

BUSINESS in SURREY

FROM the SURREY BOARD of TRADE

Events

B2B at Morgan Creek Golf Course

April 10 Nomination Deadline: **International Trade Awards**

April 22 Health Care Dialogue #1: **Primary Care**

April 24 Lunch with Surrey RCMP Chief Bill Fordy

May 1 Surrey Industry Tour

Mav 6 Nomination Deadline: Top 25 Under 25 Awards

May 7 **International Trade Awards**

May 20 Surrey Mayor's Lunch

May 26 B2B at Coast Surrey Guildford Hotel

May 28 Top 25 Under 25 Awards

Nomination Deadline: Family Friendly Workplace Awards

June 4 **SBOT Golf Tournament**

June 9 Health Care Dialogue #2: Mental Health

June 17 Chair's Dinner and AGM

June 23 B2B at Kwantlen Polytechnic University

July 16 **Cocktail Business Connection**

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Premier Clark Discusses Budget at Surrey Board of Trade Lunch



Premier Christy Clark shares a lighthearted moment on stage with SBOT Chair, **Gerard Bremault**

presented her government's budget to a packed room at the Sheraton on February 18th. The budget had just been tabled in the Legislature the day before. Members and guests of the Surrey Board of Trade heard highlights of a balanced budget that featured moderate growth and a break for single parents.

To read Ken Peacock's comments, go to page 5.

www.businessinsurrey.com

🗪 at issue

It's Time to Vote YES in the Transit **Plebiscite and Invest in Surrey**

It's time to weigh in and confirm why vour Surrey Board of Trade (SBOT) has added its name to the list of supporters of the YES coalition for the **2015 Metro** Vancouver Transportation Plan and Transit Plebiscite. It is an impressive list of diversified interest groups, including health and education, labour and business, real estate and environmental organizations, that have endorsed the YES vote.

For years now we have appreciated



how Surrey continues to grow, recognized the need to invest in our infrastructure to solve our congestion problems, and plan ahead for continued growth. We need to find creative solutions to spend less time commuting, and more time on productive activities affecting the quality of our lives, those of our children, and their children.

It is not hard to appreciate we live in the most beautiful part of the globe.

The world was invited to our province in 2010, and with continued exposure through international and social media, more people and businesses are coming to Surrev every month. Transit is critical to mitigate the impacts of this growth and what we choose to do now will determine our future as a sustainable, healthy, and livable community.

Continued on page 3

WHAT'S INSIDE

Citali iliali s Desk	7
BC's Budget	5
Economy	6
International	7
Competitiveness	8
Resources	9
Environment	10
SBOT Roundtables	11
Personalities & Events	13
Social Policy	15
Human Resources	16
Crime	17
Technology	18
Development	19
Arts & Culture	20
What's Happening	21
Win Two Tickets!	23

Page 2 BUSINESS in SURREY April & May 2015

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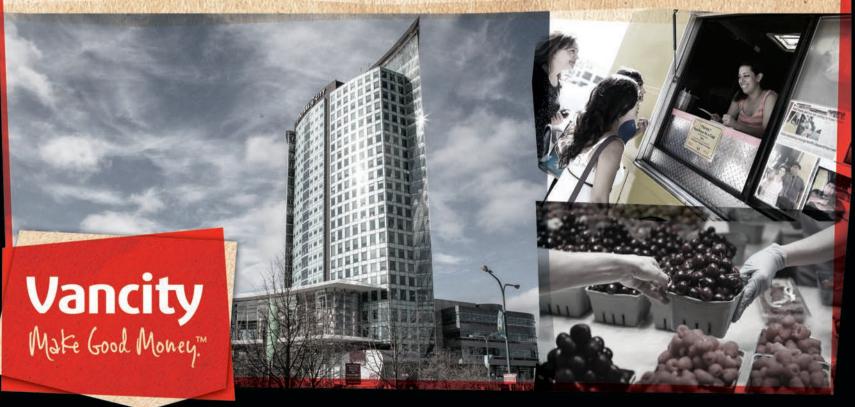
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Continued from page 1

Vote YES for Surrey's Future



Richard Dendy

66 The Plan and the proposed 0.5% PST increase far outweigh the cost of doing nothing.

The Surrey Board of Trade's Finance & Tax Team, and the Transportation Team examined the complexity of the proposed Plan and made recommendations to the board. Also considered was feedback from our 2,100 SBOT members, who expressed concerns in particular around accountability. The Provincial Government has since provided further clarity and confirmation that funds would be specifically designated and set aside in a Reserve Fund, subject to audit and public accountability. Jimmy Pattison will now lead an oversight committee to verify funds are dedicated to the Mayors' Plan improvements. The Provincial Government also confirmed the proposed Congestion Improvement Tax would be rolled into the PST to make it simpler for businesses for accounting purposes.

We are impressed that the Metro Vancouver Mayors came to a collaborative agreement not only on the Plebiscite Plan, but also on the strategy to pay for it. The cost benefit analysis of the PST option compares favourably to all other methods. The PST option is expected to cost the average homeowner \$128 per year (or 35 cents per day), and low-income earners \$50 per year. The PST increase is considered the fairest option when compared to other methods of payment for the Plan (e.g., vehicle levies, carbon and/or property taxes) and evenly distributed to everyone who benefits.

The positives of the Plan and the proposed 0.5% PST increase far outweigh the cost of doing nothing. Waiting to resolve oversight conditions

or regional issues, as opponents would argue, is also not an option. We feel it would lead to other, more costly options should this one be rejected. Failure of the transit plebiscite will defer any new funding proposal to the public until the 2018 municipal elections.

The SBOT has always been an advocate for improved transportation, understanding the significant benefits to Surrey businesses and the community. On behalf of your SBOT Finance & Tax and Transportation Teams, here are 10 reasons to vote YES to the Metro Vancouver Transportation & Transit Plebiscite:

1. Gift to Surrey

- Approximately 42% of the total costs are allocated to improved Surrey transit
- It benefits Surrey immediately (with road improvements starting as soon as funding is confirmed) and for generations to come
- It benefits students and businessmen, workers and immigrants, seniors and single mothers, families and anyone desiring a healthier alternative

2. Mobility of Talent

- Increase service by 25% across the region
- Greater access to talent not otherwise available
- Petter ability to recruit talent from the region in growing industries across Surrey (including innovative health care, knowledge-based industries and manufacturing)
- Surrey was recently voted as one of the Seven Most Intelligent Cities in the world by a New York based think-tank

3. Better Safety

- Improve movement of commercial goods, which require wider lanes and centre barriers
- Replacement of the 75 year old Pattullo bridge, critical to support the growth in the trucking and transportation sectors

4. Less Stress

- Reduce congestion on the roads leading to less stressful commutes for workers
- Improve travel reliability and capacity to accommodate growth in Surrey
- More time with the family through reduced commute times (e.g.,

anticipated reduction of 20-30 minutes due to major upgrades planned for Cloverdale, King George Boulevard and South Surrey)

5. Progressive Transit Systems

- 27 kilometers of cost-effective, strategic light rail transit on major Surrey corridors (104th, King George Highway, and Fraser Highway) similar to many European cities
- Increased B-Line buses with limited stops and fast and frequent service
- 15 minute, all-day service on most bus routes
- Efficient commuter movement (transit and road systems)

6. Quality of Life

- Overall improved environment via emission targets and reduce VKT (Vehicle Kilometres Travelled)
- Reduction of regional carbon footprint with fewer cars
- Better transit promotes less driving

7. Sustain Economic Growth

- Enables businesses within Metro to relocate south of the Fraser where land prices are lower
- Encourages progressive and affordable real estate developments in proximity to travel improvements
- Assists contractors to get to job-sites more efficiently, reducing travel costs to clients

8. Healthier Lifestyle

- Greater flexibility with options to get things done efficiently
- More options for fitness, leisure and sleep
- Cyclists benefit with expansion of Surrey cycling network (300 km of traffic-separated bike lanes)
- Pedestrians benefit with safe new sidewalks for active walkers

9. Responsible Legacy

It is an
exciting new
path to
position our
children
(and their
children) for
future growth and pros
perity with
out passing
on unnecessary burden of debt

employment opportunities and prosperity to Surrey over the next 10 years.

From all accounts it looks like it is shaping up to be a close result on the plebiscite. One of the benefits to this form of public consultation is the provincial government will obtain regional feedback from the public with either result. There is no doubt Surrey has been waiting for improved

Richard Dendy is Chair of the Finance and Taxation team. Richard is also a SBOT Board Director and VP Commercial Banking BMO Bank of Montreal. For more information on the Finance & Taxation or Transportation Teams, contact craig@businessinsurrey.com. For more information on the Plebiscite and the Mayors' Plan, go to

It is the most responsible way to go

10. Greater Accountability

- The effects of the plebiscite have already motivated change at Translink and granted more is needed
- Trust will need to be earned back over time but we cannot wait longer and incur additional costs to the system through further delay (potentially well beyond 2018) on this Transportation Plan
- The government has confirmed subject PST funds will be segregated In a Reserve Fund subject to audit and public scrutiny

This does not consider the positive impact generated from the \$7.5 billion expenditure itself with creation of employment opportunities and prosperity to Surrey over the next 10 years.

either result. There is no doubt Surrey has been waiting for improved transportation for quite some time. Let's get out and raise Surrey's voice, and empower our elected leaders in their collaborative Plan. Please join us in voting YES to reducing congestion, protecting the environment, investing in our economic future, public safety and health. Please vote YES for Surrey!

Richard Dendy is Chair of the Finance and Taxation team. Richard is also a SBOT Board Director and VP



Page 4 BUSINESS in SURREY

April & May 2015



April to May 2015

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FROM THE CHAIRMAN'S DESK

Thank you to our Surrey Board of Trade Team



Gerard Bremault

with you, SBOT's membership. You build our advocacy teams.

Perhaps it's a small *i* in Chair because it's not about moi, it's about all of us: the Surrey Board of Trade Team. The Surrey Board of Trade has a fantastic, large, energetic, mission-driven team that is the Voice of Business in Surrey representing 2,100 members, 6,000 business contacts and 60,000 employees. They provide economic development, marketing opportunities, workplace development, education, international trade, government advocacy and business connections. The Team begins with you, its membership. You build our advocacy teams. Did you know there are over 400 volunteers who dedicate themselves to 18 teams on strategic advocacy and projects on topics from finance and taxation, transportation, and social policy? SBOT's staff, CEO, and board of directors support all our teams and deeply value the advice and recommendations that team members provide.

Accordingly, as I pass the gavel in June to Shelley Besse, your dedicated incoming Chair

and President of Envision Financial, I want to thank our entire team while emphasizing that this is not a superficial, politically correct, gushy gratitude. The truth is that optimal teamwork is where the guts of effective strategy and outcomes are built. As you know, strategy in and of itself is essentially worthless without effective execution. Ironically, effective strategy development depends greatly on the same essential ingredient as effective execution: teamwork that optimizes the creative contributions of the very best of the strengths and talents of team members. Without it you get sub-optimal strategy and ditto for your execution.

Teamwork is built on trust, which is built on respect, that comes from evidence of integrity, that is, doing what every child demands and tests of their parents: deliver on promises, honour your word. Warren Buffet says, "...in looking for people to hire, you look for three qualities: integrity, intelligence, and energy. And if you don't have

the first, the other two will kill you."

By the way, in case you were wondering, this is my unlikely parting "epistle" (to quote one of our team members) about strategy built on optimizing the contributions of the team's strengths and talents for the greater good of the many, rather than the aggrandizement of the few, particularly the one otherwise known as Board Chair, who in the end is but one contributor, one leader, buoyed by and grateful for the contributions of all. Many thanks for the opportunity to be of service to the Surrey Board of Trade and to Surrey. Very best wishes to our Surrey Board of Trade's team for continuing to optimize the contribution of your tremendous strengths, talents, integrity, intelligence and energy for the greater good of Surrey's economy.

Gerard Bremault will be moving to the position of Past-Chair after the AGM in June. He is also CEO, Centre for Child Development.

SBOT NEWS

SBOT Business Centre Gets a New Sponsor



The Surrey Board of Trade is pleased to announce and thank McQuarrie Hunter Barristers & Solicitors as the industry-exclusive sponsor of our Business Centre, located within the Surrey Board of Trade offices.

