

Events

February 11
Lunch with Angus Reid,
Former BC Lion

February 12
Mayor's Breakfast Series: Federal
Infrastructure Minister

February 16
Lunch with Port Metro Vancouver
CEO Robin Silvester

February 24
B2B Networking at BC Family
Hearing Resource Society

February 26
Leadership Surrey Dialogue –
Global Free Trade Agreements

March 1
Cloverdale Crime and Business
Breakfast

March 2
Agriculture Industry Reception

March 8
7th Annual Surrey Women in
Business Awards

March 9
Business in the City

March 11
Leadership Surrey Dialogue –
Economics of Industrial Lands

March 30
B2B Networking at DIVERSEcity
Community Resources Society

April 8
Leadership Surrey Dialogue –
Mobility Pricing: A Funding
Solution?

April 12
Business in the City

April 13
B2B Networking at McQuarrie
Hunter LLP

April 14
Lunch with C/Supt. Bill Fordy,
Surrey RCMP

April 22
Leadership Surrey Dialogue –
Childcare Challenges for Workers

April 27
Fraser Valley Business Showcase

To register, go to:
www.businessinsurrey.com

LRT Funding?

Federal Finance Minister Morneau Speaks in Surrey



Minister Bill Morneau addressed over 350 business and community representatives at the Surrey Board of Trade Business Leaders Breakfast on Saturday, January 16. This, his last stop on a cross-country pre-budget consultation tour, was his only public function in BC. Those who packed the room heard the Minister speak about the thousands of people already participating in the process and the intent of the new Federal government to address economic uncertainty. Does the focus on infrastructure spending translate into dollars for Surrey's Light Rapid Transit plans?

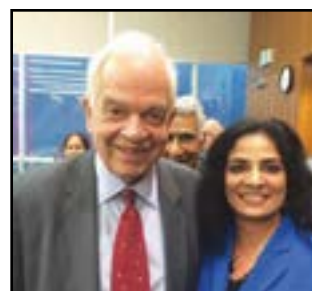
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SBOT Staff Welcomes the New Year



Surrey Board of Trade staff work hard to provide members with member benefits, advocacy, and the numerous events for networking. Take advantage of your membership this year to connect and succeed with your colleagues at SBOT. Photos of recent events can be found on pages 11 through 13. Also check out our new online Surrey Business News, surrey604.com/business, for more stories.

Surrey Prepares for Syrian Refugees



The Surrey Board of Trade is participating with the City of Surrey and our service providers, agencies and organizations to develop strategies to accommodate the anticipated influx of Syrian refugees. CEO Anita Huberman was at the roundtable in December with Minister John McCallum (pictured above). For more information on what businesses can do, go to page 18.

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WORKSHOPS

The Surrey Business News is pleased to be able to offer the following opportunity for members to list their workshops.



Working with a disability? Can Assistive Technology help level the playing field for you? Register for the next Lunch and Learn at Neil Squire Society for a presentation on the Technology@Work Program and Assistive Technology demonstrations—we provide lunch!

Date: Feb 18th or Mar 17th

Time: 11:50am – 1pm

Location: #240 2250 Boundary Rd, Burnaby

Contact Nate Toevs natet@neil-squire.ca or 604.355.0578

This workshop is facilitated by Tony Malyk of Empowered Business Coaching

Tuesday, February 23

Better Meetings—Great Results

Bad meetings start with the attitudes and approaches of those who lead and take part in them. Making the leap from painful meetings to productive ones will lead your organization to enormous rewards. This workshop will suggest strategies, which you can implement within your organization. Attend this workshop to learn about:

- How to Create More Engaging and Productive Meetings
- Fewer Meetings of More Contextual Structure
- Biggest challenges, impact of bad and good meetings on leaders, teams and results.

This workshop is facilitated by Tim McKinnon of Stride Business Coaching Inc.

Thursday, March 3

Mental Health and the Workplace

Gain insight and develop confidence by building your own mental health literacy and by learning the difference between mental health and mental illness. Using the four 'Rs' framework, learn how to recognize the warning signs and develop supportive communications skills that will help you respond and take positive steps to help. This workshop is facilitated by the Canadian Mental Health Association.

Wednesday, March 30

Understanding Business Communications

Having effective and clear communication styles and tools are key for a successful business. Attend this interactive workshop to learn more about the different ways of communicating and how to use them in a way that is beneficial to achieve your organization's goals. Review emails, letters, one-on-one conversations, group discussions, and social media. Understand how subtle methods like tone of voice, body language, and social signaling impact the way you are interpreted. Finally, learn about the challenges in communicating and how to overcome them. This workshop is facilitated by Beatrice Wong, Simon Fraser University.

For the following sessions, register with info@businessinsurrey.com

Time: Registration 7:45 a.m., Program 8:00–10:00 a.m.

Location: SBOT Conference Room 101 - 14439 104 Ave, Surrey

Admission (+GST): General Admission \$35; SBOT Members \$25

Wednesday, February 10

Tax Planning for Small Business

The Canadian Tax System provides many tax planning opportunities for businesses, but also contain traps for the unwary. This seminar will explore strategies used by tax planners to minimize taxes for businesses at various stages of their lives.

This workshop is presented by Clearline CPA.

Wednesday, February 17

Grow Your Business with Exceptional Customer Service

Businesses invest enormous amounts of money to attract new customers yet they don't see the low hanging fruit right in front of them: their existing & past customers. This workshop will show you how to build a Customer Service System that will:

- turn your customers into raving fans
- increase referrals
- reduce attrition
- prevent many of the "fires" that cause business disruption and unhappy customers

To book your next workshop in the Surrey Board of Trade Boardroom, contact Heather at Heather@businessinsurrey.com.

To find out how you can list your workshop here, contact Anne at Anne@businessinsurrey.com.

➔ AT ISSUE

Continued from page 1

We Are Ready



Mayor Linda Hepner, Minister Bill Morneau, and Anita Huberman

Mayor Linda Hepner, with Anita Huberman the Surrey Board of Trade's CEO, had a brief meeting with the Finance Minister prior to the event. They emphasized that the LRT plan, as part of a regional plan, is ready. It is very important to develop connectivity through having a regional plan, Mayor Hepner stated to media, due to the region's growth and economic development. "I am optimistic," she said, "that we are shovel ready and can be in the ground by 2018."

The Provincial government is at the table in assisting the region move the transportation plans forward, according to MLA Peter Fassbender, Minister of Community, Sport and Cultural Development and Minister Responsible for Translink. "BC is going to lead the country in economic growth in the next three years," said Minister Fassbender. "We are ready. Our money is on the table for these major projects here in Surrey," and in the region. The Massey tunnel replacement will not take away from critical funding needed to move forward on the Mayors' regional plan, he said. Minister Fassbender stressed that he and Minister Todd Stone are advocating for federal infrastructure funding to flow west.

Minister Morneau highlighted the ministry's budget consultation efforts—reaching thousands through online chats, Twitter and FB dialogues, roundtables, and public forums across the country. "It may come as no surprise though," he said to media, "that we are facing some economic challenges that were not foreseen at the time of our election." However, the Liberal Party was elected based on a plan to address economic downturn: tax cuts to middle class, and the

proposed Canada Child Benefit anticipated to lift "hundreds of thousands of children out of poverty."

And as for the LRT? The Minister reiterated that the Federal government will make "significant investments in infrastructure: investments that we think will help our economy in the short term, and in the long term by increasing our long term productive rate of growth." In answer to the question about Surrey's LRT, Minister Morneau emphasized that he is out this week to listen to Canadians, to try and understand the concerns of Canadians, and consider how to incorporate these concerns into the 2016 budget. The infrastructure plans for the Lower Mainland are "going to feed into the planning for the budget." With respect to transit funding, "we've made important commitments to transit funding," said Minister Morneau. "We've committed to spending an additional \$20B over the next decade in transit and that means we will need to think about important investments in places such as Surrey," and other urban places across the country to get people moving. Mayor Hepner's information on the LRT, will "feed into the budget process as will other projects and priorities," concluded Minister Morneau.

"I will be watching this new government's federal budget with great anticipation for infrastructure investments for Surrey, soon to be B.C.'s largest city," said Anita Huberman, CEO Surrey Board of Trade.

Canadians can continue to contribute their thoughts and recommendations to the Federal Finance Ministry by going to <http://www.budget.gc.ca/pbc16/>, or on Twitter, using the hashtag #PBC16.

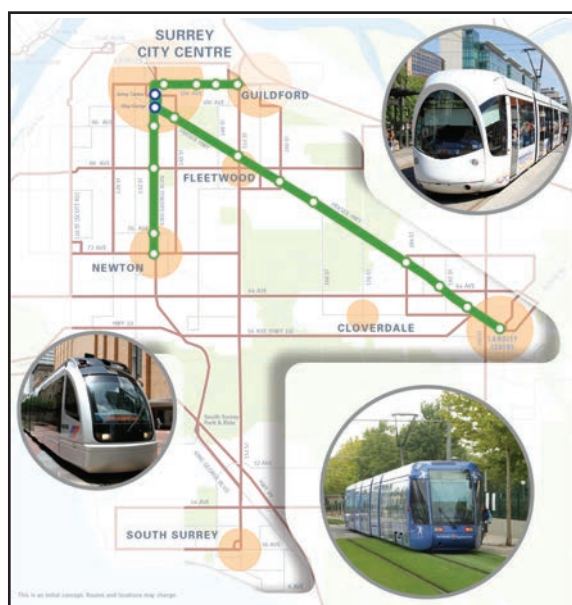
As Surrey Grows, LRT Offers the Right Solution

Light Rail Links
Connecting communities south of the Fraser

LRT is the right solution

- 80% of Surrey residents support LRT
- LRT would influence 72% of investors to develop in Surrey
- LRT costs significantly LESS to build than SkyTrain
- LRT can move 6,000 to 10,000 people hourly in each direction

lightrailinks.com



Anita Huberman, CEO Surrey Board of Trade is pleased to announce that she has recently accepted the position of Chair of Light Rail Links, a community coalition in support of Light Rail Transit for south of the Fraser. "As we all know, transit is underfunded south of the Fraser and we need the government to prioritize and invest in transit for our communities. LRT is the right solution. Surrey's proposed 27-kilometre LRT system will not only move people around efficiently, but also help to grow community hubs," said Huberman.

With the Province soon to announce their 2016 budget, now is the time to demand our local representatives prioritize the needs of our community and invest in LRT south of the Fraser. As community champions and business owners, we need to come together to ensure our voices are heard. Join the conversation, in person, online and across social media. To learn more or help demonstrate your support for LRT visit www.lightrailinks.com

**February & March 2016**

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➔ FROM THE SBOT CHAIR

The Importance of Mentorship Developing a New Generation of Business Leaders



Shelley Besse

I challenged everyone in the room at my acceptance speech six months ago to do their part to develop a new generation of business leaders in Surrey and become either a mentor or a mentee within the next year. I would like to know where you are with this goal and talk a little more about the role of mentoring in the economic development of Surrey.

While over 70% of large Fortune 500 companies see the benefits of mentoring and offer it to their employees, the benefits of mentoring and mentorship opportunities are not limited to large organizations. A culture of mentoring can be instilled in even the smallest of organizations with many group associa-

tions and online communities that can connect you with a mentoring partner.

The traditional view of a mentoring relationship sees a very top-down approach with a seasoned business veteran imparting his or her wisdom on a much more junior colleague. The modern reality is that mentoring is a two-way street and both gain from the experience. A good mentor will use the opportunity to gain insights on what the mentee is concerned about and discover areas of business or skills that their mentee may be especially familiar with. I'm learning about social media from a young millennial in my organization and it's giving me some great insight into a major strategic objective—how do we make our credit union more appealing to the younger generation?

Small businesses have a unique mentoring challenge in that there may not be enough diversity of skillsets or experience within their organization to enable effective mentoring. The good news is that just as mentoring across generations yields the greatest results, mentoring across organizations is also highly effective. Tapping into the skills and resources of someone from outside your field of expertise will definitely force you to think about your business

from a new perspective. For example, connecting with an industry where marketing plays a critical role in success and hearing how they have leveraged their skills in this area would provide valuable insight.

Knowledge transfer is not the only point of mentoring; there are a number of indirect benefits. It gives mentors a chance to give back to their organization or business community, and it increases a sense of self-worth and personal satisfaction. For the mentee or protégé, they gain business confidence and inspiration as well as a chance to speak up, to give and receive feedback. The organization also benefits by broadening employee horizons and clearly demonstrating your company is serious about leadership development. This leads to increased employee loyalty, less turnover, and helps transition junior employees to future leaders.

Looking ahead to my next six months before the end of my term as Chairperson, I would like to challenge you to start a mentoring relationship and be a part of building Surrey's future leaders.

Shelley Besse is Chief Operating Officer of First West Credit Union.

➔ FROM THE CEO

The Importance of Membership in the Surrey Board of Trade



Anita Huberman

As I write, I consider the question of why businesses and community leaders ought to be members of the Surrey Board of Trade. As our economy fluctuates, and in some sectors, declines, do we struggle in isolation or do we band together to face our uncertain future with colleagues at our side?

There are tough decisions ahead for the new Federal government. Surrey needs LRT and a regional transportation plan to be built sooner rather than later. Our growth in Surrey and its neighbours are far outreaching the capacity to move workers and goods

through the region. If we are the trade hub of the west coast, now and well into the foreseeable future, we need a transportation system that reflects the importance of our city and the South Fraser region on the Canadian economy.

How do we get that message through to the Federal government?

We actively engage in every opportunity to bring Ministers here to listen to our members and we speak at the Federal level by connecting with Ministries and through policy resolutions. Recently, our Vice Chair, Dr. Greg Thomas, has had his position renewed on the Canadian Chamber of Commerce Environment and Resource Committee, and has also accepted a position on their Aboriginal Affairs Committee. We are at the table when important dialogues and policies are developed in these key areas.

