

## EVENTS

### November 22

Lunch with Surrey RCMP OIC  
C/Supt. Dwayne McDonald

### December 7

Seasonal Sizzle Business Reception

### December 13

Business in the City Breakfast

### December 13

Transportation Lunch

### January 18

New Year's Business Reception

### February 8

Surrey Women in Business Awards  
Nomination Deadline

### March 9

Surrey Women in Business Awards Lunch

### SAVE THE DATE

### May 18

Surrey Mayor's State of the City Lunch

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# SBOT RECOGNIZED



Outgoing Surrey RCMP OIC Bill Fordy and incoming RCMP OIC C/Supt. Dwayne McDonald recognized the Surrey Board of Trade for its many years of work towards public safety for businesses and the 20 years of organizing the annual Police Officer of the Year Awards dinner. Accepting on behalf of SBOT is CEO Anita Huberman. "This is a great surprise and an honour to receive the RCMP's recognition. As C/Supt. Fordy said, it takes all of us working together to keep our city safe. At the Surrey Board of Trade, we take that responsibility very seriously," said Huberman. *For more on Public Safety, go to page 3. For more on SBOT Awards, go to page 12.*



SBOT CEO Anita Huberman and Chair Dr. Greg Thomas with NewLeaf President & CEO, Jim Young, Surrey Mayor Linda Hepner, Abbotsford Mayor Henry Braun, and Cllr Tom Gill, announced a new air connection between Surrey and Canadian destinations. *P.3*



The Surrey Board of Trade International Business Centre is your gateway to consular connections. SBOT at the Canada/China Trade Conference, hosted an Australian delegation, and find out about an exciting Dubai opportunity. *P.7*



Leadership dialogue panelists Mark Griffioen, Rod Tulett, Andrea Thomsen and Mike Franklin highlighted disaster impacts and how planning is essential to survive the Big One. Minister Naomi Yamamoto also spoke at the Disaster Recovery Planning breakfast. *P.18*

Surrey Business News pdf available at [businessinsurrey.com/news](http://businessinsurrey.com/news)  
Surrey Business News Blog articles on [Surrey604.com/business](http://Surrey604.com/business)



## WORKSHOPS

The Surrey Business News is pleased list to the following opportunities for members to learn something new that will benefit their business or brush up on their skills. Bonus — attendees will make new business contacts!

For the following sessions, register with [info@businessinsurrey.com](mailto:info@businessinsurrey.com) or online. Except where noted, all workshops will be:

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

**Location:** SBOT Conference Room, 101 – 14439 104 Ave,

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

**November 23**

### Own Your Inbox: Manage Email Like an Expert

Are you spending too much time with email? Does a typical day sound something like this: write, read, reply, and repeat? It's time to take control of your inbox and start handling your email like a productivity expert. In this hands-on session, you'll learn how to keep messages organized and easy to manage. From processing emails more quickly to setting up automated follow-ups, this workshop will make you the master of your inbox.

*Facilitated by Scott Friesen of Simpletivity Training & Consulting.*

**December 6**

### Managing Accounts Receivables and Maximizing Collections

Collections strategies and tips for trade creditors, business owners and lenders. This presentation will help you identify

best practices for managing accounts receivable and maximizing collections.

*Presented by McQuarrie Hunter LLP.*

**December 9**

### Business Women: Supercharge Your Skills

Learn to identify immediate challenges and the steps required to address them at this workshop designed to help women in business develop habits and skills to overcome everyday and long-term business hurdles through changing patterns of behavior and thoughts.

*Presented by Evren Westhed RCC, MBA*

To book your next workshop in the Surrey Board of Trade Boardroom, contact [Heather@businessinsurrey.com](mailto:Heather@businessinsurrey.com). To find out how you can list your workshop here, contact [Anne@businessinsurrey.com](mailto:Anne@businessinsurrey.com).

## Government Purchasing Workshop

Interested in selling to the government? This workshop brings together purchasing specialists from the Federal, Provincial and Municipals governments who will help you understand the process around government contracting. Learn from their knowledge and practical experience in order to prepare your business to start bidding on opportunities.

### 1. Government of Canada

The Government of Canada is one of the largest public buyers of goods and services in Canada, purchasing approximately \$16.05 billion worth every year on behalf of federal departments and agencies. As the government's main buyer of goods and services (including construction), Public Works and Government Services Canada (PWGSC) plays a key role by helping federal departments and agencies define their requirements or scope of work, and obtain what they need at the best value.

### 2. Provincial Government

Over \$6.6 billion are spent every year on government goods and services in BC. Find out how to bid for business opportunities with the BC Government. You will also learn about the new Short Form Request for Proposal (SRFP).

### 3. City of Surrey

The dollar volume of City purchases and contracts is significant. The types of procurement activities fall broadly into five main categories, which are commodities and services, operations and maintenance, information and communications technology, construction and fleet. Purchases are made on the basis of quality of good and service and competitive pricing.

Book your workshop and one-on-one appointment time today! Call Luke at the Surrey Board of Trade, 604-634-0391, or email [luke@businessinsurrey.com](mailto:luke@businessinsurrey.com)

**Spaces are limited and will be booked quickly!**

**Date:** Tuesday, November 22, 2016

**Location:** SBOT Boardroom

**Workshop:** 9:00 – 11:00 a.m.

One-on-one appointments from 11:00am – 1:00pm

## EXPERTISE + MARKET KNOWLEDGE + PROVEN RESULTS = McQUARRIE HUNTER LLP

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## ➔ AT ISSUE

# Public Safety is Good Business



Mayor Linda Hepner with C/Supt. Dwayne McDonald at the October press conference announcing his appointment as Surrey RCMP Officer in Charge.

"The relationship between business and the RCMP is important because we are both working towards a healthy and safe community for our residents and businesses," says Surrey Board of Trade CEO Anita Huberman. "The Surrey Board of Trade celebrates the work of the Surrey RCMP because they do excellent work in ensuring the safety of our city and our businesses. Their jobs are not easy. Their innovation, work ethic, cross-collaboration,

makes the Surrey RCMP leaders in Canada."

The Surrey Board of Trade welcomes the new Surrey RCMP Officer in Charge, C/Supt. Dwayne McDonald. He has roots in Surrey and over 21 years of service, much of which in the Lower Mainland. His policing career started at Burnaby RCMP and has included turns as a senior investigator at the Combined Forces Special Enforcement Unit of BC (CFSEU-BC), and most recently as the

Office in Charge of the Integrated Homicide Investigation Team (IHIT).

"Surrey is a rapidly growing city suffering all the growing pains of a large, urban centre," said Huberman. "We are glad to have experienced leadership starting at the same time as the City of Surrey unveils its new public safety strategy." The Surrey Board of Trade has held several Business Public Safety breakfasts through 2016 in partnership with the RCMP. These were held in several town centres and industrial sites to bring together business owners and RCMP representatives to discuss the pressing concerns within that area. The strategic plan includes further outreach as "businesses have immense capacity ... in the promotion of public safety efforts within their organizations. Through membership bodies such as the Surrey Board of Trade ... business people also influence public safety policy and stimulate legislative changes to improve their operating environments." (p.102).

As outgoing OIC Assistant Commissioner Bill Fordy said, "Surrey is a large city experiencing dynamic growth and, with that growth, we have seen public safety issues change. The people here are

second to none – both those who work and volunteer at this detachment and those that live in the community. I live and raise my kids here. The city will continue to be important to me. Fortunately, I will continue to work with Surrey in my new role as the Lower Mainland District Commander."

"I look forward to working closely

with C/Supt. McDonald as I have these past four years with Asst. Commissioner Fordy. We will review the new strategy closely and, in partnership with the city and the RCMP, work hard to ensure Surrey's economic growth continues in safe, thriving communities that attract and keep good businesses and skilled workers," said Huberman.

## Meet Surrey RCMP's New Chief

Join us on Tuesday, November 22 as the Surrey Board of Trade introduces the new Officer in Charge (OIC) of the Surrey RCMP Detachment, C/Supt. Dwayne McDonald. At the event, we will hear more about our new OIC's experience, as well as his plans and goals for Surrey under his leadership of Canada's largest RCMP detachment. Plus, C/Supt. McDonald will provide an update on public safety in Surrey.

Also at this event, hear from the City of Surrey on the newly launched Public Safety Strategy.

**Date:** Tuesday, November 22

**Time:** 11:30 a.m. Registration and Lunch; 12:00-1:30 p.m. Program

**Location:** Sheraton Vancouver Guildford Hotel, 15269 104 Avenue

**General Admission:** \$65 each; \$390 Table of 6

**SBOT Member Admission:** \$50 each; \$300 Table of 6

Admission is GST Applicable.

**Register** online at [businessinsurrey.com](http://businessinsurrey.com) or call 604.581.7130.

**Sponsored by: Central City/Blackwood Partners**

# Turning a NewLeaf on Air Travel for Surrey



L-R: Parm Sidhu, General Manager Abbotsford International Airport; Dr. Greg Thomas, SBOT Chair; Jim Young, President & CEO NewLeaf; Anita Huberman, CEO Surrey Board of Trade (SBOT); and Allan Asaph, Executive Director Abbotsford Chamber of Commerce.

On November 2, at the Surrey Board of Trade, the NewLeaf Travel Company announced a new enterprise connecting Surrey to Halifax, and many destinations in-between. Surrey Mayor Linda Hepner and Abbotsford Mayor Henry Braun spoke at the press conference with NewLeaf President & CEO, Jim Young.

NewLeaf is offering an additional, affordable option for people to get

from here to there economically, efficiently and easily. Customers arriving and departing from Abbotsford International Airport will now have the opportunity to purchase ground transportation to and from Surrey. The option will be available through the website [gonewleaf.ca](http://gonewleaf.ca) by either booking ahead and purchasing it just as they would a flight, or purchasing on-board through Flight Attendants.

"We have been providing the lowest air travel options in Canada for just over three months and each day our team is committed to find ways for customers to travel at an affordable price. Offering ground transportation, from Abbotsford International Airport to a designated NewLeaf bus stop at the Surrey Central Station is the first in many more announcements such as this across Canada," stated NewLeaf



Councillor Tom Gill with NewLeaf CEO Jim Young being interviewed.

President & CEO, Jim Young.

NewLeaf with its partner Flair Airlines flies to and from Abbotsford to destinations like Edmonton, Winnipeg, Hamilton and Halifax for prices as low as \$19. These extreme low prices are making travel possible for everyone. Now, customers will be given another option of booking their ticket from Halifax to Surrey using the ground transportation connection.

The designated coach bus operated by Wilson Transport Company will pick up and drop off passengers from the

bus stop where it is convenient to access the SkyTrain into Vancouver.

"Residents of the Fraser Valley and Metro Vancouver deserve transportation options. Today's announcement will allow for more connectivity and provide residents more moderns of transportation," stated Parm Sidhu, Airport General Manager, Abbotsford International Airport.

For more information on their low fares, destinations, and air travel from Surrey, go to <http://www.gonewleaf.ca>



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## FROM THE CHAIR

# Personal Health = Business Health



Dr. Greg Thomas

The Oxford English Dictionary notes the origin of the word "health" as derived from Germanic origins and related to the whole, defining it as a "state of being free from illness or injury." In my experience definitions are all about context. In financial sectors, health is used to describe the state of the individual or corporate financial situations with "good" being those with high retained earnings, prompt payment and little debt and no reference to personal wellness; however, it can be argued the two are inextricably intertwined. The World Health Organization (WHO) defines health as a "state of complete physical, mental and social well-being," the complete physical, mental and social well-being where one must be able to identify and realize aspirations, satisfy needs and change or cope with their surrounding

environment. The WHO understands that health is the archetype for life and, as such, is part of everything we do and must be valued above all else. Most of us realize that health is an invaluable, intangible asset closely aligned with the ability of a person to maintain or grow economically; however, at its very essence, it is a concept that also emphasizes social and personal resources that extends beyond lifestyle to complete wellness of ones being.