The Business Centre serves clients needing support to open their business and other needs.

McQuarrie Hunter is a multi-practice legal firm that is optimally sized to meet the needs of a diverse range of business, individual and institutional clients. They believe trust is the foundation of every good client-lawyer relationship and they value the trust and confidence that clients have placed in their firm. They work hard to earn that confidence by understanding the diverse needs of their clients and responding to those needs with careful preparation, attention to detail and proactive, practical solutions. They are conveniently located in the Central City Tower in Surrey, and look forward to serving clients with business or legal interests in New Westminster, Surrey and the surrounding areas including Metro Vancouver and the Fraser Valley.

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Contact the Surrey Board of Trade's Government Advocacy Team Managers: Anne Peterson – anne@businessinsurrey.com Craig Amundsen – craig@businessinsurrey.com

Go to page 23 to find out how you can win two free tickets to the Environment Awards Lunch on September 10th! April & May 2015 BUSINESS in SURREY Page 5



Budget 2015: Few New Measures... But an Era of Surpluses Lies Ahead for BC



Ken Peacock

The benefits of BC's diverse and resilient economy were evident on February 17th when Finance Minister Mike de Jong tabled a budget that plans for a modest surplus in fiscal 2015-16, followed by slightly larger surpluses in the two subsequent years. This puts BC in the enviable position of being one of perhaps two provinces to balance its books this year. At press time, Saskatchewan had not released its budget, but Premier Brad Wall was promising to balance that province's books.

The recent BC Budget is built around economic growth forecasts of 2.3% in 2015 and 2.4% in 2016. Both of these projections are below what most economists in the private sector expect for BC's economy. In addition to the conservative growth assumptions, the Budget also uses below consensus projections for US growth, and cautious assumptions about the exchange rate and interest rates. All of this points to a fair amount of prudence in the budget and a very strong likelihood the government will meet its budgetary targets.

Still, BC's fiscal circumstances remain tight. Notable features of the BC Budget are that a general tone of austerity persists and that it contains very few new spending or taxation initiatives. Spending increases that did make it into the budget were concentrated in health care and to a lesser extent education, along with a few targeted measures aimed at lower income households. Over the four-year period from 2014-15 to 2017-18, spending grows at an average annual rate of 2.5%. But after taking inflation and population growth into account, real per capita spending will be flat or edge down slightly over the planning horizon.

Over the same four-year period, total provincial revenues are slated to grow by an average rate of 2.7%, a bit faster than spending. Some of the major sources of revenue, such as personal and corporate income tax, retail sales tax, and property

tax, are expected to grow more rapidly than total revenue. Federal transfers are pegged to increase by 5.1% annually over the three-year fiscal plan. Weighing down total revenue growth is the government's prediction that proceeds from the property transfer tax will fall significantly this year, reflecting an anticipated slowing in housing market activity.

The budget also increases capital spending beyond what was unveiled in last year's budget. Rather than being on a path for a 20% reduction in the coming years, Budget 2015 now has overall capital spending staying around \$6.25 billion, unchanged from 2014-15. With interest rates and government borrowing costs at all-time lows, arguably it is sensible to borrow now to fund infrastructure development and the refurbishment and maintenance of existing infrastructure assets.

The decline in the loonie has made our products and tradable services more competitive in the North American marketplace. But this should not be the basis of a competitiveness strategy. There is nothing in the budget to address challenges for business posed by the shift back to the Provincial Sales Tax (PST).

"The government is poised for a few years of (smallish) operating surpluses, at a time when many other jurisdictions are working to stanch the flow of red ink."

Energy-intensive, trade-exposed sectors are still grappling with the effects of BC's decision to impose the steepest carbon price in North America. The new budget also did not earmark more funding for skills training. Innovation and productivity will also demand greater attention in upcoming budgets.

In short, the 2015 Budget is very much a stay-the-course effort that offers stability but without many new initiatives or ideas. The government is poised for a few years of (smallish) operating surpluses, at a time when many other jurisdictions are working to stanch the flow of red ink. It is appropriate to be in a surplus position six years into the recovery phase of theeconomic cycle. Looking ahead, however, the erosion of BC's competitive position is something that needs to be addressed in future budgets.

Ken Peacock is Chief Economist and Vice President of BC Business Council.

Premier Christy Clark Speaks to a Sold Out Crowd at SBOT's Lunch

Premier Christy Clark delivered her only Metro Vancouver post budget address to a full house at the Surrey Board of Trade Lunch at the Sheraton Vancouver Guildford Hotel on February 18th.

"The Surrey Board of Trade applauds the BC

Government for delivering a balanced budget in an unstable economy. The surplus of \$878 million and the forecast of increasing surpluses for the next three years will serve the Surrey business community and our residents well," said Anita Huberman, CEO of the Surrey Board of Trade.

The Surrey Board of Trade commended the support for:

- The establishment of the Ren minbi Trade Hub will facilitate increased trade with China and the potential for increased jobs in BC and Surrey.
- The exemption of Child Support Payments from income assistance calculations and the increase in tax



credits for sports equipment.

 The poverty reduction initiatives such as the Early Childhood Tax Benefit and Community Living BC investments

Given Surrey's growing population of 1,500 people a month, Surrey Board of Trade and its Finance & Tax Team will be examining the budget to determine whether Surrey will be the beneficiary of new investments in the areas of health care, post secondary education, skill and trades training capital spending.

For more information on the Finance & Tax Team, contact craig@businessinsurrey.com

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Are "Idle Assets" Holding Your Company Back?



We all know that "Cash is King" and that without positive cash flow even a profitable company can find itself challenged to pay taxes, vendors or even meet payroll.

Many companies are facing cash flow challenges due to "idle assets." These are assets in the company that tie up cash but do little to generate cash flow or profits. Here are a few examples.

Capital Items

Many companies will invest significant amounts of money in machinery and other capital assets but fail to analyze the return on investment or incremental cash flow the item will generate.

There are many cases where the capital item is used sparingly. For example, a machine may have been purchased for \$50K to produce products that are not regularly produced. The annual gross profit of the product produced with the machine is only \$10K per year. This means the company has tied up \$50K to generate an additional \$10K per in additional cash flow.

Some might argue that this represents a 20% return on investment. Others will argue that a 5-year pay back is too long. Either way a company must assess its cash flow capabilities to ensure it can handle tying up money on an asset that is producing low cash flow. It is sometimes better to outsource the production at a lower gross profit then to tie up large amounts of cash on capital items until the volumes warrant it.

Stale or Excessive Inventory

Many companies find themselves short of available cash because they tie up too many resources in inventory. Changing markets often affect the quantity and mix of products being sold but the company doesn't make the appropriate adjustments. This results in an over abundance of items in stock that may have been good sellers months ago but are selling substantially less now.

Many companies will also buy inventory in large volumes to take advantage of price breaks. This is great strategy if the company has the cash flow to handle it. However, the reality is that the inventory often sits on the shelf much longer than anticipated putting pressure on cash flow.

flow capabilities to ensure it can handle tying up money on an asset that is producing low cash flow.

Prepaid Expenses

Expense items such as insurance are often pay annually in advance. Although your accountant will amortize insurance on a monthly basis so it properly reflects the monthly profitability, it doesn't account for the fact that you may have taken a substantial amount of your cash flow to cover the expense. Again, depending on your current cash flow it may be prudent to pay a little more to pay in monthly installments versus a lump sum.

Take a close look at these areas. Your cash flow answers may be sitting right in front of you.

Tony Malyk is a Certified Professional Business specializing in improving company profitability and financial performance in the manufacturing, trades and technology industries. www.empoweredbusiness.ca



Douglas Porter Looks into a Crystal Ball at Surrey Board Lunch

The Surrey Board of Trade hosted the 2015 Economic Forecast with BMO Capital Markets Chief Economist and Managing Director Douglas Porter on February 5th to a sold out audience at the Sheraton Vancouver Guildford Hotel.

Mr. Porter was optimistic about BC's and Surrey's economic growth potential in comparison to other provinces across Canada and international economies, specifically in the area of real estate and development. He cautioned however that the potential growth is contingent upon increased infrastructure and transportation



growth that will increase business development south of the Fraser. "Infrastructure is huge, I think the infrastructure has to keep up with the growth, and we heard about transportation here and that's a big one for Surrey in particular. There's a question of whether you fumble or run with that chance."

Interest Rates: How Low for How Long?

How many times have Canadians been warned that interest rates will increase eventually? What a surprise when the Bank of Canada lowered the rate to 0.75%, a move that no economist had predicted. The big question is what does it mean for Canadian business?

The first and most immediate effect was to weaken the dollar, which fell 1.5 cents following the Bank's announcement to \$0.81. Going forward, we'll see even more pressure on the loonie. The market expects the U.S. Federal Reserve to start raising interest rates sometime in the second quarter of 2015. That's not going to happen in Canada, and in fact, there is a slim chance that our rates could go even lower. As a result, investors will move out of Canadian securities towards the U.S., weakening the loonie even further.

In terms of the actual cost of business loans, we are unlikely to see much change. In normal times, the Bank of Canada's official overnight rate provides a basis for the private sector banks' prime rate. But when official rates get

really low, this relationship breaks down.
Banks have to cover their cost of funds—the amount they pay to borrow plus

their administrative costs—which is higher than 0.75%. This means that banks probably won't lower their prime rate; most will keep it at 3%. In the U.S., the prime rate is 3.25% even though the Fed's official rate is near zero.

What about longer-term bonds? Those yields edged downwards, but these have been headed lower for a very long time. In fact, they've been trending downward for the past 15 years right across the developed world. According to the IMF, this is because emerging markets like China have accumulated huge amounts of reserves and as they keep buying rich country bonds, rates are held down. At the same time, market crises have pushed investors away from riskier assets into sovereign bonds, while uncertainty has depressed global business investment so there is little demand from borrowers competing for funds. The IMF believes that long-term interest rates will eventually return to the 3-4% range but not much higher.

An accelerating U.S. economy combined with an 80-cent dollar will eventually boost our exports. Stronger economic growth is ahead, even if 2015 is a rough ride. And eventually, interest rates will rise. When we joke that interest rate warnings are like "the boy who cried wolf," remember the moral of the story. The wolf eventually does show up (though not until the second quarter of 2016).

Hendrik Brakel is the Senior Director of Economic, Financial & Tax Policy, of the Canadian Chamber of Commerce.





April & May 2015

BUSINESS in SURREY Page 7



European Forecast: Cloudy with Brighter Days Ahead

Recent headlines about Europe have been dominated by fears of crisis, with a dramatic election in Greece and new action by the European Central Bank to avert deflation. Many businesses are looking at opportunities in European markets, but they have questions about the risks, or more succinctly, what is going on in Europe?

Collectively, the European Union is the world's largest market with a \$17 trillion economy, more than 20% of global GDP. It is among the richest consumer markets in the world and it leads in many innovative sectors.

But Europe is also struggling with 19 very different countries all using the same currency, which is why it's the Euro crisis. The advantages of a common currency are impressive: more trade and closely integrated financial markets. But the main disadvantage of a common currency, giving up control over monetary policy, is actually much worse than we thought.

Consider that between 2000 and 2006, countries like Germany and France stagnated with their economies

growing just 0–1%. At the same time, Peripheral Europe (Portugal, Ireland, Spain, and Greece) were growing at 3–6%, with inflation averaging 5%. The European Central Bank could only set

governments to undertake much-needed reforms, from more flexible labour markets to improved regulation. 99

interest rates at a one-size-fits-all level for the overall Eurozone. This meant that rates were simultaneously too high to stimulate moribund Germany and too low to slow down the overheating economies of Ireland and Spain.

As a result, the countries of Peripheral Europe suffered high inflation, with wages and input costs rising by 5%

every year against European competitors, which made their economies uncompetitive. Worse still, massive flows of capital left the slow-growing countries in Northern Europe to see higher returns in Peripheral Europe, inflating the bubble even further.

When the crisis hit in 2008, countries like Spain and Ireland and Greece were left with far too much debt and severely uncompetitive economies. Unable to depreciate their currencies, the only way to regain competitiveness was to struggle with years of high unemployment so that costs and wages gradually declined. Greece's wages have fallen by 18% while the real economy has contracted by 27% from its pre-crisis peak. This is a more severe downturn than what the US experienced during the Great Depression, so it's little wonder they have elected a government that rejects further austerity.