Our local MLAs and Provincial ministers speak on a regular basis at our dialogues and networking events. Recently, we have become members of the BC Chamber of Commerce. This is to ensure that on many important issues relevant to Surrey, we can speak

together as partners to ensure that Surrey remains a key economic priority to various stakeholders.

We have spoken up for Surrey with submissions and presentations to the Province, advocating on numerous issues specific to Surrey's business and community leaders. We are currently working with the BC Chamber and many regional chambers on an advocacy project related to enhancing the mobile business license program, more of which will be reported on in our next issue. We speak for Surrey businesses and make sure we're heard at the regional and provincial tables, too.

Locally, we meet with City of Surrey councilors, staff, and of course, Mayor Linda Hepner, regularly. We are hosting regular Mayor's Breakfast events to connect our members directly with the Mayor and the city. We are meeting with staff and council as they consider their 2016 city budget and its importance to business and livability in Surrey.

Networking is a priority for our members as well as advocacy. We provide over 100 different kinds of events annually to foster connectivity: with each

other, with politicians and their staff, and with us, so we get to know you better and can respond to your concerns. We have events that inspire and inform our members. We draw in experts from many fields for your benefit, and we celebrate your successes in style. We have developed a number of member benefits both in house and member-to-member that will save you much in your budget. In answer to our Chair's challenge, outlined above, we're developing a mentorship program. See page 18 for more information.

Why be a member? Because collectively, we have a far greater impact, a louder voice, than if business owners try to do things on their own. We share experience and wisdom when we meet, we commiserate and advise when needed, and we advocate strongly when needed. Surrey is a rapidly growing city. It has big city challenges, big city needs, and big city opportunities. The Surrey Board of Trade is here to help your business succeed.

Why be a member? With an unstable economy, can you really afford to go it alone?
anita@businessinsurrey.com

→ ECONOMY

Prepare for Crisis or Volatility?



Robert Levy

2016 will bring a new year for the world's financial markets, but the headlines and market action certainly dictate that the themes of 2015 are still very much prevalent. The year began with Chinese regulators attempting to maintain control of their currency. As the offshore market continues to discount the official rate, investors are selling Chinese stock markets and prompting fear of further weakness in the world's second biggest economy.

The immediate and pertinent questions as fear of contagion spreads around the globe is, are the events over the previous week indicating some sort of paradigm shift in the global economy like a crisis or is this simply volatility that is to be expected in 2016?

At this point, it seems the latter scenario of increased volatility is more likely.

The U.S. Federal Reserve remains in their challenged position as the world's central bank. As the IMF points out, global growth in 2016 will be muted and uneven, but domestically U.S. businesses continue to have a positive outlook and are hiring. Hence, there is an environment to continue to support a strong dollar. Shifting overseas, part of the fear of the rapid currency depreciation in China, and other emerging markets is linked to local firms holding U.S. dollar debt that inflates with currency weakness. Diverging central bank policy between the U.S. and the rest of the world is prompting this currency weakness.

This has certainly been the dark cloud that has reappeared over financial markets, not unlike August and September of last year.

Chinese equities perhaps tell part of this story as they represent investors fleeing their domestic market, but don't share a link to their economy that financial markets in more advanced economies may have. This is why they only tell an incomplete story. Proof of this is in the issues witnessed in Chinese markets and their much discussed circuit breakers and trading halts that failed to restore investor confidence and minimize what was an incomplete and emotion-filled rush for the exits. Needed and tested reforms have the potential to shock markets depending on how they are implemented, and it will be important for investors to keep this in mind in the year ahead and anticipate further violent moves. Chinese equities, while making headlines surrounding trading halts and selling bans, are only a small part of the story for global markets.

In retrospect, the outlook for the

markets circles back to the U.S. Fed and their interest rate policy. Despite the fact that we are now past the point of quantitative easing and emergency level interest rates, it is still the pace at which the U.S. Fed continues to raise rates that will be the focus of investors. The unconventional measures of the past allowed the U.S. Fed to maintain a liquidity backstop for global markets. This game is now changing as their ultra-accommodative measures are tapered back. Less liquidity prompts more volatility, and that is why in 2016 it is most important that investors are tempered and have a plan for when the market sells off, instead of being caught in shock.

With this in mind, 2016 may be a year to get comfortable with a lower Canadian dollar, and be prepared for the market overshooting into even lower territory.

Robert Levy is the Managing Director of Border Gold and a financial commentator on CKNW Radio. rlevy@bordergold.com

The Impact of Negative Interest Rates



Richard Dendy

What about the possibility of negative interest rates coming to Canada? Stephen Poloz, Governor of the Bank of Canada, was recently quoted, "Canada could theoretically go to negative interest rates in order to stimulate the economy," and acknowledged, "it is in the Bank of Canada's toolkit to consider down the line."

Consider the possibility that a \$10,000 cash deposit would be worth less by the end of the year. A negative 0.5% interest rate would reduce your cash to \$9,950.

Before we rush out and buy bigger mattresses to store our cash, let's consider the potential impact negative interest rate policy (NIRP) would have.

Most traditional economists told us this could, or should, never happen, otherwise the sky would fall. Well there are examples where it has happened, and the sky hasn't fallen, but it has turned a

different shade.

We know in Canada, rates are extremely low, both on the deposit side and the borrowing side. With low rates there is a spread compression, meaning banks earn less in a challenging and competitive environment. With little margin for error, the pressure is for banks to increase volume, and not compromise risk. Inevitably, there will be some financial institutions forced to take on riskier loans, resulting in greater risk of distress and losses.

Although, it would be hard to imagine banks offering to pay borrowers to take out their loans, there are reported examples in Europe where some floating rates have wandered into negative territory. In such cases, the banks would be paying down principal amounts on some mortgages. You might ask, where can I sign up?

I would imagine, given the competitiveness and creative nature of Canadian financial institutions, we will continue to see higher fees before negative rates. But if our central bank follows the same course as the European Central Bank (in June 2014), or countries such as Switzerland, Denmark, and Sweden have done by wading into negative rates, there will be some consequences, and likely casualties.

The European cases, particularly Switzerland, were motivated when significant funds from Russia were invested in the Swiss currency as a safe

haven. Canada is also a safe haven with our strong financial system, but represents a higher currency risk for foreign investors.

We know that when a country's economy is struggling, the politically fiscal thing to do is to lower interest rates, which encourages spending and borrowing. Low levels of spending cause deflation where prices fall; something larger economies have been experiencing. Deflation causes big concerns as it chokes off economic recovery.

Negative interest rates would encourage a flight of cash to riskier investments and other assets and other currencies. Financial institutions begin to carefully craft instruments to reduce the risk with a higher return. Most other assets, such as gold and real estate, also have carrying costs. Other countries have currency risks and tax consequences.

Then there are those who will turn to the mattress.

Any way you position it negative rates will drive consumers to riskier decisions in the preservation of their capital. Banks will become less stable, as "rogue" banks that do offer positive rates will eventually become unprofitable. The aggressive banks that first move to negative rates will lose customers. The flight of cash will erode the financial stability of our banking system.

In Canada, our best hope in avoiding negative interest rates lies in the current

depreciation of our currency. As a customs broker, we see the impact of the falling Canadian dollar, on both sides of the border. Fewer goods are imported into Canada. Many businesses in Surrey, who rely on goods imported from the U.S., will have their margins reduce dramatically. More goods are exported into the U.S. There are opportunities right now to increase exports.

In general, the negative effects of negative interest rates outweigh the positive effects, and really should be considered in the extreme cases where our export business becomes seriously at risk of disappearing altogether. This is currently not the case with a 70 cent Canadian dollar. Due to our close proximity to the U.S., the business case to start a Surrey Mattress Bank (safe haven for cash) can be put on hold, for the time being.

Richard Dendy is a passionate advocate for business in Surrey and is currently the Chief Financial Officer and Chief Revenue Officer of A&A Customs Brokers Ltd. In addition to serving as the 2nd Vice-Chair of the Surrey Board of Trade, he has served as Chair of the SBOT Finance and Taxation Committee for the past two years.

Editor's note: On January 20, 2016, Bank of Canada's Governor, Stephen Poloz, announced that the benchmark interest rate will remain at 0.5%, for now.

→ ECONOMY

The 1% Solution: Adapting to Change by Leveraging Incremental Improvement



Eamonn Percy

“Human happiness comes not from infrequent pieces of good fortune, but from the small improvements in daily life. — Benjamin Franklin

Global Turmoil

If the first week of January is any indication, then 2016 is shaping up to be a very interesting year. The Shanghai Composite Index fell 15% in the first six days, including two separate days that triggered temporary exchanges shutdowns. The price of oil continues its decline, an ominous sign for energy intensive Canada, as West Texas Intermediate dropped 6% on January 11th alone to \$31.12 (USD). While business cycle dips are to be expected, 2016 has the potential to unleash significant turmoil on both domestic and global businesses.

As I pointed out in previous articles, and continue to highlight, good business leaders prepare for these periods by focusing on the three pillars of People, Products and Processes. However, just building these pillars is only half the job, the other half is maintenance and improvement. Like a house, only half the work is building, the other half is maintaining it well.

Many business owners and CEOs are builders but, unless they have a well-rounded team with a complementary skill set, they may be weak in maintaining what they have built. In addition, it's the improvement over time, which enables the business to adapt to the changing need of the markets.

Adapting to Change

This ability to adapt and improve over time is the biggest single opportunity I see in businesses today. In 2016, given the economic, demo-

graphic, political and technological changes underway, I believe it is even more important to adapt, as the very survival of many businesses may be at stake.

As Charles Darwin said, “It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change.”

This leads to the question—How does a person or a business adapt to change?

There are two ways, the hard approach and the easy one, and I definitely recommend the latter. The hard way is to have change foisted upon you or your company from the outside, forcing you into reaction mode, where you must respond instinctively and with available resources. Good luck!

The 1% Solution

The easy approach is to adopt a philosophy of lifelong learning or continuous improvement. So rather than waiting for an event to force you to change from the outside, you make small, regular and incremental improvements from the inside. I call this approach The 1% Solution, since 1% improvement made regularly, compound over time, just like money compounding in the bank, gives you massive, long-term results.

In business, this can be achieved by making innovation a corner stone of your culture or by adopting a formal continuous improvement program like

Kaizen, Lean or Six Sigma. A business can achieve the same effect by becoming extraordinarily customer service focused, to gain valuable feedback, which can quickly be incorporated into new products, services and business processes.

For the individual, this can be achieved by adopting a personal system of continual improvement, surrounding yourself with accountability partners that want you to succeed, embarking on intensive lifelong learning, or engaging a coach, advisor or mentor to teach you.

What You Can Do

The approach I recommend to my clients is for the CEO to lead by example, while building a culture of continuous improvement in the business. This encourages others to follow suit, and the resulting combination of people seeking to make small, but steady improvements each day while supported by a company culture, will ensure the sum of all such improvements makes the company better, stronger, faster and more adaptable to our changing world.

Eamonn Percy is the Founder of The Percy Group Capital + Business Advisors, a business performance improvement firm which helps determined leaders permanently solve problems, accelerate performance and achieve results. He is a regular speaker and columnist on topics of leadership, innovation and business. Percygroup.ca

BC Red Tape Recommendations from the Surrey Board of Trade

The following is an excerpt from the Surrey Board of Trade's letter to Minister Coralee Oakes, Minister of Small Business and Red Tape Reduction, as part of the BC government's request for input.

The Surrey Board of Trade (SBOT) thanks you for undertaking this worthy and necessary initiative to reduce red tape in the BC Government. The Surrey Board of Trade, which supports and attracts business to Surrey, has an interest in reducing red tape because we want our businesses, large and small, to have

- A more predictable business environment
- Protect their health, safety, security and environment
- Strengthen international trade
- Free up capital to invest in business, not in process
- Allow small businesses to compete and grow

- Give Surrey businesses a competitive edge in the global market
- Create a more predictable environment for businesses
- Businesses compete and create jobs
- A low-cost way to stimulate the economy and boost productivity as Canada emerges from the global recession

Our recommendations are sourced from membership feedback to help control the administrative burden on business. As well as promoting the “Reducing Red Tape for British Columbians” process and website we have also surveyed our Advocacy Teams with regards to provincial examples of Red Tape and prepared this letter with an overview of our feedback.

We understand that this is not a one-time process but that it is an ongoing process of collaboration and communication. If BC is to maintain its competitive edge, increase productiv-

ity, and spur innovation, we must constantly strive to improve the conditions for doing business.

In summary, the Surrey Board of Trade's specific measures do the following:

1. Streamline regulatory approval processes,
2. Reduce reporting requirements and information demands, and
3. Improve the coordination of compliance and enforcement activities.

The term “red tape” is associated with the time and resources spent by business to demonstrate compliance with government regulatory requirements. It is also a major irritant for Surrey business owners (e.g., 70% of Canadian business owners indicate that red tape adds significant stress to their lives and two thirds saying that it significantly reduces their productivity).

Studies by Industry Canada show that the smaller the business, the

greater the impact of red tape. Surrey is a city of small and medium sized businesses. Studies indicate that red tape costs:

- Small business over 30 million hours a year comply with some or all of the 12 federal, provincial and municipal information obligations; and
- Firms with less than five employees about seven times more per worker than businesses with 20 or more employees.

These numbers are especially important in a country like Canada, where 98% of firms have less than 100 employees.

Once again Minister Oakes, the Surrey Board of Trade thanks you and your staff for this initiative and we look forward to, in an ongoing way, addressing red tape challenges and working on them together

—Surrey Board of Trade

➔ INTERNATIONAL

Are You Winning?