I, like most of you, have seen the devastating effects of poor health, personally and on those we love. It's time we encourage individuals and businesses to view health as a new paradigm. Although the connection between wealth and health is better understood, many employers still must be shown that addressing these issues is truly in companies best economic interests. In many instances work can actually create barriers to employees wanting to make better health choices. Employers should be encouraged to remove these barriers and encouraged to support these health goals through innovative health initiatives such as flex time for exercise, bike, fitness club or equipment subsidies, immunization programs, smoking cessation programs, stress management training, promotion of healthy food choices, talks on health or disease prevention, etc. It is intuitively obvious that unhealthy employees, both mentally and physically, affect the bottom line in terms of absenteeism and decreased productivity. Further, there is mounting evidence that shows employees with unhealthy

lifestyles affect the cost to business. Even organizational culture and morale can influence employee health, safety and well-being.

The Journal of Occupational Health and Medicine cites meta studies that show how risk factors such as cigarette and alcohol use have diminished productivity at significant cost to employers. Depression, job dissatisfaction, poor health, poor diet choices among other risk factors, also contributed to high reductions in productivity. If health risk factors result in diminished economic returns, then healthy choices and employer-led health initiatives will improve productivity and numerous other industry-specific business metrics. Firms with effective, healthy and productive employees will have higher workforce efficiency, lower rates of work loss and stronger overall business performance. To better understand the potential of health management interventions and gain support from business leaders, new research that connects health management programs to key business performance metrics is required. In my opinion, what's really needed is integrated research and programs that endorse the concept of "total well-being," where employees and employers work to fully recognize the health and welfare of human capital and its influence on productivity and business performance. I encourage you to start now, make a change for the positive and stay healthy.

*Dr. Greg Thomas, President, G3 Consulting.*

## FROM THE CEO

# SBOT Advocacy Takes Many Forms

Advocacy, by the Surrey Board of Trade, is one of many values offered to our members to instigate change at the different levels of government. But few have an understanding of the work and effect of our advocacy efforts and what it means to the membership and the business community in which we operate.

Chambers of commerce and boards of trade evolved from a need by merchants, traders, industrialists and early entrepreneurs to gather and discuss issues and concerns of the day. From these early forums rose a more organized approach to address public authorities, comment on the laws of the day, and make recommendations to improve public policy as it impacts economic development of a community. While we have come a long way since 1599 (the earliest use of the term, Chamber of Commerce) and our methods are much more sophisticated, the purpose remains the same. The Surrey Board of Trade is here to support business enterprises by engaging public authorities to address your concerns and advocate for change in legislation and public policy where required.

How? As an example, at the annual Canadian Chamber of Commerce Convention held September 17-19, 2016 in Regina, the Surrey Board of Trade sought support for 8 federal government policies from the Canadian Chamber's member chambers and boards of trade. Of those, the delegates supported six, which means that they become the policy statement

of the Canadian Chamber. Representing 200,000 Canadian businesses, an advocacy position by the Canadian Chamber is not easily ignored by the Federal government.

There are other forums that we organize regularly to ensure our members have opportunities to bring issues of concern to our attention, have the chance to speak to representatives of all levels of government, and have input on what we will work on next through surveys and volunteering on our advocacy committees. Read through our Surrey Business News or go to businessinsurrey.com/policy to find out more. We devote time, expertise and resources to reach a desired change in collaboration with government. Join us and engage in our advocacy efforts. It's to your benefit.

### SBOT advocacy positions adopted by Canadian Chamber members

#### 1. Canada-India Free Trade: Time to Re-Engage

SBOT recommended that the Federal government apply political direction and resources to reinvigorate the stalled negotiations between Canada and India to achieve a Free Trade Agreement.

#### 2. Business Needs More Clarity Regarding Its Role in Reconciliation with Indigenous Peoples

SBOT co-sponsored the recommendation that the Federal government, by mid-2017, estab-

lish the framework and timelines for a process for reconciliation that includes, among other things, examining international best practices, and seeking the perspectives of a broad range of stakeholders including businesses and indigenous communities to achieve greater clarity.

#### 3. Creating and Amending Protocols for Economic Recovery from Disaster for All Businesses

SBOT recommended several steps for the Federal government to take to better prepare for and protect Canada's economic well-being, especially the need for business continuity plans (see p.18).

#### 4. Integrated Water Management for Canada's Water Resources

SBOT recommended that the Federal government enhance the type and availability of information needed for sustainable water use, including better understanding of water use, conflict and national economic and ecological repercussions; and encourage innovation and collaborative approaches across provinces and territories to address concerns associated with water use.

#### 5. Expanding Canada's Export Capacity Through Harmonizing Agri-Food Cross-Border Trade Regulations

SBOT co-sponsored the recommendation that

the Federal government support the efforts of the Canada-United States Regulatory Cooperation Council (RCC) in its initiatives to harmonize regulatory requirements and practices on meat trade between Canada and the USA; and reduce the number of duplicated inspections, and their fees, on Canadian meats and agri-food products exported to the USA.

#### 6. The Risks of Cyber Crime – Electronic and Digital Issues

Written with the support of Federal policing agencies, SBOT recommends that the Federal government increase integration among government and policing agencies to effectively punish cyber criminals; promote digital literacy by establishing best practices for cyber resilience; and invest additional resources to the national cyber-security centre to deal with emerging cyber-threats.





## ECONOMY

# Looking to B.C. Budget 2017 — Strengthening B.C.'s Competitive Position



Ken Peacock

B.C.'s economy is in reasonably good shape and the province looks to be on track to lead the country in economic and job growth this year and likely next year as well. This relatively buoyant economic backdrop is boosting B.C. government revenues and providing the province with some fiscal room. The recently released First Quarterly Report shows the B.C. government with a \$2 billion surplus in 2016-17, thanks mostly to upside revenue surprises from personal income taxes and the property transfer tax.

While all this is good news, the fact is that British Columbia's competitiveness within North America has eroded over the past several years. The extent of the problem varies across sectors and industries. But companies operating on the land base, manufacturers, and industries that rely significantly on energy to run their operations face mounting difficulties stemming from complex First Nations claims, onerous permitting and environmental rules, and high and still rising tax-inclusive energy costs. Across the province, the forestry, mining, and oil and gas industries are at the forefront of these challenges. Closer to home, in Surrey the agriculture industry and local manufacturers (lumber mills, parts of food processing, industrial equipment, high-tech) are all also challenged by B.C.'s deteriorating competitive position.

For firms not engaged in manufacturing or natural resource-related businesses, the province arguably provides a more attractive competitive environment, but even sectors such as film and television production, advanced technology, the Gateway and related transportation sector, finance, tourism, and scientific and technical services are sensitive to developments in government policy which can affect the cost of doing business in B.C.

With the province's finances fairly healthy, the government is well positioned to implement some measures to generally improve BC's competitive position.

The province's antiquated PST system is one area where significant headway can be made. Here there is a wide range of options to make the less PST less damaging to investment and business growth. The most realistic approach is to introduce changes to the existing PST system. For example, the government should remove PST from electricity purchased by industrial and commercial firms. B.C. is one of the few jurisdictions that levies a retail-type sales tax on business purchases of electricity. Electricity is an input into the production

process for all businesses, but for some of B.C.'s export-oriented operators in the resource and manufacturing space it is one of the largest cost items. Removing the PST from electricity would help offset some of the higher costs that natural resource companies and manufacturers absorbed when the HST was eliminated and the province reverted to the PST, and from rising electricity rates and B.C.'s carbon tax. From both an environmental and a tax policy standpoint, it makes little sense to apply a retail consumption tax like the PST to business purchases of electric energy that is generated from carbon-free sources (almost all electricity in B.C. comes from non-thermal generation).

Another measure to improve the PST would be to broaden the existing suite of PST exemptions to stimulate investment in new machinery, software, advanced process technologies, and other capital equipment. As it currently stands, the PST is applied to business inputs with only a moderate number of exceptions. Recognizing that taxing machinery and equipment discourages companies from investing and upgrading in new tools and productivity-enhancing technologies the government long-ago exempted some types of machinery and equipment used in the resource and manufacturing industries from the PST. This reasoning should be extended to other industries and some other business inputs. Specifically, the government should reduce, and over time eliminate, PST on business purchases of all kinds of machinery and equipment, software, vehicles, and telecommunications and data services. And as financial resources permit these exemptions should be expended to all industry sectors.

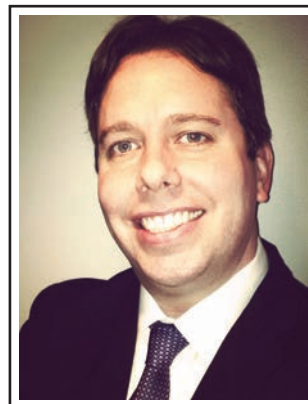
Removing sales tax from these inputs would stimulate investment in capital equipment and digital and other communications-related technologies that are central to realizing productivity gains and improving operational performance for enterprises in B.C.

There is also a need to increase the number of high-skilled individuals, which is another fundamental building block in building a more productive and competitive B.C. economy. To this end, the provincial government should expand engineering education capacity in the post-secondary system. Providing funding for scholarships at the graduate level would allow B.C. to be more successful in attracting top-flight graduate students. B.C. should also lobby Ottawa to expand the Provincial Nominee Program, which permits the province to fast-track immigration applications from foreigners with in-demand technical, managerial, and professional skills.

While the above measures do come with a fiscal price tag, adopting them would significantly strengthen B.C.'s competitiveness and better position the province to grow a more productive business sector. And a compelling argument can be made that these kinds of steps should be undertaken while the province has the fiscal capacity to do so.

*Ken Peacock is Chief Economist and Vice-President of Business Council of B.C. [en.peacock@bccbc.com](mailto:en.peacock@bccbc.com)*

# Are We Ready for the Next Generation of Small Business Owners?



Hendrik Brakel

Canadian business is about to go through an era of unprecedented upheaval. Is it an economic crisis? A climate calamity? A Trump presidency? It's much worse: a mass-retirement of business owners!

A staggering 75% of small business owners will retire over the next decade, and \$1 trillion in business assets will change hands. Are we ready?

The answer is a resounding no. Less than half of small business owners have succession plans and only 9% have a formal written plan. We often hear that owners don't like talking about retirement. They've been leading their business for decades and it's part of their identity. Many just assume that they will be able to sell the business or pass it along to kids when the time comes. And because it's years away, the awkward discussion can always be put off to another day.

There are huge implications. For starters, inadequate planning will lead to a big tax hit. Many family businesses have concerns that they are treated unfairly. If an individual sells a business to an unrelated person, it's considered a capital gain and subject to a significant exemption. However, when an individual sells a business to a family member, the disposal is taxed as a dividend at the top marginal rate. That's because the Crown sees the cash remaining within the family unit and wants to avoid creating a costly loophole. It's a tough issue—there is an issue of discrimination

against family business. In fact, NDP Deputy Finance Critic Guy Caron has prepared the private member's bill C-274 to address the "unfair treatment" of family transfers.

But financial planners tell us that Canada's tax code is actually quite generous. If you set up a family trust, an estate freeze or other tax strategies, it's possible to minimize your tax bill substantially. The problem is that this must be done years in advance.

The second big challenge is financing the succession. It can take years to find the right buyer with deep pockets to buy-out the retiring owner. Again, a lack of planning can force owners into a fire sale situation, and potential buyers need time to raise funds.

The Canadian Chamber recently passed a resolution asking that government small business financing programs be expanded so that potential buyers can access the funds to buy-out a retiring owner. It's a great idea.