But the crisis also forced governments to undertake much-needed reforms, from more flexible labour markets to improved regulation. Greece needs debt relief, and there are months and years of tough wrangling ahead, but the Europeans will find a political solution. At the same time, the European Central Bank is providing a wall of cash, €60 billion per month, to support bank lending. And wages have fallen to the point that competitiveness is improving so that growth is starting to emerge. Remember Ireland, the country with the world's worst housing crash? It's set to grow 3.3% this year, according to the IMF. Spain's growth in the fourth quarter was the fastest in Europe and it is forecast to grow around 2% in 2015. Even struggling Greece will grow 2.5% this year.

What does it all mean for business? Overall EU growth will be moderate this year at 1.6% and the road ahead will be bumpy, but there are enormous opportunities for those who can see ahead to the long-term.

Hendrik Brakel is the Senior Director for Economic, Financial & Tax Policy, Canada Chamber of Commerce

Strengthening Asian Investment in British Columbia

Governments of Canada and British Columbia partner with the Business Council of British Columbia to Strengthen Business Ties with Asia. As announced by the Western Economic Diversification and the Business Council of BC websites on February 13, 2015

The Surrey Board of Trade was present on February 13th when the Honourable James Moore, Minister of Industry and Minister Responsible for British Columbia, joined by the Honourable Michelle Rempel, Minister of State for Western Economic Diversification, the Honourable Teresa Wat, B.C. Minister



Minister Moore announcing HQ Vancouver

of International Trade, as well as the Business Council of British Columbia (BCBC) announced a new project to attract Asian head offices to Vancouver. This project, entitled HQ Vancouver, will build on Canada's competitive advantages in key sectors and attract major Asian firms to set up their North American head offices in British Columbia.

HQ Vancouver is an investment between the Government of Canada, through Western Economic Diversification Canada (WD), the Province of British Columbia, through the Ministry of International Trade, and the Business Council of British Columbia. HQ Vancouver will also be supported by business leaders with influence in key Asian markets to successfully engage decision makers, identify head office leads, develop and execute investment strategies for each account, and coordinate with other stakeholders to leverage ongoing activities.

Over the next three years, WD is providing \$1,951,750 and the Ministry of International Trade is providing both funding and in-kind support valued at \$3,385,250. The BCBC is providing funding and in-kind support valued at \$1,221,000 to deliver this initiative, which will strengthen trade and investment relationships in BC and increase investment from Asia.

NEWS BITES

Irish US Economic Relationship 2015

Ireland is now the number one destination in the world for US Foreign Direct Investment (FDI) according to a new report commissioned by the American Chamber of Commerce Ireland. Minister for Foreign Affairs and Trade, Charles Flanagan launched the Irish-US Economic Relationship 2015 Report, researched and written by Wall Street Economist Joseph Quinlan.

The report highlights the key elements of the Irish-US economic relationship including:

- 130,000 people employed by the 700 US companies in Ireland
- US companies have invested over \$277B in Ireland since 1990
- Output from US companies in Ireland now exceeds \$80B per year
- Exports from US companies in Ireland are 4x higher than from China

Sailing Reliability Suffers as Congestion Moves North

Canadian importers are receiving shipments two to three weeks longer than usual and exporters are missing sailing windows because of container vessels delays at US West Coast ports. Ruth Snowden, executive director of Canadian International Freight Fowarders is reported as saying that export shipments are also delayed out of Port Metro Vancouver. The congestion at the ports is going to add untold millions of dollars to the cost of Canada's international trade. www.ciffa.com

CBSA Announces Seizure Policy for Undervaluation of Commercial Goods

CBSA announces that undervalued shipments of commercial goods imported through the Courier Low Value Shipment (CLVS) Program will be seized. In circumstances where physical evidence has been discovered that a significant undervaluation has been made by the foreign exporter with respect to the value of the goods imported via the CLVS Program, seizure action may be taken under subsection 110(1) of the Customs Act. CBSA will verify that the untrue statement originated from the foreign exporter of the goods, and that it did not originate from an error on the part of the CLVS Program participant.

http://www.cbsa-asfc.gc.ca/publications/cn-ad/cn15-002-eng.html

Page 8 BUSINESS in SURREY April & May 2015

COMPETITIVENESS

How to Make 2015 a Breakout Year for Your Business



Eamonn Percy

The Changing World

2015 is shaping up to be a big year for business. It will make some and break many. Economically, we will be into the 6th year of the bull market in US stock market, irrationally low interest rates, and the jobless recovery in the US. The situation in Canada is better. However, declining oil prices coupled with a weakening Canadian dollar and a slowing resource sector are damping growth.

Demographically, baby

boomers are well into retirement, while the number of Millennials (age 18-30) continue to swell putting pressure on the job market as Millennials want to get started, but the boomers don't want to let go. All of these factors will impact your customer's discretionary spending, which in the end, is your true competition.

The M-Commerce Economy

Innovation will be the big story in 2015, particularly the massive acceleration of information technology, as the statistics at

liveinternetstats.com clearly show There are more than three million smartphones sold every day as well as nine billion YouTube video views. There are even more iPhones sold each day than there are babies born. Massive change is coming.

While innovations like mobile commerce (M-commerce) are causing significant disruptions

to the way we do business, they are also creating new and incredible opportunities. According to the on-line retail data leader, ComScore, mobile digital commerce in 2014 grew 25% over 2013 levels, and is growing at twice the rate of E-commerce. The overall digital commerce world is expected to grow by 16% to reach \$61 billion in 2015.

66The future is here, it's just not evenly distributed yet. 99 - William Gibson.

Think Strategically, Act **Tactically**

The beginning of the year is the time to think clearly, and differently, about your business. It's time to think about the big picture, not the small one, to think strategically, not tactically. It's time to think about how the external world is changing, and how your

business approach to it should change as well. Status quo is rapidly becoming a

place of higher risk for you and business.

Stay One Step Ahead of Your

Don't let your customers get too far ahead of your technology adoption, otherwise they will leave you behind completely. Pick one big area of technological improvement in 2015, and work it until it is 100% implemented. It could be a social marketing presence, leveraging cloud technology, developing a company app, or creating a new online market channel. Pick one and do it well.

Embrace Technology

If you are not comfortable with technology, turn 2015 into the year that you become more tech savvy. Start by becoming a learner, and commit to increasing your awareness and ultimately your knowledge. Get to know your blind spot and find someone else to compensate for this weakness while you are upgrading your skills and training. Try new technology with gusto, getting rid of preconceived otions that you may hold.

Think Like Your Competitor

Finally, and most importantly, prepare your business for the coming onslaught of disruption driven by technological change. Probe your business weaknesses, by asking what your competitors are doing to put you out of business, and fix it before they do. Dominate your sector by doing one thing exceptionally well. Find a path to a global online presence, even if you are a small local bricks and mortar company.

Make 2015 a breakout year by building your business with courage in order to thrive in this changing world of new risk and opportunity. This courage will inspire you to new heights, while filling you with optimism, energy and a purpose for the future. Now is not the time to settle for anything else.

Eamonn Percy has 25 years of experience in senior leadership roles with top global companies. He is an advisor, speaker, blogger, and columnist on the topics of entrepreneurship, business growth and leadership, percygroup.ca.



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Surrey Board of Trade Wants to Restore Canada's Competitiveness

Improving Canada's competitiveness requires an ambitious, aggressive and innovative private sector. Strategic thinking and smart public policies are also needed to address long-standing structural impediments that hinder businesses at a time when they need much greater flexibility to compete.

"The need for action is urgent. The standard of living of every Canadian depends on how well we respond to the challenge. We must identify and implement real, tangible solutions for breaking down the barriers to our competitiveness and for creating more opportunities and greater prosperity for Canadian businesses and families," said Anita Huberman, CEO, Surrey Board of Trade. "The Surrey Board of Trade's Strategic Plan, with its government advocacy, business, international, and workplace development goals will continue to address each of these areas in 2015."

The Surrey Board of Trade, a member of the Canadian Chamber of Commerce's network, announced a major advocacy initiative focused on harnessing the power of business and public policy to address the 10 key barriers to Canada's competitiveness and our national prosperity. They are as follows

- Silos in skills development
- Entrepreneurs lack capital for Canada's fastest growing companies
- Lack of clarity regarding Aboriginal land title
- Internal barriers to trade
- Canada's tax system is too costly and complex
- Canada's export infrastructure is not meeting our needs
- Canada is uncompetitive in the world's tourism sector
- Innovation rate is not sufficient to help manufacturing rebound
- Territorial businesses don't have the tools they need
- Canada is missing out on foreign trade opportunities

Continued on page 23

April & May 2015

BUSINESS in SURREY Page 9



BC Export Value Increases

The value of BC's commodity exports climbed 3.5% in January, compared to the same month a year earlier. There was strong growth in shipments to the United States (+4.4%), Japan (+28.1%) and South Korea (+85.7%), which offset declines to several other major export destinations, including Mainland China (-7.3%), the European Union (-1.4%),

Taiwan (-23.2%), Hong Kong (35.2%) and Australia (-14.3%).

B.C.'s exports of metallic mineral products grew 23.6% year-over-year from January 2014 to January 2015. Shipments of copper ores and concentrates expanded 30.7% and there was also strong growth in exports of unwrought zinc (+33.8%)

and unwrought lead (+27.4%). Exports of unwrought aluminum (-40.7%) continue to be depressed due to a cut in production resulting from construction on an upgrade to the Rio Tinto Alcan aluminum smelter in Kitimat.

Exports of solid wood products saw modest growth of 1.0% year-over-year in January. A 21.8% plunge in shipments of logs and a 16.2% slump in exports of

"other" solid wood products offset much of the growth in shipments of the other major wood commodity groups. However, increases of 3.2% for softwood lumber, 19.1% for softwood plywood and veneer, 20.4% for other panel products, 7.6% for cedar shakes and shingles, and 6.8% for selected value added wood products helped keep overall solid wood

66There was strong growth in

shipments to the United States,

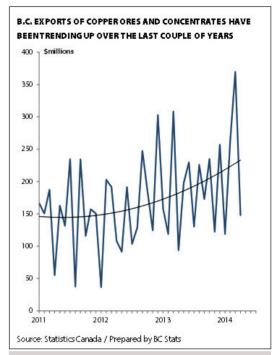
Japan and South Korea. 77

export growth positive.

Elsewhere in the forest sector, shipments of pulp and paper products climbed 2.0%, despite an 11.2% fall in exports of newsprint and a 12.6% drop in shipments of other paper and paperboard. A 5.6% rise in exports of pulp and a 31.0%

jump in shipments of other pulp and paper products more than offset the reductions in paper shipments.

Source: Statistics Canada, Canadian International Merchandise Trade, January 2015, and BC Stats, Exports & Imports



BC exports of copper ores and concentrates have been trending up over the last couple of years

Fossil Fuels Divestment Movement

Good intention, bad idea reports "Power of Canada," a Partnership for Resource Trade

Power of Canada quotes in part an article written by Martha Hall Findlay and Jean Charest which questions the wisdom of environmental groups calling for universities, churches, non-profits and more to divest investments from major fossil fuel companies. While acknowledging the legitimacy of fossil fuels and climate change, their concern is that the idea itself is misguided.

"Most of us agree that the burning of fossil fuels contributes to climate change. Many individuals and enterprises are responding through conservation, reducing their own energy

use. Many are developing technologies that improve efficiency in the use of fossil fuels and in the processes of extraction. We are achieving much better

66 The problem lies with the demand, not those meeting the demand.

gas mileage in cars and trucks. We are reducing GHG emissions from the production and burning of a barrel of oil, a cubic foot of natural gas, and from the production of electricity. But we also know that we still have a long way to go.

The underlying question, though, is this: Does the GHG emission problem lie with the fossil fuel producers, who are fulfilling existing demand, or with those creating that demand? Is it the fault of the people driving cars, or the trucking companies? (Transportation produces fully a quarter of Canada's GHG emissions.) Should we blame the manufacturers that provide jobs? Or the consumers who create demand for the things that those manufacturers make?"

