Finance Minister Joe Oliver announced the signing of a Protocol to amend the existing income tax convention between Canada and Spain. The Protocol was signed in Madrid by Canada's Ambassador to Spain, Jon Allen, and Spain's Minister of Finance and Public Administration, Cristóbal Montoro. The Protocol will help eliminate tax barriers to trade and investment, and will enhance economic links between Canada and Spain. It will also create new trade and investment opportunities.

PM Wraps-up Visit to New Zealand, **Announces Amendment to Youth Exchange**

Prime Minister Stephen Harper concluded his first official visit to New Zealand, where he met with Prime Minister John Key and the Governor General of New Zealand, Lieutenant **General The Right** Honourable Sir Jerry Mateparae. The Prime Ministers announced an amendment to the Canada-New Zealand Youth Mobility Agreement – an initiative under International Experience Canada – which extends the duration of work permits issued to youth from Canada and New Zealand from 12 to 23 months.

IMAX, Bona Film **Group Sign Three-Theatre Agreement in** China

IMAX Corporation, a global entertainment company headquartered in Toronto, New York and Los Angeles, announced an agreement with Beijing Bona International Cineplex Investment and Management Co. Ltd for three new IMAX theatres.

The deal brings the exhibitor's total IMAX commitment to four theatres.

Bona Film Group Limited is a film distributor in China.

Bombardier, SPDB Financial Leasing Sign MOU on Financing Cooperation

Montreal-based Bombardier Inc. announced that it has signed a Memorandum of Understanding (MOU) with China's SPDB Financial Leasing Co. Ltd.

The MOU will help SPDB Financial Leasing provide customers in China with financing and leasing options for Bombardier aircraft.

Bombardier Inc. is a manufacturer of planes and trains. SPDB Financial Leasing Co. is a financial institution based in Shanghai which specializes in providing financial leasing services.

INDUSTRY APPRENTICESHIP

Apprentice Job-Match Tool Launched At KPU Tech At Surrey's Cloverdale Campus

In late November 2014, the Industry Training Authority (ITA) and WorkBC launched a new innovative online tool at KPU Tech in Surrey's Cloverdale Campus. The Apprentice Job Match tool is designed to better connect local apprentices and trades students with local employers so that they can complete on-the-job training they require to achieve certification. The launch also coincided with the provincial government's inaugural "Apprenticeship Recognition Day." Held on November 7th, the day is intended to help raise awareness of the importance of developing a highly trained and skilled workforce for key sector's in B.C.'s growing economy.

At the event was Minister of Children and Family Development Stephanie Cadieux, MLA for Surrey-Cloverdale: numerous city representatives, industry leaders and many KPU foundation program students- learners who, after completing their technical training at KPU Tech, will seek practical training outside of the university's workshops and facilities.

"Trades represent a prime example of how real-world, on-the-job experience serves KPU students and graduates. As a major regional education provider, KPU delivers hands-on learning



KPU President Dr. Alan Davis

experiences for students within industry and beyond our lab and classroom facilities. With this strong combination of skills and experience students can become certified and access significant career opportunities. This job match tool enables our students to apprentice with leading professionals and the latest industry technical developments to get them ready to meet the rapidly growing needs of our region," said KPU President and Vice-Chancellor Dr. Alan Davis. The ITA's online Apprentice Job Match tool is located on WorkBC's website, which has over 10,000 job postings. The new tool aims to remove one of the biggest hurdles trades students face during



Minister Stephanie Cadieux

their education: connecting with like employers who can sponsor their practical training.

The province expects there will be one million job openings in British Columbia by 2022, many of which will fit with new opportunities in trades and technology, specifically in the areas of: liquefied natural gas (LNG), mines and mining expansions, expanded shipbuilding, growing forestry exports, and increased activity in transportation.



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 takes care of your employees:

KEY BENEFITS TO BUSINESS OWNERS:

- 1. No RRSP program administration fees
- 2. No cost to you unless you choose to make contributions for 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





Majority of Workers Want Office Holiday Party:

Survey - More than half say their favourite work-related celebration is company party

The traditional office holiday party is still popular among the majority of workers.

More than half (52 %) of employees say the company office party is their favourite work-related way to celebrate the holiday season, according to a survey by OfficeTeam.

Some workers — 22 % — prefer not to celebrate the holidays at work, found the survey of more than 260 Canadian workers.

"Many employees look forward to the office holiday party because it offers a chance to unwind with colleagues," said Robert Hosking, Executive Director of OfficeTeam. "These celebrations can also be the perfect opportunity to recognize people for their hard work throughout the year.

"To get everyone in the holiday spirit, party organizers should involve staff members in the planning process and build excitement prior to the event."

In planning a holiday party, employers should avoid leaving plans to the last minute, leaving anyone out, and keep the focus away from business or work-related issues. Employers should make an effort to schedule early, let employees know the dress code, get employee input on menu and activities and keep celebrations non-denominational.

Workers' top choices for work celebrations were:

- Off-site party (35 %)
- On-site party/luncheon (17 %)
- Charitable activity (12 %)

- Office decorations (10 %)
- Informal gift exchange (5 %)
- I'd rather not celebrate the holidays at work (22 %)

Workers' least favourite things when it comes to office holiday parties included:

- Boring activities (24 %)
- Peer pressure to attend (21 %)
- Inconvenient scheduling (17 %)
- Co-workers misbehaving (9 %)
- Co-workers dressing inappropriately (2 %)
- None (22 %)
- Other/I don't know (5 %)

7 Key Social Media Mistakes to Avoid







Used the wrong way, social media can have a negative impact on your business. One little error can set your brand's reputation back for a long time. How can you stay alert and make sure your brand avoids the most common slip-ups? Let's take a look at these 7 key social media to mistakes mistakes to avoid.

1. Not Having an Engagement Strategy

How do you respond to both negative and positive feedback? With billions of conversations on social media happening everyday, it's often difficult to cut through the clutter. Delivering an effective message isn't easy, and many companies struggle to set measurable goals, create clear social media policies, and apply a distinctive brand voice. First, make sure you are able to track your brand's activity and clearly understand what's being said about your brand before creating an engagement strategy.

2. Inconsistency

In order for your brand to convey your message effectively, be cautious about the tone of voice you use. Find your balance: make sure you're not sounding too robotic, but don't become too chatty or friendly either. Your brand can obviously show off some personality, however, don't get too personal and share your own opinions on sensitive topics. Creating response flow sheets in advance will help you quickly

determine the way you should reply to incoming mentions. Make sure around 80 to 90% of questions get a consistent, uniform reply.

3. Using Too Many Channels

Did you ever ask yourself why your brand has a Vine or Twitter account? Some brands really could go without a Pinterest or Instagram account, for example. Clearing out the clutter also refers to ditching some channels to focus on the ones that are important to your brand. Although it's good to be active on multiple accounts, you need to be most active where your audience will get your message.

4. Being Nonresponsive

The most common mistake brands make is spamming their audience's feed like they're part of an online sales pitch and using social media as a means of one-way communication. While not every mention about your brand needs a response, it's important to build trust and make them feel connected by letting your customers know their voice is being heard. If they comment on a Facebook post, thank them.

5. Sending Out the Wrong Links

Make it easy for your customers to gain access to the right information with just one click. Link directly to the right pages instead of referring them to your homepage or other non-related content. The more steps a customer has to go through, the less likely that customer is to buy a product, do repeat business with your brand, or recommend your product within their own network. Managing social media is, after all, part of providing a hassle-free service.