January 2016 has been one of the worst months for the loonie in nearly a decade. Oil prices have sunk to an all time low, and, as of our printing deadline, threatening to stay below \$30 per barrel. All is not lost, apparently. Below are some winners and losers of the depreciating loonie and low oil prices compiled from several media stories. At least in the short term, exporters and those industries relying on US\$ flowing north, will do well. Those paying for imported goods (all of us) and travellers heading south or farther afield, will be hit in the wallet a little harder this year.

Winners:

Airlines, air travellers
Drivers, auto industry
Oil-consuming countries
Film industry
Cattle industry
Tourism
Mining sector
Manufacturers

Losers:

Canadian Snowbirds wintering in the US
Oil-producing countries
Canadian governments
Oil companies
Pro sports teams
Canadian Consumers

Ask a Customs Broker

What is the Trans-Pacific Partnership?

The Trans-Pacific Partnership (TPP) is a free trade agreement reached on October 5, 2015 between 12 countries surrounding the Asia-Pacific region including Australia, Brunei, Canada, Chile, Japan, Malaysia, Mexico, New Zealand, Peru, Singapore, United States and Vietnam. If enacted, the agreement would be the largest free trade agreement in the world.

TPP will eliminate most tariffs in a region spanning roughly 40% of the global economy. Tariffs and other barriers faced by a wide range of Canadian products from various sectors will be cut; these sectors include agriculture and agri-food, fish and seafood, forestry and value-added wood products, metals and mining, and manufactured industrial goods.

The agreement will also provide improved access in areas such as financial, professional, architectural and engineering, research and development, environmental, construction

and transportation services. Before the agreement takes effect, each country will need to ratify the final text. In Canada, that will take the form of a vote in Parliament.

TPP does not end or replace the North American Free Trade Agreement (NAFTA). NAFTA still exists, but in areas where the two agreements conflict the newer one will usually prevail.

Correct use of Free Trade Agreements can help many businesses eliminate unnecessary costs on imported products as well as help in selling to new markets within the trade region. For more information on TPP or other Free Trade Agreements and how they could be useful to your business, please contact Pacific Customs Brokers.

'Ask A Customs Broker' is a reoccurring column contributed by Pacific Customs Brokers. Submit your import and export questions to askus@pcb.ca or luke@businessinsurrey.com.

New Export Program for Canadian Companies

On January 5, 2016, the Honourable Chrystia Freeland, Minister of International Trade, and the Honourable Bardish Chagger, Minister of Small Business and Tourism, announced CanExport, a new program that will provide \$50 million to help Canadian small and medium-sized enterprises take advantage of global export opportunities.

CanExport will provide Canadian small businesses with matching contributions of between \$10,000 and

\$100,000 toward export development costs. The new program will benefit hundreds of companies each year over the next five years.

To be eligible for the program, companies must employ fewer than 250 employees and have annual revenue in Canada of between \$200,000 and \$50 million. Eligible activities must promote export development and go beyond an applicant's core activities, as well as represent new or expanded initiatives.

Roundtable with the US Consulate

Members of the Surrey Board of Trade met with US Consul General Lynne Platt at a roundtable on November 2, 2015. Canada and the United States share one of the most unique and prosperous relationships in the world. While Canada must continue to diversify its international trade, it must also work to strengthen its relationship with its largest trading partner.

To reinforce its relationship with the United States, the Surrey Board of Trade's policy focuses on the following key areas: energy security and the environment, that our border is efficient and open to trade and travel, and enhancing our trade relationship. There were many opportunities for collaboration.

We have \$700 Billion dollars a year that moves across the U.S./Canada border. The final details of how the Trans-Pacific Partnership will enhance Canada and U.S. trade are being watched closely.

SBOT's International Trade department regularly meets with



US Consul General Lynne Platt with SBOT CEO Anita Huberman

consulates and arranges roundtables for members on a regular basis.

BIG

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INTERNATIONAL

U.S. Interest Rates about to Rise: What Does It Mean for Canada

After seven long years with interest rates at zero, the U.S. Federal Reserve raised its rate by 0.25% on December 15, 2015.

They have been warning us about the hike since 2013. In the last U.S. Fed statement, it changed the wording it has used for years about "In determining how long to maintain this target range..." to "In determining whether to raise the target range at the next meeting..." In the obscure language of Fed-speak, this is like waving your arms and hollering. The signal is intended to warn investors and avoid big market gyrations caused by a surprise.

Except, it was still a surprise and markets did bounce (DOW) and drop (others). Economists have been warning for five years that the economy would recover and rate hikes would be right around the corner. Each time, the date has been pushed back. Like the boy who cried wolf, markets don't believe the warnings anymore. Expect big swings in stock markets and emerging market currencies to continue into 2016.

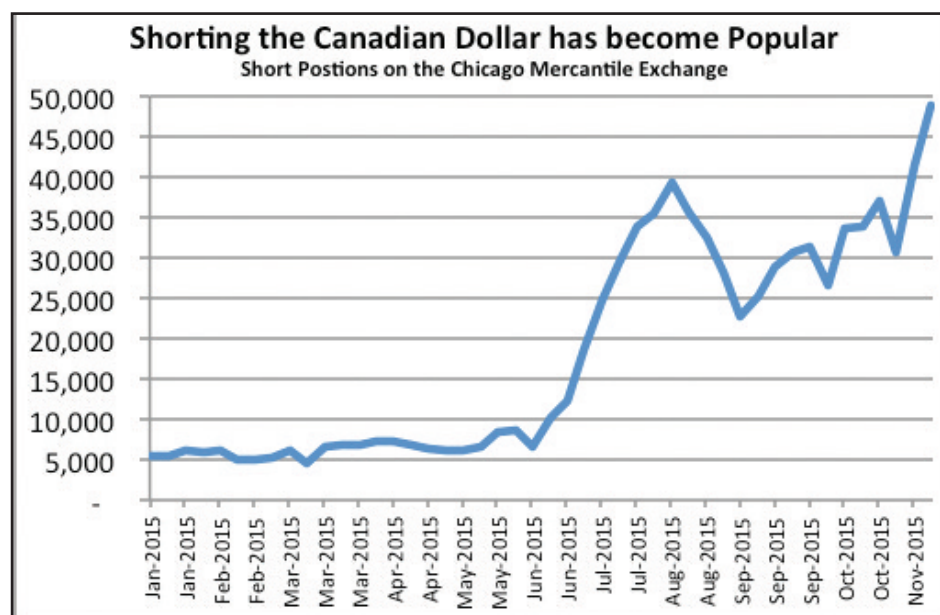
What does it mean for business? Rates rose because the U.S. economy is doing so well that the U.S. Fed has little choice but to act. U.S. GDP growth

should come in around 2.8% this year and 3.3% in 2016; unemployment is down to 5% and wages are picking up. Since there is usually a 12-18 month lag before a change in interest rates starts to impact the real economy, the Fed had to act if it wants to stop inflation from overheating a year from now.

A stronger U.S. economy is good for the global economy and it's definitely good for Canadian business. Canada's manufactured exports are booming. Auto exports are up 14% this year; communications technology rose 13% and aerospace sales have soared a staggering 29%. This growth is expected to continue this year: Export Development Canada is forecasting a healthy 7% rise in Canadian exports in 2016.

For the Canadian dollar, the Fed's move means more downward pressure. Investors expect rate hikes to continue in the U.S. in 2016. This is in stark contrast to Canada, which has only just emerged from recession. Canadian inflation is low; consumers aren't spending and our real estate market is showing worrying signs of overvaluation. There is no need to raise rates any time soon.

All this means is that investors will be



Source: US Commodity Futures Trading Commission

exiting Canadian securities in favour of U.S. bonds where returns are rising. The markets are betting that the Canadian dollar will fall further. The graph shows the surge in futures and options shorting the loonie (betting it will decline) on the Chicago Mercantile Exchange.

The Canadian Chamber is expecting the loonie to head lower, averaging 71

cents in 2016. Good news for many exporters, but bad news if you're planning a trip to the U.S.

Hendrik Brakel is the Senior Director, Economic, Financial & Tax Policy for the Canadian Chamber of Commerce. This article was modified to reflect changes in rates since posted.

Royal Canadian Navy and the Business of Defence

Canada has by far the world's longest coastline. It borders three of the world's five oceans and stretches 243,000 km. This vast coastline, along with our extensive inland waterways, allows most major Canadian cities to enjoy direct access to the sea, making seaborne trade key to our prosperity.

With approximately 90% of what we consume on any given day coming from our oceans, British Columbia's ports play a major role in our country's economy. Fraser Surrey Docks and the neighbouring Ports of Prince Rupert and Metro Vancouver, North America's most diversified port trading with more than 160 different economies, are key to the continued prosperity of our nation.

As the largest modern, multi-purpose marine terminal on the West Coast of North America, Fraser Surrey Docks is an important economic element in Surrey. This port handles millions of tons of cargo each year, including a large volume of export lumber and steel products, and has both a pulp and paper warehouse.

These bustling ports bring a large influx of traffic to our shores. The Royal Canadian Navy is keenly aware that the security of our ports and shipping lanes is vital to Canada's economy. Our oper-

ations work to protect and preserve the efficiency of Canada's marine transportation system against unlawful interference, terrorist attacks or use as a way of attacking our allies. To do this we rely on our west coast Marine Security Operation Centre, which enables the Canadian Border Services Agency, the Canadian Coast Guard, the Department of National Defence, the Royal Canadian Mounted Police, and Transport Canada to work collaboratively to prepare and distribute consistent, timely, and trustworthy marine intelligence, information, and data.

Once the cargo reaches Surrey's multi-purpose marine terminal, we also help facilitate their transport across the nation. Fraser Surrey Docks has direct connections to a number of railways and major highways that span the continent. Your Canadian Armed Forces are not just working to ensure safe transport on the seas; we are also contributing to Parks Canada's avalanche-control program high in the mountains of Rogers Pass, where the Trans-Canada Highway and the Canadian Pacific Railway cross the Selkirk Mountains. Historically, approximately 3,000 vehicles and up to 32 trains traverse Rogers Pass each day during the winter, which amounts to billions of dollars in trade

each avalanche season. By helping to prevent uncontrolled, naturally occurring avalanches, we are avoiding blockage and facilitating the safe passage of the essential road and rail links between coastal British Columbia and the rest of Canada.

Your Navy and indeed your Canadian Armed Forces recognizes the importance of maintaining safe and secure trade routes. Our work is a vital part of

facilitating the safe transportation of Canadian imports and exports around the globe. As maritime shipping continues to grow worldwide, we will remain focused on maintaining maritime security throughout the world's oceans to ensure the continued success of our local economies.

NOTE: Anita Huberman is an Honorary Captain (Navy).

How Surrey Contributes to Canada's Largest Port

Join Robin Silvester, CEO of Port Metro Vancouver, for lunch as he describes Surrey's growing role in Canada's global supply chain, including our nation's largest port. Against a backdrop of population and trade growth, he will explore opportunities for trade-enabling activity in Surrey, navigating a course towards a sustainable future that addresses economic, environmental and community concerns at the local, regional, and national levels.

Date: Tuesday, February 16

Time: Registration and lunch, 11:30 a.m.; Program 12:00–1:30 p.m.

Location: Eaglequest Golf Course, 7778 152 Street, Surrey

Admission: (+GST): General Admission \$60

SBOT Member Price: \$40 or \$240 for a table of 6

Co-Presenting Sponsors: CN Rail and Fraser Surrey Docks

Supporting Sponsor: Fortis BC

To register, go online to www.businessinsurrey.com/sidebar-events or call 604-581-7130.

➔ REGIONAL UPDATES

Study Reveals Looming Shortage of Trade-Enabling Industrial Land

Supply of vacant land suitable for trade and goods movement to be exhausted within 10 years

A study commissioned by Port Metro Vancouver and released in December 2015, has found that the current supply of trade-enabling industrial land in the Lower Mainland will likely be exhausted roughly within the next 10 years.

The study, undertaken by Site Economics Ltd., specifically examined the inventory of trade-enabling industrial land, going beyond previous studies that have explored the supply of all general industrial land in the region. Trade-enabling industrial lands are lands required to support goods movement in and out of the region, housing marine terminals and buildings such as distribution centres and warehouses. To facilitate efficient trade, these activities must be in close proximity to major roads and rail lines.

The new study found:

- There are only roughly 1,000 acres of vacant trade-enabling industrial lands available in the region suit

able for logistics and goods movement.

- Based on average annual absorption rates and anticipated demand, the supply of vacant trade-enabling industrial land in the region could be depleted within a decade.
- Roughly 1,500 to 3,000 more acres of trade-enabling industrial lands are required in the next five to ten years to meet the demands of a growing Canadian economy.
- Trade and logistics businesses account for most of Metro Vancouver's industrial economy, and generate the demand for well over half of all industrial development in the region.
- The total direct and indirect economic impact of every 100 acres of logistics development is equal to approximately \$1.9 billion of economic value.

"Trade and logistics services that support goods movement are critical

to the local and national economy, and contribute to our high standard of living," said Robin Silvester, President and Chief Executive Officer of Port Metro Vancouver. "Without sufficient trade-enabling industrial land to meet growing demand, we risk hitting an economic brick wall, with serious consequences for our quality of life here in the Lower Mainland."

The federal port authority is mandated to ensure the port is ready to handle Canada's future trade demands, in the interests of all Canadians. The demand for Canadian trade is growing, and container traffic through Canada's Pacific gateway is expected to nearly double over the next 15 years. Trade-enabling industrial land will be required to meet this growing demand. If the current trend of a shrinking industrial land base continues, Vancouver's port may be unable to remain competitive with other trade gateways, the region will miss out on

economic opportunities and the costs of goods may rise.

According to the new study, the supply of trade-enabling industrial land in the region is being threatened by a number of factors, including rezonings and encroaching residential development. The re-development of industrial land near critical transportation corridors for uses other than trade is also a reality impacting the supply of land for efficient goods movement.