According to Charest and Hall Findlay, the Canadian economy has yet to develop effective transitional strategies to be less reliant on fossil fuel, nor has a reliable non-carbon based fuel source been developed that would provide for Canadians' energy needs.

Powerofcanada.ca

NEWS BITES

PM announces measure to support jobs and growth in the LNG industry

On February 19th, Prime Minister Stephen Harper announced the government's intent to support the creation of new and well-paying jobs in the emerging liquefied natural gas (LNG) industry. James Moore, Minister of Industry, Alice Wong, Minister of State (Seniors), Wai Young, Member of Parliament for Vancouver South, and Bob Zimmer, Member of Parliament for Prince George—Peace River, joined Prime Minister Harper.

In order to ensure that Canadian natural gas can reach new and growing international markets, and make it accessible for new domestic uses, the government intends to establish a capital cost allowance rate of 30% for equipment used in natural gas liquefaction and 10% for buildings at a facility that liquefies natural gas. This tax relief will be available for capital assets acquired after February 19, 2015, and before 2025.

This measure will allow companies investing in new facilities that liquefy natural gas to create jobs and economic growth, while recovering their investment more quickly. It will also encourage investment in facilities that liquefy natural gas to supply emerging international and domestic markets.

LNG in BC - Online Tool

The LNG industry in British Columbia represents a once-in-a-generation opportunity both for international investors and for BC based suppliers and service providers. The government of British Columbia is working to ensure that BC's entire business community can participate fully in the opportunity LNG offers. The LNG-Buy BC program, was created to connect LNG project proponents with BC companies large and small in every corner

of the province. The program includes an LNG-Buy BC Online Tool, which launched in November 2014, where LNG proponents and other companies can post supply chain opportunities, and BC companies can promote their business capabilities and find suppliers and partners. Register your business/service organization at www.lnginbc.ca

Douglas Channel LNG Back on Track

A consortium of partners, including AltaGas Ltd, Idemitsu Kosan Co., Ltd., EDFT Trading and EXMAR anticipate making a final investment decision in late 2015. The proposed barge-based floating LNG facility, located on the west bank of the Douglas Channel, if it proceeds to plan, will be in service by 2018. The project also includes long term lease agreements with the Haisla Nation for land and water tenure, and with Pacific Northern Gas (PNG) for long-term pipeline capacity on PNG's existing network which serves Kitimat.

Port Metro Vancouver Announces Final Approval for Trucking Companies

On February 4th, final approval for 64 companies representing approximately 1430 trucks was announced. When the original list of 68 companies was released, Port Metro received numerous enquiries as to why some truck companies were approved and others were not.

In a press release, Port Metro indicated that it is meeting with unsuccessful applicants to discuss their applications and to offer guidance for future application processes. Further, Port Metro is voluntarily providing a Transition Support Program to assist eligible independent operators not sponsored under the new Truck Licensing System (TLS).



Groundbreaking Ceremony held in Surrey for North America's First Close-Loop Waste Management System

Mayor Linda Hepner along with representatives from public funding partner, the Government of Canada and private partner Orgaworld broke ground on Surrey's new organics Biofuel Processing Facility. Once completed in early 2017, Surrey will be home to the first closed-loop fully-integrated organics waste management system in North America.

"This project is a milestone for meeting the sustainability goals we have set for Surrey," said Mayor Linda Hepner. "Not only will the facility be the

invest in modern and green
infrastructure projects like these to be a world
leader today and in the future, and
public-private partnerships can help
deliver these projects on time
and on budget.

first closed-loop, fully integrated, organics waste management system on the continent, but it will reduce CO2 emissions in Surrey by 40,000 tonnes a year—that's the equivalent of taking 8,500 cars off the road per year."

Construction will get underway this spring. Located in Surrey's Port Kells industrial area, the facility will

convert the City's kitchen and yard waste collected at curbside, along with commercial waste from across the Region, into renewable natural gas. The natural gas will be used to fuel the City's natural gas waste collection trucks, natural gas service fleet and new district energy system. The facility will also produce a compost product that will be suitable for landscaping and agricultural applications.

"The Surrey organics biofuels processing facility, will deliver a long-term, modern approach to solid waste management that is environmentally responsible and safe for all surrounding communities," said John McBride, CEO, PPP Canada. "Canada needs to invest in modern and green

infrastructure projects like these to be a world leader today and in the future, and public-private partnerships can help deliver these projects on time and on budget."

"We are delighted to be awarded the contract to build and operate the Surrey Biofuel Facility," said Henk Kaskens, Founder and Managing Director, Orgaworld. "Together with the City, we have designed an innovative solution that will prove to be world class. We believe the City of Surrey's progressive vision will set a new standard for organic waste management processing sites in North America."

The City's approach to developing this facility is

through a public-private partnership (P3), with the Government of Canada contributing up to 25 percent of the capital costs through its P3 Canada Fund.

The facility will be designed to receive and process 115,000 tonnes of organic waste annually. When completed, the facility will be the largest of its kind in Canada with a capacity to process 100 percent of the City's organic waste over the 25-year contract term, along with commercial organic waste, helping Metro Vancouver achieve its regional 70 percent waste diversion target. Once the facility is operational in early 2017, more than 15 full-time, long-term family supporting jobs will open up in Surrey.



April & May 2015





Treasury Board President Tony Clement

On February 12th, 2015, Treasury Board President Tony Clement was the guest of the Surrey Board of Trade for a roundtable pre-budget consultation. Members and guests were invited to share their thoughts on reducing red tape and regulatory concerns along with local, national and international economic impacts. The major fall in oil prices and the corresponding delay of the federal budget was a significant topic. The SBOT Finance and Taxation Advocacy Team members urged the Minister to minimize the delay for the budget as much as possible to allow for business planning.



Temporary Foreign Workers | Federal Industry Minister

On March 3rd, 2015, the Surrey Board of Trade hosted a roundtable discussion on Temporary Foreign Workers (TFWs) in Surrey. Broad discussion ensued on areas where members felt that TFWs were necessary but required greater governmental control. Concern was expressed about TFWs in large urban areas taking "fast food" positions that should be occupied by younger Canadians. However, it was equally noted that many regions and industries cannot survive without a labour supply that currently doesn't exist in those regions. Some attendees noted specific areas in agriculture that will continue to require TFWs regardless of changes to the government program.



Federal Industry Minister James Moore

Industry Minister James Moore attended a Surrey Board of Trade roundtable on March 4th, 2015, with members and guests to discuss areas where government can improve their regulations and how Surrey's industries can benefit. Topics and examples ranged from green energy projects, funding opportunities to pulp, paper and timber rights, US trade issues, internal trade barriers between provinces, and potato chips. The Transit and Transportation Plebiscite was discussed and the need for federal support for the infrastructure in the Mayors Plan. Minister Moore outlined communities that support P3 development will be able to benefit from further infrastructure funding via the Building Canada program.



AGRICULTURE

Agriculture and Business Team Up

On February 26th, the Surrey Board of Trade hosted an Agriculture Reception for those who work in Surrey's food system industries (growers and producers) along with members and guests. The new Agriculture Industry Team was launched that evening and many were invited to join.

At the first meeting, the newly appointed team members, under the direction of chair Norm Attridge, learned about Local Food Futures for British Columbia: Findings from Regional Dialogues presented by co-author Cornelia Sussmann, PhD, of Kwantlen Polytechnic University's Institute for Sustainable Food Systems. The action items recommended in the report include:

- 1. Increase knowledge about sustainable local food systems among the general public and policy makers
- 2. Expand local infrastructure for food processing, storage, and distribution
- Support and encourage established farmers and new entrants to all food system industries
- 4. Protect, enhance and maintain access to agricultural land (foodland) and water

The presentation sparked a lengthy discussion on the role Surrey Board of Trade's members can have in supporting local agricultural activities from seed to shelf.

Next step is to develop a strategic work plan based on the team's adopted mandate to

- To develop awareness and advocacy programs that support Surrey's and South Fraser's Agri-business sector
- To support and enhance agricultural economic development activity through SBOT's communication, network and advocacy efforts
- To work with agricultural members, associations, and educational institutes to raise awareness of mutually determined priorities to appropriate levels of governments



Page 12 BUSINESS in SURREY April & May 2015

YOUTH ENTREPRENEURS

SFU / Coast Capital Savings Student Venture Prize Winners Feel Empowered

The founders of a Simon Fraser University venture that takes automated design to a higher level— Empower Operations—are first-place winners of the 2015 Coast Capital Savings Venture Prize.

The competition, presented by SFU Venture Connection in partnership with Coast Capital Savings, was held at SFU's Segal Graduate School of Business on February 11th.

Prizes of \$3,000 and \$1,500 cash were awarded to Empower Operations and second-place TerraTap Technologies, in recognition of their entrepreneurial excellence and the success of their growing, stable companies.

This has been the annual competition's biggest year, with a total value of more than \$36,000 in cash and in-kind prizes awarded. Empower Operations won more than \$30,000 of the total.

Empower, headed by professor Gary Wang, student George Cheng, and software systems student Geoff Groos, produces software that "supercharges" engineering for product designers and manufacturers.

Their flagship product, OASIS, uses simulation software to automate the design process and reduce the need for costly prototypes. This allows for higher

quality products while reducing development costs and time to market.

TerraTap Technologies, led by D'Arcy Smith, Judy Hamilton, Nahum Silva and Gwen Schwartz, created *neartuit* as an affordable, easy-to-use content management system for curators to create, publish and manage mobile content and get real-time feedback on visitor patterns and preferences.

"Coast Capital Savings' community promise is to help build a richer future for youth in our communities," says Don Coulter, president and CEO, Coast Capital Savings. "It is through partnerships such as the one that we have forged with Simon Fraser University, through the Venture Connection program, that helps us realize that promise.

"This year's participants impressed us with their innovation and passion, showing that British Columbia's entrepreneurial spirit is most certainly alive and well. On behalf of Coast Capital Savings, I would like to congratulate Empower Operations and TerraTap Technologies on their win and all of this year's participants."

A \$500 Coast Capital Savings Idea Prize was awarded to fledgling company Mr. Arancino, founded by Yannick Cudennec. Mr. Arancino is an innovative twist on traditional Sicilian risotto balls. The product is available in a variety of meat and meatless options as a healthier alternative to fast food such as burgers, poutine or pizza.

Established in 2014, the Idea Prize recognizes the achievements of earlier-stage companies and emphasizes these ventures' potential based on their vision and execution plan, rather than current

business results.

The in-kind prizes were sponsored by Coast Capital Savings, Deloitte, McCarthy Tétrault, Skyrocket Digital, Launch Academy and the Surrey Board of Trade.

Empower Operations also received annual Surrey Board of Trade memberships, sponsored by the Surrey Board of Trade.



Winners of the Coast Capital Savings Venture Prize: Michelle Sinclair (left), George Cheng, Gary Wang, Geoff Groos, with Don Coulter, President and CEO of Coast Capital Savings



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PERSONALITIES AND EVENTS

Touring Royal Canadian Navy Admiral William Truelove met Regional Mayors, Surrey Mayor Linda Hepner, Vancouver Mayor Gregor Robertson, and White Rock Mayor Wayne Baldwin



With Surrey Mayor Linda Hepner



With Vancouver Mayor Gregor Robertson



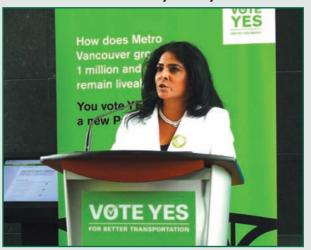
With White Rock Mayor Wayne Baldwin



BMO Chief Economist Doug Porter with SBOT Director Richard Dendy



Agriculture Industry Reception – with Surrey
City Councillor Mike Starchuk



Anita Huberman speaking at Surrey votes YES Launch at Surrey City Hall



Surrey's Imagination Dialogue with SFU President Andrew Petter and Barinder Rasode, ResourceWorks



Gerard Bremault, SBOT Chair, in discussion with keynote speaker, Justin Trudeau



Indra Bhan, Fijian Trade Commissioner Jitendra Singh, Greg Thomas, and Anita at the Fiji Business Opportunities Session



Premier Clark and Bill Wehnert, Fraser Surrey Docks



With Justin Trudeau at Women in Business Awards



Lucky Randhawa with Anita at the Automotive Industry Reception

Page 14 BUSINESS in SURREY April & May 2015

WOMEN IN BUSINESS AWARDS

Master of Ceremonies, Steve Darling of Global BC, led the afternoon's program and kept guests laughing. Keynote Speaker Justin Trudeau, Leader of the Liberal Party of Canada and MP for Papineau, Quebec, spoke about the value of supporting female entrepreneurship and leadership as significant economic contributors to Surrey and to our nation. And the audience heard that there are 821,000 self-employed women contributing \$18 billion to Canada's economy. The winners are:

1. Entrepreneur Category — Angela Herd, The Family Hope Clinic

Owner and principal director, Angela founded The Family Hope Clinic in February 2011. Throughout her personal and career experiences, she has demonstrated a longstanding commitment to support people of all ages and abilities in hospitals, schools, the non-profit sector, private practice and public service. Angela's passion to contribute to the well-being of others in the community began as a volunteer at the age of 12 and has since included multiple agencies and volunteer roles that are active today.