6. Not Using Social Media Management Tools or Multiple Tools at Once

Social media often seems like a daunting, time-consuming chore. With the help of social media management tools, you can easily scale your efforts to maximize your impact. However, using multiple tools at once doesn't streamline your approach. Beyond monitoring and measuring, take the time to engage with your audience and tap into the conversations that matter the most to your brand. Use a tool that combines all of these aspects in order to optimize your social media efforts.

7. Forgetting About the Purpose of Each Network

Squeezing too much information into just one tweet? Keep the purpose of each network in mind and clearly understand the in's and out's. Adjust your message to each channel, not the other way round. In some cases, after a customer has contacted you through your social media channels, handling a conversation offline (e.g. through the phone) to deal with more complex issues is the best way to go. Tailor your message for each specific social media channel.

To wrap it all up, it's important to question whether you're hitting the right marks. Your social media efforts should be continuously updated. Remain attentive to certain pitfalls and be cautious to avoid them.

SOURCE: Social Mediopolis Weekly Social Marketing News

BUSINESS THOUGHT:

5 Ways to Stop Stress Before It Starts

- Make time for friends.
- Walk outside.
- Feed your brain.
- Take a few minutes to reset.

Specializing In Cummins | Duramax | Powerstroke | Sprinter



BC's Light Duty Fleet Repair & Maintenance **Facility with over** 15 years experience!



BC Diesel specializes in today's complex diesel emission systems, ask us about your DPF options.

Keep your diesel truck fleet on the road with these BC Diesel deals.

EMISSION SERVICE & DIAGNOSTIC

LOCAL PICK UP/DELIVERY • OPEN 7AM

NOW OPEN SATURDAYS

www.bcdiesel.ca for this month's specials **SEE OUR ONLINE STORE**

Unit #114 14620 - 64th Ave Surrey • 604.593.5377 • 1-877-339-7601



PERSONALITIES & EVENTS



Anita and Mark Madryga - 18th Surrey Police Officer of the Year Awards Dinner



With Royal Navy Admiral W. Truelove



With Marcus Johns, CME and MLA Greg Kyllo



With Dave Hayer, International Trade Minister Ed Fast and Wally Oppal



Colin Hansen Fraser River Lunch



At Endurance Wind Power Grand Opening New Location



With Canada Post CEO Deepak Chopra



Kevin Falcon GVHBA & SBOT Lunch



Pamela Martin Surrey Business Awards



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
- Forclosure 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



P.No.12 BUSINESS in SURREY December 2014 & January 2015



SURREY BUSINESS AWARDS

Surrey Board of Trade announces 2014 Surrey Business Award Winners



Vikram Vij



Pacific Land Group



Eagle Cinematronics Inc. (Cinematronix)



FinancialCAD Corporation (FINCAD)



Surrey Kids Physio Group



Surrey Christmas Bureau

partnerships with community organizations,

volunteering, educational and/or environmental

On Thursday, November 6, 2014, the Surrey Board of Trade recognized six of Surrey's best businesses in a variety of different categories. The Surrey Business Excellence Awards, with Presenting Sponsors Kwantlen Polytechnic University and TD Bank, and media sponsor the Leader Newspaper, celebrated their 16th year, with more than 350 people in attendance. Master of Ceremonies, Pamela Martin, guided guests through the evening. Congratulations to the winners of the 2014 Surrey Board of Trade Surrey Business Excellence Awards!

"The Surrey Board of Trade focused on the strength and innovation within every entrepreneur to take an idea and use it as the foundation for building a business. They are inspirational – from the very small business to the large business to the not-for-profit service organization," said Anita Huberman, CEO, Surrey Board of Trade.

The judging team's evaluation assessed the following competencies: Organizational Profile, Leadership, Strategy Development and Planning, Customer Focus and Market Knowledge, Employee Learning and People Focus, Process Management, Supplier/Partner Focus, Community Involvement, Overall Business Performance.

Business Person of the Year Winner: Vikram Vij Sponsored by Hamilton Duncan Armstrong & Stewart

1-10 employees Winner: Pacific Land Group *Sponsored by Copytek Print Centres*

11- 40 employees Winner: Eagle Cinematronics Inc. (Cinematronix), *Sponsored by BM Group of Companies*

41+ employees Winner: FinancialCAD Corporation (FINCAD) *Sponsored by Fruiticana*

New Business of the Year Winner: Surrey Kids Physio Group Sponsored by Century Group

Not-for-Profit Winner: Surrey Christmas Bureau Sponsored by Abbotsford International Airport

The November 2014 event also saw the inaugural Corporate Social Responsibility **Recognition Award** presented to Leed Advisors Inc. This award was created to recognize a business working to improve the lives of their employees and to enhance the civic environment in which they operate, through participation in community programs,

HD HAMILTON DUNCAN ARMSTRONG+STEWART
BUSINESS + LITIGATION LAWYERS
TRADEMARK AGENTS

initiatives



Surrey's Business Lawyers

- Buying & Selling a Business
- Banking & Commercial Finance
- Corporate Law
- Land Development
- Collections & Insolvency
- Business Litigation
- Trademark Agents
- Employment LawWills & Estates
- (604) 581-4677 HDAS.com

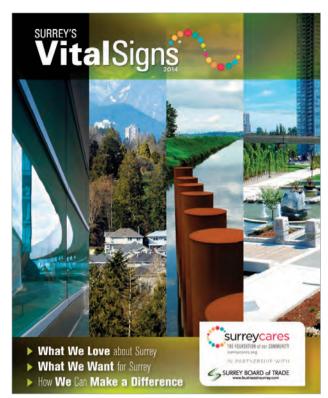
Gateway Tower

& Panorama Place

HAMILTON DUNCAN ARMSTRONG + STEWART LAW CORPORATION

EXPERIENCE + EXCELLENCE + TRUST + SERVICE

First Surrey Vital Signs Livability Study Released



SurreyCares, in partnership with the Surrey Board of Trade, released the results of Surrey's first Vital Signs Livability study in October. The report investigated updated statistical data as well as public opinion on issues ranging from crime to the economy. "This reports gives the laser-like focus needed to create a more vibrant, livable city," states Anita Huberman, CEO of the Surrey Board of Trade.

"We were surprised by some of the things we learned," states Jeff Hector, president of SurreyCares. "The study

reveals that residents have an honest, community-driven pride and a deep interest in where we are going."

The report includes the results of a public opinion survey where residents assigned 'grades' on eleven areas that measure quality of life. Overall, the community scored C, or 'Average', on its first report card. The areas rating the greatest interest of residents are:

Safety[)+
Arts and Culture	2
Environment	2
Economy & Work	2
Getting Around)+

For each of the areas, the report includes current, Surrey-specific facts as well as elements to celebrate and improve. "We urge local groups, charities, and governments to commit their community-improvement activities to the area's that residents have highlighted in this report," adds Hector. SurreyCares and the Surrey Board of Trade are vowing to refer to the report when directing their future activities.

For the full report go to: http://www.businessinsurrey.com

Surrey Board of Trade

The Surrey Board of Trade, in Surrey since 1918, provides businesses and organizations with economic opportunity, workplace development and education, international trade, government advocacy and business connections. The Surrey Board of Trade has 2,100

business members, representing 6,000 business contacts and over 60,000 employees. We support business, attract business and improve economic efficiencies for business through government lobbying. The Surrey Board of Trade is the go-to place for business resources and information. We believe that transportation and education are the two economic foundations of building a city.