We sometimes focus exclusively on supporting start-ups, but it's just as important to ensure the continued success of existing businesses. Consider the perspective of an entrepreneur: you could create a new idea from scratch, seek out customers who have never heard of you and hope against the odds to turn a profit. Or, you could take over a company that has been in business for decades, with a loyal customer base and a track record of profitability.

The point is that it takes years to plan, finance and implement a successful exit strategy—on top of the training and mentoring to prepare the business itself for transition.

That is why chambers and business associations must do more to encourage members to start early and create robust succession plans. Financial institutions and government agencies also must help fund the next generation of managers and owners. But it's a big challenge for business and for the Canadian Chamber. If you have views on succession planning and/or on bill C-274, please email or give me a call.

*Hendrik Brakel is Senior Director, Economic, Financial & Tax Policy for the Canadian Chamber of Commerce. [hbrakel@chamber.ca](mailto:hbrakel@chamber.ca)*

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**Dave Hayer served as MLA for Surrey for 12 years  
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# Everything but the Kitchen Sink



Robert Levy

It is near impossible to switch on the local news and not find or hear a headline on housing. And one would not expect any different given the current state of the market. Through the Summer we began tracking evidence of the Metro Vancouver market beginning to slow. The main data point industry insiders were watching was the sales to active listings ratio, which was finally beginning to see the market ease from being so increasingly in favor of sellers. With home prices continuing through the beginning of 2016 to see double digit appreciation (year over year), homeowners to prospective buyers to policy makers have been anxious, and lately it seems like what we are witnessing is an 'everything but the kitchen sink' approach to policy.

The Economics Department at Bank of Montreal Capital Markets the other day quipped "that growth is now fully in the rear-view mirror." The Canadian banks, with perhaps a more conservative bias towards the housing market, have been notably cautious in the past; how-

ever, the question dearest to just about every Metro Vancouver and suburban resident is centered on 'what's in store for home prices' and almost more importantly the liquidity of this market.

That said, there is little point addressing the potential of a change in trend in the local housing market as the dynamics of this market are so fast moving that by time of publication this submission risks becoming irrelevant. Instead we'll briefly tackle a couple of the unintended consequences of recent political policy. Firstly, the tax on foreign investors in the Vancouver market is nothing more than a short cited, xenophobic policy. It's understandable to want to address the issue of affordability running away from the local population, but implementing a policy like this risks foreign investment and jobs. This is even truer in light of the BC economy marketing itself as a place of opportunity for a growing technology sector, for example. We want to maintain a local economy that's inviting for business and discouraging home ownership for talent and owners whom are out of country with a one size fits all policy does not do that.

Secondly, more recent policy announcements from the federal government to take lender and borrower risk out of the housing market will only hurt marginal buyers. The federal finance minister has followed the trend of his Conservative predecessors and that's making insured mortgages more expensive. As well, suggesting the idea that financial institutions share in the risk of mortgages with equity less than 20 per cent will only see mortgage rates creep higher as lenders will look to put aside more capital. This will make it harder for marginal borrowers to qualify and drive more business

to the big banks and away from non-traditional lenders.

Trying to predict the outcome of these measures on home prices is a challenging task on its own. This is especially true in a market such as Metro Vancouver where the problem is hidden mainly in housing supply issues, but instead wrongly perceived to be from the influence of foreign money.

Additionally, trying to forecast in a low growth global economy where capital is simply

looking for relatively better returns will raise questions over stability. Prices may continue to rise and the next few months may just look like a speed bump in the long run, but the kitchen sink policy from all levels of government will as intended restrict home ownership and take liquidity out of this market.

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

## Housing Starts

Housing starts in the province's urban areas (at least 10,000 population) showed continued volatility in September, surging 39.0% (seasonally adjusted at annual rates), following a 9.8% dip in August.

Nationally, urban starts were up 19.7% as gains in new home building activity were recorded in most regions, including particularly hefty boosts in Alberta (+51.0%), Quebec (+33.3%) and parts of Atlantic Canada. Overall increases were moderated by a 4.0% drop in Ontario.

Data Source: Canada Mortgage and Housing Corporation

## Foreign Tax Update

According to a Minister of Finance release at end of October, there were 29,000 residential real estate transfers worth \$18 billion from August 2 to September 30, the period after the additional property transfer tax was introduced. The total value of transfers involving

foreign buyers was \$318 million, or 1.8%. A number of cases involve foreign buyers purchasing a percentage of a property and a Canadian citizen or permanent resident purchasing the other portion of the property. The value of property purchased by foreign buyers based on percentage ownership was \$243 million.

Since the additional tax was introduced, government received 166 additional property transfer tax returns, totalling \$10.1 million in additional property transfer tax paid. As part of the review and compliance process, auditors have sent 150 letters requesting more information from transferees who indicated they are Canadian citizens or permanent residents, to verify their citizenship or permanent residency status. Of the 150 letters, 85 audit files have been opened to investigate if the additional tax should have been paid.

Data from the coming months will provide a more accurate picture of how the market is changing with the additional property transfer tax in place.

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## INTERNATIONAL

# The Surrey Board of Trade Announces Global Trip to Dubai & Abu Dhabi!

The Surrey Board of Trade International Trade Centre has been hard at work during the last month working around the clock with our global partners to offer SBOT member's avenues to do business globally. For more information on any of the news items below or how to do business internationally, contact Luke Arathoon, [luke@businessinsurrey.com](mailto:luke@businessinsurrey.com). CEO Anita Huberman is pleased to announce a Surrey Board of Trade Global Trip to Dubai and Abu Dhabi in April 2017. For more information, see the flyer on this page and save your spot today!

### Australian Delegation Visits the SBOT

On October 31, the SBOT hosted a delegation from Logan City, Queensland, Australia. Mayor Luke Smith, Economic Development Manager Anthony Jones, and Community Services Deputy Ms. Jane Frawley headed the delegation, which focused on building trilateral trade with the City of Surrey and Logan City. City of Surrey Councillor Bruce Hayne gave a presentation Surrey's many facets of growth. Mayor Smith likewise gave a presentation about Logan that, like Surrey, is rapidly becoming one of the largest cities in Australia.



SBOT Board directors and staff join with Logan City delegation to discuss shared opportunities.

### Russian Delegation Visits BC

In September, SBOT staff attended a conference on Russian Forestry products hosted by SBOT's International Partner CERBA (Canadian Eurasian Russian Business Association). Staff and Board Directors attend trade conferences as part of SBOT's strategic plan to connect with global influencers for the purpose of partnering and attracting business to Surrey. Several weeks prior, SBOT participated in a Chinese Trade show highlighting our members' ability to import and export goods with that nation.



### Mexico's New Consul General

On September 15, SBOT staff met with Mexico's new Consul General, Ms. Berenice Diaz. With Ms. Diaz was Mr. Luis Basdefer, Director for PROMexico Vancouver. Pro Mexico is a federal government agency aimed at strengthening and promoting international trade and investment with Mexico. The Vancouver office serves the western provinces, Yukon, and Northwest Territories. SBOT International Trade Centre is in discussion with the Mexican consulate to create a two-way trade network for Canadian companies to do business globally. We welcome Ms. Diaz and look forward to working closely with her and her team.



Surrey Board of Trade International Coordinator Luke Arathoon at Friday's BC-India Business Network Annual Grand Diwali Gala with Consul General of India, Rajiv K. Chander – Fairmont Waterfront Hotel.

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## Starting a Business?

Did you know that the Surrey Board of Trade's Business Centre can help you start your business?

## Importing or Exporting?

Did you know that the Surrey Board of Trade's International Trade Centre has services to help your business work in international markets?

FOR MORE INFORMATION CONTACT

Deanna or Luke at 604.581.7130  
[info@businessinsurrey.com](mailto:info@businessinsurrey.com)  
[luke@businessinsurrey.com](mailto:luke@businessinsurrey.com)



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**CONTACT:**  
**LUKE ARATHOON**  
 BUSINESS & INTERNATIONAL COORDINATOR  
 101 - 14439 104 Avenue, Surrey BC Canada, V3R 1M1  
 P | 604.634.0391 O | 604.581.7130 E | [luke@businessinsurrey.com](mailto:luke@businessinsurrey.com)



## INTERNATIONAL, continued

# United States of Shock

Wow! Everyone got it wrong—pollsters, analysts, pundits—we've all been underestimating Mr. Trump's appeal from the first day he announced his candidacy, our worst forecasting error since Brexit. Actually, it's much worse. So what comes next? And what does it mean for Canadian business?

The big issue is what drove Mr. Trump's victory, most importantly the surprising success among whites without college degrees. Here, education is serving as a proxy for a whole variety of factors. College-educated people are concentrated in the big cities, with higher paying jobs that benefit from trade and globalization. Non-college educated people tend to reside in rural areas, where employment remains depressed. We're seeing an urban-rural divide between the parts of the country that are succeeding in the 21st century economy and those that are not. And a wave of rural anger has brought about the first Republican President who is opposed to trade.

This has big consequences for Canada. One of the most important jobs of the Canadian Prime Minister is to maintain a strong relationship with the President of the United States. Even if they can't stand each other and (especially) are on opposite ends of the political spectrum, they still have to get work collaboratively.

It will be fascinating to see how Prime Minister Trudeau manages this. In the past, Canadians have punished PMs for appearing too chummy with the American President, and Mr. Trudeau's base will be loath to see any hint of a bromance with Mr. Trump.

For Canadian diplomats and businesses, our job is clear. We have to make a muscular case for trade to prove that NAFTA is in America's interest. Since it came into effect, U.S. exports of goods to Canada are up 179% and services are up a staggering 237%. In 2015, Canada bought \$48 billion of vehicles and \$43 billion

of machinery from the U.S., much of it manufactured in states like Michigan and Ohio where the industrial heartland voted for Mr. Trump. Unemployed Canadians can't buy as many cars.

The government will also have to rethink Canada's trade strategy in Asia. The Trans-Pacific Partnership is now dead and buried, but we may have an opportunity to work on a bilateral deal with Japan.

On the environment, it's difficult to proceed with a global agenda on climate change if the world's largest economy is absent. (Mr. Trump promised to pull the U.S. out of the Paris Climate deal and rescind President Obama's regulations on CO2 emissions). However, green policy innovation will continue at the state level in states like California, Vermont, and Massachusetts.

On the overall economy, some economists have warned of trade war and global recession, but these scenarios depend on a whole series of assumptions: to what extent Mr. Trump will actually proceed with the anti-trade rhetoric, whether he can enact the necessary legislation, what he can negotiate and the response of other countries. The point is that there are many steps before we get to global trade war.

The Republican Senate and House will certainly pass some tax cuts and will agree to his plan to spend on infrastructure, which will have some stimulative effect, but a big increase in deficits could be inflationary. It's too early to tell. Overall, we're optimistic about the resilience of the U.S. economy and we're hopeful about the American system of checks and balances.

*Hendrik Brakel is the Senior Director, Economic, Financial & Tax Policy at Canadian Chamber of Commerce. [hbrakel@chamber.ca](mailto:hbrakel@chamber.ca)*

# Ask a Customs Broker

## What forms will I need to import commercial goods into the U.S.?

A U.S. Customs or commercial invoice must accompany commercial goods entering into the U.S. at minimum. Additionally, certificates or permits required by Partner Government Agencies and/or certificates for applicable free trade agreements may be required.

### Mandatory Information

Certain information must be provided on import documentation such as the vendor and importer. A full commodity description is also required along with the country of manufacture, quantity, weight, value of the goods and conditions of sale. Additionally the consignee tax ID number, currency of settlement and shipment reference numbers must be listed.