"This issue is critical to the future of the Canadian economy, considering that nearly 20 per cent of the value of all goods traded by Canada pass through the port here in Vancouver. We hope all levels of government will take the necessary steps to ensure this key region has sufficient land to support future growth," Silvester added.

For more information go to www.portmetrovancover.com

Surrey Board of Trade and New Westminster Chamber Support Metro Vancouver Regional Prosperity Initiative

In December, Metro Vancouver announced its plans for a Regional Prosperity Initiative that will generate wealth for constituents in our region. Board Chair Greg Moore created a Regional Economy Task Force made up of five mayors from throughout the region to explore beneficial actions relating to the Board's Regional Economy Strategic Direction. The mayors are: Gregor Robertson, City of Vancouver; Linda Hepner, City of Surrey; Darrell Mussatto, City of North Vancouver; Richard Stewart, City of Coquitlam; and Greg Moore, City of Port Coquitlam.

As neighbouring associations, the Surrey Board of Trade and the New Westminster Chamber of Commerce have been working collaboratively on several initiatives that bring economic opportunity to our areas. Both organizations are pleased to support Metro Vancouver in this continued action plan and dialogue on a metropolitan approach to prosperity for the region that recognizes the importance of skilled labour, efficient transportation, innovation, livability and lifestyle.

The Surrey Board of Trade and the New Westminster Chamber of Commerce, to enhance further results for our regional economic development initiatives, will work with Metro Vancouver, government officials and

regional Chamber/Boards of Trade to:

1. Encourage entrepreneurship
2. Improve the talent base
3. Enhance the attractiveness of the region to international businesses
4. Work from a government advocacy perspective to encourage new business to relocate to our region, to understand the assets of each of our cities, and to help create a legal, fiscal and regulatory environment that stimulates business attraction
5. Access venture capital options
6. Develop effective regional business attraction plans
7. Continue to support and encourage research and development in local universities
8. Facilitate, promote, and support the movement of inventions from the lab to commercialization

"These regional economic development actions (that support Metro Vancouver's Regional Prosperity Initiative), as noted in the Surrey Board of Trade's Strategic Plan, supports the creation of new businesses and provides existing businesses with the opportunity to expand resulting in more jobs and increased wages. This increases our standard of living in the region," said Anita Huberman, CEO, Surrey Board of Trade. "We look for-

ward to working on a 'made-in-Metro-Vancouver' collaborative approach for prosperity in our region. This is good for Surrey, this is good for New Westminster – and all of our Metro Vancouver cities."

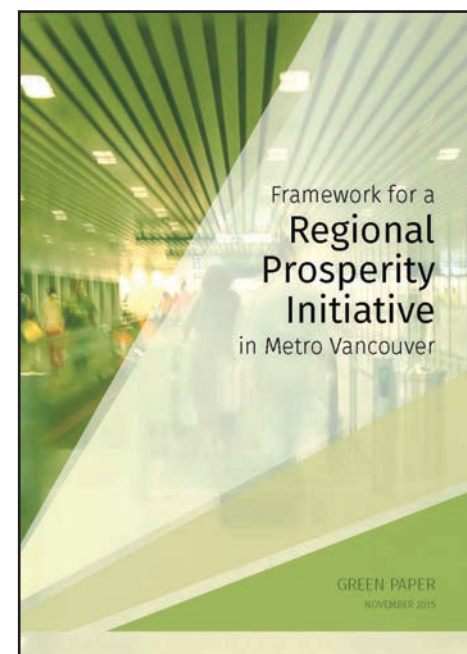
"We recognize and acknowledge that quality of life and opportunity is a determining factor for many businesses looking to locate in the region," said Cori Lynn Germiquet, CEO, New Westminster Chamber of Commerce. "We are a clearly defined geographic region with common attributes and shared infrastructure. To be competitive in today's global marketplace we need to use all assets to best advantage. Working as a region we can harness individual strategies to accelerate economic prosperity, job creation and build a sustainable regional economy."

Metro Vancouver is engaging leaders from diverse sectors including Port Metro Vancouver, the Vancouver Airport Authority, chambers of commerce and boards of trade across the region, and the Business Council of British Columbia to pursue ideas and concepts regarding regional economic prosperity, which will culminate in a Regional Forum on Prosperity in April.

Their green paper, Framework for a Regional Prosperity Initiative in Metro

Vancouver, was developed to stimulate thinking and discussion on whether the prosperity of the region could be advanced through a multi-stakeholder collaboration. It notes that today over half of the world population lives in urban areas, and by 2050 it is expected that will increase to two out of three people.

For more information go to http://www.metrovancover.org/boards/GVRD/RD_Dec-11-2015_RCL-2.pdf



→ TEAM UPDATES

SBOT Government Advocacy Teams Prepare for Action for 2016

The Surrey Board of Trade works hard to advocate on behalf of the needs of our members and the business community of Surrey. Our 400 hard-working volunteers review issues and challenges that affect businesses and the economic potential of Surrey. Our teams, along with staff, proactively research and identify critical concerns and develop policy positions and advocacy statements.

Our best volunteers are our members. Let us know what concerns you and consider joining one of the advocacy teams. Read on to find one that fits your knowledge and passions.

Agriculture

Chair: Norm Attridge

The Agriculture Team is currently planning their 2016 advocacy and activities to highlight how much of Surrey's economy is driven by agriculture. Approximately one-third of Surrey's land-base is agricultural with just over 9,000 hectares in the Agricultural Land Reserve plus an additional 1,00 hectares zoned for agriculture. The economic value produced is over \$167M in 2010.

Come meet the team at our Wednesday March 2 Reception, from 6:00 – 8:00 p.m. at the Cloverdale campus of Kwantlen Polytechnic University, 5500 180 Street. Admission, free; registration required either online or with info@businessinsurrey.com. Contact Anne@businessinsurrey.com.

Crime and Justice

Chair: Sandra Benz

The Crime and Justice team has been integral in promoting the importance of the impact of crime on business in Surrey and to the community at large. Our team is working on issues of Fraud, Retail Crime, Prolific Offenders and Cyber Crime and the costs of crime on business and society. We are supporting the development of the Surrey Integrated Court Services Model to improve the outcomes of crime impacts in Surrey. Contact Craig@businessinsurrey.com.



Development and Land Use

Chair: Jagdeep S. Shergill

The Development and Land Use Advocacy Committee was established by the Surrey Board of Trade in 2015 in order to create a go-to forum for various stakeholders to provide their views, input and to express any concerns they may have with respect to issues



affecting real estate development and land use within the City of Surrey. In 2016, the Committee will continue to work with City staff in order to reduce red tape and delays for development. In addition, the Committee intends on taking a more active role in identifying and, if appropriate, supporting, specific development proposals and initiatives which are viewed by the Board of Directors as beneficial to the City. Contact Craig@businessinsurrey.com.

Environment and Infrastructure

Chair: Jao Rao

The Environment Team of the Surrey Board of Trade consists of volunteers from member businesses who are deeply concerned about the environment of not only Surrey but across BC and Canada. Recent issues include disaster planning and recovery for businesses, position papers on the reuse and recycle of polystyrene, the Kinder Morgan Trans-Canada pipeline expansion, energy conservation and management, waste management issues, etc.

In 2016, the Environment group will focus on environmental sustainability as a broad topic including development of circular economies, identifying, promoting and advocating clean energy initiatives, energy conservation, etc. The team organizes the SBOT annual Environment awards luncheon, held in September. Contact Anne@businessinsurrey.com.



Finance and Taxation

Chair: Richard Dendy

What's more exciting than talking about finances and taxes? Learning from others with passionate opinions on how to save money for business.

We discuss timely and topical issues surrounding the financial well-being of businesses in Surrey. We have challenging debates on city, provincial and federal budgets. We discuss PST, GST, HST, carbon and property taxes, red tape issues, pensions, and any other matter that affects small business. Contact Craig@businessinsurrey.com.



Human Resources

Chair: Debra Finlayson

Human capital, workplace development and labour legislation is vital to our new Global Economy. The Surrey Board of Trade recognizes their centrally

positioned location within a high labour growth region and believes that providing sound workforce development and integration is a necessary economic strategy for businesses in Surrey. The Mentoring Action Group (MAG), a team within the HRAT, is developing a Mentoring Program to be launched in 2016 based on enhancing Essential Skills (ES) as a direct response to the 'job ready' appeals of local and member businesses. Contact Anne@businessinsurrey.com.



Manufacturing

Chair: John Folka

The Manufacturing Advocacy Team works with industry, training authorities, government and Manufacturing advocates to decrease the impediments to manufacturing in Surrey and to increase the number of companies seeking to establish manufacturing firms in Surrey. This team supports the Innovation Awards, Industry Tour and Manufacturing Month each October. We are developing events and programs with the School Board to improve trades training opportunities for Junior and Senior High School students. Contact craig@businessinsurrey.com.

International

Chair: Dr. Greg Thomas

In an ever-changing world of shifting market forces and global demand, businesses are continually challenged to find innovative ideas and opportunities to enhance goods and service offerings. International trade opportunities offer the promise of high returns and expanded markets, but are not without risk. Financial and regulatory challenges, coupled with local customs and lack of regional information and support can seriously affect the ability to do business abroad. For these reasons the SBOT's International Trade Team was established to assist members with trading abroad.

With the creation of our new International Trade Centre, the SBOT is a leader in the province on International resources and issues and should be thought of as your "go-to" resource for research and innovation on new service and product ideas, then how best to sell them to the world. Contact Craig@businessinsurrey.com.



Social Policy

Chair: Doug Tennant

The Social Policy Advocacy Team has had a strong record of advocating for the tough issues that impact, both directly and indirectly, Surrey's economy. Homelessness, immigration and refugees, lack of affordable housing, education pressures, youth and families' concerns, access to quality health care, and more do affect business productivity. Advocacy from this team includes national business support for affordable child care, recognition for our advocacy towards a national pharmacare program, dialogues on pressures of health concerns on employees, and this year, we will be continuing our advocacy for affordable housing.. Contact Anne@businessinsurrey.com.



Tourism, Arts & Culture

Chair: John Kearns

The team is focused on creating an action plan to accelerate Surrey's creative economy and to highlight why creative industries are necessary for economic development. Theatre, film digital animation, public art spaces and more, add to a rich human, cultural, and natural setting of Surrey's community and enhances its livability. Contact Craig@businessinsurrey.com.



Transportation

Chair: Bill Wehnert

Surrey requires a comprehensive transportation system of roads, goods movement corridors, and transit options to accommodate a rapidly growing population. The Transportation team was front and centre during last year's plebiscite and strongly supports Light Rail Transit as a viable, and affordable, option for Surrey's commuter needs. These are but two of many issues that the team reviews, comments on, and advocates for on behalf of SBOT members. Airports, bridges, trucking, and ports fall within the team's mandate to consider all fields of transportation required to keep Surrey's economy moving forward. Contact Craig@businessinsurrey.com.



➔PERSONALITIES AND EVENTS



CEO Anita Huberman with new Minister of National Defence, Harjit Sajjan



Anita Huberman presented a Fraser Valley Commercial Building Award



Anita Huberman received a Drishti Magazine award, presented by Perminder Chohan



MLA Bruce Ralston with Anita at the Transportation Lunch in December



Global BC News interviews CEO Anita Huberman after Minister Morneau's speech in January



Board Director Doug Tennant and SBOT Chair Shelley Besse hand out B2B door prizes at Semiahmoo House Society



SBOT Government Advocacy Manager Anne Peterson joins Cllr Dave Woods, Oleg Verbenkov, Rod Gonzalez, & Mike Kompter at Pacific Land Group's Open House at their new location



Balraj Mann of BM Group thanks Minister Morneau for speaking at the SBOT Business Leaders Breakfast



Cindy Poppy, Amy Hennessey and Karen Sidhu network at December's Seasonal Sizzle



Anita joins the Ironsides at SBOT's annual Seasonal Sizzle



Dr. Greg Thomas, Vice Chair of the Surrey Board of Trade, facilitates the Transportation Dialogue in December



The Sizzle's theme for 2015 was Disco, and Cheryl Bishop & colleague of Make Your Mark boogied the night away



Indra Bhan, David Miao and Greg Thomas are joined by a member at the SBOT booth

➔ PERSONALITIES AND EVENTS



MLA Shirley Bond, Minister of Jobs, Tourism and Skills Training, with Federal Minister of Citizenship, John McCallum, lead Surrey's roundtable on Syrian Refugees



SBOT members donated over 400 lbs of food and \$1,500 to Surrey's Food Bank at the Seasonal Sizzle



Victoria Sopik, CEO, Kids & Company, with Anita Huberman at the opening of their third location in Surrey



SBOT's Business Development Coordinator, Luke Arathoon, joins the Barbados consulate Marilyn Mosely, Minister Amrik Virk and his wife, Jatinder, at the 2nd Caribbean Christmas Lunch



Roundtable with Polish delegates on the opportunities of trading with Poland



SBOT staff attended the Elements Grand Opening in December



Surrey Board of Trade staff enjoy the Seasonal Sizzle and the end of another successful year



SBOT participates in the City of Surrey's Social Innovation Summit in November



CEO Anita Huberman makes front page news nationally — Advantage Magazine



Pakistan Consulate, Dr. Muhammad Tariq, with Anita at a roundtable in SBOT Boardroom



Some of SBOT new members at the December Breakfast in the City

➡NEW YEAR'S CELEBRATION

Surrey Board of Trade Hosts Another Successful Reception



Over 250 business and community leaders explored the Surrey Board of Trade office during our January 20th Open House and New Year's Reception. Members enjoyed conversing with our sponsors in our staff offices, and networking was very evident as business cards flew like confetti. A big thank you to the **Sheraton Vancouver Guildford Hotel** and our exhibitors:

- BC Ford Dream Team / Hallmark Ford Sales Ltd.
- Cascadia Systems Group
- Columbia Business Systems
- Langara College
- McQuarrie Hunter LLP
- Office of Small and Medium Enterprise
- Pathways Family Chiropractic
- Schmidt & Funk Financial Services
- SW Media Group
- Victory Memorial Park
- Westminster Savings





Top Tips for Avoiding Estate Disputes

We often don't realize what we need until it's needed. The sad fact is that most families are not prepared when a loved one dies and the legal paperwork begins. With some frank discussion, and a little legal guidance, many disputes can be avoided if you plan for the inevitable. Here are a few tips to get you started in the right direction.