SurreyCares is striving to make Surrey a stronger, more vibrant community. It administers funds for partners as well as through it's own endowment. It was created, is funded and is run by locals as a registered, non-profit society. www.surreycares.org

Vital Signs is a national initiative by Community Foundations of Canada. It combines statistical data and public perspective into a community report on many issues that are important to residents. In 2013, 25 communities across Canada published Vital Signs reports, including Abbotsford, Victoria and Vancouver.



604 582 4283

We Specialize:

- · Indoor Air Quality; residential/commercial
- · Mould Assessment; Drug House assessment/remediation
- Water Quality and Testing
- Marijuana Grow-op Assessment and Remediation,
- Contamination Site Assessment and Investigations





Email: a1sports111@gmail.com

604-597-8356





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

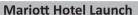
UNIT 111 12888-80 AVE YORK CENTER SURREY, BC

P.No.14 BUSINESS in SURREY December 2014 & January 2015

Surrey Board Of Trade Media and Press Conferences

Your Surrey Board of Trade, supported by business members and sponsorship, is the go-to place for media as we research issues, and perform our government advocacy at all levels of government. Recent media coverage included.







City Elections at CBC studios



Surrey Vital Signs Press Conference

Reduce Your Travel Costs By Simply Paying Employees



There are many creative ways you can leverage an American **Express Corporate Charge** Card with your business. Through our partnership with Amex, Surrey Board of Trade members can not only take

advantage of an exclusive signing bonus when becoming an Amex corporate client, you can also take advantage of American Express's expertise in paying business expenses on your corporate charge cards that you never imagined possible.

Did you know that it's possible to pay your rent and payroll with an Amex Corporate Card?

Why not earn some rewards on that spend? Imagine how many places you could travel by making some simple changes in your expense management process to include Amex.

Consider that funding \$500,000 of payroll with an Amex corporate card program could earn your business an average return of over \$17,000 in free travel. It's no wonder why most businesses are now choosing to leverage the expertise of Amex and its partners to generate value from every dollar their company spends.

Through custom solutions and dedicated local customer service, you'll also be able to:

- Increase control on US spend and reduce F/X fees.
- Free up your personal credit and protect your company from unauthorized spending.
- Pay any supplier with a corporate Amex program – even if they do not accept credit cards.
- Streamline and automate payments while reducing processing costs.
- Free up cash flow through flexible payment terms and manage payments to suppliers more efficiently

As a member of the Surrey Board of Trade, every qualified Corporate Program applicant is entitled to receive a \$500 signing bonus when the program is approved.

Please contact Sasha Obad at 604-533-7936 of American Express, to arrange an appointment with one of their local representatives. Sasha and his team would be happy to help you get to where your business wants to go!

Give Your Family Something They Will Treasure:

A Life Insurance Policy for Yourself.

One of the most important things you can give your family is a life insurance policy for yourself. At Edward Jones, we meet with you face to face so that we can get to know you and your entire financial picture. That way, we can find the life insurance policy that best suits your family's needs.

Because all the toys in the world aren't worth as much to your children as ensuring you'll be there for them financially.

insurance and annuities are offered by Edward Jones Insurance Agency (except in Quebec). In Quebec, insurance and annuities are offered by Edward Jones Insurance Agency (Quebec) Inc.

To learn more about how life insurance can protect you and your family, call your local Edward Jones advisor today.

Edward **Iones**°



Rubina O Karim #115-1656 Martin Dr. /hite Rock, BC V4A 6E7 04-542-2788



December 2014 & January 2015



LABOUR SOLUTIONS AWARD

1st Innovative Labour Solutions Award Winners Announced Recognizing Employers Hiring Persons with Disabilities





The 1st Innovative Labour Solutions Award winners recognizing employers hiring persons with disabilities took place on Wednesday, October 15, 2014. The unique partnership of: The City of Surrey, the Rotary Club of Surrey, Milieu Employment Services, Community Living BC, and the Surrey Board of Trade awarded three employers and businesses in Surrey, Delta, White Rock that have gone above and beyond to create a welcoming, inclusive workplace. A welcoming workplace is where everyone feels valued and respected, promotes inclusive hiring and provides meaningful employment opportunities for adults with developmental disabilities.

The hosts celebrated, recognized and took great pride in the employers that make a difference in the lives of British Columbians trying to overcome social and economic barriers: by believing in their ability to realize their full potential and make meaningful contributions to their community; and, by providing access to services to help them achieve their goals.

The hosts also awarded Pathfinder Youth Centre Society, unanimously chosen, as the recipient of this year's \$1,000.00 award to a community organization that is excelling in supporting individuals with developmental disabilities access employment. The hosts came together, in a unique partnership between service organizations and business, to honor Inclusive Employers that:

- Practice and believe in inclusive employment (hiring individuals with developmental or other disabilities) and implement best practices to create an inclusive workplace
- 2. Implement innovative solutions that lead employment
- 3. Drive change within the workplace to create a culture of inclusiveness
- 4. Acknowledge increased productivities and revenues
- 5. Modifies training and support within the workforce
- 6. Follows Provincial employment standards

"We speak about the fact that we are in an economy where labour and skill shortages are the norm, not the exception. And that we need to work collaboratively to ensure that all Canadian citizens have the supports to ensure full labour productivity for our businesses. The fact of the matter is that there are 800,000 unemployed Canadians with disabilities, 250,000 of them with

post-secondary degrees. We don't have a labour shortage. We have an awareness shortage", said Gerard Bremault, CEO Centre for Child Development and Chair, Surrey Board of Trade.

"If you are an inclusive employer, you will have a better workplace. You will make more money. But for the workers, it's much more than that. Having a job means everything because they like to work – and they contribute far more to a workplace!"

1. Not for Profit Innovative Labour Solutions Award COMPANY: Pacific Community Resources Society (PCRS Green Courier), Ingrid Kastens, Executive Director and Delois Cook, Operations Manager.

The winner developed a program to replace the use of commercial couriers for regular interoffice mail between organization sites and to provide employment for those with barriers to employment. This service currently serves six sites and employs present or former Ministry of Housing and Social Development (MHSD) funded Community Assistance Program (CAP) participants as agency couriers.

The service was developed to provide respectful employment to persons coping with a variety of challenges. The program provides employment and supports clients with a MHSD disability designation who use public transportation. In meeting these goals the program addresses poverty, furthers the organization's goal to reduce their carbon footprint, is a financially viable employment training program and starts to lay the groundwork for a social enterprise.

One of the agency's goals in developing the courier service was to address poverty and accordingly the couriers are paid \$11.50 per hour, plus 4% vacation pay. Though saving funds was not a goal, the decreased usage of commercial courier and introduction of agency couriers saved the agency between 17- 25 % in the first year of operation. The savings allowed the agency to enhance service to include an additional site in the first year of service and continue that growth onward now employing two staff.

2. Innovative Labour Solutions Award, Employees 10 or less: COMPANY: Triple Flip, Vanessa Reed, Assistant Manager

Right from the moment that the company became aware of Milieu's Customized Employment program, they have been on board! The Manager and her team advocated to Head office for a chance to work with and create a diverse workforce. Shortly afterwards, situational assessments began. The staff at this company became mentors to those hired and brought on board persons with disabilities; offering opportunities for role play, building on customer services skills and regular training through video and discussion. The company has created unique projects that include the staff and foster their creativity. The company has shared their employment practices with pride through their blog and continue to be valuable leaders in South Surrey.