### Potential Risks of Non-Compliance

It is very important that importers comply with U.S. Customs and Border Protection and/or Partner Government Agencies regulations in order to avoid penalties both upon arrival at the border or in the 5 years following the import. At-the-border risks include shipment delay and/or shipment examination, which could lead to monetary penalties. Additionally, missing free trade agreement

documentation could result in the payment of full duties without relief.

At any time, U.S. Customs can review the previous 5 years of import documentation to ensure correct information was reported. Penalties and loss of importing privileges may result should records be found incorrect or improperly kept. Repeat offences of missing or incorrect information could result in a loss of import privileges.

It is important to note that Importers of Record (IOR) are responsible for the accuracy of information presented to customs and will ultimately be held responsible. An IOR can be both resident and a non-resident importer (NRI). It is recommended that new importers educate themselves on their responsibilities and work with service providers that will support their international trade endeavors with step-by-step instruction.

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

**Pacific Customs Brokers**  
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## Did you know

According to US News, Canada is #1 of the 10 recognized best countries to headquarter a corporation.

Canada is also #2 of the top 5 best countries to do business.  
<http://www.usnews.com/news/best-countries/headquarter-a-corporation-full-list>

## Start Your New Year Right!

Save the date for the Surrey Board of Trade **New Year's Business Reception and Trade Show**. Come and visit where we work on your behalf. Limited exhibitor opportunities going quickly; contact [Heather@businessinsurrey.com](mailto:Heather@businessinsurrey.com) to book your space today.

**Date:** January 18, 2017

**Time:** 5:00 – 8:00 p.m.

**Where:** SBOT, 101-14439 104 Ave.

**Admission:** FREE



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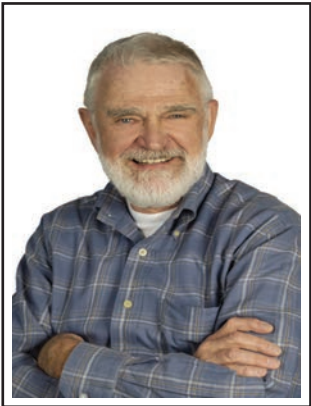


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➔TECHNOLOGY

# What’s Best in CRM Systems?



Bob Milliken

What are the components of a good Customer Relationship Management (CRM) system? Does it integrate into your marketing system? Must it fit into your budget? Should it be easily navigable? Or must it have a simple interface? All the aforementioned qualities are vital, but none of them are important if they don’t meet all your business’s unique needs. The more pressing question is this: how would you know? The truth is, sometimes you don’t. That’s why I’ve rounded up some of this year’s top-tier CRM systems for your consideration.

Regardless of business size, your CRM system should be equipped with features such as lead generation, contact and opportunity management, sales forecasting, workflow automation, and collaborative tools. Furthermore it should be cloud-based, meaning that you can access data and files from your computer at any location, whether that’s at home or on the go.

**Best CRM Software for Small and Mid-sized Businesses: Salesforce**

Salesforce has long been considered one of the top-tier CRM solutions, mainly due to its cloud-based nature coupled with full-featured capabilities that cater to businesses of every size. Typically, Salesforce is synonymous with larger enterprises, but that doesn’t mean small

and mid-sized businesses are denied the same perks. Salesforce now has a small business edition and with it SMBs can utilize the robust set of CRM tools at an affordable rate.

**Best CRM Software for Very Small Businesses: Insightly**

Underneath its simple and navigable facade lies a CRM software that is abundant with capabilities, all of which fit the bill for microbusinesses. Aside from the fact that it has the vital components small businesses really look for in CRM software, it’s also highly scalable to accommodate the growth of your company. Furthermore, Insightly is currently one of the more affordable CRM solutions on the market; there’s even a free version if you wish to test the waters. There are also paid plans available at a fraction of the price when compared with other CRM software solutions.

Even with the free version or paid plans that start at \$12 (US), Insightly doesn’t compromise utility with affordability. It comes equipped with all the vital CRM capabilities any microbusiness would need. This includes detailed sales reports, opportunity, and contact and project management as well. It’s also scalable to meet the needs of your business as it grows.

**Best Free CRM Software: Zoho CRM**

Not having to pay for Zoho doesn’t necessarily mean it won’t deliver the necessary capabilities required from CRM software. Zoho CRM provides your business with all the core functions it needs. Moreover, it allows you to onboard up to ten users for free. Courtesy of Zoho CRM’s mobile app, you’ll be able to access data regardless of time or location. If you are budget conscious, Zoho may be just what the doctor ordered.

*Bob Milliken is the TheITguy@CascadiaSystemsGroup.com specializing in helping businesses with their IT needs.*

# Plug Loads, Utilities, and Savings



Matt Pritchard

How important are utilities to a business? For most, they are critical; without electricity, gas, or water, businesses can’t run their computers, prepare customers’ dinner, keep staff warm, produce products. Without utilities, we might as well all just go home. And how do most companies view utilities financially? Generally, as a fixed cost item, which means that utilities are ignored, or invisible.

And yet — many recent studies (and our experience) have shown that companies can reduce their utility costs and usage by 5-10% without significant investment, on up to 50% or even more if they are willing to make investments that meet the company’s standard investment criteria such as an internal rate of return. Often, the easiest targets for reducing energy use are standard office “plug loads” such as printers and task lights, with savings of 40% possible using “low cost / no cost” measures.

There are essentially three ways to reduce utility costs. First, of course, would be reducing the price paid to the utility through strategies such as ensuring that the “rate class” is correct. Second, equipment should be turned off when it is not needed using “power management” and “Advanced Plug / Strip Timers” as

shown above. Third, equipment can be used better, see “Adjust Brightness” and “Occupant Behavior” above. Those last two categories also have the advantage of making the work environment better: screens appropriately adjusted reduce glare, and occupant behaviors such as purchasing more efficient equipment provides long-term benefit. Energy efficiency improvements can be designed to accomplish multiple objectives at once: reduce costs AND improve comfort AND reduce risk AND reduce maintenance calls AND... (You get the idea.) All these strategies enable a company to achieve its business purposes better — and when a company can do that, we say that they are “energy effective.”

It is important to reduce utility costs, and it is also important not to unwittingly increase them. There is the story of the art teacher in a small school who turned on all the art room kilns simultaneously during a peak period costing the district almost \$26,000 in an instant.

Most well run businesses take control of their utility costs and use, strengthening their organizations for the future. The first step starts with understanding your utility bills and how your company is charged; that information is generally found on your utility company’s website. The second step is to look at your usage and your costs over the past year, comparing your usage to others in your industry and to industry standards. Natural Resources Canada / Energy Star (<https://www.nrcan.gc.ca/energy/products/energystar/18953>) has excellent resources for both purposes, and many consulting firms can provide additional assistance from engineering designs to high-efficiency products to Strategic Energy Management.

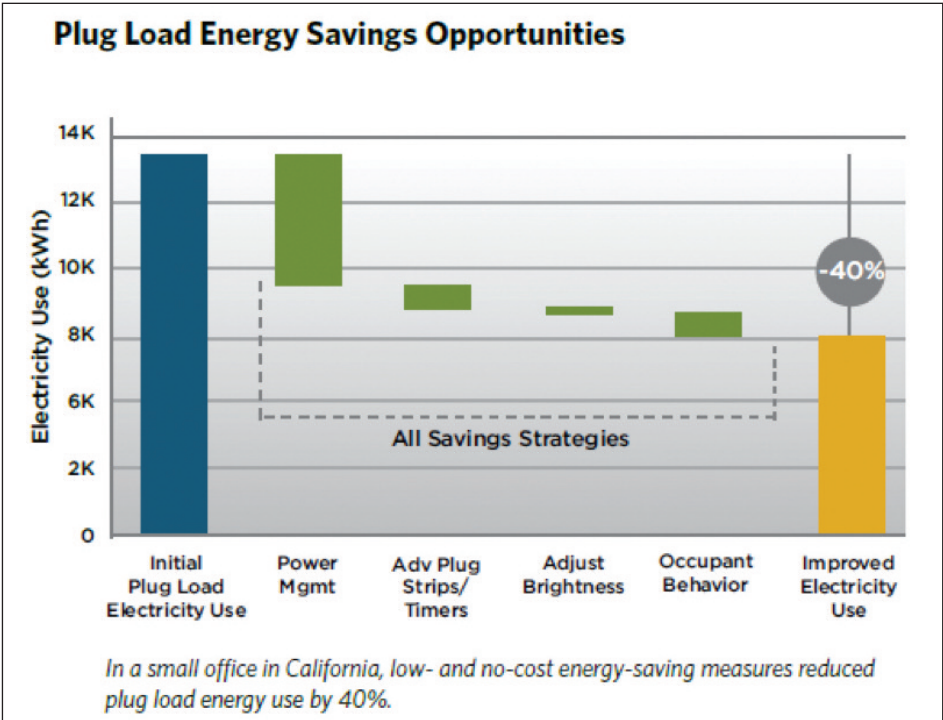
May your utilities help you be more effective!

*Matt Pritchard is the Principal Consultant for Expense Reduction Analysts (ERA). [www.expensereduction.com](http://www.expensereduction.com)*



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Graphic from NBI. Please see the New Buildings Institute publication at <https://newbuildings.org/sites/default/files/PlugLoadBestPracticesGuide.pdf> for other energy savings suggestions.



## TEAM UPDATES

# SBOT Government Advocacy Teams Attract High Level Speakers

Members of our teams have an opportunity to learn and engage with speakers who share the gift of their time and knowledge with us. They often leave with a few ideas in hand that members have shared with them. Our teams, along with staff, proactively research and identify critical concerns and develop policy positions and advocacy statements, many of which have been adopted by BC and Canadian Chambers of Commerce and have effected change of government policies. For more information on the Advocacy teams, contact SBOT's Policy and Research Manager, Anne Peterson [anne@businessinsurrey.com](mailto:anne@businessinsurrey.com).

### Agriculture

Chair: Norm Attridge, Envision Financial



The Agriculture team will host an agricultural specialist from Metro Vancouver in November to discuss how tax strategies can be used to discourage non-farm use. Our Canadian Chamber colleagues from Ottawa will

join the meeting and answer agriculture trade questions. The team is preparing for its annual **Agriculture Reception on March 1, 2017, at 6:00 p.m.** at the Kwantlen Polytechnic University, Cloverdale Campus.

### Development and Land Use

Chair: Jagdeep S. Shergill, Lawson Lundell LLP



The team continues to work with City staff to reduce red tape and delays for development. The team will actively review and, if appropriate, express support for larger commercial projects as they are proposed.

Recently, the team held a dialogue on the importance of industrial land to our economy.

### Environment and Infrastructure

Chair: Jao Rao, WSP

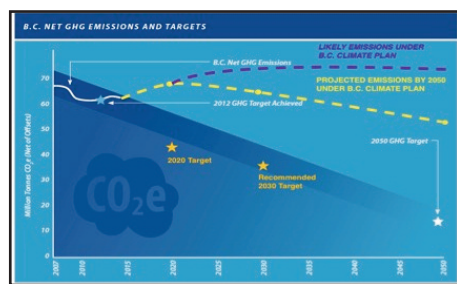


The Environment team has been particularly busy this fall. It authored two policy resolutions to go to the Canadian Chamber of Commerce, is the team sponsor for September's Business Environment Awards, and is the group behind the two Fall Leadership Surrey Dialogues: Disaster Recovery Planning (see p.18) and "It's All About Energy" on November 18.



At September's meeting, Paul Henderson from Metro Vancouver walked the team

through the upcoming changes to the solid waste tipping fees. Heads-up: Styrofoam and carpets are on the list of proposed banned substances in 2017. For more information, go to <http://www.metrovancouver.org/services/solid-waste/about/engagement-consultation/SW-tipping-fee-SW-disposal-bylaw-changes/Pages/default.aspx>



Carbon pricing was the subject of October's meeting. Jeremy Woodhouse from Clean Energy Canada explained how B.C.'s net-neutral carbon tax is ahead of what the Federal government is proposing. Further, the Federal government is setting targets but not necessarily prescribing the process. Regardless, there is much work to be done to reduce GHGs to projected targets.