2. Professional Category — Dr. Jane Fee, Kwantlen Polytechnic University

Dr. Fee currently serves as the Vice Provost Students and Deputy Provost at Kwantlen Polytechnic University. She has been a leader in the post-secondary education sector for over three decades. Her expertise is in the administration of post-secondary learner-focused programs and services, and student success. Dr. Fee's areas of focus include student affairs, new student transition to first year, student

support, and program development. She has served on university and community-based boards at many operational and academic levels.

3. Not-for-Profit Leader Category — Coreen Windbiel, Surrey Association for Community Living

Coreen is the Executive
Director of the Surrey
Association for
Community Living, an
organization that has
provided services in the
community such as
residential/home-share
living arrangements, social
activities, day programs,

and employment skills and training, for 57 years. Coreen leads by example and empowers people to feel confident in their abilities – she strives to break down barriers and search for new opportunities.

4. Corporate/Leadership Category — Hanne Madsen, GroYourBiz

Hanne is the Chair and Facilitator for GroYourBiz, a peerto-peer advisory board for women business owners, senior managers, and entrepreneurs. With more than 20 years of experience in financial analysis, strategic planning, operational and HR management, and having

The four winners with Justin Trudeau: Left to right, Coreen Windbiel, Hanne Madsen, Dr. Jane Fee, and Angela Herd

co-owned and operated a successful business for 24 years, Hanne assists women in overcoming their challenges, leading them to develop innovative action plans and providing them with support, training, and expert advice.

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A GP For Me Initiative for Quality Health Care in Surrey

The Surrey Board of Trade and Community leaders from Surrey and North Delta gathered at Eaglequest Golf and Country Club on March 4th to celebrate the launch of the Surrey-North Delta Division of Family Practice's A GP For Me initiative. Funded by the Government of BC And Doctors of BC, a GP For Me is a province-wide movement that is working to ensure that all patients who want a family doctor can find one, that the primary

health care system is working at the highest capacity possible, and that all patients (especially our most vulnerable), have a strong and continuous relationship with their family doctor.

The March 4th event highlighted three of the sixteen initiatives that are encompassed within the Surrey-North Delta A GP For Me initiative. Their Recruitment and Retention project is working to recruit new family physicians to the area to fill the current deficit of 40 physicians. The South Asian Health Centre is a partnership with Fraser Health and addresses the increasing rate of chronic disease in the South Asian community. It brings together health care professionals from multiple areas of expertise that speak one or more South Asian languages. Patients and families are supported with a multidisciplinary, culturally appropriate approach to health care. Lastly, the

Division's Health Promotion initiative will aim to engage community members around making healthy choices the easy choices, as well as the importance of their relationship with a family physician.

The Surrey-North Delta Division of Family Practice is a non-profit organization run by family practitioners to support the contributions of front line GPs in transforming health care.



Back row, left to right: Dr Bill Cavers, President, Doctors of BC, Petra Pardy, Fraser Health, Executive Director of Primary Care and Chronic Disease, Dr Mark Blinkhorn, Chair, and Dr Sanjay Khandelwal, Director, Surrey-North Delta Division of Family Practice

Front row, left to right: Dr Jan Peace, and Dr Dave Luk, Directors, with Louise Hara, Executive Director, Surrey-North Delta Division of Family Practice

Surrey Board of Trade Leadership Surrey Series Business and Health Dialogues

SBOT will be hosting a series of four dialogues as part of the Social Policy Team's enquiry into Surrey's health care. There are numerous studies that point to the economic impact of poor health within a work setting, within the community, within society at large. The purpose of the four dialogues is to explore what role businesses and community organizations can play in promoting health and wellness, to disseminate information on what is currently available, and to propose, where feasible, any collaborative action required to create a supportive environment for healthy living.

The dialogues will be held at Eaglequest Golf Club, at 7:30 – 10 a.m. For more information, to register, or for sponsorship opportunities, contact Government Advocacy Manager, Anne Peterson at anne@businessinsurrey.com.

April 22, 2015 **Primary Care**

June 9, 2015

Mental Health

September 22, 2015 Seniors' Health

October 27, 2015

Community Wellness

SURREY BOARD OF TRADE Child and Family Friendly Workplace Award Nomination Deadline — June 3

Nominations are now OPEN for the 4th Annual Child and Family Friendly Workplace Awards. These awards will showcase and celebrate businesses and organizations that have created workplaces that support their employees in both their work and child/family responsibilities.

As part of the Surrey Board of Trade's Leadership Surrey Program, which began three years ago, we are pleased to showcase businesses that have created workplaces that support their employees in both their work and child/family responsibilities. Why is this important?

Workplaces are changing. Employees from all sectors are quick to list the changes they are experiencing in their workplaces: Globalization, technological advances, rise of non-standard employment/work hours, increased workload, greater learning pressures.

The Five points that award recipients are evaluated on are:

- 1. Flexibility
- 2. Supportive supervisors/managers
- 3. A culture that is family-friendly
- 4. Alternative work arrangements
- 5. Recognition of child and elder care issues

The nomination form is available at http://www.businessinsurrey.com/child-and-family-friendly-work/



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Page 16 BUSINESS in SURREY April & May 2015

HUMAN RESOURCES

The following story, brought to Business In Surrey by Surrey Board of Trade partners, Avia Employments Services and Back in Motion, illustrates why, with a little help and the right training, most people can be employable. Further, with the government grants available through Back in Motion, employers can get quality training for their staff through the Canada BC Jobs Grant.

For more information, contact anne@businessinsurrey.com.

Mitchell, A Case Study

Mitchell was born with cerebral palsy. Although he is personable and determined, he faces barriers to entering the working world. Mitchell suffers from poor eyesight, wears a brace on one of his legs, and has the use of only one hand. Along with these barriers, Mitchell is a slow learner with a stuttering problem. The combination of these conditions caused him much hardship during his formative years, including being bullied.

Fortunately for Mitchell, he has incredible family support. His mother is a teacher providing guidance, direction and love. Mitchell enjoys fitness and competed in the Special Olympics, where his father is very involved and volunteers as a coach. Having supportive parents led to Mitchell's great attitude in life and his wonderful sense of humour. When people get to know Mitchell, they are drawn to him.

Once Mitchell finished Grade 12, he completed a Fitness Trainer Course at Douglas College and set his goal to be a personal fitness trainer. To that end, he

volunteered at a local recreation centre, tidying up the ballroom and other tasks.

At the age of twenty, Mitchell was supported by an Avia Case Manager through his Douglas College training and volunteer job at the recreation centre. Mitchell then met with a Job Developer who set up an unpaid work experience.

The Job Developer prepared Mitchell

- Essential Skills Job Tasks
 Analyses for a Fitness Trainer
- Updated his resume and cover letter with all his skills that matched the Fitness Trainer position
- 3. Preparation for an interview
- 4. Prepared the volunteer application form and submitted to the YMCA

The Job Developer contacted the Fitness Director at the YMCA regarding a volunteer position for Mitchell, and explained how Avia could support the YMCA as well as the volunteer, and how this was also a great opportunity to

support people with disabilities. After several calls and visits to the YMCA, the Job Developer was able to demonstrate the many benefits of hiring Mitchell with his great attitude and winning personality. The directors agreed to consider this proposal.

The Fitness Director arranged for the Job Developer to meet the Fitness Trainer who would be working with Mitchell. The Job Developer supported the Fitness Trainer with a job description tailored to Mitchell's skills set. The Job Developer suggested bi-monthly visits to support the Fitness Trainer and Mitchell until he was fully trained. The Fitness Trainer agreed to an interview. The Job Developer attended the interview to support Mitchell, and Mitchell was hired for three days of volunteer work.

The YMCA hired Mitchell as a volunteer to clean equipment and refresh the weight room and they set up a three day, four-hour-day work schedule with a list of duties. Mitchell had hoped to do more of the work he was trained for, but the Job Developer persuaded him to be patient, and she would continue to support him to explore this option in the future.

It was soon evident to the employees and clients of the YMCA that Mitchell was someone they wanted to keep around. He was doing a great job, and was an inspiration to everyone. Shortly after, Mitchell became a paid employee making \$11.00 an hour and working 2 to 4-hour shifts. With encouragement from the Job Developer, the YMCA began training Mitchell to put together fitness programs for the YMCA's clients. When a full-time position came up, Mitchell was hired at \$14.00 an hour to work as a personal and program fitness trainer, a role he loves. Mitchell is now leading the classes on the new equipment, setting up personal fitness programs, and demonstrating the equipment to new clients.

The Job Developer continues to advocate for Mitchell and to support the YMCA with extra training when needed. Due to how inspiring this particular placement was, the Job Developer arranged with the BCIT Film Department to do a story on Mitchell and his brilliant success. When the media hear of Mitchell, a Ministry of Social Development representative, along with Delta TV, came to the YMCA to interview Mitchell. Mitchell was a celebrity for the day.

Mitchell is very proud to be a contributing member of society and fulfilling his goal of working in the fitness industry. He is very grateful for the support he received from the Avia Case Manager and the Job Developer to achieve his dreams.





From left to right, Don McRae, Ministry of Social Development and Social Innovation, Mitchell Hallman, Fitness Trainer YMCA, Marvin Hunt, Surrey Panorama MLA, Chris Hildebrand, Newton Avia Employment Services Manager, and Janice Huber, Employer and Community Relationship Liaison

Photo credit: Kyle Benning



Getting Serious About Crime Reduction

On December 18th, 2014, the Province of BC released their Blue Ribbon Panel on Crime Reduction entitled, "Getting Serious About Crime Reduction." The SBOT was part of the consultation group for this report.

The Blue Ribbon Panel, led by Parliamentary Secretary for Crime Reduction, Daryl Plecas, included; former federal deputy solicitor general Jean Fournier, Yvon Dandurand, a professor at the School of Criminology and Criminal Justice, University of the Fraser Valley, Geri Ellen Bemister, an expert on substance abuse issues, Beverley Busson, former RCMP Commissioner and commanding officer for British Columbia, Gary Bass, a former commanding officer of the RCMP in British Columbia.

In September 2013, they began to study crime reduction initiatives currently underway and to recommend ways to drive BC's record-low crime rate down even further recognizing the broad range of strategies and actions already underway. The broad recommendations of the report are designed to develop a more collaborative approach to prevent and reduce crime. The recommendations are

- Manage prolific and priority offenders more effectively
- 2. Make quality mental health and addiction services more accessible
- 3. Make greater use of restorative justice

- 4. Support an increased emphasis on designing out crime
- 5. Strengthen inter-agency collaboration
- 6. Re-examine funding approaches to provide better outcomes

Several of these areas may require more resources, such as drug rehabilitation treatment, and some may be achieved with a more cohesive use of existing resources.

During the release of the report, the government announced two actions that will occur immediately:

- The consideration of a regional, integrated community safety partnership pilot project that would bring together local, relevant government and non-government agencies in identifying and prioritizing community safety goals, focusing resource allocations and programs accordingly, and measuring and evaluating the outcomes.
- The collaboration between BC Corrections and provincial post-secondary institutions to expand job training options for offenders and thereby better support their re-integration into society.