3. Innovative Labour Solutions Award Category Employees 10 or MORE, tied winners were: a) COMPANY: Real Canadian Superstore, Gurpal Dhaliwal, Store Manager

It has been 1 year since this company has hired two young men from a service provider for people with developmental disabilities. The company has worked closely with the job coaches provided by the service provider and the 2 young men currently work independently for approximately 15 – 20 hours per week. They are part of the union and receive the same benefits that any eligible employee receives. Through this program the workplace culture has become even more inclusive, so much so that they have changed their Human Resources training video to include working with persons with developmental disabilities.

b) COMPANY: Ocean Trailer, Sid Keay, President

When this company relocated, the owner took the initiative to seek out an employment agency that supports people with developmental disabilities. The Solutions Employment Service matched them with a job seeker. The owner and the new hire have been very happy. The new hire is paid above minimum wage and receives benefits such as two weeks of paid vacation. The owner recognizes the benefits of hiring someone with a disability and has created a great company culture that promotes inclusion.

MMIGRATION

17 local businesses recognized at DIVERSEcity's Employer Appreciation Awards



DIVERScity Community Resources hosted an Employer Appreciation & Networking Luncheon on Thursday, November 20, 2014 at the Surrey Central Library.

Certispect Inc, Dynamic Windows & Doors, and Westminster Savings Credit Union were among the 17 employers that were recognized for having provided work experience placements to new Canadians, immigrants and refugees.

"That first Canadian work experience is invaluable to an immigrant new to the country," said Anita Huberman, CEO, Surrey Board of Trade, who will be a keynote speaker at the luncheon.

WorkSafe BC was on hand to showcase its multilingual safety resources along with delicious



food provided by Nahm Thai Bistro.

DIVERSEcity also showcased success stories of clients who are now happily employed after participating in the placement programs.

"Finding a job and becoming a part of the Canadian labour market is a key piece of a puzzle in an immigrant's settlement journey", said Susan Liu Woronko, Manager of Employment Services at DIVERSEcity.

"The employment services team works with newcomer clients and the business operators, finding the best fit between aspirations and opportunities, kinda like matchmaking!" said Susan with a laugh.





A few employers, such as Go2HR, an institution that supports the tourism industry in attracting the next generation of skilled labour also attended the event in the hopes of benefiting from the immigrant talent pool.

For more information about DIVERSEcity and the Surrey Board of Trade, please visit www.dcrs.ca and www.businessinsurrey.com





604.588.6880 / www.bozzinis.ca



Surrey Board of Trade Met With Canada's Minister of Citizenship and Immigration



Anita Huberman with Minister Chris Alexander

The Citizenship and Immigration Minister Chris Alexander spoke with an invitation-only roundtable. Given Surrey's large multicultural community and its direct line to Surrey's economy, the Surrey Board of Trade was invited.

The Surrey Board of Trade focused on Canada's immigration system as it evolves starting January 2015. The federal government will introduce a new application management system for selecting and processing economic immigrants: The Expression of Interest (EOI) system.

The Surrey Board of Trade's CEO, Anita Huberman, said that "this system represents a huge opportunity for B.C. and its employers but only if designed properly. In order

to be successful the system must meet two key criteria: it must reflect the needs of employers, large and small, an accommodate BC's complex labour market realities."

The following points were highlighted to Minister Alexander:

- 1. Benchmark processing times (from selection to arrival) against comparable systems; be the fastest immigration system in the world.
- 2. Accelerate Labour Market Opinions for 'trusted employers' and specific occupations where skill shortages exist.
- 3. Let employers access the pool of candidates directly.
- 4. Enable immigration consultants to help employers navigate and use the EOI system.
- 5. Treat employers and prospective immigrants as customers.
- 6. Strike a balance between integrity and usability.
- 7. Provide a clear pathway for newcomers seeking the recognition of their foreign credentials. Newcomers should be connected to professional regulatory bodies prior to arriving in Canada.
- 8. Enable employers to use the tools they normally employ when selecting and screening candidates.

- 9. Allow employers to provide pre-selected. Candidates a pathway to permanent residence, with the ability to track them through the system and prevent 'poaching'.
- 10. Allow immigrants to self-select where they want to live and for whom they want to work; to the extent that they exist, assign provincial immigrant quotas based on labour market needs.
- 11. Market the EOI system internationally to prospective immigrants and domestically to employers a 'if you build it, they will come' strategy will not work.
- 12. Publish the aggregate data from employers' searches and the skills profiles of newcomers entering Canada through the EOI system.
- 13. Enable the EOI system to accommodate employers with lower and semi-skilled labour needs.

The Surrey Board of Trade's workplace development strategy and the respective advocacy teams that support this will coordinate activity to complement and monitor the implementation of the new EOI system.

THUMAN RESOURCES

Ways To Create Real Employee Engagement From The Ground Up

Why is it so incredibly tough to move beyond the "buzzword" phase and truly transform enthusiasm fakers, paycheck collectors, and clock watchers into employees who truly feel like they have a stake in your organization's success? True engagement is a natural, organic extension of an organization's culture, and people can't be cajoled, tricked, or bribed into feeling it. There just aren't any shortcuts.

Some tips:

First, ask yourself: Would I work for me? Ask yourself:

- Do I treat my employees' labor as a commodity? Do I try to figure out how little they will work for? Or do I see my people as an asset, rewarding them for performance and acknowledging their achievements?
- Do I acknowledge producers publicly, or am I afraid they will ask for a raise?
- Do I think that giving time off will cause me to increase or lose production?
- Do I see medical and retirement benefits as a cost or as an investment?

Hire smart

Career seekers don't just desire a paycheck; they're looking for purpose, fulfillment, education, and advancement within your organization. For that reason, they are much more likely to engage (and stay engaged) as long as you provide them proper incentive.

Go overboard with orientation

Make sure that each person understands how the money gets into their paycheck, who the customer is, and the process by which those customers (i.e. members) are provided with goods and services.

Give more days off

For obvious reasons, employees feel very positively toward an employer who says, "Hey, you know what? Why don't you take a day off? You deserve it. And it won't come out of your vacation or sick days."

Be a mentoring matchmaker

When a new employee comes on board, try to match him up with a more experienced worker who can advise, teach, challenge, and encourage him.

Allow them to make mistakes

In many organizations, employees avoid making mistakes at all costs. After all, who wants to be called into the boss's office for a harsh lecture, or even worse, be chastised publicly in the middle of a staff meeting?

Have heart

If you come to work each day excited about what your organization does, optimistic about its future, and happy to spend time with your team, there's a good chance your employees will feel the same way.

Source: The Association Agenda

ATTENTION

SAVE UP TO 50%

COMPARED TO YOUR LOCAL PRINT SHOP

- Business Cards
- > Brochures
- → Postcards
- > Fluers
- > Posters
- > Banners
- > Booklets
- > Envelopes
- > Coroplast Signs
- A Frame Signs

- → Door Hangers
- Tear Cards
- Tent Cards
- Letterheads
- > Stickers
- Magnets
- > Calendars
- Notepads
- › Bookmarks
- Direct Mail
- And many more!



GET YOUR QUOTE WWW.BLACKBOXPRINT.COM

778.565.1188

P.No.18 BUSINESS in SURREY December 2014 & January 2015



Eliminating Economic Uncertainties



Rob Levy

There have been increasing factors that have begun to put pressure on global financial markets. Just over the past

week the International Monetary Fund once again revised their outlook for economic growth, and cited that the global recovery was relatively uneven between different geographic regions. A weakening picture for global demand triggered yet another down move in energy markets, which translates to pressure on a number of smaller commodity based economies like Canada, and emerging market economies. As well, the US Federal Reserve's most recent meeting cited concerns over a stronger US dollar, which led investors to briefly question the timing of the Fed's tightening schedule. Finally, manufacturing data out of Germany signalled the Eurozone's only remaining beacon of light which might also be headed for a recession.