In November, the team will host a speaker from the City of Surrey who will present on the city's emission and energy strategies.

The Surrey Board of Trade is a member of the National Zero Waste Council and was recently elected to be on the Council executive. Jay Rao, SBOT board director and chair of the Environment team will be SBOT's representative at the national table.



### Finance and Taxation

Chair: Richard Dendy, A&A Contract Customs Brokers



Tasked with reviewing the budgets and taxation policies of the City of Surrey, B.C., and Federal governments, the team regularly invite specialists in to provide insight on how budgets are developed and how to respond

effectively. At the October meeting, Gordon Ruth, Auditor General for Local Government, provided a detailed overview of his role in municipal governance. His intent is to be a resource for local governments and to work collaboratively through the performance audits that his office does. These are not financial



AGLG Gordon Ruth

audits, which are legislated to be done by all cities annually. Gordon invites members to go to [aglg.ca](http://aglg.ca) and read up on the latest reports and suggest possible performance audit topics.

SBOT is currently tasking all teams to consider the 2017 City of Surrey Budget

and what would be priorities from their particular mandates. The team will be working through the budget documents in November for a report to the city in early 2017.

### International Trade

Chair: Dr. Greg Thomas, G3 Consulting



The International Trade Advocacy Team is working with our current members involved in international trade as well as promoting the opportunities available to Surrey companies considering seeking external markets. Go

to page 7 and find out more on global travel.

### Manufacturing

Chair: John Folka, KPMG LLP



The Manufacturing Safety Alliance of BC and the Industry Training Authority presented to the team in the last couple of months. MSA-BC described what a Culture of Safety is and how to develop it and ITA focused on increased apprenticeship opportunities, youth programs and trade awareness.

### Apprentices in BC



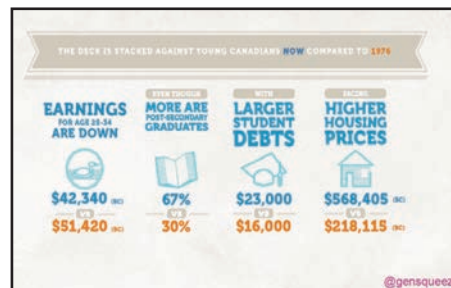
### Social Policy

Chair: Doug Tennant, Semiahmoo House Society



The team has hosted numerous speakers throughout the year with Sahra-Lea Tosdevine-Tataryn from City of Surrey on age-friendly businesses, Paul Kershaw from Generation Squeeze on Homes First initiative, and

Fraser Health Authority on recent spike in overdose crises and proposed responses. The team continues to work on issues of affordable housing and livability, along with immigration and refugees, and SBOT's recent partnership with ASTTBC on a project towards developing access programs for those with disabilities to be employed in tech fields.



### Tourism, Arts & Culture

Chair: John Kearns, Sheraton Vancouver



Guildford Hotel  
The team will be joined by the creators of the Music City initiative that is experiencing growing success in cities in other parts of Canada. They recently promoted the Business and the Arts Reception with the recognition of Surrey's Civic Treasures, and members are working through the team's action plan to support and grow Surrey's creative economy.

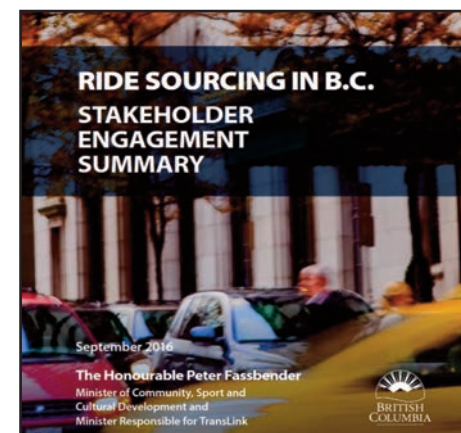
### Transportation

Chair: Dave Hayer, DLC Mortgage.



The Port of Vancouver updated the team on the Roberts Bank Terminal 2 Project and Industry Training Authority pointed out the importance of their transportation and transit training programs. Minister

Peter Fassbender attended the Transportation Advocacy Team meeting in the spring to discuss his outreach on the issue of ride sharing, and the work of the SBOT Transportation Team. The team's feedback to the Minister was included in



the recently released *Ride Sourcing in BC Report*.

The team continues to address regional transportation and transit issues and have recently performed a Surrey Roads Survey. Details on this will be forthcoming in the next issue of Surrey Business News.

### Work Force Development

Chair: Tammy Rea, TD Bank



Employment Standards seem straightforward, but team members have found that accessing information requires some ability to ask the right question. Trevor Hughes, ADM in the Ministry of Jobs, Tourism & Skills Training, at-

tended the October meeting to answer questions and provide guidance to the team for future actions to help SBOT's members.

The new **Mentorship program**, designed with experts in essential skills development was launched in May and is nearing a successful conclusion. The next intake of applications will occur early 2017. Also in the works is a Labour Market Study.



PERSONALITIES AND EVENTS



Surrey Board of Trade (SBOT) Writer's Award Winner is Shari Green, presented at the Surrey International Writers' Conference in Surrey.  
FOCUS: ARTS & CULTURE



Dr. Greg Thomas, SBOT Chair (far right) at the African Village Grand Opening with MLA Bruce Ralston, and MLA Sue Hammell.  
FOCUS: MULTICULTURAL BUSINESS COMMUNITY



Dr. Greg Thomas, SBOT Chair speaking at BC Muslim Council – 500 people.  
FOCUS: MULTICULTURAL BUSINESS COMMUNITY



With MLAs Harry Bains and Bruce Ralston at the SurreyCares Vital Signs Newcomers Report Launch Reception  
FOCUS: NEWCOMERS IN SURREY



Surrey School Coalition presenting to Surrey Mayor & Council  
FOCUS: SUPPORTING FUTURE WORKERS & ENTREPRENEURS



With BC's Solicitor General Mike Morris at the SBOT's Police Awards  
FOCUS: BUSINESS SAFETY



With Senator Grant Mitchell  
FOCUS: GOVERNMENT ADVOCACY



With Abbotsford Mayor Braun and Surrey Councillor Hayne at Fraser Valley UDI Lunch  
FOCUS: DEVELOPMENT & GOVERNMENT ADVOCACY



With Lucky Randhawa & Kim Trehan of SW Media at Surrey Mayor's Ball.  
FOCUS: SUPPORTING MEDIA



Supporting Persons with diverse abilities with collaborative partners - SBOT & ASTTBC Forum  
FOCUS: WORKFORCE DEVELOPMENT



James Stewart, Law Firm of Hamilton Ducan, Gerard Bremault, Centre for Child Development and Surrey Councillor Mike Starchuk  
FOCUS: SFU SURREY INVESTMENTS



Diversity & SBOT Forum  
FOCUS: IMMIGRANT & REFUGEE ENTREPRENEURS



20<sup>th</sup>  
Anniversary  
Event

# SURREY POLICE OFFICER of THE YEAR AWARDS

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The Surrey Board of Trade's 20th Anniversary Surrey Police Officer of the Year Awards was held on Thursday, October 6 at the Sheraton Vancouver Guildford Hotel.

The 400-person gathering was addressed by Assistant Commissioner Bill Fordy, District Commander of the Lower Mainland District; Surrey Mayor Linda Hepner; and Minister of Public Safety and Solicitor General Mike Morris. At the event, the community was also introduced to the newly announced Officer in Charge of the Surrey RCMP, Chief Superintendent Dwayne McDonald.

## 2016 Surrey Police Officer of the Year Award Winners:

Arnold Silzer Community Policing Initiative Award:  
Priority Target Offender Unit  
Police & Business Partnership Award: Sophie's Place  
Municipal Employee of the Year Award: Jody Nelson  
Volunteer of the Year Award: D'Arcy Nelson  
Auxiliary Constable of the Year Award: Aux. Cst. Mark Elson  
Police Team Award: Domestic Violence Unit  
Police Officer of the Year Award - Nominated by Peers: Cst. Chris Jones  
Police Officer of the Year Award - Nominated by Community:  
Sgt Lyndsay O'Ruairc



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**NEWS  
1130**

On Thursday, September 15th, the Surrey Board of Trade presented four winners with the Surrey Environment and Business Awards at the 10th annual event. The awards were presented to Surrey Board of Trade members or Surrey-based businesses that have demonstrated exceptional dedication to environmental leadership and/or issues. The award recipients are guided by a sense of respect for the environment and demonstrate this initiative consistently.

The event also featured keynote speaker Mike McNaney, Vice President of Industry, Corporate and Airport Affairs, WestJet. There was also an update from the Federal Government's Environment Committee, presented by MP Cloverdale – Langley

City, John Aldag and a presentation by the Greater Vancouver YMCA.

## This year's winners were:

Small Business Award: Compy Inc.  
Medium Business Award:  
Mansonville Plastics Group of Companies  
Large Business Award: Vancity Credit Union  
Circular Economy Award: Cascades Recovery Inc.

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# SURREY BUSINESS Excellence AWARDS

On Thursday, November 3, 2016, the Surrey Board of Trade recognized six of Surrey's best businesses at the 18th Annual Surrey Business Excellence Awards, with 400 people in attendance. Master of Ceremonies Jay Janower of GlobalTV guided guests through the evening.

The judging team's evaluation assessed the following competencies: Organizational profile, Leadership, Strategy Development and Planning, Customer focus and market knowledge, Employee Learning and People Focus, Process Management, Supplier/Partner Focus, Community Involvement, Overall business performance

## 2016 Surrey Business Excellence Award Winners:

1-10 Employees: Peninsula Strata Management Ltd.  
11-40 Employees: Innovative Fitness  
41+ Employees: Bottom Line Ventures Ltd.  
New Business of the Year:  
Famoso Neapolitan Pizzeria - Guildford  
Not-for-Profit of the Year:  
Options Community Services  
Business Person of the Year: Curtis Christopherson

The event also saw the 3rd Annual Corporate Social Responsibility Recognition Award presented to Bottom Line Ventures Ltd.

## MEDIA SPONSORS



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On Thursday, September 29th, the Surrey Board of Trade presented the Surrey Innovation Awards in four categories at the 3rd annual event. This year's nominations were truly inspiring! The judging team reviewed the applications with the following criteria in mind:

- Intellectual Achievement
- Uniqueness and Originality
- Development
- Commercialization
- And Benefits

"Each of today's winners exemplifies innovation, that is new ways of doing business. It is Surrey's innovative

companies that will meet the challenges of the new economy, expanding opportunity in the great city that is Surrey, improving lives locally and globally by transforming ideas and technology into commercial reality," said Anita Huberman, CEO, Surrey Board of Trade.

This year's winners were:

Small Business Award:  
MICROMATTER Technologies Inc.  
Large Business Award: FortisBC  
Organization Award:  
West Coast Centre for Learning  
Young Innovator Award: Shawn Davis - Compy Inc.