1. Plan Ahead

We often put off estate planning until circumstances create a sense of urgency. A plan put in place when we are injured, ill, or in the early stages of cognitive decline as we age, is far more susceptible to attack than one put in place while all of our faculties are undeniably intact.

2. Select the Right Executor

Recognize that the role of an Executor requires a variety of skills and experiences. Your representative(s) will need to identify, manage, liquidate, satisfy and distribute your assets and liabilities, work with accountants, realtors, lawyers, the Court Registry, financial planners, insurance companies, the Canada Revenue Agency and others, all while acting as a moderator in family discussions during a time of grief. Consider conflicting interests, conflicting personalities and the skills your trusted loved ones possess.

3. Identify Gifts Given During Your Lifetime

If you have gifted valuable assets during your lifetime, or have financially supported a loved one, these advances should be clearly identified to avoid later confusion and disagreement. Is it your intention these advances be paid back, or should they be disregarded and have no effect upon the distributions in your will? Are there any tax consequences to your estate in forgiving specific debts at the time of your death?

4. Explain and Document Apparent Inequities

Some beneficiaries have legitimate needs for additional support and some may have had a greater positive impact on your quality of life. Some loved ones may choose a lifestyle you simply cannot condone and it prevents you from directing assets to them. Potential variation of wills claims do not make an inequitable distribution impossible, but a careful approach to supporting documentation is a must. Estate planning lawyers use statutory declarations, letters of wishes, and inter-vivos asset transfers to protect inequitable distributions.

5. Distinguish Between Power of Attorney and Joint Ownership

Often, clients will appoint one of their children to act as POA when they can

no longer conveniently act for themselves. Surprisingly, many of these same clients will 'bolster' this power by adding the POA child as a joint account holder at banks, investment companies and even on title to property. There is no need to bolster the power a POA holds. There can be significant negative tax consequences to your child when your assets are placed in his/her name. Further, your other children will then be left to the task of determining whether they believe the joint accounts were gifted to the POA child or whether the jointure was a misguided attempt at furthering your estate planning structure. Often, litigation ensues.

6. Obtain Qualified Advice

In crafting your estate plan, rely on an unbiased estate planning lawyer. A family or personal injury lawyer is not likely to agree to draft your estate planning documents. Your eldest child's lawyer may appear to have been biased if there is any inequality in your proposed distribution plan amongst your children. Remember that Notaries are not permitted to draft trusts as this is a complex field of law. Note that self-counsel documents and on-line services all warn against the ambiguities, errors and unintended omissions encountered in documents created by individuals on their own behalf.

7. If All Else Fails

If your planned distributions will inevitably lead to a disputed estate despite following each of the tips above, consider the use of an inter-vivos trust. A formal trust that is established during your lifetime (unlike a testamentary trust created in your will) does not cease to exist upon your death. Transferring assets into a trust has a similar effect to having sold those assets — they are no longer yours at the time of your death and they do not fall to your estate, where their distribution is subject to direct challenge. While trusts may still be subject to dispute, the claims that can be advanced against asset transfers to trusts are more limited compared than those that can be advanced against estates.

The best tip of all is to begin thinking through now what you and your family will need when the inevitable happens. If you're not sure, seek legal guidance and avoid the heartache of family discord at a time when you are all emotionally vulnerable and really need each other's support.

Elyssa L. Lockhart is an Associate Counsel with McQuarrie Hunter LLP. McQuarrie Hunter is a regular contributor to the Surrey Business News.

Networking for Success



Amy Hennessy

customers, advocates, investors, even employees. How will you meet these people if you spend all your time behind your counter or computer?

It's true that these events can be an expense in terms of time and money, but they will pay you back — in predictable ways like meeting new people, and in ways you may not expect, like a new business idea or investor, or your best employee ever.

Study after study shows that a break in the workday improves productivity. You have to eat anyway. Combine the two at a networking event and you will come away nourished, with a handful of new contacts, increased awareness of what is happening in the world around you, and a better chance of being recognized as a small business owner in the community.

It is worth your time and good for your soul to meet new people and to learn about what is going on in your community — including new businesses, new people, and new opportunities. As a small business

owner, it is important for you to be aware of trends and happenings in your industry, and to be recognized by peers and customers in your area.

Local recognition is priceless. Take yourself to events. Get to know your community. Participate. Give them a reason to support you.

While likely the most expensive of events, fundraisers are a fantastic networking opportunity. They are attended by local politicians, business people like you, and citizens (aka potential customers) who care about the cause and have the extra income to support it. Your attendance supports the cause you care about, exposes you to all the folks in the room, and identifies you as a caring, altruistic member of the business community — someone folks are going to want to do business with.

Once you get the networking down and become known in your community, there are other steps you can take to be recognized as an important local business. You can advertise with your

local paper. Participate in a street fair. Host a board of trade or business improvement association event at your business. Sponsor a little league team, an event, or a fundraiser for a cause you care about.

Marketing your business is all about increasing brand recognition and bringing in new customers. Yes, traditional marketing through television, radio, and the internet definitely works. Still, if you aren't involved in your local community business network, you are missing out on so many opportunities. Your company should be recognized as the pillar of the local community that it is. People need to know you and your business, and why they should support both, and that only happens when you become involved with your community.

Amy Hennessy is a communications professional with expertise in stakeholder and relationship management.

As a small business owner your schedule is already full, so why would you add to it with board of trade events, a business improvement association luncheon or a fundraiser?

For business success, that's why.

Networking will improve your business and provide valuable contacts that could become

SBOT ADVOCACY IN ACTION

Dialogues and Roundtables

The Surrey Board of Trade hosts Surrey Leadership Dialogues and Roundtables on a variety of topics that are of interest to members or to address concerns that impact the business community in Surrey. Government representatives and industry leaders present on the topics of the day leading to a fulsome dialogue between members and panelists. Roundtables foster a more intimate dialogue with elected officials, government ministers, and opposition party leaders, as well as foreign consulates and trade missions.

Many of the dialogues are organized in conjunction with Surrey Board of Trade advocacy teams. The following are a few of our well-attended events that occurred from November through early January. Other dialogues are reported elsewhere in this issue.

Business and Education Investment



Dr. Jonathan Driver, Dr. Jane Fee, Ben Hume, Dan Reader, and Richard Sakaki

Dr. Jonathan Driver, SFU Provost, facilitated a panel of academic and industrial leaders to determine why investing in Surrey's educational institutions and curricula is necessary. Dr. Jane Fee, Vice-Provost of Kwantlen Polytechnic University pointed to industry input as a driver to developing new programs, such as their new micro-brew courses. Ben Hume, President of Sheppard Construction focused his comments on the need for critical thinkers that cannot be replaced by computers or artificial intelligence.

An educated workforce is a company's number one asset, said Dan Reader, President of Murray Latta Progressive Machine. Richard Sakaki, Vice-President of Human Resources for Mainroad Group, said the take-away from this dialogue is that industry needs to be more involved in education. "It is up to us," said Sakaki, "to go out there and make sure students hear that trades is a great career from us."

Sponsors: Simon Fraser University and Kwantlen Polytechnic University

Business and Natural Resources



MLA Marvin Hunt, Dave Bennett, Karina Brino, Gary Herman, and Dennis Mullen

Gary Herman, CEO of Industry Training Authority, carried forward the theme of training and the lack of skilled workers in BC. The resource sector is struggling to maintain its economic advantage in resource rich BC and needing to draw in foreign workers to make up the shortfall. BC will need 680,000 students in trades training now to fill a projected 1 million positions by 2024.

Mining touches all aspects of our lives, said Karina Brino, President and CEO of BC Mining Association. After peaking in 2011, the mining sector has slipped and the outlook is soft. Also dipping in price is natural gas. However, Dave Bennet of Fortis BC sees this as an advantage for BC. Natural gas is a "transition fuel" as energy technology advances start to move us away from traditional fossil fuels to more sustainable alternatives. Marvin Hunt, MLA for Surrey-Panorama, pointed out the economic benefits natural resource industries provide Surrey.

Sponsor: Fortis BC.

Business Leaders Lunch with Honourable Peter Fassbender



MLA Peter Fassbender speaking on the future of TransLink

Peter Fassbender, Minister of Community, Sport and Cultural Development and Minister Responsible for TransLink, addressed a full room of business leaders as part of an ongoing series of dialogues on transportation, transit, and goods/services movement in Surrey. With the provincial appointments of former Vancouver Police Chief, Jim Chu and City of Surrey's former City Manager, Murray Dinwoodie, to the TransLink Board, Minister Fassbender believes that governance is no longer an issue.

Minister Fassbender agrees with the Surrey Board of Trade, that goods and services and transit needs to be integrated through regional planning. "It is my guarantee," said Minister Fassbender, "that BC will be fighting and advocating for any and every dollar that we can get for rapid transit and infrastructure projects." TransLink is one of the best systems in the world: "Together, we can make it much better," finished the Minister.

Sponsor: Translink

Roundtable with MP Tony Clement



MP Tony Clement, Anita Huberman, Dr. Greg Thomas, MP Dianne Watts, and Richard Dendy

The former President of the Treasury Board and Federal Minister of Health, the Honourable Tony Clement is now the Federal Critic of Foreign Affairs. He sat down with nearly 30 members around the Surrey Board of Trade boardroom table and spoke about the transition from being in power to his new role in opposition. He is pleased to be the Foreign Affairs Critic as, "there's always stuff happening." The questions, facilitated by SBOT's 2nd Vice-Chair, Richard Dendy, ranged from speculation on the Trans Pacific Partnership ratification to refugees, Bill C-24, the return of the long-form census, foreign workers and what's next for the Conservative Party.

2016 Surrey Leadership Dialogue Series

Government Advocacy in Action

Register now with info@businessinsurrey.com, or 604-581-7130, to save your seat for any or all of the following dialogues. Nearly all of these will be free breakfasts. Topics may change if circumstances and opportunities dictate, and there may be additional dialogues if speakers are available. Check <http://www.businessinsurrey.com/sidebar-events/> often for new events.

Friday February 26

BUSINESS AND GLOBAL FREE TRADE AGREEMENTS

The Federal government is reviewing and preparing to ratify the Trans-Pacific Partnership Agreement and CETA. The SBOT Panel will review what agreements are already in place, the potential impacts of new trade agreements and how local businesses can profit in a global marketplace.

Friday March 11

THE ECONOMICS OF INDUSTRIAL LANDS

In the 1970s, the provincial government speculated protecting industrial lands similar to Agricultural Land Reserve (ALR). As trade enabling industrial land disappears in favour of residential development, how can we protect the remaining acreage for future economic growth of the city and the region?

Friday April 8

MOBILITY PRICING: A TRANSPORTATION FUNDING SOLUTION?

The question on how to fund transit and transportation infrastructure development and maintenance has yet to be resolved. Mobility pricing is the strategy that is currently in favour as a fair way of increasing revenue. Is it? What exactly would be included in a road tax and how would funds be distributed?

Friday April 22

BUSINESS AND FAMILIES: CHILDCARE CHALLENGES FOR WORKERS

Recent reports indicate that finding adequate and affordable childcare is challenging in the Lower Mainland, and more so for Surrey parents. Panelists will discuss the challenges and opportunities of childcare and how businesses can benefit when families' needs are covered. BC Family Day will also be explored.

→ INNOVATION

Three "Must Have" Business Survival Skills For a Changing Economy



Tony Malyk

We are living in uncertain economic times. The world stock markets have been experiencing triple digit swings in both directions on a daily basis, the Canadian Dollar is falling to levels the economists did not forecast, there is a new political climate and the resource sector has gone from boom to bust creating more unemployment and

reduction in investments.

All of this will have many business owners running for the hills, battening down the hatches and cutting back. Let the weak companies go ahead and do this for there are immense opportunities for those who are willing to pull up their socks and get to work.

As we all try to figure out how to deal with all the uncertainty remember this one key fact: we can't control the economy but we have full control of our share of it.

If your industry is one of those in decline you can still thrive and experience significant growth in sales and profits if you apply these business survival skills:

1. Be Better Than Your

Competition. Do a SWOT analysis of your company and of your major competitors. As you go through the process you will recognize key strengths that your company is not leveraging while identifying some of

your competition's weaknesses that can be exploited. You will also realize that you can neutralize your competition's strengths if you improve on your own weaknesses.

2. Get Very Focused. With the knowledge of the strengths and weaknesses of your company and your competition in hand, develop a very specific and focused strategy to take advantage of the opportunities available and devote 80% of your time and resources on implementation. This could include improved productivity to lower costs, faster delivery, better customer service or more effective marketing with a very clear and concise message. Solve the customer's problems that your competition isn't.

3. Engage & Empower Your Talent.

Share your strategies with your team. Ensure that every single person understands their role and has the tools to help the company achieve success. Everyone should have specific

tasks and measureable deliverables that will keep them focused and accountable. It is amazing how powerful an organization can be when a whole team knows what they need to achieve every single day. The results truly become greater than the sum of their parts. If your talent isn't up to the challenge then replace them with people who are.

If this seems very straightforward, it's because it is. The problem is that very few companies actually do this effectively, if at all. Most become reactionary instead of sitting back, taking stock and moving forward with a strong sense of resolve and purpose.

Are you going to run for the hills or take control of your company's destiny? The ball is in your court.