As economic uncertainty is still the central theme that dominates this global recovery, it's sensible to suggest that those in government should act to minimize any further uncertainty that they might create. Two examples come to mind. One is the LNG Tax regime that multinational corporations are waiting for in British Columbia, and second, what tax breaks or spending measures Mr. Oliver is going to offer Canadians when the federal Conservatives floor their budget this Fall. Certainty provides Canadian businesses and consumer's one less variable on which to fixate in a churning world.

In Asia, there is an overblown call for a

slowdown in China as their GDP growth retreats from once double digits to below 7.5 per cent. Leaving aside the debate of whether the landing will be soft or hard, their demand for the world's resources at this point seems to be tapering off, which could negatively impact Canada and particularly British Columbia. We remain plagued with the uncertainty of where this global supply glut can meet a slumping demand. Dependent on which direction energy markets take over the next 6 to 12 months, the economic landscape that is Canada could shape up to look very different than it does today. Predicated on a fair to overvalued Canadian dollar and strong global energy markets, economists were depicting the Canadian economy as the West (with BC and Alberta leading), and the rest. Consistent with the recovery from the financial crisis, it was the demand for natural resources that carried this nation. Looking at weaker oil and energy markets, and correspondingly a weaker dollar might lead to the West as no longer being the best.

This is where policy makers can make a difference. Not to take lightly the complexities of a tax regime, and surely what is ongoing negotiations between industry and government; however, an urgent priority of the provincial government is unveiling how the LNG sector will be taxed. This will allow corporations to budget and determine investment in this province. Similarly, at the federal level, less politics with election timing and more clarity on what the Conservatives plan to do with their budget surplus will only stand to benefit the economy. In either scenario, let's not let politics trump economic prosperity.

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

BUSINESS THOUGHT: Grow And Support Surrey Businesses

The Surrey Board of Trade needs you to engage in our advocacy teams to help grow Surrey and support Surrey businesses. Join one of our advocacy teams as a volunteer. For more information go to: http://www.businessinsurrey.com/teams/

Shock Proofing - 3 ways to build business

systems that are strong and scalable

When business cycles change, it may not be the end of the world as we know it, but it certainly feels like it for the unprepared business. According to the US Bureau of Economic Research, since 1933 there have been 13 recessions, averaging 11 months in duration, and with a corresponding drop in GDP ranging from 18% to 2%. In the same period we have experienced multiple currency crisis, stock market crashes, trade wars, stagflation, globalization, technological change, and many other types of apparent mayhem that can wreak havoc on your business, customers and market. The next downturn is only a matter of time. Since no business owner is clairvoyant and can anticipate every conceivable calamity, hope lies in preparation. A good business leader can build in a safety margin or shock absorber, to help the company survive during periods of excessive turmoil, and then thrive while their less-prepared competitors are picking up the pieces. Great shock absorbers start with exceptional leadership, a strong financial position, a clear core competency and exceptional staff. That is not enough, since each of those factors are subordinate to

However, since people are fallible, an unstructured business highly dependent on human intervention will quickly succumb to pressures outside of the status quo. In fact, maintaining the status quo can become the biggest risk, creating a pervasive sense of complacency. The best shock absorber is a scalable business system that drives value to your customers, creates a culture of continuous improvement, supersedes behavioral flaws and constantly aligns the company with market need. To build this scalable system, do the following:

human error.

Identify: A business system is the integration of the key process steps in your business that create value for your customers by leveraging your core competency. As an example, business systems can focus on product or technology development, service delivery, design iteration or manufacturing excellence. **Select:** Focus on systems that create value for the customer and drive cultural excellence. For instance, Toyota adopted the principles of Lean Manufacturing at the end of WWII, which propelled it to the position of largest automotive manufacturer in the world today. **Build:** Start with your core process that

delivers value to your customer base, and

ensure it is clear, efficient and aligned with the customer need and maximizing what you do best. If you



Eamonn Percy

are in a highly competitive sector, start to build a new core competency focused on higher-margin business.

Iterate: Strive constantly to improve your system by measuring effectiveness, setting improvement targets and hiring external expertise that will be more critical and objective. Focus on improving the weakest link by testing and then improving.

Sustain: Put a system in place to manage the system. This could be as simple as internal audits or adding key metrics to your management review, or as comprehensive as adopting an external ISO (International Organization for Standardization) standard of practice, such as 9000 for Quality, 14000 for Environmental or 31000 for Risk Management. Be vigilant and don't let your guard down when everything is going smoothly.

Embed: The end game is to embed this approach into the culture of your business, so it becomes something the organization is, rather than something the organization does. Link the systematic approach to compensation and recognition, and make its adoption a condition for advancement in the company. Lead by example.

Be prepared for significant push back in the short run for taking such a pedantic systems approach, but in the long run and with the benefit of hindsight, your leadership courage will be rewarded. Putting rigorous and disciplined processes or systems in place is a thankless leadership job, but it is absolutely necessary in order to build a dominate market position and to protect you and your employees against inevitable and regular shocks.

Eamonn Percy is the Principal of The Percy Group, a business advisory + capital firm focused on helping business leaders of mid-sized companies accelerate the growth of sales and profit.



Carbon Talks Releases Report On Low-Emissions Transportation In BC

What does a low-emissions transportation future for BC look like? A group of multidisciplinary experts chart out research and strategies to achieve it.

Transportation accounts for 37% of greenhouse gas emissions in BC and has enormous implications for the economy, land use, and livability. Transportation Futures for BC was held on September 11, 2014. Its purpose was to convene the province's leading academics and government staff as well as representatives from the private and non-profit sectors to help the Pacific Institute for Climate Solutions (PICS) chart out current and necessary research for low-emissions transportation in BC.

How can the province move people and goods in a way that's low-carbon, efficient, and effective? What research is underway and needed to develop a low-emissions strategy for BC?

Key findings and outcomes:

Transportation systems are linked across political jurisdictions; BC's resource and export economy is dependent on regional interconnections.

Major drivers and trends for transportation in BC include: international trade; demographic change; recognition of the relationships between health, climate change, and transportation; social shifts such as preferences for mobility and housing; rapid improvements in technology; domestic and international environmental regulations; BC's role as a cleantech provider; the scope of analysis for transportation decisions; the sharing economy; and the power of municipalities to make transportation decisions.

According to participants, the key elements of a provincial strategy for low-emissions transportation should include:

- 1. Technology and Infrastructure: E-mobility, fuel switching, multi-modality, more efficient systems, and appropriate land use.
- 2. Economy: Self-funding transportation systems, an emphasis on the economic benefits of transport, and mobility pricing.

- 3. Policy: Climate policies such as carbon pricing, collaboration and regional governance, and appropriate analysis of transportation options.
- 4. Building Citizen Will: A paradigm shift for how we look at movement, technology adoption, education.

Four research priorities identified as high priority for PICS to take on include:

- 1. Developing a policy research program
- 2. Research into marketing approaches & developing a broader vision of lifestyle and health benefits.
- 3. Convene an institutional collaboration to develop curriculum on sustainable transportation.
- 4. Quantify the economic potential.