## PRESENTING SPONSOR



## AWARD SPONSORS

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PERSONALITIES AND EVENTS



Suki Panghelia of Aaj Magazine and his Team  
at SBOT Membership Event.  
FOCUS: TEAM COMARADERIE



Immigrant Entrepreneur Presenters  
FOCUS: IMMIGRANT & REFUGEE ENTREPRENEURS



Moiez Babar, SBOT's Membership Coordinator presenting an  
award at the Douglas College Entrepreneur Awards  
FOCUS: SUPPORTING ENTREPRENEURS



Centre for Child Development Gala with  
Sophie Tweed-Simmons and the Surrey RCMP Team  
FOCUS: SUPPORTING COMMUNITY



Manufacturing Safety Alliance Make it Safe Conference on 'What it takes to  
plan and execute an effective emergency plan'. With Chief Neil Dubord,  
Delta Police Department, Kelly VanderBeek, and Fire Chief Dan Copeland.  
FOCUS: WORKPLACE SAFETY IN A DISASTER



Questions being asked at SBOT Environment &  
Business Awards Lunch  
FOCUS: MEMBER PARTICIPATION



Par Basran of Schmidt & Funk Financial Services – focused on  
the Surrey Board of Trade's Membership Event  
FOCUS: EXPANDING SBOT MEMBERSHIP



Gord Schoberg of Fortis, with Steve Stew of SCS Consulting in  
the background at SBOT Membership event  
FOCUS: COMPETITION



Semiahmoo House Society inclusive living apartment,  
CHORUS, ribbon-cutting  
FOCUS: AFFORDABLE HOUSING



Dr. Greg Thomas, SBOT Chair and WestJet Vice-President  
Mike McNaney at SBOT Environment Lunch  
FOCUS: INNOVATION



Richard Dendy, A&A Contract Customs Brokers and  
his team at the SBOT Membership Event  
FOCUS: STRATEGY



Indra Bhan at FortisBC Reception in Surrey –  
Fortis Representatives from all over Canada  
FOCUS: ENERGY SECTOR





# Automatic Renewal Clauses: What to Know



Gareth Reeves

An automatic renewal clause typically provides for renewal of a contract for a set period of time, without any action by either party, unless a party gives written notice of termination some period before the end of the original term. These clauses are often found in contracts for licensing agreements or equipment rentals and are often paired with a damages clause.

Automatic renewal clauses have been considered unfair because consumers are often unaware of the renewal, or too preoccupied with the running of their day-to-day businesses to take note of the renewal date. The party who receives the benefit of the automatic renewal usually has no motivation to alert the other party when the time to renew approaches.

## Legal Update

Generally, a written contract binds the parties to follow the terms of the contract as spelled out in the agreement. However, British Columbia courts sometimes apply different considerations in their interpretation of automatic renewal clauses. One example is a 2015 decision, *Pacific Vending Ltd. v Fraser Valley Playgrounds Inc.*, 2015 BCPC 250. In that case, an agreement for the supply of children's coin-operated amusement machines contained an automatic renewal clause. The agreement set an initial term of two years and stipulated that it would continue for an additional period of one year. This continued from year to year unless a party delivered written notice of termination no less than sixty days prior to the end of any term. The parties eventually had a conflict over the clause and went to trial. Judge Skilnick stated that while parties are capable of reading a contract and discovering the existence of an onerous automatic renewal clause, the unfair nature of automatic renewal clauses imposes a higher duty on the party seeking to enforce the clause. The judge confirmed that the party relying on such a clause must specifically draw the clause to the attention of the

other party at the outset of the agreement if it seeks to enforce the clause.

## Application

Although *Pacific Vending* displays an example of the Court not upholding an automatic renewal clause, they will still often likely be enforced. To minimize the risks that automatic renewal clauses present, you must be diligent with respect to reminders

and notice dates. Another possibility is to negotiate to remove an automatic renewal clause from the agreement at the outset or replace it with a clause containing a shorter automatic renewal period.

*Gareth Reeves is an Associate Lawyer at McQuarrie Hunter. McQuarrie Hunter LLP is a regular contributor to the Surrey Business News. [www.mcquarrie.com](http://www.mcquarrie.com)*

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## BUSINESS ADVICE

# Cupcakes & Corporate Culture



Tony Malyk

Cupcakes have been around for decades but their recent rise in popularity is signaling a shift in society and corporate culture. It wasn't very long ago that a cake was the staple for celebrations. In our personal lives we all shared a cake at birthdays, weddings or other personal milestones. At work it may have been landing a big account, reaching a goal or any other business success.

When we share a cake we are part of a bigger whole. Every piece of cake is a little different from one another just like we are but it is still part of something bigger. There is a sense of community that comes from sharing a cake that brings us all together.

The cultural shift has been from being happy to being part of something bigger to a focus on individuality. Cupcakes do not come from a bigger whole. They are individually wrapped and decorated and are even baked in their own containers. We don't share cupcakes, we choose the one we want, unwrap it and eat it without it ever really being part of a bigger whole.

We can see evidence of the individualistic mindset in all parts of society and corporate

culture. Technology allows us to customize our experience everywhere we go. We can set the internet browser on our computer to look and contain the exact content we want, companies can tailor content sent to us based on our interests and we can choose the exact ingredients to have on our sub sandwich or in our coffee.

In many cases employees are more focused on achieving their own personal goals over company goals. Their demand for work/life balance has created an expectation that companies should accommodate their agenda vs the employee making the adjustments to accommodate the team's agenda. Unless the employee and organization can find their common ground the result is often disengaged employees and little loyalty.

Changing a mindset is a process that involves small incremental changes over time. If you find the individualistic mindset has taken over your corporate culture there are actions you can take to change your culture to a more team-oriented mindset. Firstly, it starts with you. As the leader it is imperative that you set the example. You are constantly under a microscope where your teammates are watching for congruency between your words and your actions. If your actions show that it's all about you and not the team they will follow suit. Even a small disconnect will be very apparent to your team.

If your tradition has been to serve cupcakes at corporate celebrations trying serving cake and explain the change. It will be the start of a more positive mindset that will serve your organization very well.

*Tony Malyk is a Certified Professional Business Coach specializing in accelerating business value and profitability in the manufacturing, distribution, trades and service sectors.*  
[www.empoweredbusiness.ca](http://www.empoweredbusiness.ca)



# Shock Proof Your Business BEFORE a Disaster Hits



Eamonn Percy

***"Most companies have good people. The companies that win over the long-term have the best processes."***  
***- Peter Drucker***

## The Business Cycle

When business cycles change, it may not be the end of the world as we know it, but it certainly feels like it for the unprepared business. According to the US Bureau of Economic Research, since 1933 there have been 13 recessions, averaging 11 months in duration, and with a corresponding drop in GDP ranging from 18% to 2%. In the same period we have experienced multiple currency crisis, stock market crashes, trade wars, stagflation, globalization, technological change, and many other types of apparent mayhem that can wreak havoc on your business, customers and market. The next downturn is only a matter of time.

In the US, the average expansionary period after each recession since WWII has been 56 months. This current expansionary period is 87 months long (from a trough of June 2009). Parts of Canada are already experiencing contraction, due to the drop in the price of oil and decreases in commodity pricing. While the BC economy is strong and growing at about 6% per annum, it is heavily dependent on the real estate sector, which is recently showing signs of a cycle top.

## Business Implications

Since no business owner is clairvoyant and can anticipate every conceivable calamity, hope lies in preparation. A good business leader can build in a safety margin or shock absorber, to help the company survive during periods of excessive turmoil, and then thrive while their less-prepared competitors are picking up the pieces. Great shock absorbers start with exceptional leadership, a strong financial position, a clear core competency and exceptional staff. That is not enough, since each of those factors is subordinate to human error.

However, since people are fallible, an unstructured business highly dependent on human intervention will quickly succumb to pressures outside of the status quo. In fact, maintaining the status quo can become the biggest risk, creating

a pervasive sense of complacency.

## Systems That Prevent Disaster

The best shock absorber is a scalable business system that drives value to your customers, creates a culture of continuous improvement, supersedes behavioral flaws and constantly aligns the company with market need. To build this scalable system, do the following:

**Identify:** A business system is the integration of the key process steps in your business that create value for your customers by leveraging your core competency. As an example, business systems can focus on product or technology development, service delivery, design iteration or manufacturing excellence.

**Select:** Focus on systems that create value for the customer and drive cultural excellence. For instance, Toyota adopted the principles of Lean Manufacturing at the end of WWII, which propelled it to the position of largest automotive manufacturer in the world today.

**Build:** Start with your core process that delivers value to your customer base, and ensure it is clear, efficient and aligned with the customer need and maximizing what you do best. If you are in a highly competitive sector, start to build a new core competency focused on higher-margin business.

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

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

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

Be prepared for significant push back in the short run for taking such a pedantic systems approach, but in the long run and with the benefit of hindsight, your leadership courage will be rewarded.

Putting rigorous and disciplined processes or systems in place is a thankless leadership job, but it is absolutely necessary in order to build a dominant market position and to protect you and your employees against inevitable and regular shocks.

*Eamonn Percy is the Founder of The Percy Group Capital + Business Advisors, which helps determined leaders permanently solve problems, accelerate performance and achieve results.*  
[percygroup.ca](http://percygroup.ca)

## EXAMPLES OF GREAT COMPANIES BUILT ON GREAT SYSTEMS:

**Amazon:** E-Commerce

**Toyota:** The Toyota Way (Lean)

**Walmart:** Sourcing and logistics

**3M:** 3M Innovation

**Apple:** Apple New Product Process



## → ADVOCACY

### Surrey Board of Trade Thrilled with SFU-Surrey Infrastructure Announcement



Canada's Prime Minister, Justin Trudeau, at SFU-Surrey making infrastructure announcement

The Surrey Board of Trade, after advocating for more than 10 years for education infrastructure investments for SFU-Surrey, was at the press conference on Tuesday, November 4, 2016 where the federal and B.C. government announced joint funding to create a \$126 million energy system building at SFU-Surrey.

The 5-storey, 15,000-square-metre facility will be used for degree programs in energy systems – in the energy, hydrogen, electricity and liquefied natural gas sectors – and environmental engineering. The building will also accommodate SFU's Mechatronics Systems Engineering program, which combines the fields of mechanical, electrical and software engineering with entrepreneurship and business. The new space will be dedicated to students commercializing their research through the Technology Entrepreneurship program.

"This once-in-a-generation investment is a historic leap to position Canada as a global centre for innovation," Trudeau said.

Surrey Mayor Linda Hepner said this announcement positions Surrey as a global leader.

Congratulations to SFU-Surrey!

### Local MPs Listen to Business Priorities



Anita Huberman with MP Ken Hardie and SBOT Chair, Dr. Greg Thomas

Surrey Board of Trade members crowded around SBOT's boardroom table on Friday, October 14, to ensure that Surrey's local MPs heard what their priorities would be for the 2017 Federal budget. MP Ken Hardie walked attendants through a presentation highlighting current and future programs, while MPs Sukh Dhaliwal and John Aldag took notes of comments, concerns, and questions. Also in attendance was Cllr Bruce Hayne. Members made seriously considered recommendations encompassing infrastructure, both built and social; discussing the country's increased debt load; and the need to coordinate funding between Federal and Provincial agencies for the support and integration of refugees. The environment,

intellectual or human capital, and international trade (especially with India) were also top of SBOT members' minds.

### NDP Leader John Horgan Attends to Business



NDP Leader John Horgan, with SBOT Chair Dr. Greg Thomas and Lunch Sponsor Community Savings Credit Union Doug Eveneshen.

MLA John Horgan wanted Surrey Businesses to know that he is paying attention. Among the numerous proposals, several stood out as potential game-changers. **On infrastructure:** increasing the provincial share of infrastructure funding to 40% from the 1/3 formula in keeping with the Federal increase of its share to 50% from 33%, in particular to promote increase in transit development – something that is of major concern to Surrey as funding will be required to develop the LRT and increase transit options. **On Education:** with 7,000 Surrey children in portables, more than the entire school population of New Westminster School District, Horgan proposes to act immediately to fund capital investments in Surrey Schools and end portables in Surrey before the end of a NDP government first term. He further promised to work to provide additional supports in the schools to support the marginal and keep them from falling through the cracks; and the disabled get through crowded hallways. Fentanyl overdoses led to a statement to increase wrap-around programs for the addicted, the vulnerable, and at-risk youth.