The Surrey Board of Trade will be hosting MLA Daryl Plecas and Surrey RCMP Chief Superintendent Bill Fordy on April 24th to discuss the report and determine what other actions are required to implement the Blue Ribbon Panel reports findings.

Surrey Board of Trade Surrey Business Leaders Lunch

Join SBOT members and business leaders to hear Keynote Speaker, Bill Fordy, Chief Superintendent of Surrey's RCMP, speak about crime in Surrey and the relationship between the RCMP and Surrey's business community.

Special Guest: Parliamentary ecretary
Darryl Plecas to speak on
BC's Blue Ribbon Panel
Report on Crime Reduction.

April 24, 2015

Eaglequest Golf Course Register at info@businessinsurrey.com

Top 10 Scams in 2015

At the 4th Annual Business and Fraud Leadership Surrey Dialogue in March, the Surrey Board of Trade and the Better Business Bureau (BBB) highlighted this year's Top 10 Scams. Scammers, hackers and thieves are among us. The question is: how do we protect ourselves from those who would take our money, our identity, and our sense of safety? Education is the key. Learning how to recognize scams and report them to the proper authorities is the surest way to defeat this often face-less enemy.

Every year for the last 22 years BBB BC has put together a list of the top scams affecting British Columbians. They work alongside community partners to develop a list identifying which scams are actively phishing for your identity and money. The benefit of these partnerships means the public has more opportunity to become educated than ever before when it comes to these scams. Despite that, losses are on the rise.

"In today's world, businesses must educate themselves on all areas fraud prevention in order to protect against unnecessary financial hardship," says Surrey Board of Trade CEO Anita Huberman. "Working with partners in law enforcement like the Surrey RCMP helps bring awareness to an issue that affects businesses of all size and scope."

Canadians lost roughly 53 million dollars to scammers in 2013. According to the Canadian Anti-Fraud Centre that number hit 70 million in 2014. More websites means more opportunity for fraud. Unfortunately,

charlatans also prey on your good and giving nature when there is a catastrophe in the world.

This year's BBB Top 10 Scams live largely in the digital world. It is a space that is easier for hackers and fraudsters to set up shop, and they are getting very good at deception. It is easy for these crooks to replicate trusted brands and hit as many potential victims as possible at once. From developing a sense of trust to steal your money to buoy up a Ponzi scheme, to breaking through IT security and firewalls to exploit the personal data of millions of people, these scammers stop at nothing to make your life miserable. BBB Top 10 Scams:

- 1. Top Auto Scam Automotive Online Pricing
- 2. Top Emotional Scam Disaster Charity Fraud
- 3. Top Identity Theft Remote Computer Repair
- 4. Top Social Media Scam Fake Facebook Friend Request
- 5. Top Romance Scam Catphishing/Online Dating scam
- 6. Top Utilities Scam Fake Billing
- 7. Top Finance Scam Online Affinity Fraud
- 8. Top Sales Scam Redirected Robocalls
- 9. Top Big Data Scam Big Box Breach 10. Top Ad Scam – Fake Online Reviews

For more information go to: go.bbb.org/BC-bbbtop10scams If you believe you have been the victim of fraud please contact the Surrey RCMP at

604-599-0502



Page 18 BUSINESS in SURREY April & May 2015

TECHNOLOGY

The Internet of What? Things, Of Course



Peter Holt

"IoT, because of its pervasive nature, has the potential to increase risk significantly."

For many business readers it must be difficult to remember when the word "internet" moved from the unknown to common usage. Academics heard of it in the 1980s but it was the 1990s before we all began to log onto the world wide web and start doing business using the internet. Since then, the internet has grown exponentially and we take for granted its increasing penetration into everyday business operations.

However, what was once known as just the internet, is heralded as the "Internet of Things" or IoT, and with the IoT declared a reality rather than an emerging trend, it is worthwhile considering what risks may lurk behind its many transformative and beneficial impacts.

Firstly, what is the IoT? Tech Target, a well regarded Boston based media company describes IoT as follows:

The Internet of Things (IoT) is a scenario in which objects, animals or people are provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.

A March 2014 IEEE special report put it a little differently, possibly assuming that the engineers reading it knew that items

embedded with sensors are only a few lines of code away from casting off their human chains:

The Internet of Things, or IoT, which you have probably heard about with increasing frequency, is not a second internet. Rather, it is a network of items—each embedded with sensors—which are connected to the internet.

Technology analyst firm International Data Corporation (IDC) estimated than there were 190.1 billion unique devices installed and contributing to this technology ecosystem in 2014 and this number will grow to 211.9 billion by 2020. More importantly, many of these devices now have "always on" connectivity, which yields increasing amounts of information to those organizations controlling and monitoring the data flow.

Used with good intent, this data can lead to wonderful business and societal outcomes. This is especially true in the field of advanced medicine where "smart" biomedical implantable devices, including pacemakers and defibrillators, are making a difference in so many lives.

Governments can monitor assets and

services more effectively. "Smart" cities can demonstrate immediate benefits to

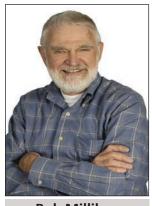
residents as well as improving operational efficiency in areas such as traffic flow, parking, air quality and municipal services. Businesses can be more efficient and competitive.

Used with malintent, access to IoT data could be potentially catastrophic, by providing criminals and others access to secure sites and confidential information through "always on" sensors and monitors. Access to the devices' controls could also result in the introduction of malware with unlimited scope for negative consequences and unforeseenliabilities.

The IoT is a powerful concept and its implementation is well underway across many industries, governments, and organizations everywhere. If you are an organization starting to leverage IoT to operate your business remember that IoT, because of its pervasive nature, has the potential to increase risk significantly. IoT adoption will impact all aspects of the business and it is essential to be well prepared through appropriate planning and extensive business wide dialogue.

Peter Holt is a partner of PraxisPoint, a local consulting group that focuses on research advisory and public engagement.

How Small Businesses Should Budget For IT Expenses



Bob Milliken

Having a business budget is essential for any size business, but many business owners I meet ask me, in some form or fashion, "How should I properly budget for IT expenses?" While this is a great question, there are a lot of variables that determine the answer, so I can't provide a "one-size-fits-all," simple answer. However, below are some general guidelines that should help you figure this out.

Hardware Refresh. No one likes the cost of a network upgrade, but it IS necessary approximately once every 3-4 years, especially this year when everything "Microsoft 2003" comes to an end. Regardless, older PCs and servers run slow, crash frequently and generally become more expensive to fix and support than to replace.
Perhaps Cloud Computing is on your radar this year. Be smart and plan ahead by making sure your budget includes an IT refresh of all equipment approximately every three years.

Maintenance. There is no "set it and forget it" when it comes to network maintenance. With cyber criminals becoming more sophisticated and aggressive, you must constantly monitor and update your network against cyber-attacks, malware, data loss, etc. Add monthly maintenance costs to your operations budget to avoid costly downtime.

Data Backup. Another expense you must account for is backing up your data to an offsite location (often called "cloud backup"). Since all businesses generate more data year after year, the

backup will grow. Start by assessing the growth of your data over the last couple of years to uncover a trend. Next consider how many versions of your data you will need and add that to the equation. From there, forecast those additional expenses going forward at the same rate (don't expect this to stay static year after year).

⁶⁶Be smart and plan ahead by making sure your budget includes an IT refresh.⁹⁹

Expansion. Another factor for your IT budget is upgrading software, line of business applications, CRM systems and accounting packages that can no longer support your growing company. As your company grows, systems, processes and data become more complex requiring more sophisticated (and often more expensive) software and systems. Make sure you

are looking ahead yearly to see this coming and to properly budget for it. There's no "magic" formula for this because the timing and cost of your upgrade is unique to your company, situation, and what you are trying to accomplish.

A business budget helps you decide whether you can grow your business, give yourself a raise, purchase additional inventory and assets, and whether you may be able to avoid bankruptcy. Budgets also provide the opportunity of planning forward to capitalize on the projects and tax incentives that governments often throw our way. Fortunately, most small business owners recognize the need to budget for their IT expenses and have opted for IT support service programs that make it easy to budget with fixed, monthly fees.

Bob Milliken writes about ComputerCents and is ThelTguy@CascadiaSystems-Group.com.



Reduce Your Business Expenses as a Surrey Board of Trade Member

As your business advantage, the Surrey Board of Trade is always looking for ways to help you reduce your business expenses and increase your competitive edge in this market. Not too long ago we introduced a new partnership with First Data Canada, the global leader in electronic commerce and payment processing. Now, as a member of the Surrey Board of Trade, you can enjoy preferred rates on any merchant processing services that can meet any of your needs. First Data has a full suite of services available to you, from mobile merchant services, to eCommerce, mCommerce, or even gift cards. Let First Data become your partner in business. To learn more about the First Data program please visit www.chambermerchantservices.ca or connect with Honey Martin at honey.martin@firstdata.com, 604-5052430.

April & May 2015

BUSINESS in SURREY Page 19

DEVELOPMENT

The Canadian Housing Market: Is a Change Coming from Regulators



Robert Levy

The Canadian housing market, for more than the past five years, has been the target of analysts, economists, and policy makers (mainly outside Canada) looking to reveal the next bubble in western financial markets. Some have been so adamant about such an overheated market year over year, that when their predictions were wrong, their cries

just grew louder. The International Monetary (IMF), a global monetary policy authority, is one of these voices, and an interesting change arose from their most recent comments on the Canadian market. Where so much of the focus in Canada has been on an overburdened consumer, the IMF is now suggesting the extremes of our market are driven by a policy oversight.

Since the financial crisis that essentially left Canada's financial institutions untouched, home buyers have seen a change in regulations in our housing market on four separate occasions. This spanned from February

of 2010 to June of 2012, and saw the efforts vary from the amount of capital owners can take out of their home when they refinance to the amortization period and down payment required for insured mortgages. The looming question now becomes whether policy makers will act once again to take any buyers on the margin out of the markert, and what long term impact that may have.

For starters though, international policy groups and the US hedge funds that seem to be most bearish on the Canadian housing market overlook one simple fact. That is how they generalize the entirety of the Canadian real estate market without addressing the isolation of some areas or regions. According to the Canadian Real Estate Association, home prices in Canada are only up in four provinces for the latest year over year data, and only up over three percent in two provinces, Ontario and British Columbia. And it's no secret that those provinces are driven by the powerhouse cities of Toronto and Vancouver, and closer to home the Tri-Cities and Fraser Valley that benefit from a lack of supply in the central market.

Where the IMF does have credence is assessing the need for a new central body to look at the efficacy of regulation in this market from properly gathered data. The shortfall of the Canadian market, and something

the CMHC has looked to address, but unfortunately fell short, is the impact of foreign buyers on the Canadian market. Simply put, there is not enough information for policy makers regarding who is buying homes and what is contributing to such robust demand to continue to make this a 'seller's market.'

It has always been a challenge for Ottawa and the Federal government to make policy decisions for a Canadian housing market when it's so clearly focused on two major cities. Especially when other regions of Canada have already been witnessing their respective markets stabilize (or in Alberta's case risk decline). Moreover, restrictive policy for the Canadian market would not only retard growth in Greater Vancouver and Toronto, but also the rest of this country. As invested home and business owners that benefit from a strong local economy, a policy question for the year ahead is what destabilizing effects could further punitive policies have on our local housing markets as the equity in the homes represents an ever increasing proportion of household wealth. A further question is whether the basis for this policy is supported in data, and as thus targeted.

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

FVREB Announces New 2015/16 Board

The Fraser Valley Real Estate Board (FVREB) elected its new Board of Directors for 2015/2016 at its Annual General Meeting held on February 25. Also at the event, the Board awarded Cloverdale realtor and managing broker, Rick Dubord, with its top honour, the John Armeneau Professional of the Year award for 2014.

Jorda Maisey will replace outgoing President Ray Werger. Maisey is a licensed realtor of over twenty years, and is a representative of RE/MAX Little Oak Realty in Fort Langley. Maisey has served as a Director at the Board for seven years and has chaired several member-led committees including finance and government relations.

The incoming President-Elect is Charles Wiebe, RE/MAX Little Oak Realty, Fort Langley and the Vice President is Gopal Sahota, Sutton Group, West Coast Realty, Surrey.