See the report: PDF or go to http://resources.carbontalks.ca/reports/CarbonTalks-DialogueReport-TransportationFuturesBC-print.pdf

SMALL BUSINESS FOCUS

Canadian Government To Support Small **Businesses in Canada**

Government measures provide tax relief, lower EI premiums and reduced regulatory burden for small businesses

Speaking to the Canadian Convenience Stores Association, Minister of State (Finance) Kevin Sorenson underscored the Canadian government's commitment to small businesses, which are vital to the long-term prosperity of Canada. He highlighted a number of key initiatives in Economic Action Plan 2014, and subsequent measures, that better support the needs of small businesses.

Quick Facts

- 1. The new Small Business Job Credit is expected to save small businesses more than \$550 million over the next two years.
- 2. The Small Business Job Credit will effectively lower small businesses' Employment Insurance (EI) premiums from the current legislated rate of \$1.88 to \$1.60 per \$100 of insurable earnings in 2015

and 2016.

- 3. Almost 90% of all EI premium-paying businesses in Canada will receive the credit, reducing their EI payroll taxes by nearly 15%.
- 4. Reductions in the small business tax rate and increases in the small business income limit are providing an estimated \$2.2 billion in tax relief in 2014
- 5. The amount of tax paid by a small business with \$500,000 of taxable income has declined by 34.2%, a tax savings of \$28,600.
- 6. A 2014 study by PricewaterhouseCoopers analyzing the ease of paying taxes in 189 countries found that preparing, filing and paying taxes each year takes a business in Canada 25% less time than a business in the United

For more information go to: http://www.fin.gc.ca/n14/14-121-

DON'T FORGET

The Surrey Board of Trade has a partnership with the Federal Government – Office of Small and Medium Enterprises. Appointments can be made at the

Surrey Board of Trade so that we can help you find the right funding solution and federal government procurement opportunities for your business.

Small Business Financing Tool

Industry Canada Canada Small Business Financing Program

Entrepreneurs often ask: how can the federal government help me with financing of my business? It is true that a well-managed loan is vital for most businesses so have you heard of the Canada Small Business Financing Program?

For many start-ups and new small businesses, it can be difficult to access financing, so this program makes it easier for entrepreneurs to obtain loans from financial institutions. It allows owners to access financing at reasonable interest rates, and with less collateral.

Financing can be made available for the start-up, for expansion, or for the improvement of your small business. You could be eligible for loans up to \$500,000 of which no more than \$350,000 can be used for equipment and leasehold improvements.

Most for-profit small businesses starting up or operating in Canada are eligible for these loans, as long as their estimated gross revenues do not exceed \$5 million. The program has assisted more than 142,000 businesses since 1999, with loans totalling about \$1billion each year. Industry observers agree that small businesses are key to the strength of our economy and are essential in creating jobs and building economic growth. To find a participating lender near you, visit the Industry Canada website at www.ic.gc.ca/csbfp, or call toll-free 1-866-959-1699.

SURREY BOARD OF TRADE ADDING VALUE TO BUSINESS

Workplace Education helps provide a foundation for lifelong learning as people and businesses grow together. Participate in the Surrey Board of Trade's Business Workshops in our Conference Room or by Webinars. www.businessinsurrey.com/business-workshops

The Surrey Board of Trade is making our business workshops convenient for employers and staff by offering cost-effective learning solutions.

P.No.20 BUSINESS in SURREY December 2014 & January 2015

ARTS/CULTURE AND CREATIVE INDUSTRY

Surrey City Election Over...Waiting for Approval on South Surrey's Proposed Mixed-Use Cultural Development

Early this year, the Surrey Board of Trade announced their support of the proposed residential tower development, planned for 152 Street at 19 Avenue, which will help create a cultural hub in South Surrey. This is a private multi-purpose project proposed by co-developers SCDC and 152 St Holdings and designed by ZGF Cotter Architects.

"Now that Surrey's Election is over, it is time to get back to business. The Surrey Board of Trade is waiting for this impressive development to be approved soon by Mayor and Council. We want to see the integration of a 350-seat performing-arts centre and an artist run contemporary arts cafe/gallery, as well as two condominium towers and office and retail space. We hope that this development is approved by the City of Surrey", said Anita Huberman, CEO, Surrey Board of Trade.

The performing-arts component, fronting on 19 Avenue, is a proscenium theatre, studio theatre and rehearsal hall and dressing rooms, as well as offices and support spaces, totaling 22,000 sq. ft. The contemporary arts centre component would include a cafe on 152 Street connected to gallery and exhibit spaces totaling 6,900 sq. ft. A marquee plaza at the corner of 19 Avenue and 152 Street would provide access to the main lobby of the theatre, and lead to



pedestrian mews along 152 with cafe seating and outdoor space for the arts centre. The current design includes up to 350 residential units, divided between a 26-storey tower and a 19-storey tower. The Surrey Board of Trade's comprehensive Strategic Plan encompasses creating an action plan on how to accelerate our creative economy in Surrey. If a strong community creates a strong economy then there's no time like the present to begin talking about strategic investments and initiatives in Surrey that will strengthen our creative industries – such as theatre, film, digital animation, the development of gallery's both public and private, the inclusion of public art in civic and private developments and more. The proposed Semiahmoo Mixed-Use Development will make Surrey economically stronger.

For the opponents to this project, some things to keep in mind are:

- 1. Surrey needs in order to encourage the development of cultural industries?
- 2. Where do we have gaps or challenges?
- 3. What are the opportunities to accelerate the development of a vibrant arts and culture industry in Surrey?
- 4. Traffic issues will be mitigated with new developments that are tasked to widen roads or create road improvements.

Sometimes what you see as cities grow is that artists populate an area of town, bringing it to life with their creativity and artistic projects. The area becomes attractive to others as galleries, cafés, and other businesses start to move in, attracted by the burgeoning creative scene. This creates jobs. People want to live there. Artists and cultural spaces are powerful agents of change in the community. It makes Surrey a destination not only for local residents but also for the region and province. When cultural activity moves into a neighbourhood it brings the potential for job growth, event space, beautification, and more.

The National Film Board Celebrates its 75th Anniversary NFB produces award-winning films to international audiences



Founded just prior to the start of WWII, the National Film Board of Canada (NFB) has been sharing Canadian stories with audiences in Canada and around the world for almost a century.

Since its inception 75 years ago, the NFB has produced more than 13,000 works—a rich collection that includes social-issue documentaries, auteur animation and ground breaking interactive projects.



Everything Will Be
Directed by Julia Kwan
Produced by David Christensen
Pictured: Ken Lum, Gore Studios
Photo credit: Michael David Hawley
© 2014 National Film Board of Canada. All
rioths reserved.

From the very beginning, the NFB has played an important role as Canada's public producer, telling stories that reflect a broad diversity of Canadian perspectives and realities. As a national producer willing to remain close to its communities and audience, the NFB has maintained studios across the country, two of which are in Vancouver: the Digital Studio, headed by Loc Dao, is responsible for producing the interactive



works of the NFB's English Program, and the Pacific and Yukon Centre, headed by Shirley Vercruysse, focuses primarily on producing the work of BC and Yukon voices. Two recent productions have put Vancouver in the spotlight: Everything Will Be, a feature documentary by Julia Kwan about the gentrification of the city's Chinatown, and the augmented reality app Circa 1948, which employs cutting-edge technology to immerse users in its innovative recreation of two Vancouver communities that no longer exist.

This is just a glimpse of the NFB and its work; readers can look forward to more detailed profiles of NFB projects in upcoming issues of the Business in Surrey Newspaper.

NOTE: Anita Huberman, Surrey Board of Trade CEO is also a Trustee of Canada's National Film Board, appointed by the Minister of Canadian Heritage & Languages.