Tony Malyk is a Certified Professional Business Coach specializing in helping manufacturers, distributors and trades companies to accelerate their profits and business value. He can be reached at tony@empoweredbusiness.ca

Powertech's Hydrogen Fueling Station a Win

Powertech Labs Inc. is one of the largest testing and research laboratories in North America, is situated in Surrey. Powertech Labs' hydrogen fueling station, located onsite at the company's headquarters, has increased the number of vehicles that it services, and is winning customer satisfaction for its reliability.

The station, the only 70 MPa fast fill hydrogen fueling station in Canada, currently meets the fueling needs for Mercedes-Benz and Hyundai fuel cell electric vehicles, with a total of 9 vehicles using the station. Since February 1, 2015, the station has dispensed over 900 kilograms of hydrogen, and has seen over 500 vehicle fills. Since July 30, as more cars were brought online, usage has more than doubled. Over the past 10 months, the station has had only three days of downtime.

Powertech's station is self-serve with PIN access, and is open Monday to Friday. The station provides electrolyzer-produced hydrogen, and is capable of 70 MPa and 35 MPa dispensing.

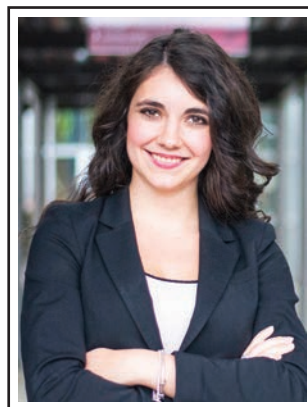
Customer response to the fueling station has been positive. "Refueling is made easy at the hydrogen filling station at Powertech Labs," says Lynette McHugh, Reliability Engineer for Automotive Fuel Cell Cooperation Corp., a joint venture of Daimler AG and Ford Motor Company. "The station is new and clean, with a commercial feel to it. The pump is easy to use and is

extremely time efficient (average fueling time is three to four minutes, depending on how much hydrogen is required to fill). The support staff are friendly and helpful, and have been available the couple of times they have been needed. Uptime of the station is excellent, with the station only being down three days out of the ten-month trial period thus far."

The stations are designed to fuel 70 MPa fuel cell vehicles in accordance with industry standards as well as next-generation and custom fueling protocols. Powertech was also the first company in North America to get ETL National Fire Protection Association (NFPA) 2 certification for its hydrogen station system. The stations are designed, fabricated, and tested at Powertech's facility. With the exception of the station at the company headquarters in Surrey, BC, Powertech's Hydrogen Station business is focused on the sale of turnkey systems.



In Stitches: New Clothing Line Styles Girls with Medical Needs



Hayley Woodin

Between medical appointments, feeding tubes, health exams or wheelchair navigation, managing complex medical needs at an early age can take the innocence and vibrancy out of childhood.

Enter joliet hart, a new line by local designer Taylor Byrom. Not only does the line dance with playful prints and pretty designs, it works around the care needs of young girls ages two to five.

"I wanted to develop a line of clothing that lets young girls dress for their personality, not their illness," said Byrom, who first developed the clothing concept as a final-year fashion design student at Kwantlen Polytechnic University's Wilson School of Design.

From Langley to London, Byrom's clothes have caught the attention of

families around the world. And with joliet hart's official launch this fall, the young Langley-based designer is now keeping busy at her workshop, located at KPU's research and development space on Surrey's Innovation Boulevard.

"The launch of Taylor's first clothing collection is a proud and defining moment for KPU and the Office of Research and Scholarship. It exemplifies our vision for the KPU Innovation space, which is to explore solutions to community health challenges and advance prototypes toward commercialization. There are a lot of people who will benefit from this type of specialized clothing," said Arthur Fallick, associate vice-president, research at KPU.

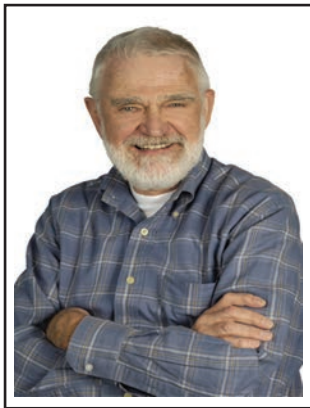
Moving forward, Fallick says KPU Innovation will be utilized by faculty and students currently exploring how to build dementia-friendly communities. The hub will also look at supporting other projects that, like Byrom's, began at the Wilson School of Design.

More information on KPU Innovation, as well as research and scholarship at KPU, can be found at kpu.ca/research. For details on Byrom and her line joliet hart, visit taylorhartdesigns.com.

Hayley Woodin is a media specialist with Kwantlen Polytechnic University and a freelance journalist.

➔ TECHNOLOGY

Managing Distractions in the Workplace



Bob Milliken

Distractions are everywhere: our phones, our computers, our tablets, our co-workers, and on and on. While technology may be boosting our productivity in some ways, it's hurting it in others. When we're trying to get work done, there is always something, and it's getting worse. We're more connected to the Internet now than ever

before, and there is always one more thing we want to check. It's safe to blame technology for this constant distraction, but we do need to step up and take a little responsibility for ourselves.

It's tempting to give in to distraction and let your mind wander for a few minutes, but a few minutes can easily slip into 20 minutes, then 30 minutes, and before you know it, you're through the first page of Reddit and you've filled your quota of cat pictures for the day. There's nothing wrong with a distraction every once in a while, but when deadlines loom and projects need to get done, it can do more harm than good.

And that doesn't mean missing your deadlines. The more distracted we become, the more stressed out we become. The deadlines aren't going to go away, and the more distracted you are, the less time you'll have to work.

Productivity is lost.

Whether you are self-employed, an entrepreneur, a small business owner, or an employee, distractions in the workplace are inevitable. According to recent studies, office workers are interrupted—or self-interrupt—roughly every three minutes. Once thrown off track, it can take up to 23 minutes for us to return to the original task.

What can you do to get productivity back and cut down on distractions? Consider the source of the distractions. Your cell phone? Put it on silent, or better yet, turn it off and put it in a drawer. Make sure you cannot hear any notification sounds, whether it's a little ding or jingle or a vibration. This is crucial. Why? You may not realize it, but you've been trained to respond to those sounds, much like a cat to a can opener.

What about the Internet in general? If you're working on a project and you

already have the materials or information you need, consider cutting yourself off. If you're connected to a WiFi network, disconnect. If you're hard-wired, pull the Ethernet cord out from the back of your computer. It may sound like a drastic step, but it works.

If you work in a busy environment, where people are chattering, phones are ringing and the printer is whirring, see if you can't track down a different workspace. Look for an empty office or meeting room and close the door.

It's all about being proactive in cutting down the distraction. There isn't a foolproof way to eliminate them all, but a little adjusting can go a long way.

Bob Milliken is the TheITGuy@CascadiaSystemsGroup.com specializing in helping business with IT needs and "saving business from unexpected downtime."

SBOT Member's Future is Finally Here



Hayley Woodin

The efficiency frontier sounds like something out of the future. When Ernest Thiessen first started pursuing it, it was.

Thiessen had no idea his two-decade project would take as long as it did. But as any entrepreneur knows, progress takes time. Especially when what you're building is as complex as Smartsettle's innovative negotiation software.

The idea came out of Thiessen's work as a water engineer volunteering in Nepal, where figuring out how to share the region's water resources across irrigation and hydropower demands was complicated, and contentious.

Two major results came from his negotiations with the Nepalese government, local farmers and funding agencies: the project received the prestigious UNESCO International Hydropower Association Blue Planet

Award, and Thiessen formed the foundation for what he says is the only software program in the world that can objectively and efficiently compute fair results in complex, high-value negotiations.

"We proved that you could actually negotiate invaluable things, even without a fancy computer program," said Thiessen. "We did it the hard way."

The hard way involved no internet, and no existing system to duplicate. But it was built on strong principles, research and the hope that data and technology could play a greater role in peacefully resolving conflict. What started as a challenge by his Cornell University major advisor has resulted

in the Smartsettle eNegotiation system that, two decades later, is ready for real-world applications. "He says now that I was the only one of his hundreds of students that didn't just put that dissertation on the shelf and go to work for somebody else," Thiessen said with a smile.

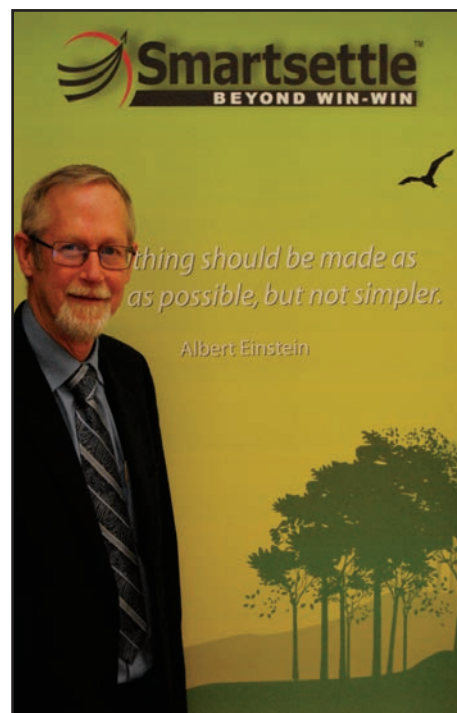
With two programs that meet different needs, the president of iCan Systems Inc.—which developed Smartsettle—says both are ready for real-world applications, such as contract negotiations and family disputes.

Smartsettle One has the potential to help individuals and small businesses settle small claims quickly and neutrally. An online blind-vid system, it works to impartially find the best win-win solution that's most efficient and satisfactory for all parties. Smartsettle Infinity takes the concept to the next level, and could help broker complex, high-stakes deals between multiple countries.

"Smartsettle is ready to tackle the most difficult problems you might want to throw at it, so we're just looking for communities, businesses and organizations that would like to work with us to develop some track-record," said Thiessen, who is looking to partner with cities in the area, and is already in discussion with the City of Mission.

"We're on the cusp of something exciting."

Hayley Woodin is a media specialist with Kwantlen Polytechnic University and a freelance journalist.



Canada 'Failing' in Fight Against Cybercrime, Hacking

According to a CBC piece, Canada is lagging behind the U.S., Britain and other countries in defending businesses against malicious hackers and cybercriminals, say those involved in trying to police the internet.

Since 2010, Public Safety Canada has spent \$245 million on defending government computer networks, safeguarding critical infrastructure and educating the public.

It also earmarked \$142 million over the next five years to tackle cyber-threats — particularly against critical infrastructure. But leaders in Canada's policing, IT and cyber-security sectors say the federal strategy is focused primarily on national security threats and does little to combat the dramatic growth in email scams, online extortion and breaches at corporate computer networks.

Canadians are also largely in the dark about the scope of cybercrimes given the country has no central agency to track online scams and malicious electronic attacks.

What's more, there are no federal laws to force companies to disclose hacks, security breaches, thefts of data or money so the general public has incomplete knowledge of which companies have been compromised.

Story source:

<http://www.cbc.ca/news/technology/canada-cybercrime-hacking-seglins-1.3312153>

➔ HUMAN RESOURCES

Considering Drug Testing Your Employees? What to Know

Due to evolving legislation related to marijuana use, employers should ensure they understand the law regarding alcohol and drug testing employees. Mandatory drug and alcohol testing for all employees is generally not tolerated in Canada. Nonetheless, testing certain employees in specific circumstances is allowed.

Random Testing

An employer may institute random testing in certain conditions if it satisfies a three-step test:

1. The employer adopted the standard for a purpose rationally connected to the performance of the job;
2. The employer adopted the particular standard in an honest and good faith belief that it was necessary to the fulfillment of that legitimate work-related purpose; and
3. The standard is reasonably necessary to the accomplishment of that legitimate work-related purpose.

The likelihood of meeting the three-part test may

be greater in the following circumstances:

Post-Incident Testing

Post-incident testing is more widely accepted. If an employer wishes to use post-incident testing, it needs to have a clear policy and process in place, and follow it closely. Generally, such a policy will include the employer having reasonable cause to believe the incident was related to impairment, and the test being administered as soon as practicable following an incident.

Post-“Near-Miss” Testing

An employee may be tested post “near-miss” accident if that employee’s actions or lack of actions contributed to the cause of the near-miss. For example, if an employee driving forklift in a warehouse dumps a heavy load narrowly missing a fellow employee, the forklift driver may be eligible for a post near-miss test.

Post-Rehab Testing

Additionally, employees that have been placed on leave or suspended due to their participation in a drug or alcohol rehabilitation program are permit-

ted to be asked to undergo a post-rehab testing program for a period of time upon their return to the workplace.

Although certain jobs are clearly dangerous (e.g., operating heavy machinery, driving truck) and others are less obviously dangerous (e.g., library clerk), there are many professions and workplaces in the proverbial grey zone. The particular industry and specific circumstances need to be considered before a court will conclude whether a testing policy is permissible or not. If you are considering implementing an alcohol or drug testing program in your workplace, it would be wise to first seek out legal counsel.

Mark Bridgeman and Kyle Nagy are lawyers with McQuarrie Hunter LLP. McQuarrie Hunter is a regular contributor to Surrey Business News.



SBOT HR Team Developing a Member Mentoring Program

“The delicate balance of mentoring someone is not creating them in your own image, but giving them the opportunity to create themselves. —Steven Spielberg

Members of the Surrey Board of Trade have expressed challenges in finding “job ready” employees, or they have employees who lack the “soft” skills such as customer service, organization skills, an ability to work well with others, or to even understand why it is important to be on time. Other members have said that they feel they’re on a plateau, their career is lagging and some have found networking to be a gut-wrenching challenge—they know they have to do it, but there’s a lot of people in the room!

After much discussion, a task force of the Human Resources Team, the Mentorship Advisory Group (MAG) is developing a mentoring program for members that would help create connections between people that would not ordinarily occur. Further, it will provide opportunity for learning, building human capacity, taps into volunteer talent, and develop leadership skills for both the mentor and protégé.