**And on the economy:** increasing the minimum wage while working with small businesses and employers to minimize impact; MSP premiums that go into general revenue and hit middle income families hard will be eliminated; increased investments in education overall as an investment in human capital; and other "unfair" taxes would be addressed.

### SBOT CEO Presents to Government Committees

**1. PROVINCIAL BUDGET:** In mid-October, CEO Anita Huberman gave a presentation on SBOT member priorities to the Provincial Finance Committee as part of their consultations in preparation for the 2017 budget. Several highlights include:

1. Affordable Rental Housing in a Fluid Labour Market

*Continued on page 18*

### Surrey Leadership Dialogue: Disaster Recovery Planning



Minister of State for Emergency Preparedness, the Honourable Naomi Yamamoto with SBOT Chair, Dr. Greg Thomas.

Minister Yamamoto opened the sold-out dialogue with a detailed overview of the strides that the province has made to increase emergency infrastructure and response in the event of any disaster, including "the Big One." The dialogue on October 21 was one day after the province's Great ShakeOut where over 800,000 had registered to participate in an earthquake drill. The message, though, is that regardless of what the province and municipalities do to maximize emergency response, the responsibility is on individuals and businesses to be prepared.

Mark Griffioen with City of Surrey's Fire Services, reviewed the recently developed Emergency Preparedness Toolkit, a booklet that outlines numerous strategies businesses can adopt to be prepared.

Working in partnership with Surrey and the

Province is Metro Vancouver. Rod Tulett outlined the Regional Emergency Management and services covering everything from debris management, critical infrastructure protection and emergency communications.

But what about your insurance coverage? Andrea Thomsen walked attendants through what basic coverage will not cover and how to check if your package insures you for the most likely disaster: fire, flood, etc. Key is the cause. Ask your broker today.

Planning cannot be overstressed is the message from all speakers, especially Mike Franklin of Lions Gate Risk Management Group and the breakfast sponsor. He focused on the impact that the summer's Burns Bog fire had on the industrial sites nearest the fire as well as the impact on the industries on the area with one of the main routes closed for a week. One of the endangered companies, a lumber yard, discovered that his neighbour had highly combustible materials on site. Knowing your vulnerabilities to disaster includes knowing what your neighbours potential threats may be. Develop your response to disaster, train your staff and test your strategies, then evaluate and maintain your plan and resources.

Those who fail to plan, plan to fail – goes the old chestnut. However, 25% of businesses forced to close for 24 hours or more after a disaster, never reopen. Plan to survive and succeed.

### ? Did You Know?

In 2014, approximately nine in ten (86%) Canadians stated that winter storms (including blizzards, ice storms and extreme cold) were the most anticipated weather-related or natural disasters. This was the case across most provinces, with the exception of B.C., where more residents thought earthquakes were a potential risk.

British Columbians felt their communities were at greatest risk of facing earthquakes (77%) and wildfires or forest fires (59%), followed by winter storms (44%), floods (43%) and landslides or avalanches (35%).

Among the provinces, British Columbia had the largest proportion of individuals living in a household with an emergency exit plan (71%) and an emergency supply kit (55%).

But we can do better. ... Let's aim for 100% prepared by end of 2016!

Source: BCStats

### Be Part of the Solution – Sponsors Needed

The Surrey Board of Trade needs your help to continue programs such as the Leadership Dialogue Series, the Mentorship program, and to fund in-depth research such as the Labour Market Research and Economic Policy Reports. Consider sponsoring the development of informative events and quality reports providing information that you can use. By doing so, you raise your profile with the Surrey Board of Trade's members and the business community of Surrey. Sponsorship can be tailored to your needs and interests.

Contact Anne Peterson, Policy and Research Manager, and discuss how you can help the Surrey Board of Trade provide value to all members.

anne@businessinsurrey.com



Continued from page 17



CEO Anita Huberman presenting to the Provincial Finance Committee – photo taken by MLA John Yap

- 2. Childcare access for employees
- 3. Simplify the MSP System
- 4. Investments in Surrey’s K-12 education infrastructure

2. FEDERAL GOVERNMENT COMMITTEE ON CANADA POST:

Also in October, CEO Huberman delivered a presentation and dialogued with a Federal committee on changes to Canada Post and its service delivery mechanisms. **The Surrey Board of Trade was the only business organization in B.C. to participate.** The main message of SBOT’s presentation is that small businesses and not for profit organizations rely on predictable, affordable services. Not for profits use the snail mail system to promote their services and fundraise. It was suggested that programs like Canada Post’s Venture One should be better promoted to small businesses and a flat rate for parcels should be incorporated across Canada to provide ease of order completion and shipping to a business customer who has to add the shipping cost to the final invoice. The main message from Huberman is that Canada Post, in this new economic paradigm, must operate as a business and be innovative in its service delivery mechanisms.

# WORKFORCE DEVELOPMENT

## PCRS Surrey WorkBC Centre Helps Business Meet Hiring Needs with Incentives



David Piltman

The PCRS Surrey WorkBC program offers employers a unique opportunity to assist them with their hiring needs by offering up to 50% of a new hires wages for a period of up to six months. This incentive is to offset the cost of training a new employee. The government funded, no-cost service connects job seekers to a WorkBC job developer that can then pre-screen the job seeker for the position, and introduce the candidate to the employer.

Employers that would like to hire someone based on the interview and other qualifications and recognizes a good fit for the company, but the candidate requires on the job training, the program will offset this cost to allow the opportunity for both the employee and employer.

As an example, a new customer base for a local Surrey dentist office located in the Guildford community, was at the center of a growing hub for Arabic speaking families, many of whom

were newly arrived Syrian refugees. To help them with their expansion they contacted the PCRS WorkBC Centre in Surrey. It was here they were able to hire and retain the services of a medical office assistant, capable of supporting Arabic and English speaking customers. This local business chose to adapt to the growing needs of its customers and the PCRS WorkBC Centre was there to help.

On any given day, WorkBC is connected with thousands of employment ready professionals all seeking work from medical office assistants, to engineers, tradespeople, and everyone in between – the WorkBC Centre can help any business find the right candidate.

Business is a dynamic landscape. Hiring new talent shouldn’t be difficult. Take the opportunity to hire a great person and at the same time save money and resources. Connect with The PCRS Fleetwood-Guildford WorkBC Centre to learn how the new hire incentive program can benefit your business today. Contact Leslie Martin at 604-580-9741 or e-mail [lmartin@pcrs.ca](mailto:lmartin@pcrs.ca) for more information.

*David Piltman is the Director of Employment Services for PCRS Surrey WorkBC and writes special to Surrey Business News. [dpiltman@pcrs.ca](mailto:dpiltman@pcrs.ca)*



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## ➔ WORKFORCE DEVELOPMENT, continued

### Building the Skills to Pay the Bills (and rule the world)

What's the best way to improve the skills of the Canadian workforce? Consider that 65% of children now entering grade school will end up working in careers that haven't even been invented yet and that a young person entering the workforce today will change jobs 15 times in her career. So what should they be studying? One of the STEM jobs (i.e. science, technology, engineering or math) might seem like a safe bet, but be careful because 42% of Canadian jobs are at high risk of being automated by computerization and artificial intelligence, including many technical and applied science occupations.

Canada has excellent colleges and universities, but none of us really know what skills are needed in the future. At the same time, we are hearing from businesses that their inability to access skilled workers is one of Canada's biggest barriers to competitiveness. In fact, we're currently facing a skills gap, which is costing Ontario \$24 billion each year in lost GDP and British Columbia \$6 billion.

Research is showing us where to invest to get much better results. A new report points out how important digital talent is to the future of our economy—and not just for Canada's \$74-billion information and communications technology (ICT) sector. Every job will soon have critical technology components. Today, everyone from auto mechanics to accountants has to master complex software to solve problems. Even pizza delivery services often use complicated online apps, while labourers need to advertise themselves online. Just being an ordinary citizen in Canada, you have to navigate an online world for everything from banking and healthcare to shopping and government services. That's why digital skills have to be a priority for students at all levels.

The second priority is to build closer relationships between post-secondary institutions and employers. A recent survey by McKinsey found that two-thirds of Canadian employers

felt that graduates weren't prepared to join the workforce. Over half the graduates themselves, said they weren't ready for the job. The challenge is to prepare young people for a lifetime of learning and changing careers.

Getting more employer input into program curricula would be helpful but even more important is work-integrated learning, which provides experience in a real-world environment. We need better incentives for employers to create those co-op and intern jobs for post-secondary students.

The best way to prepare people for a lifetime of learning and new ideas is by investing in digital skills and giving students the real-world experience to succeed. These investments in human capital will increase productivity growth, and income inequality will fall as more people are pulled into the higher paying jobs. That's the key to building a healthy, growing economy with lots of great opportunities.

*Hendrik Brakel is the Senior Director, Economic, Financial & Tax Policy for Canadian Chamber of Commerce. [hbrakel@chamber.ca](mailto:hbrakel@chamber.ca)*

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### SBOT Partners with Tech Employment Program



John Leech, CEO, ASTTBC, announces the project at the BC Partners in Workforce Innovation function.

In October, the Ministry of Social Development and Social Innovation announced that the Applied Science Technologists and Technicians of B.C. (ASTTBC) association will receive more than \$40,000 to look at different barriers to employment, as well as new opportunities, for people with disabilities to work in the tech industry.

This study, expected to be made public by Dec. 9, 2016, will explore ways to increase opportunities for people with disabilities to enter the sector. Through surveys of at least 125 employers who hire tech-related employees, employer workshops and focus groups with people with disabilities, the final report will feature best practices to support hiring people with disabilities, as well as specific training and educational needs.

Other organizations contributing in-kind support to the project are the Partners in Workforce Innovation, Back In Motion, the Surrey Board of Trade, the Association of Professional Engineers and Geoscientists of BC, the Association of Consulting Engineering Companies of BC, and BC Planned Lifetime Advocacy Network.

The project aligns with the #BCTECH Strategy, a key component of the BC Jobs Plan to support the growth of B.C.'s vibrant technology sector and strengthen British Columbia's



Several of the partners: Shawn de Raaff from CfEE, Brent Mulhall from Back in Motion, Jamie Millar-Dixon from BCPWIN, John Leech from ASTTBC and Amelia Cooper who was hired to be the Project Coordinator.

diverse knowledge-based economy. The multi-year strategy includes a \$100-million BC Tech Fund and initiatives to increase talent development and market access for tech companies that will drive innovation and job creation throughout the province.

Ministry of Social Development and Social Innovation funding is provided through the Labour Market Partnerships stream of the Community and Employer Partnerships program, which funds projects that increase employability levels and share labour market information.

Community and Employer Partnerships are featured in B.C.'s Skills for Jobs Blueprint and provide support to people who are struggling to gain a foothold in the job market. It also helps build stronger partnerships with industry and labour to connect British Columbians with classroom instruction and on-the-job training, while making it easier for employers to hire the skilled workers they need — when and where they need them.

To date, more than 1,200 job seekers have benefited from work experience and more than 240 projects have been funded throughout the province.

### SBOT'S Mentorship Program Wraps Up its First Year

Mid-point evaluations completed by the attendees gave SBOT organizers of the inaugural Mentorship Program reason to cheer. Participants engaged in networking events, increased their self-awareness of skills needed, and developed goal management strategies that will help them build a bridge to a better employment experience.

Mentorship partners were paired earlier this year based on their responses to a detailed questionnaire and met for about 1 to 3 hours a month. Mentors are business and

academic leaders in their field who volunteered to assist Protégés figure out what they need to do to improve their careers. The Protégés had a variety of backgrounds, from first time employment to seasoned employee want to break through to the next level of their career.