WHAT'S HAPPENING

Announcements, Awards and Events from Surrey Board of Trade Members

ANNOUNCEMENTS:

The Surrey Board of Trade's Indra Bhan was with the



Consul General of Jamaica and the Consul General of Barbados in the Grand Opening of the Caribbean Business Centre.

Surrey Board of Trade is now a member of the BC Economic Development Association. The BCEDA provides services that help member communities grow and expand new and existing businesses, attract new business investments, and work towards strategic infrastructure investment, land use planning, and community enhancement.



The Surrey Board of Trade once again, this year, gave \$1,000.00 to the Ronald McDonald House Family Room at Surrey Memorial Hospital.

Surrey Memorial Hospital Foundation will now be called the **Surrey Hospital & Outpatient Centre Foundation.** This change is to reflect the addition of the Jim Pattison Outpatient Care and Surgery Centre.

Chalifour celebrated the Grand Opening of their Distribution Centre TIM-BR MART Group's (TBM)



hardware, lumber, and building material distribution company, which moved from its Vancouver warehouse to a new, modern 90,000 square-foot distribution centre in

Surrey to serve its western members. The new distribution centre in Surrey will offer TIM-BR MART members a selection of builder's hardware and lumber and building material (LBM) products, 15055 - 54A Avenue, Surrey.

After 11 years, Jackie Smith is stepping down from her role as Executive Director at the **Peace Arch Hospital Foundation** and has accepted a new position with the BCIT Foundation.



Engineering firm Weir Canada Inc. will build a 114,000-square-foot service and manufacturing facility on 5.8 acres in Surrey's Campbell Heights North

ABC Recycling has just opened it's ninth facility in BC at Nanaimo Port Authority's Duke Point making it the only facility in Western Canada with the ability to bulk load steel onto ships. They will be able to

ship cut steel to Asian countries to be melted down and turned into new product. Key to the expansion of the company into global markets, the facility will also enable ABC Recycling to service all of Vancouver Island in conjunction with their facility in Campbell River, to recover, process and recycle scrap metal. www.abcrecycling.com

Real estate development company **Century Group** will relocate its head office to Surrey City Centre on 23 January 2015. Century Group's new offices will be at Central City adjacent to SFU Surrey, City Centre Library, and City Hall, with immediate access to the SkyTrain, bus lines and future light rail transit line.

Ellyn Schriber is the new Now Newsmedia Features Manager, BC Operations at Glacier Media Inc.

Muneeb Hassan, formerly with BDC (Business Development Bank of Canada) is now Senior Manager, Commercial Banking for Canadian Western Bank

AWARDS:

Congratulations to **Liquid Capital Pacific** on being 3rd in Canada for invoice volume processed in 2013. Liquid Capital Pacific represents 10% of the Canadian volume of the Liquid Capital system, with 80+ offices across North America.



Jeff Norris, now President and CEO for Royal Columbian Hospital Foundation, and previously with Kwantlen Polytechnic

University-KPU, won the award for Outstanding Individual Fundraising Professional at the Association of Fundraising Professionals National Philanthropy Lunch.



Arvinder Bubber, Honorary Director of the Surrey Board of Trade, and CEO of A.S. Bubber & Associates, was nominated for

Outstanding Philanthropist for the Association of Fundraising Professionals National Philanthropy

Congratulations to the now **Dr. Arvinder Bubber,** Honorary Doctor of Laws, as presented by Kwantlen Polytechnic University.

Cathy Daminato of Simon Fraser University-SFU won the Lifetime Achievement Award at the Association of Fundraising Professionals National Philanthropy Lunch.

At the October 2014 Surrey Writers' Conference at the Sheraton Hotel, the Surrey Board of Trade presented the 22nd winner of the Surrey Board of Trade Special Achievement Award to Laura Bradbury, in recognition of her work as a writer and her significant contribution to the community of writers. Laura has been able to turn her experiences



into great reading. She was born in Victoria but her life adventures led her and her husband to establish a network of vacation rentals in France. Her first book about this

adventure was entitled 'My Grape Escape'. It hit number 1 on Amazon.com in France, and was listed in the top 100 memoirs. Now her second book in the series called 'My Grape Village' is in the top 10 at Amazon. The Surrey Board of Trade has sponsored this award for 20 years because business people are writers themselves, working as journalists, public relations or marketing professionals, technical writers, publishers, and of course a few booksellers.

The Federation of Canadian Municipalities (FCM) has announced the winners of its 2015 Sustainable Communities Awards, recognizing innovation and excellence in municipal sustainable development in six categories: brownfields, energy, neighbourhood development, transportation, waste and water. The City of Surrey received the Sustainable Communities Award in the Energy Planning category for its Community Climate Action Strategy comprising of two complimentary plans; The Community Energy Emissions Plan, which provides a guide to reduce community energy spending and greenhouse gas emissions, and The Climate Adaptation Strategy, which identifies how the City may be vulnerable to climate change impacts and proposes actions to mitigate risk and cost.

TO POST YOUR ANNOUNCEMENT HERE, PLEASE CONTACT ANITA HUBERMAN AT anita@businessinsurrey.com

ONGOING SURREY BOARD OF TRADE PARTNERS: Sheraton Vancouver Guildford Hotel 604-582-9288

Charter Bus Lines of BC 604-940-1707

JOB POSTINGS

Post your job openings at www.businessinsurrey.com

P.No.22 BUSINESS in SURREY December 2014 & January 2015

CITY ELECTION NEWS

Working With A New Mayor and Council

The Surrey Board of Trade, focused on supporting and attracting business to Surrey, was keenly watching the results of the 2014 City Election. As a non-partisan organization, we work as an independent voice of business. Our work with the City, and our profile, has garnered a mutual respect for each other. We might not always agree on issues, but clearly we have the same goals in mind, and that is supporting and growing a healthy economy in Surrey.

The Surrey Board of Trade congratulates Surrey's new Mayor Linda Hepner, City Council, and School Trustees. We look forward to working with you for the next four years. A summary of the goals by this team:

SOCIAL INNOVATION

- Following through with the creation of 450 supportive housing units by 2017 to ensure a home for every Surrey homeless resident.
- Work with the Surrey City Development Corporation to create partnerships with business and developers to create co-op housing and a Land Trust for Affordable Homes.
- A five-year property-tax holiday for Community Contribution Companies that establish themselves in Surrey, to enable them to get on their feet during the crucial and difficult first five years of operation.

DEVELOPMENT

The Build Surrey, The Next Generation Fund: Carryover projects will include:

- \$70 million Performing Arts Centre and Contemporary Arts Space and Gallery in City Centre
- \$60 million for a new Cloverdale ice arena as a public-private partnership in two phases.
- \$67.5 million for the completion of the BioFuel facility.
- \$3 million for the Surrey Museum Phase 2 completion.
- \$40 million for relocation of the North Surrey Recreation Centre as a public-private partnership.
- \$8 million for the fitness facility at the Newton Pool.
- \$55 million for the pool at Grandview Heights.
- \$12 million for the Newton Athletic Park.
- \bullet \$6 million for the Eco-Residential Recycling Centre.
- \$418.5 million.

INNOVATION BOULEVARD

Diversify other areas of high growth to provide a strong base of well-paying, high value knowledge-based jobs here in Surrey. These will include:

Agriculture Technology
 With the Agriculture Innovation Living Lab,
 processes to grow healthy, sustainable foods will
 be developed.