MAG is currently gathering information from members on what would be priorities for potential participants and will fine tune the program accordingly. The program is anticipated to roll out with an invitation to apply from mid-March to mid-April. After pairs are matched by a committee of HR and industry experts, the program will run from early May to mid-November. This is a SBOT member benefit program

The work is ongoing and more will be reported in the next issue of Surrey Business News. Contact Anne@businessinsurrey.ca for more information, to find out how to apply, or to support the program through levels of sponsorship opportunities.

Meeting the Challenge: How Business Can Contribute to Welcoming Syrian Refugees

Message from Perrin Beatty, Canadian Chamber of Commerce

Chambers of Commerce in Canada are about much more than just business; they are about the people dedicated to making our communities and our country stronger. The businesspeople that create the jobs and pay the taxes across our country are at the very heart of the towns and cities in which they operate. So, when a situation arises where they can help, they are proud to do so. It’s the Canadian thing to do.

The influx of Syrian refugees coming to Canada in the next weeks and months is that kind of situation, one where we can do a tremendous amount of good by partnering with each other to help out in whatever way we can. As one small example, Hassan Yussuff of the Canadian Labour Congress (CLC) and I will co-chair a working group to look at how business and labour can collaborate in helping the new arrivals successfully integrate into the Canadian economy.

I ask for your support in our efforts.

Canadians are getting ready to welcome our new neighbours. Most communities can count on organizations that are experts at welcoming newcomers, from providing basics to helping them settle in. These organizations have the expertise that’s needed. What they require most right now is money. If you can, please contribute to the funding drives taking place in communities across the country. Use this link to find out where you can donate now.

Additionally, as the refugees resettle and take the first steps towards becoming Canadians, they will need training and jobs. One of the most useful contributions you can make is to consider hiring a refugee and encouraging other businesses to do the same.

These elements are a great start, but there’s much more you can do, from donating services to helping your employees in their own voluntary efforts. We

encourage you to share your initiatives with us here, so that we can communicate them across the country. We will give you regular updates on what the Canadian Chamber and other chambers of commerce across the country are doing, and you can access the most up-to-date information available on the dedicated webpage we’ve put in place. <http://www.chamber.ca/resources/refugee-welcome-and-resettlement/>

I firmly believe that our country will be enriched by the contributions these refugees will bring to Canada’s culture, knowledge, skills base and growth. First and foremost, though, we must welcome them and make them feel at home. Your help and donations can go a long way to reaching that goal.

Perrin Beatty is the President and Chief Executive Officer of the Canadian Chamber of Commerce.



Addendum: SBOT CEO Anita Huberman was part of a roundtable meeting at City of Surrey in December to discuss how community leaders can meet the needs of the numbers of Syrian refugees anticipated to arrive in early 2016.

➔ YOUTH IN ACTION

SFU Beedie School Students Clean Pockets to hit \$30k Target for Cancer Research

Students at Simon Fraser University's Beedie School of Business leveraged a project management class project this semester to raise funds for cancer—and after narrowly failing to reach their ambitious \$30,000 target, dipped into their own pockets to make up the shortfall.

It was the third consecutive time Beedie School Professor Kamal Masri has run the project in his Bus 361 Project Management class, raising over \$50,000 in total in 2013 and 2014—for a grand total of \$80,000.

The 25toLife project tasks students with organizing a series of events to raise funds for the Canadian Cancer Society (CCS).

Nine events this semester included a sponsored climb up the 35 flights of stairs at Harbour Center (SFU Vancouver campus), a moustache-

themed pub night, and a five-kilometer obstacle course sponsored by Steve Nash Fitness.

A last minute Christmas-themed event, led by BBA student Rhythm Tang, helped bring the total contributions just \$400 shy of the target.

Determined not to fail by such a small amount, students reached into their pockets and began passing \$10 and \$20 bills to the front of the class—an unprompted gesture resulting in a \$30,043 cheque to the CCS.

"It was truly humbling to be a part of such a dedicated team of students intent on raising funds for cancer research to support individuals affected by the disease," said Beedie School of Business undergraduate Jordan Binotto.

Earlier this year Masri was awarded the Canadian Cancer Society's



Community Champion Award in recognition of his efforts in spearheading the 25toLife project.

"The Canadian Cancer Society has been very supportive of the students

over the last three years, and they deserve a lot of credit for the success of the project," said Masri.

For more information on the 25toLife project, visit twentyfivetolife.ca

STYLE: A Youth/Adult Partnership

On November 28th, 2015, 175 registered young people and adults from across Surrey came together in the first youth/adult partnership conference hosted by the Surrey Team for Youth Leadership and Engagement (STYLE). The purpose of the conference was to discuss how to support youth connections in Surrey, because the connections young people have support youth gaining the skills they need to successfully transition to adulthood.

The conference included representation from business, faith communities, parents, government, education, health and non-profit agencies and involved bringing adults and youth together to discuss underlying barriers and possible solutions to youth gain-

ing the connections, skills and abilities that they need transition to higher education and/or employment. The results of the event were very positive, with many good conversations. The



Surrey Board of Trade was a proud sponsor of the event and participated in the dialogue sessions.

STYLE team and their supporting agencies will be taking forward a project to improve opportunities for connections between business/education and Surrey's young people and to improve information availability about these opportunities.

"We look forward to working with the broader community and in particular with Surrey's businesses," said Karen Abrahamson, coordinator for the project.

Most of the organizers for STYLE also participated on the Surrey Cares Youth Vital Signs 2015 report released late last year. The most striking finding of the research is that youth respondents felt unprepared for the transition into post-secondary education or the labour force. They

want more basic life skills lessons at the secondary school level. Lessons such as how to do taxes, pay bills, save for the future and how to find and manage affordable housing.

According to the report, the survey respondents had three key messages:

- Youth are just as passionate about their city as their adult counterparts
- Youth have worthwhile opinions about what works for them, and we need to listen
- Youth have aspirations that need to be supported, whether for education or employment or something else in their lives

To read the full report, go to www.surreycares.org. Surrey Board of Trade is a proud sponsor of Surrey Cares.

Urgently Needed Child and Adolescent Stabilization Unit to Open in 2017

An urgently needed, state-of-the-art, 10-bed Child and Adolescent Psychiatric Stabilization Unit (CAPSU) dedicated to the treatment of children and adolescents with mental health disorders will open in 2017, providing specialized care close to home for approximately 1,000 young people each year.

Funded in part by Fraser Health with the support of generous contributions by Cloverdale Paint and Coast Capital Savings, this unit will be located in the old emergency department of Surrey Memorial Hospital (SMH) and will serve children and adolescents (aged six to 17) who are in crisis with acute psychiatric problems. Patients will be admitted for a short stay (5 to 7 days) stabilization period.

The motivation for this landmark

development is the fact that the Fraser Health region has more young people than anywhere else in BC yet does not have a short-stay unit for children and youth in immediate need of psychiatric care. Hospital emergency visits in Fraser Health for young people with mental health problems have doubled over the past five years.

"With only six beds currently available in the province, it's very difficult for young people to get the care they need. CAPSU will be BC's largest and most progressive facility, tripling the province's capacity to deal with children and adolescents in crisis. We are within \$500,000 of meeting our fundraising goal and are calling on other organizations and individuals to make donations to help achieve it," said Jane Adams, President and CEO of the Surrey Hospi-

tal & Outpatient Centre Foundation.

Victoria Keddies knows too well the challenges faced by parents trying to find appropriate treatment for their children. Her son, now 20, suffered from a severe anxiety disorder from as young as one-year-old. She's since leveraged her own experience and knowledge as a parent-in-resident for the FORCE Society for Kids' Mental Health. In that role, she has sat in many emergency rooms, holding the hands of parents who were crying and overwhelmed by the suffering of their children.

Only one in four young people receives specialized mental health care yet half of all lifetime cases of mental illness begin by age 14 and 75 per cent begin by age 24. The onset of severe psychiatric disorders peaks between the ages of 12 and 26. Mental illnesses are

surprisingly common in children and youth. About one in seven young people in BC—or 14 per cent—will experience a mental illness at some point. Suicide is the second leading cause of death among 15 to 24 year-olds in BC, after motor vehicle accidents.

Fraser Health will cover \$4.7 million in capital costs plus an annual operating budget of more than \$4 million. The \$1 million donated by Surrey-based Cloverdale Paint, and \$300,000 by Coast Capital Savings will go toward ensuring CAPSU is a truly progressive and therapeutic facility with décor, components and furnishings designed to foster a calm and healing environment.

For more information on this initiative, go to <https://championsforcare.com>.

➔ CREATIVE ECONOMY

Our Future Economy is Creative



MLA Peter Fassbender, Minister of Community, Sport and Cultural Development tag teamed with Catherine Murray, of Simon Fraser University's Faculty of Communication, Art and Technology, to present their visions of Surrey's creative economy. Minister Fassbender began the November 13 morning's Leadership Surrey Dialogue by musing on what is meant by "creative economy." It has evolved, he said, from being perceived as the exclusive domain of elite artists to include many professional

careers in communications, technology, construction, history, tourism, and more. The film industry alone brings in about \$2 Billion and combined, the creative economy is worth about \$4.76B of BC's GDP and 78,000 jobs. It is time, said Minister Fassbender, "to take down the blinders of the past and think about the creative economy as the future of our economy."

In response to a member who pointed out that the creative economy starts in kindergarten not post secondary, Minister Fassbender acknowledged that some of the basic things in education had been lost as more and more was added to curricula. The soon to be implemented K-12 new curricula will promote creativity and critical thinking skills, he added and referenced his grandson, who created a statue in his welding class.

Simon Fraser University's Catherine Murray, a long advocate of creative economic strategies, focused on the potential of the new Federal government's "politics of hope" to help stimulate Surrey's creative industries and spark new and innovative ways to highlight home-grown talent. However, Murray also pointed out the mis-match of funding priorities between sports and culture investments. The cultural economy is ten times the size of the sports economy

in most cities with investments generating a twofold multiplier. All investments have a positive impact on a city's GDP. Unfortunately, most priorities for infrastructure spending does not reflect or take advantage of the great potential that creative economic strategies provide.

The City of Surrey, under budgetary pressure to provide more recreational facilities, would do well to consider the Surrey Museum's Phase 2 expansion and truly invest in their cultural corridor promises. Further, Surrey leaders could do more to support native talent. For example, not one member of the BC Arts Council is from Surrey, the second largest city in the Lower Mainland. Not surprisingly, no Surrey-based arts festival was funded and the grants received for other projects were well below per capita expectations. The City of Surrey's own cultural grant program is still far below other cities of comparable size: e.g., Mississauga is \$2.00 per person whereas Surrey is under \$0.50. "That gap stalls creative economy contributions to the city's GDP," said Murray. "It does not accelerate it."

In response to questions, Murray said that the purpose is not really about buildings or funding this group over that, it is about the "spirit of connection" – connecting businesses and the arts and how each can sup-



port the other; it's about sharing space creatively; it's revitalizing old run-down strip malls with pop-up galleries and small theatres. The City of Surrey can play a strong role in advocating for provincial and federal funding as well as fostering a higher level of coordination across numerous sectors.

Together, concluded Murray, businesses, the artists, and the City, can turn Surrey into a thriving cultural centre by 2030. All it takes is a little bit of creative ingenuity.

➔ REAL ESTATE

Market Momentum Continues for Fraser Valley Real Estate

Homebuyers showed no signs of slowing down last month as Fraser Valley REALTORS® experienced their second busiest November on record.

The Fraser Valley Real Estate Board processed 1,766 property sales on the Multiple Listing Service® (MLS®) in November compared with 1,136 in 2014, an increase of 55 per cent. The previous high of 2,154 sales was set in November, 1989.

The Board received 1,854 new listings last month, 14 per cent fewer than were received in October and 6 per cent more than were received during November of last year. Last month's total inventory in the Fraser Valley was 5,761 active listings; 31 per cent less than were available during November 2014.

The housing inventory overall hasn't been this low since spring of 2006, however it's important to emphasize that conditions vary depending on property type. Ground-oriented homes are the

highest in demand currently with about one out of every two active listings selling. For apartments, one in five is selling, so condo shoppers will find more selection and have greater negotiating power on price when it comes time to buy.

The MLS® Home Price Index benchmark price of a detached home in November was \$659,700, an increase of 14.7 per cent compared to November of last year when it was \$575,400. The MLS® HPI benchmark price of Fraser Valley townhouses increased 6.7 per cent going from \$298,900 in November of last year to \$318,800 last month. The benchmark price of apartments was \$207,100, an increase of 9.3 per cent compared to \$189,400 in November 2014.

Jorda Maisey, President of the Board, says, "November is not normally this busy. We've experienced our usual, seasonal dip in the number of new listings, but we're just not seeing a decline in the demand."

➔ CRIME

New Multi-Agency Approach to Risk Intervention in Surrey

Local agencies are working together in a new way to mitigate risk before crisis can occur in the lives of individuals and families living in Surrey's City Centre.

On Monday, December 7th representatives from various human services agencies attended the launch of the Surrey Mobilization and Resiliency Table (SMART); a collaborative, risk-driven intervention model that works to assist those who are at imminent risk of harm, victimization, or criminality.

The partners of the Surrey Mobilization and Resiliency Table (SMART) are: BC Housing, City of Surrey, Fraser Health, Lookout Emergency Aid Society, Ministry of Children and Family Development, Ministry of Justice, Ministry of Social Development and Social Innovation, Surrey RCMP, Surrey School District, Kirk Fisher of the Lark Group, and

James Stewart, Chair of the Surrey Downtown Business Improvement Association. Also in attendance at the launch were RCMP Chief Superintendent Bill Fordy, MLA Gordon Hogg, and Mayor Linda Hepner.