During the meeting, Rick Dubord of HomeLife Benchmark Realty (Cloverdale) received the John Armeneau Professional of the Year award for his tremendous contribution to Fraser Valley real estate. The award is the highest honour the Board bestows, recognizing outstanding leadership and dedication professionally and within the community.

The full 2015/2016 FVREB Board of Directors is as follows: ②President: Jorda Maisey, RE/MAX Little Oak Realty, Fort Langley,②President-Elect: Charles Wiebe, RE/MAX Little Oak Realty, Fort Langley,②Vice President: Gopal Sahota, Sutton Group, West Coast Realty, Surrey, Past President: Ray Werger, Royal LePage West R.E.S. (Sur), Surrey. Directors: Larry Anderson, Sutton Premier Realty, Surrey: John Barbisan, Sutton



Rick Dubord receiving the John Armeneau Professional of the Year Award from FVREB President, Ray Werger

Premier Realty, Surrey: Sandra Benz, RE/MAX Performance Realty, Delta: Manny Boparai, Century 21 Coastal Realty Ltd., Surrey: Karen Conyers, Sotheby's Int'l Realty Canada, Surrey: Jim Cox, RE/MAX Aldercenter Realty, Aldergrove: Darin Germyn, Macdonald Realty, Surrey: Dharbinder Singh, Century 21 Coastal Realty Ltd., Surrey.

Fraser Valley's new Board of Directors takes office on March 1, 2015.

FVREB Real Estate Report

Fraser Valley's real estate market improved in January compared to 2014 with sales and new listings reflecting levels close to seasonal norms.

The Fraser Valley Real Estate Board processed 853 sales on its Multiple Listing Service® (MLS®) in January, an increase of 10 per cent compared to January 2014 and 21 per cent fewer then were processed in December. Sales in January ranked in the middle of the pack for the last ten years coming in 2 per cent under the 10-year average.

The Board received 2,714 new listings in January, an increase of 1 per cent compared to January of last year and more than doubling the listings received in December 2014. From a historical perspective, January 2015's new listings – similar to sales – finished 5 per cent above the 10-year average.

Across Fraser Valley, the average number of days to sell a single family detached home in January 2015 ranged anywhere from 30 to 80 days depending on the community.

The MLS® HPI benchmark* price of a Fraser Valley single family detached home in January was \$571,700, an increase of 3.5 per cent compared to January 2014 when it was \$552,500. The benchmark price of townhouses was \$293,800, a decrease of 1.3 per cent compared to \$297,600 in January 2014. The benchmark price of apartments also decreased year-over-year by 1.5 per cent, going from \$192,300 in January 2014 to \$189,500 in January 2015.

Prime on the Plaza's Affordable Housing Innovation

Reliance Properties and Macdonald Development have announced Prime on the Plaza, an architecturally striking, 37-storey concrete tower in a "centre ice" location on the Surrey Civic Plaza. More than 10,000 people move to Surrey each year, and with the new City Hall, Library, SFU, Kwantlen College and the King George Sky Train Station—all located on or near the Surrey Civic Plaza—the demand for affordable, practical homes within walking distance of these significant infrastructure projects has never been greater.

According to Macdonald Development Partner, Robert Glass, PRIME on the Plaza is a perfect example of a project where dedication to design and finish detail have created truly premium quality homes at an affordable price. "From the location, to the architecture, to the fixtures and finishes, Prime on the Plaza offers the highest value in the area. Our goal with this project is to create something that average people cannot only afford, but something that they will be proud of. These are people's homes, they need to be special."

Page 20 BUSINESS in SURREY April & May 2015

ARTS AND CULTURE

Surrey's Urban Screen Receives Cultural Spaces Canada Funding

Surrey confirmed plans to update its capacity to exhibit art of the 21st century when MP Nina Grewal, representative for Fleetwood-Port Kells, announced the federal government's commitment of \$189,000 for equipment for Surrey's Urban Screen. On Tuesday, February 10, Mayor Linda Hepner and Councillor Judy Villeneuve joined Grewal to announce Surrey will match the grant monies from the Federal program Cultural Spaces Canada to enable Surrey Urban Screen to showcase digital art in Surrey's City Centre.

"Surrey is building a City for the future, with a community that is young, diverse, and creative. We are honoured to partner with the Federal government on a project which acknowledges Surrey as a rapidly growing, and important cultural centre in this county," said Mayor Hepner. "With new projectors and computer equipment, equally funded by the City of Surrey and the Department of Canadian Heritage, our Urban Screen venue will be able to continue the work of the Surrey Art Gallery to showcase contemporary interactive art."

Artists, arts volunteers and cultural workers were on hand



to welcome the news. City of Surrey Councillor Judy Villeneuve who chairs the Cultural Development Advisory Committee and the Public Art Advisory Committee, together with Jannette Maedel, Vice President of the Surrey Art Gallery Association, accepted the funding award on behalf of the City and Surrey Art Gallery.

Councillor Villeneuve commented, "Surrey joins cities around the world, like Melbourne, New York and Beijing, who have created outdoor galleries and animated public spaces using large screens. Surrey's Urban Screen, presents art of the 21st century as well as outdoor screening events for youth. It is an offsite venue of the Surrey Art Gallery, which has a long history of commissioning artists working with technology. Urban Screen offers an extraordinary opportunity for our community to experience contemporary digital and interactive art together, at a monumental scale. Located in Surrey's City Centre, the Urban Screen venue is also part of Surrey's Cultural Corridor"

Projecting onto the west wall of the Chuck Bailey Recreation Centre, Surrey Urban Screen is 30 metres wide and easily viewed by 30,000 people every evening from the SkyTrain. The Urban Screen launched as part of Surrey's participation in the Vancouver 2010 Cultural Olympiad. The premier of the first exhibition using the new equipment is expected to be in fall 2015 and will be one of the events celebrating the Surrey Art Gallery's 40th anniversary, and contributing another milestone to their seventeen year history supporting the production and presentation of art using technology.



Surrey Board of Trade Sponsors the Surrey International Children's Festival

The Surrey Board of Trade, for the 7th year, is proud to support the Surrey International Children's Festival. The SBOT is the host for the VIP Business Reception on Friday, May 22 from 7:45 – 9:15 a.m. at the Surrey Arts Centre. Guests will experience the annual Surrey International Children's Festival and the different performance venues that inspires young hearts and minds to greater possibilities, and celebrates our rich and diverse cultural heritage through performing and visual arts experiences. To RSVP, please contact the Surrey Board of Trade at info@businessinsurrey.com

Festival runs from May 21 to 23, 2015 Thursday and Friday: 9:00 a.m. to 2:30 p.m. Saturday: 10:30 a.m. to 7:30 p.m.

At the Surrey Arts Centre and Bear Creek Park 13750 – 88 Avenue (King George Boulevard / 88 Avenue)

See more at: http://surrey.ca/childrensfestival/80.aspx#sthash.2jC4ck4N.dpuf

NFB Documentary Follows Tofino's Pete Clarkson as He Creates a Memorial to Victims of the 2011 Tsunami

It's a subject never far from the thoughts of anyone who lives along BC's coast: the prospect that a devastating tsunami could hit here.

It's certainly on the mind of Pete Clarkson, a Tofino-based park ranger and "intertidal artist" well known for creating art from marine debris washed up on our shores and the the subject of *Debris*, a National Film Board of Canada documentary released this year.

Directed by Vancouver filmmaker John Bolton, Debris follows Clarkson as he creates his most ambitious project to date: a memorial to the 2011 Great East Japan Earthquake and Tsunami.

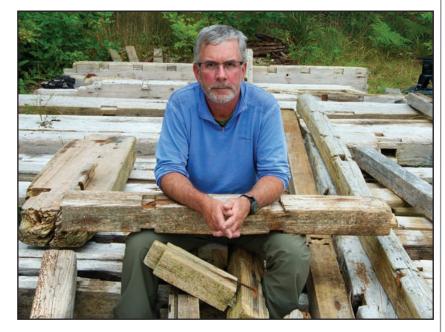
Debris was shot last summer and fall as Clarkson crafted a memorial from tsunami debris including timber from Japanese homes collected from the shores of Tofino. A meditation on art and tragedy, Debris will document the making of a unique piece of public art, one that will be both a site of remembrance and contemplation as well as a warning of how an

undersea earthquake and tsunami could strike here, too.

Debris is one of the first projects produced by Shirley Vercruysse, a veteran producer who joined the NFB in early 2014 as the new executive producer of the NFB's Pacific and Yukon Centre in Vancouver.

The film's director, John Bolton, is an award-winning Vancouver filmmaker who works in both documentary and drama, and whose production company, Opus 59 Films, is based in the city's West End.

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.



Emergency Preparedness Week, May 4–8



The first week of May is designated annually to raise awareness for Emergency Preparedness. This is your opportunity to ensure the safety of your family and employees by preparing grab-and-go kits, determining where gas and water shut off

valves are, setting up out of town contacts, and more. Don't know what to do or how to start? Go to http://www.surrey.ca/city-services/707.aspx and find out what you need to keep yourself safe and how to help others in the event of an emergency.

Remember, when the worst happens, you will need to be prepared to support yourself and your family for 72 hours.

For businesses, how will you prepare yourself to recover after a disaster? Start planning now to ensure your business will also survive a major emergency.

6th SURREY INTERNATIONAL TRADE AWARDS RECEPTION

MAY 7, 2015

Sheraton Vancouver Guildford Hotel 15269 – 104 Avenue, Surrey 5:30 – 8:30 p.m.

Attendance is free, but reservations are necessary Surrey Board of Trade, 604-581-7130 or info@businessinsurrey.com

Sponsored by Kinder Morgan's Trans Mountain Expansion Project

WHAT'S HAPPENING

Announcements, Awards, and Events from Surrey Board of Trade Members

ANNOUNCEMENTS

City of Abbotsford welcomes **Parm Sidhu** as their new Airport General Manager.

Envision Financial supports the Cloverdale Country Fair this May and to celebrate the launch of their new branch serving Cloverdale. Visit their new location soon at Brickyard Station or find them in the Kidz Zone at the fair!

De Jager Volkenant & Company, Barristers & Solicitors announces **Luke Johnson** is a partner of the firm effective January 1, 2015. Luke began with the firm as an associate in 2008 after obtaining his law degree from the University of British Columbia in 2007. Luke's primary practice areas are Charity Law, Corporate/Commercial, Real Estate and Wills and Estates.



Metropolitan Property Management welcomes Rheanna Sidhu to their team as the new Director of Strata Management. Metropolitan is proud to now offer Strata Management services from their Surrey office.

Macnaughton & Ward Financial Services Ltd. is celebrating its 40th anniversary on April 11th and would like to thank the community of Surrey for all the support over the years.

Effective March 30th, **ActiveCo** is moving to a new larger facility in the Fremont Village area in Port Coquitlam. This expansion will support the continued growth of the team and their core purpose of utilizing technology to enrich the lives the ActiveCo community.

DIVERSEcity Community Resources Society has moved to a new location. All programs and services (except First Steps) will now be at 13455 76th Ave.

Philip Aguirre is the new Executive Director of the **Newton Business Improvement Association.** He comes from a small business background as owner of the Old Surrey Restaurant and Bistro 72, located in the Newton Town Centre.

Grand & Toy announces **Jaswin Singh**, as the new District Sales Manager, responsible for supporting Surrey members and the Fraser Valley community. Jaswin will be responsible for overseeing the Alba Group program with the Surrey Board of Trade.

Beyond the Page Coaching & Training announces that Margaret Page is now certified by the world-famous



Body Language Institute to deliver their "You Can't Lie To Me" program. Margaret is able to train others using body language to make better hiring choices and be more persuasive in presentations and interpersonal communication skills.

Liquid Capital Pacific Corp. announces the opening of a sister office in Hong Kong. The new principal there is

a Canadian lawyer who has recently relocated to Hong Kong. The benefit to Canadian clients will be an enhanced ability to finance businesses buying from and selling to Hong Kong and even mainland China. Liquid Capital is a leading provider of many alternative commercial financing alternatives. www.financingsuccess.ca

Wes Muir is now Director of Public and Government Relations for Progressive Waste Solutions.