ENVIRONMENT

- Continue with the Biodiversity Conservation
 Strategy commitment to protect 10,000 acres of natural space throughout the development of Surrey.
- Launch a Cleantech Centre for Excellence in partnership with the Surrey City Development

Corporation to provide facility space and Simon Fraser University and local cleantech businesses to create an Industry Chair for Clean Technology.

CULTURE AND CREATIVE INDUSTRY

The Surrey Cultural Corridor will extend from Surrey City Centre down through South Surrey along King George Boulevard and include:

- Surrey Centre Stage at City Centre
- Artist Umbrella Centre to engage young people in the arts
- Performing Arts Centre
- Artists and Cultural Hub with studios and shops to display their works
- 350-seat theatre for the Performing Arts Theatre in South Surrey
- Contemporary Arts Gallery and Cafe

TRANSPORTATION

Surrey's Rapid Transit Vision would be composed of

- three main components:
- Phase 1 10km L-Line which connects Surrey City Centre to Guildford in 10 minutes along 104 Ave and City Centre to Newton in 15 minutes along King George Boulevard.
- Phase 2 17km Surrey-Langley Line from Surrey City Centre to Fleetwood in 14 minutes, and Langley in in 27 minutes along Fraser Highway.
- The system would also include Bus Rapid Transit from Newton down to White Rock.

PUBLIC SAFETY

- Strengthen Policing in Surrey
- Work with the Surrey RCMP to reduce non-productive use of police time
- Involve the RCMP in Neighbourhood Community Planning process
- Expand Crime Prevention initiatives



Canadian Chamber of Commerce Convention a success for the Surrey Board of Trade's Federal Government Advocacy

At the annual Convention and AGM of the Canadian Chamber of Commerce held in Charlottetown, PEI, the Surrey Board of Trade's resolutions were approved by the Canadian Chamber's member chambers of commerce and boards of trade, representing 200,000 Canadian businesses. These resolutions are now policy positions of the Canadian Chamber of Commerce and its members and will be pursued with the federal government over the coming months by both the Surrey Board of Trade as well as the Canadian Chamber of Commerce.



With Minister Jason Kenney

Surrey Board of Trade Receives National Business Support To Have Child Care On Nation's Business Agenda

The Surrey Board of Trade submitted a resolution, Reforming Canada's Child Care Plan. The Surrey Board of Trade received the unanimous support from the nation's business leaders to have the Canadian Government:

- 1. Work with the provinces and territories to fully examine the potential impact on productivity and the Canadian GDP of a countrywide system of child care with possible implications for child care rates and spaces.
- 2. Ensure that the findings and policy recommendations associated with the aforementioned study should be delimited by, and respect, provincial jurisdictional limitations, as well as fiscal considerations, associated with the implementation of child care policy.

"The Surrey Board of Trade is pleased to see that child care is on the business and economic agenda, especially as in BC, and across the nation, we face skill and labour shortages. Parents need more support. It was wonderful to see the unanimous support from the delegates especially from the provinces of BC, Alberta and Ontario. The Surrey Board of Trade referenced that Canadian productivity and economic competition would increase with a focus on child care. The study by the federal government will substantiate our perspective", said Anita Huberman, CEO, Surrey Board of Trade.

The current reality in Canada is that women race to get their names on waiting lists for daycare even before the child is born. Young families, especially in cities such as Surrey and Vancouver, where the cost of care is highest in the country, are being priced out of parenthood. Businesses are losing employees who don't return after parental leave because the stress of finding good child-care is not worth it. "That is why child-care is an issue for a business association."



With Shelley Besse, Dr. Greg Thomas, Canadian Chamber Chair Michael McMullen and SBOT Chair Gerard Bremault

2. Urgent Need for Action Concerning the Lower Fraser River

The Lower Fraser River (LFR) between Hope and the mouth of the river is a vitally important resource for the Lower Mainland, British Columbia and Canada as a whole. In addition to port activity, the LFR supports a myriad of other economic activities essential to the region and beyond.

Recommendations approved by the Canadian Chamber of Commerce delegates:

The Fraser River is not an arbitrary subsection of geography that any one government or agency can deal with independently. All levels of government and other key stakeholders must come together in such a way that they are committed to, and tasked with, managing the Lower Fraser River as an interconnected system, in which the interests of navigation, public safety the natural environment and economic effects are managed holistically as one system.

The federal, provincial, regional and municipal governments and first nations should immediately take a lead role in bringing together the relevant stakeholders, and should appropriately fund, empower and task that group with establishing a collaborative regional strategy, addressing long-term secure funding and management requirements for the entire Lower Fraser River and adjacent lands.

3. Reinstate the Canadian Mandatory Long Form Census

1. Long-form data are used by businesses, provinces and municipalities, economists, urban and community researchers, policy analysts, sociologists, and other scholars in the humanities and social sciences (including geographers and historians). They all rely on the mandatory long form census for solidly representative and accurate data.

- 2. The loss of comparable, longitudinal, long-form data seriously impairs our ability to monitor change in the social indicators that inform policies and programs related to immigrants, visible minorities, the poor, ethnic groups, Aboriginal peoples, disabled people, or women (e.g. the value of unpaid work in the home).
- 3. Municipalities (including large cities) and even provinces cannot gather such high quality, comprehensive, and reliable or truly representative data themselves. Not only would their costs be prohibitive but, unlike the federal government, they cannot make their surveys mandatory
- 4. When we are still climbing out of a recession and relying heavily on immigration for population and labour force growth, we cannot afford to jeopardize our ability to gather high quality, accurately representative data on a range of social and economic indicators that measure adaptation by immigrant groups.

Approved Recommendation: That the federal government reinstate the mandatory Long Form Census Questionnaire in the 2016 census.

4. Surrey Board of Trade and the New Westminster Chamber of Commerce receives national business support for Federal Government Policy:

Making the Accelerated Capital Cost Allowance for Computer Equipment Permanent

The Surrey Board of Trade and the New Westminster Chamber of Commerce submitted a resolution, Making the Accelerated Capital Cost Allowance for Computer Equipment Permanent. The Surrey Board of Trade and the New Westminster Chamber of Commerce are asking the federal government to permanently change the Cost Capital Allowance deprecation period for computer equipment to a period of two years.

Capital Cost Allowances (CCA) rates are generally intended to reflect the economic benefit of the asset over time – i.e. over its useful life. The depreciation rate is intended to reflect the fact that depreciable assets contribute to earnings over a period of time and are not consumed in the year in which they are acquired. Given how quickly technology changes, however, it would seem inappropriate to assume that computer equipment has a useful life and contributes to the earnings potential of a business over a period of more than 1 year.





one

network

thousands of channels

Build local intelligence.

Networking

Relationships

Promotion

If you want to help shape the future and vision for Surrey, membership in the Surrey Board of Trade is your route to success. Working with other members, you will share expertise and insights, develop your skills as a leader and enjoy promotional advantages and relationships that drive sales.

Guide regional issues.

Workforce

Regulation

Transport

Our national chamber of commerce is an umbrella organization made up of local chambers and boards of trade; as such, their work is defined by the issues that affect local and national businesses of every size and in every sector. We work together to influence policies that support sustainable business growth and prosperous communities.

Shape national policy.

Access

Influence

Results

The Surrey Board of Trade is a primary and vital connection between business, city, provincial, and federal governments. Whether you are an independent business owner or a large Canadian enterprise, discover how our range of services and programs promote business success and influence public policy.

Connect.

Surrey Board of Trade www.businessinsurrey.com 604-581-7130