The SMART table meets weekly to review referrals. If the group determines there is a high probability of harm requiring multi-agency assistance, the appropriate agencies will be contacted. Over 60% of police calls deal with social issues such as poverty, substance abuse, homelessness, and mental health. As Fordy said, "We will not arrest our way into a safer, healthier community. Instead, we need to look at solutions that move intervention upstream through a multi-agency, proactive approach. This type of intervention model can save lives, and improve public safety and community wellness."

➔ SBOT MEMBERS' ANNOUNCEMENTS, AWARDS AND EVENTS

ANNOUNCEMENTS



Executive Director Gerard Bremault and Children and Family Development Minister Stephanie Cadieux

Centre for Child Development had a grand opening of their new facility for kids with special needs and a space for the future home of Sophie's Place. The expansion will provide 37 child care spaces and communication therapy for Surrey children with special needs. The renovation was made possible with the generous contributions of Province of BC's Child Care Major Capital Program (\$500,000) and Variety – The Children's Charity (\$272,000).

Simon Fraser University joined other Paris Pledge for Action signatories to support a new global climate agreement aimed at limiting temperature rise to less than 2°C. "SFU will continue to reduce its own greenhouse gas emissions as an institutional priority," said SFU President Andrew Petter.

CN Rail with the Honourable John McCallum, Minister of Immigration, Refugees and Citizenship, announced a \$5M donation to assist with the resettlement of Syrian refugees across Canada. "Canada's business community has always been ready to aid those in need," said Luc Jobin, executive vice president and CFO of CN.

Double V Construction Ltd is now COR Certified. The company has received their Certificate of Recognition (COR) designation from the BC Construction Safety Alliance.

New SBOT member, Robin LeBlevec is celebrating 15 years of owning and operating her children and family event company, **Par-T-Perfect**. Contact events@par-t-perfect.com for a free quote.

Sky Zone, the world's first indoor trampoline park is opening their first location in BC at Sky Zone Surrey in early February. They've been voted the number one "out of the box" workout and the "best party ever." 11125 124th Street, Surrey BC. www.skyzone.com/ca/surrey

Grant Thornton CA and Langley-based firm **Malish & Clark** have joined forces to better serve private businesses.

Genesys Consulting welcomes Ryan Price, IT Specialist to our team. Ryan specializes in server design, implementation and maintenance and enhances Genesys' 23 years of experience.

Many immigrant and refugee children were overjoyed to receive new toys donated from the Scotiabank White Rock Branch to **DIVERSEcity's** First Steps Program. DIVERSEcity greatly appreciates all donations from our generous partners.

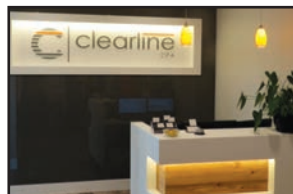


On December 22nd, 2015 the **Barnes Wheaton Autogroup**, which consists of Barnes Wheaton GM North Surrey, Barnes Wheaton GM South Surrey, and Barnes Harley-Davidson, donated over \$5,000/3,000lbs of food to the Surrey Food Bank.



Panorama Legal LLP is extremely proud to announce that partner Peter Buxton has been appointed Queen's Counsel by the Attorney General of B.C.

Clearline Chartered Professional Accountants is now providing accounting services to the vibrant Surrey community out of their new office in the City Centre 1 building. The team looks forward to welcoming you to their new space at 905-13737 96th Ave.



Harrigan Rentals has reached the milestone of 50 years in the equipment rental industry. The legacy of the late James Harrigan, who's motto "the prices you want, the service you need," continues with his daughter, Shelley Harrigan at the Surrey branch, 15107 Fraser Highway.

First West Credit Union is pleased to announce that **Shelley Besse** has been appointed Chief Operating Officer effective January 1, 2016. In this new position within the credit union, Besse will oversee regional operations across all regional brands and the organization's commitment to its members and clients.



First West Credit Union is pleased to announce that **David Lanphear** has been appointed to be President of its Envision Financial division effective January 1, 2016. In this role, Lanphear will provide leadership to the credit union's lines of business in the Envision Financial region.

Laservalley Technologies is pleased to announce the return of **Greg Muirhead** to the sales team. As Past-Chair of the Delta Chamber of Commerce, Greg brings his enthusiasm and new ideas to the ever-changing role of business development.



Mr. Dorian Blinko, President, announces the opening of **StarFire Lighting Corp** in Surrey. As a new member of Surrey Board of Trade, Mr. Blinko is excited to "Light UP" Surrey and educate everyone on new lighting technologies and the benefits that LEDs have to offer.

Kids and Company opens its 3rd location in Surrey in the Coast Capital Head Office Building at the King George Sky Train Station. Come by for a tour every Thursday from 9am to 11am or the first Saturday of every from 10am to 12pm.

Savvy Search Marketing Ltd. has been welcomed back to the 2016 Google All-Stars Summit in California. "Your team did such a great job helping small businesses grow, you've won an exclusive trip to the Google Partners All-Stars Summit," stated Google Partners.



Savvas Kyriakides CEO visits Googleplex



Urban Safari Rescue Society announces the opening of the Urban Safari Vintage Store at 5754 176th Street in Cloverdale. This unique store is full of hard to find vintage items, and a percentage of each sale is donated to Urban Safari Rescue Society.

DMCL Chartered Professional Accountants has moved their Surrey office to 200 – 1688 152nd Street, Surrey to accommodate their expanding team. With offices in Surrey, Vancouver and Port Coquitlam they provide accounting, assurance, taxation, and business advisory services to growing communities like Surrey.



Jennifer Newton, Heather Martin, Shawn Joz, Gary O'Driscoll

Rexall Foundation donated \$10,000 to the Virtual Hearing Platform, an online educational program for families with deaf and hard of hearing children. Representatives presented the cheque to BC Family Hearing Resource Society (BCFHRS) that offers an online educational program for deaf and hard of hearing children.

SBOT MEMBERS' ANNOUNCEMENTS, AWARDS AND EVENTS

AWARDS, *continued from page 21*

International Market Access (IMA), Inc. has changed its name to **UCanTrade, Inc.** As a major provider of USA business and logistics services to Canadian importers and exporters, the new name, UCanTrade better represents their cross-border services.

The Professional Business Accountants' Society (PBA) is proud to announce it has received accreditation from the World Certification Institute (WCI) also obtained an articulation agreement with National American University. For the full list of PBA alliances and MRA's visit www.pba.canada.org/pba-alliances

AWARDS

Surrey Board of Trade members nominated for the 13th Annual Small Business BC Awards include **Acura Embedded Systems Inc., Fruiticana Produce Ltd., Niko Productions, and PDQ Post Group Inc.** Winners will be announced on February 25th. Best of luck to our members.



Simon Fraser University's **School of Mechatronic Systems Engineering (MSE)** has been recognized nationally for its clean energy research and training. Professor Majid Bahrami is the recipient of a 2016 Canada Clean50 Award for discovering new processes to improve heating/cooling systems for a broad range of uses.

TransLink is the first Canadian transportation organization to achieve Platinum level status for sustainability from the American Public Transportation Association (APTA). This move from Gold to Platinum places TransLink at the top of Canada's transportation organizations and one of four in North America.

iCan Systems Inc. announces that their formal negotiation process support system, Smartsettle Infinity, has been designated the "Best eNegotiation System" in 2015 by Acquisition International. www.smartsettle.com.

City of Surrey is seventh on the Business in Vancouver's 2015 Top 10 Best Cities for Work in BC. In partnership with Environics Analytics, the survey evaluated each of B.C.'s 36 cities on seven economic indicators—factors such as income growth, average household income, population growth and unemployment.

For the 18th consecutive year, the **City of Surrey's Finance and Technology Department** has won the Canadian Award for Financial Reporting for excellence in governmental accounting and financial reporting. The City's annual financial report demonstrated a "spirit of full disclosure" to encourage users to read the report.

The City of Surrey has placed among the top three cities in Canada for open data according to the Public Sector Digest and Canada's Open Data Exchange. The Open Cities Index report ranks 34 of Canada's largest municipalities open data programs measuring the readiness, implementation, and impact of the participating cities' open data initiatives.

Mayor Linda Hepner is recognized for 30 years of service to the City of Surrey. First hired in 1985 to the City Manager's office as Executive Assistant, she also worked as Business Development Officer, Manager of Corporate Administration and Manager of Economic Development before being elected to Council in 2005.



Fito Garcia (Bass Player-Producer) and **Marlin Ramazzini** (Singer-Percussionist) Guatemalan Musicians from Surrey were the recipients of the Inspirational Latin Awards 2015, for their outstanding Contribution to the Latin American Culture in Canada; they have performed across Canada and around the World.

Kasa Supply Ltd., has achieved a ranking of 120 on the 2015 PROFIT 500 ranking of Canada's Fastest-Growing Companies, with a 5 year growth of 572%.

Driving Force, specializing in Vehicle Rental, Lease, Sales, and Fleet Management, has been awarded the Platinum Member for being one of the Best Managed Companies in Canada. Driving Force is the only rental company who has proudly received ISO certification with annual audits.

Tutor Doctor-Fraser Valley recently won the Marketing Innovation Award at the International Tutor Doctor Conference in San Diego. The company won out of a network of 450 territories due to creative marketing initiatives and willingness to share these ideas with the system. www.smarterstudents.ca



West Coast Centre for Learning's President and CEO **Kristi Rigg, M.Ed., B.Ed,** continues to distinguish her local cognitive coaching and assessment services, with the recent acquisition of the #1, ELL 2014 Award Winning Brain Fitness Training program in the USA.

Waterview Special Event Space was the recipient of the award as Best City Center Venue from Unique Venues Best Of Awards at the 2015 event awards in Washington, DC. Waterviewvancouver.com or Carla@culinarycapers.com for more information.



EVENTS

February 2016 – **SurreyCares Community Foundation's** Annual Grants Program is accepting grant applications from registered charities for programs, which benefit Surrey (up to \$5,000). Funds will be awarded in the summer for: Community building (culture, education, heritage, environment, immigrant integration, and seniors); special needs (agencies assisting individuals with special needs); and for youth (support for youth issues with youth involvement). Grants meeting needs identified in our Vital Signs Program will be given priority. VitalSigns report, grant criteria and application form are available February at www.surreycares.org. Application deadline is April 28th at noon. Contact Karen Roberts at 604-591-2699 or info@surreycares.org.

February 6, 20, 27 – The **Guildford Financial Centre** will host open houses on three Saturdays with complimentary workshops & books. Doors open at 9:45 AM. #295 – 10330 152 Street, Surrey. RSVP towsbteam90@gmail.com.

February 12 – Sal Ferreras will bring together some of Surrey's most outstanding world music and jazz artists for Drumheat—a spectacular evening filled with driving rhythm and evocative tunes at the Surrey Arts Centre in support of **Arts Umbrella Surrey**. <https://tickets.surrey.ca>

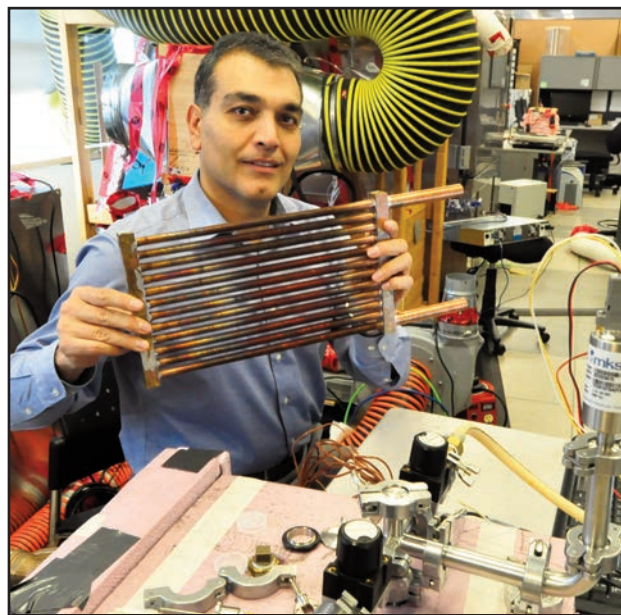


February 13 & March 12 – **The Burns Bog Conservation Society** is holding guided nature walks at the Delta Nature Reserve. Learn about Burns Bog, and the importance of protecting the Bog. Call 604-572-0373 or email info@burnsbog.org for more information.

February 20 – Help **Sources Community Resource Centres** fundraise \$70,000 to assist the hungry, homeless and hurting in our community by donating or joining the "Coldest Night of the Year" winter walkathon fundraiser. Join a Team/Donate at: <https://coldestnightoftheyear.org/location/white-rock>.

→ SBOT MEMBERS' ANNOUNCEMENTS, AWARDS AND EVENTS

AWARDS, *continued from page 22*



March 2 – **SFU's 50th Anniversary Celebration** continues with the Surrey Campus Open House to celebrate 50 years of community diversity and connection at SFU will feature interactive activities, tours and entertainment. Everyone is welcome. www.sfu.ca/surrey/engage/visit-us/open-house.html

March 5 – **Kwantlen Polytechnic University** will be a hub of activity at the annual Surrey campus open house. Connect with students, alumni, instructors and community members and explore Western



Canada's largest teaching university. 12666 72 Avenue, Surrey. Details: kpu.ca/openhouse

March 7 – The Care Centre and **NightShift's 3rd Annual Unmasking the Truth** fundraiser and awareness building event for women – "Beauty Beyond the Pain" – takes place at Eaglequest Golf Course. Discount on tables and tickets purchased ahead of the event via www.nightshiftministries.org

March 17 – **Langara College Career Fair 2016**. Potential employers have an opportunity to access thousands of students on campus by contacting employmentday@langara.ca or 604-323-5492.

MEMBER ANNOUNCEMENTS

To post your news here, contact anne@businessinsurrey.com

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