Air Canada announces **Air Canada Rouge** seasonal services between Toronto Pearson and Abbostsford. The non-stop, daily flights will give Canadian travelers more options when flying within Canada. Daily Services will begin operating June 27, 2015.

Dan Effa of **Liquid Capital Pacific Corp** is pleased to welcome **Andrew Joannou** B.Comm, CPA, CA as the new principal of LCPC.

The Fraser Valley Health Care Foundation received a generous donation of \$5,000 from the **Fraser Valley Real Estate Board.** The funds will go to support The Residence in Mission, a new residential facility for seniors requiring complex care.



Patricia Jappy-Loker and Bonnie Best, Clinical Managers – The Residence in Mission; Gerry Carron, FVHCF Board Chair; Elizabeth Findlay, Director Residential Care; Ray Werger, FVREB President

CCMIS/Homestead Solutions is hosting a free, six week *Dynamic Governance Study Group* from 7:00 to 9:00 p.m. Wednesdays from March 25th to learn and practice sociocracy, a concept of operations that helps distribute leadership and leads to more effective decision making. http://surveys.ccmis.ca/s3/Dynamic-Governance-Sociocracy

Staples Advantage Canada announces an agreement to acquire Office Depot. They will continue to operate as separate companies until the transaction closes at end of 2015. The acquisition is part of Staples ongoing strategic transformation to enhance service and increase categories of product offerings.

Regus, the global workspace provider, has expanded its presence into Surrey at King's Cross – 7404 King George Blvd. The new Regus business centre provides professional and fully serviced office spaces, meeting rooms, virtual offices and a drop-in business lounge to grow your business. Call 604-547-3000 or visit regus.ca.

YMCA of Greater Vancouver welcomes Yvonne Comfort as their General Manager.

XBa DanceCo director Nela Hallwas presents an *International Certification* in Dance Studies to dance students training in the school's Performance

program, a milestone for a South Surrey dance school, who are members of UNESCO's International Dance Council CID (Conseil International de la Danse) and have international accreditation. www.xba.ca

AWARDS

Hampton Inn & Suites Langley Surrey was recognized as a winner in the Top 25 Hotels in Canada for Family category of the 2015 TripAdvisor Travelers' Choice® awards for Hotels, ranking 12th out of 25. This elite honor is awarded to the top 1% of all hotels on TripAdvisor, based on reviews and opinions from millions of travelers.

Simon Fraser University has reached a significant milestone with the University's first LEED certification for the Surrey campus space known as Podium 2. The renovated space, adjacent to the main Dale B. Regehr Grand Hall, has earned the LEED CI Silver certification from the Canada Green Building Council. The internationally recognized Leadership in Energy and Environmental Design (LEED) rating system scores building systems based on how successfully the project design integrates green-building, high-performance features.

Export Development Canada (EDC) is proud to be named one of Mediacorp Inc's National Capital Region's Top Employers for 2015. Mediacorp publishes Canada's Top 100 Employers annually.

The founders of a Simon Fraser University venture that takes automated design to a higher level— Empower Operations—were first-place winners of the 2015 Coast Capital Savings Venture Prize. The competition, presented by SFU Venture Connection in partnership with Coast Capital Savings, awarded prizes valued at more than \$30,000 and \$1,500 cash to the company for its entrepreneurial excellence.

Simon Fraser University student Kevin Cruz, creator of ORA Scents, is Enactus Canada's BC 2015 Student Entrepreneur Provincial Champion. Cruz, of Surrey, will showcase his business at the organization's regional exposition in Calgary in mid-March. ORA Scents is a mobile device company touting what Cruz calls the world's first app-enabled scent diffuser, allowing users to create and control scents in real time. Cruz is a fourth-year student in SFU's Beedie School of Business, with concentrations in entrepreneurship and innovation and marketing.

Brenda Steele, an independent beauty consultant with Mary Kay Cosmetics, recently received her 35 year pin.

EVENTS

March 26 to April 28 – **Surrey Festival of Dance** will be celebrating its 49th year at the Surrey Arts Centre.

April 11 – **Sources Community Resources Society** presents the 20th Annual Fundraising Gala "Roaring Twenties" at Hazelmere Golf and Country Club, 5:30-10:30 p.m. www.sourcesbc.ca or 604-542-7593. *Continued on page 22*

April & May 2015 Page 22 BUSINESS in SURREY

WHAT'S HAPPENING

EVENTS, continued from page 21

April 18 - Nela Hallwas, Director of XBa DanceCo is hosting a RAVE Fundraiser and Silent Auction for South Surrey's only professional dance arts company, DISKORDANSE, at the XBa studios located at 152nd St and 20th Ave. The event supports the world premiere of the company's new work, THE COLLECTION, performing May 29th and 30th at Surrey Arts Centre. April 18th Fundraiser tickets are available at www.diskordanse.ca

April 28 - Join Big Sisters of BC Lower Mainland at its 19th Annual Spring Lunch presented by Scotiabank. The funds raised at this event will empower and enrich the lives of Little Sisters in Surrey, and across the Lower Mainland. http://www.bigsisters.bc.ca/en /Home/events/springlunch.aspx



May 9 – Celebrate the start of Police Week at the Surrey RCMP's Open House at the Main Detachment. This family-friendly event will include kids' police briefings, police vehicles and

demonstrations, and photos with members in Red

May 24 – Weather on the west coast is really something to celebrate and a great opportunity to get an early start on spring fitness ... so register at www.sosbc.org/run for the 7th Annual SOS Children's Village Run & Walk to benefit B.C.'s foster children. Sign up for the 2K, 5K, or 10K, which kick off at 9am at the Richmond Oval on May 24, 2015.

May 30 – 41st Annual Alexandra Festival will be held Saturday, 11:00 a.m. - 5:00 p.m. There will be live multicultural entertainment, vendors/artisans, food



trucks, amusement rides. and more. Located at the Alexandra Neighbourhood House in Crescent Beach. Admission by Donation.

Potential sponsors can contact vneil@alex-

June 20 - The 13th Annual Surrey Relay For Life benefiting the Canadian Cancer Society will be



Saturday, June 20th from 11 a.m. - 11 p.m. at the Bill Reid Amphitheater in Cloverdale. Registration is now open. To sponsor, donate, register a

participant or team please phone Bill de Groot at 604-314-1624.

TO POST YOUR ANNOUNCEMENT HERE, PLEASE CONTACT ANNE PETERSON

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April & May 2015

BUSINESS in SURREY Page 23



SURREY BOARD OF TRADE WANTS TO HEAR FROM YOU

Surrey Board of Trade Member Referral Program Receive \$100

You are in business for yourself but you are not alone! As part of the Surrey Board of Trade, you are in a network of over 2,100 businesses connecting you with over 6,000 business contacts. And this network is rapidly growing.

As a member, if you refer someone in your network to join our community of businesses, you will receive a \$100 credit on your membership account to be applied to membership renewal or event attendance.

Refer a business to Indra Bhan, Membership Services Manager, indra@businessinsurrey.com, 604-634-0343, or David Miao, Membership Coordinator, david@businessinsurrey.com, 604-634-0348.

Win Two Tickets to the Environment Awards Lunch!

Surrey Board of Trade wants your feedback and to encourage your engagement, we will put your name into a draw for two tickets to one of our more popular events – **The Surrey Environment Awards Lunch**, September 10th.

To win, all you have to do is provide constructive feedback on any of the following:

- Comments on the articles in this issue of Business in Surrey
- Suggestions for future articles
- What information would you find most helpful
- Any other comments regarding the Business in Surrey newspaper

Send your comments by email to BIS Editor: anne@businessinsurrey.com and put in subject line: BIS Feedback Contest.

Deadline for Contest is 4:00 p.m. Friday May 1st. Winner will be notified shortly after.

Continued from page 8

Surrey Board of Trade Wants to Restore Canada's Competitiveness

Powerful forces are transforming the global economic landscape and challenging Canada's prospects in the world. The weight of global economic activity has dramatically shifted from developed to developing countries. Emerging economies like China and India are sparking a wave of innovation with their critical mass of researchers, scientists and engineers. These countries recognize that research and innovation are the keys to success in the increasingly competitive global economy.

Canada risks being swept aside. Improving Canada's competitiveness requires an ambitious, aggressive and innovative private sector. Strategic thinking and smart public policies are needed to address long-standing structural impediments that hinder businesses at a time when they need the utmost in flexibility to compete.

The Canadian Chamber network, comprised of local chambers of commerce, associations, large corporations and small businesses, has worked to identify the key barriers hindering our ability to compete. Those consultations have identified 10 critical policy and regulatory barriers that will be the focus of our advocacy and outreach activities. Effectively addressing these issues will sharpen our competitive edge and allow us to prosper in the global economy.

The Surrey Board of Trade, in partnership with the Canadian Chamber network, has long served as a key resource to solving the issues—by connecting businesses, workers, educators and governments. That is an approach we will continue to pursue in a collaborative effort to establish practical solutions toward a common goal: strengthening Canada's competitiveness in a knowledge-based global economy so that our future prosperity and standard of living can be assured. As the voice of business in

our community, it is important to continue the dialogue at all levels to reverse the trend.

The Top 10 Barriers to Competitiveness

1. Silos in skills development

Canada is not producing enough graduates with the skills needed for its economy. As a result of dramatic restrictions, the Temporary Foreign Worker Program will no longer meet short-term labour shortages.

Employers need to work with educators and governments to break the silos between training programs and industry needs.

2. Entrepreneurs lack capital for Canada's fastest growing companies
One of the most critical determinants of competitiveness is access to capital, especially for start-ups and companies moving from innovation to commer cialization. In 2015, the Canadian Chamber will advocate a number of initiatives to boost incentives to attract more angel investors and international funds to Canada.

3. Lack of clarity regarding Aboriginal land title

Canadian governments have a fiduciary duty to consult and accommodate Aboriginal peoples. However, governments are relying on project developers to assume responsibility for large parts of community consultation and accommodation, leading to confusion and expensive litigation. This year, the Canadian Chamber will explore alternatives to the current scenario for resolution of the development consultation process.

 Internal barriers to trade
 Tariff barriers between provinces, a serious and self-imposed weakness in

the Canadian economy, are banned by

the Canadian constitution. The federal government must promote more meaningful sanctions against jurisdictions that practice protectionism against other Canadians while supporting those that embrace free internal trade.

Canada's tax system is too costly and complex

Canada over-relies on income and profit taxes rather than on taxes on consumption, which are are least harmful to growth. Canada's tax code is also overly complex and imposes significant compliance costs on businesses and consumers. Canada must undertake a comprehensive review of its tax system with the aim of reducing its complexity and improving the way it raises tax revenue.

Canada's export infrastructure is not meeting our needs

Public investment in infrastructure has not kept up with Canada's economic needs. An ongoing commitment by all levels of government and an active engagement with private sector stakeholders will bring infrastructure in Canada back to the level needed to support prosperity.

7. Canada is uncompetitive in the world's tourism sector

Canada has slid from the seventh largest tourist destination in the world to the 18th. Canada's travel and tourism sector is critical to its economy, and government must both invest in national marketing initiatives and address Canada's inefficient layers of visas, regulations, fees and taxes.

 Innovation rate is not sufficient to help manufacturing rebound
 The best way for Canadian companies to compete and win in modern manufacturing is through a strong commitment to innovation. The Canadian Chamber of Commerce will explore recommendations to reconcile the disconnect between industry and institutions, find a mechanism to support the commercialization of new technology and look at options to support business in the adoption of new technology.

Territorial businesses don't have the tools they need

The federal government must provide territorial businesses with the tools necessary to increase their economic footprint. The result would be more financial independence for the territories and a more competitive Canada.

10. Canada is missing out on foreign trade opportunities

Canada's prosperity depends on access to international customers and participation in global supply chains. To support the expansion of Canadian companies abroad, the federal government needs to build on recent success and take steps to conclude the next wave of high-quality trade agreements and strengthen Canada's system of trade promotion and economic diplomacy.

The need for action is urgent. We must identify and implement real, tangible solutions to break down barriers to our competitiveness and create opportunities for businesses and families in Surrey.

For more information, contact SBOT's CEO, Anita Huberman, at anita@businessinsurrey.com

Page 24 BUSINESS in SURREY April & May 2015

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