Several weren't sure what they wanted to do or how to figure out what that next step would be, a couple more wanted to find out what a Canadian work experience looked like, and one or two had very specific ques-

tions for their Mentors.

The next intake for the Surrey Board of Trade Mentorship Program will be mid-January through February 2017. Look for the links on the SBOT webpage for applications for Mentors and Protégés. The program is only available for SBOT members. Contact the Mentorship staff liaison, Anne Peterson [anne@businessinsurre.com](mailto:anne@businessinsurre.com), for more information or if you wish to have your brand connected to a great leadership program through sponsorship.

#### ? Did You Know?

Approximately 14 percent of Canadians aged 15 years or older reported having a disability that limited them in their daily activities. Further, there are approximately 411,000 working-aged Canadians with disabilities who are not working but whose disability does not prevent them from doing so. Almost half of these potential workers are post-secondary graduates. With very little accommodation, these well-educated adults can go a long way to fill worker shortages that employers report.



# Surrey Board of Trade Presents the 2016 Surrey International Writers' Award to Shari Green



The winner of the 2016 Surrey Board of Trade Special Achievement Award lives on Vancouver Island, BC, with her husband, her high school sweetheart. She writes Middle Grade and Young Adult fiction. She's in love with stories and the sea, and can often be found curled up with a good book and a cup of tea, or wandering the beaches near her home. CM Magazine has said that her writing is captivatingly visual, with seamless inclusions of figurative language. The Canadian Children's Book News says, about one of her books, that she aptly captures the journey of a girl faced with her first real heartbreak—the likely dissolution of her family. She is the author of *Following*

1. The person chosen to receive the award must be nominated by someone other than him-  
self/herself.
2. The recipient must be commercially or self-  
published within the last year.
3. Nominees are those who have contributed to  
the writing community will be given priority  
consideration.
4. Works can include books, poetry, short stories,  
and/or articles. There is no restriction on genre  
or topic.

# The 2016 SurreyCares Vital Signs Report: Newcomers

For more information, go to <http://www.surrey-cares.org/surreys-vital-signs-2016-report-on-new-comers/>





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# SBOT MEMBERS' ANNOUNCEMENTS, AWARDS AND EVENTS

## ANNOUNCEMENTS



On September 20, Mayor Linda Hepner, Skydance Media CEO David Ellison, and Minister of Technology, Innovation and Citizens' Services Amrik Virk all spoke at the ribbon cutting ceremony at **Skydance Studios** in Newton. The former Pacific Newspaper printing press building has been converted into a state of the art production facility that houses five sound stages accommodating a staff of up to 400 people. Skydance Studios is currently ramping up to produce the futuristic sci-fi drama *Altered Carbon* for Netflix. Skydance Media is responsible for the Star Trek and Mission: Impossible film franchises, as well as the Emmy-nominated sitcom, *Grace and Frankie* on Netflix.

**The Canadian Cancer Society** and **Canadian Breast Cancer Foundation** announce that they plan to merge to improve performance, increase opportunities, reduce costs, expand resources, and enhance advocacy efforts. More funds will be directed to cancer research and support. **Lynne Hudson** has been appointed as President and CEO and will oversee the amalgamation of the two organizations. [Cancer.ca](http://Cancer.ca)



The staff and Partners of **Wilson Rasmussen LLP** announce that **Sherry Kooner** has joined the firm and will serve the community in the areas of real estate law, wills and estates and business law. [Wilson-rasmussen.com](http://Wilson-rasmussen.com)

**Futurpreneur Canada** was recognized at the Annual Community Futures Conference on September 22nd for their outstanding contribution in supporting small business development in BC. Futurpreneur continues to be a leading business resource organization as they play a vital part in supporting young entrepreneurs in business through financing, mentorship, and support tools.

Chessington-based **Mollart Engineering** has announced that it's completed a Management Buy-Out with the support of HSBC. The MBO follows the retirement of Gary Mollart and, with the new ownership team, the Surrey company looks to secure its long-term future in the local area, allowing it to continue to provide its deep hole drilling machines to an international client base.



**SFU** celebrates the success of its 50th anniversary Power of Engagement fundraising campaign, which raised a record-breaking \$275 million, well surpassing its \$250 million goal. The contributions raised from the campaign will help shape SFU's next 50 years as Canada's leading engaged university, supporting programs and initiatives that correspond to the University's vision

to deliver innovative education, cutting-edge research and community outreach.

Michael Wilson, founding Executive Director, is stepping away from his role at the **Phoenix Society**. Michael, recipient of Surrey's 2015 Citizen of the Year for his work with those struggling with drug addiction and other vulnerable populations hands over a very successful organization to the highly experienced **Karen Cooper**. [www.phoenixsociety.com](http://www.phoenixsociety.com)



The Surrey community has become a "living laboratory" for one group of SFU students this fall. As part of their involvement in a new course called **Health Change Lab**, they're finding solutions to key community health issues while being mentored by community stakeholders. Developed by SFU's Faculty of Health Sciences and the Beedie School of Business' RADIUS social innovation lab, the 30-student cohort is working with the City of Surrey and Fraser Health on projects that will impact health and wellbeing in the community.



Vince Savoia, founder of Tema Conter Memorial Trust, with Larry White, SFU Continuing Studies Director of Career and Professional Programs

**SFU Continuing Studies** celebrated the launch of its new First Responders Trauma Prevention and Recovery program at its Surrey campus in September, formalizing its partnership with Tema Memorial Trust, Guard.me and Morneau Shepell, which provide trauma and mental health support. The SFU online program is the first of its kind in Canada.

**happierIT** is proud to announce that they have ranked within Canadian Business and PROFIT magazines top 500 fastest growing companies for the 5th year, listed among Business-In-Vancouver BC top 100 fastest-growing companies and recognized by Penton Media's MSPMentor 2016 top 501 largest Managed Service Provider.

**The Value Group of Companies** announces **Bindi Watts** has joined the group as Senior Leasing Associate, and will focus on their Surrey Portfolio. The Value Group specializes in commercial properties. [Valuegroupproperties.com](http://Valuegroupproperties.com)

**Bravo Apparel & Uniform** is proud to be the only uniform supplier in BC who supplies 100% recycled polyester (rPET) garments to businesses and organizations. Our garments have labels showing how many water bottles were being recycled and used. [www.bravoapparel.com](http://www.bravoapparel.com) 778-565-4970.



August 15-19th saw the inaugural launch of Surrey's first "Brain Booster Summer Camp!" designed by **West Coast Centre for Learning**, and hosted by Regent Christian Academy. Stakeholders came together from Civic, Private Concerns, Academia, and the Not-for-profit sector, to support kids with learning challenges take part in a Summer camp experience inclusive of their unique literacy needs.

CEO of **Ayoba Financial Services**, **Arthur Claxton**, has just been certified as a Cash Flow Specialist™. 300 people in Canada have this qualification. Cash Flow Specialists help clients recover the wastage in personal cash management of over \$2000 per month. [www.ayobafinancialservices.com](http://www.ayobafinancialservices.com)

The **Surrey RCMP** welcomes **Chief Superintendent Dwayne McDonald** as their new Officer in Charge. C/Supt. McDonald brings a broad base of policing experience from Burnaby RCMP, CFSEU-BC, and IHIT. He is looking forward to working with Surrey residents and business owners on public safety initiatives.

## AWARDS



**SFU Professor Majid Bahrami** is the recipient of a 2017 Canada Clean50 Award for his sustainable water research. Through his company, WaterGenics, Bahrami developed a solar-powered hybrid atmospheric water generation (HAWGen) system that enables harvesting clean water from the atmosphere anywhere. Bahrami also received a 2016 Canada Clean50 Award for research related to heating and cooling systems.

## EVENTS

**Pacific Community Resources Society**

**SAVE THE DATE! February 24<sup>th</sup>, 2017**  
**Annual Prevention and Health Promotion Conference**

**Location:** 26850 29th Avenue, Aldergrove (Aldergrove Secondary)  
**Time:** 8:30 - 3:30 Lunch and refreshments provided  
**Keynote Speaker:** Gary Anaka, Special Education Teacher, Author, and expert on engaging the teenage brain ([www.braincoach.ca](http://www.braincoach.ca))  
**Potential Break-out Session Topics:** L.O.V.E. BC, Self-Regulation, Anxiety, and Experiential Learning Techniques

**Registration opens November 28<sup>th</sup>, 2016 on Eventbrite. Early bird rate: \$40**

Questions? Please contact Melita Caissie  
[Mcaissie@pcrs.ca](mailto:Mcaissie@pcrs.ca) or 604-836-6197

**Engage**



AWARDS, *continued from page 21*

November 18 – The **Canadian Cancer Society** will partner with the newly renovated **Elements Casino** (formerly Fraser Downs) to host **Double Down Against Cancer 2016**. A gourmet dinner buffet combined with a fun night of gaming and racing, with proceeds going to fund Childhood Cancer Research. For more details and to order tickets visit [www.cancer.ca/doubledown](http://www.cancer.ca/doubledown)

December 11 – **Seva Thrift Store**, in partnership with **Ms Kanchan Bakshi of Re/Max**, is organizing a toy-drive for the **Surrey Christmas Bureau** and invite local businesses to participate by collecting new, unwrapped toys. For a donation box and/or tax receipt info call KC at the Surrey Christmas Bureau, 604-581-9623.

## MEMBER ANNOUNCEMENTS

To post your news here, contact [anne@businessinsurrey.com](mailto:anne@businessinsurrey.com)  
Ask Anne how you can enhance your announcement or take

advantage of content marketing opportunities to over 15,000 Surrey Business News readers.

## ONGOING SURREY BOARD OF TRADE PARTNERS

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Charter Bus Lines of B.C.  
604.940.1707

## JOB POSTINGS

Post your job openings at [businessinsurrey.com](http://businessinsurrey.com).

## Local Construction Entrepreneurs Recognized by Ernst &amp; Young



The King George Boulevard road widening project (28th to 32nd Avenue), which Jacob Bros completed in 2016 for the City of Surrey. The project widened the road from two lanes to four and was completed two months ahead of schedule.

Scott, Todd and Jason Jacob have been building their whole lives – building roads, airports, dams, commercial and residential buildings, and now their family business, Jacob Bros Construction (Jacob Bros). This family includes their 250-plus committed employees who proudly deliver construction services across Western Canada and right here in Surrey.

The three brothers were born into a construction family, learning the value of hard work at an early age from their father, who was a journeyman carpenter. They began their careers in separate sectors of the construction industry before bringing their expertise together to form their own company. This made Jacob Bros a unique General Contractor with the capability to deliver a very diverse range of civil and building construction projects over a wide geographical area. Since starting Jacob Bros in early 2008, they have grown rapidly and become one of the Top 40 Contractors in Canada. More recently the company was distinguished with the prestigious 2016 Ernst & Young Entrepreneur of the Year Award.

Jason Jacob, the youngest of the three brothers, initially founded Kato Construction in 1992. Kato became the foundation upon which Jacob Bros was built 16 years later. Jason was on hand at the Ernst & Young Pacific Awards Gala at the Vancouver Convention Centre on Sept. 30 to receive the award.

"It's an honour to be selected for this award alongside my brothers Scott and Todd," Jason said. "But if not for the other 250 hard-working and dedicated members of our team, Jacob Bros wouldn't even be in in this conversation. We did this together."

The three brothers attribute their success to their ability to develop lasting relationships with clients, subcontractors, suppliers and the long-tenured staff who form their team. A number of Jacob Bros staff members have worked with one of the brothers

for more than 20 years. That loyalty and commitment is the backbone of the company, and paves the way for many successful projects.

Locally, Jacob Bros completed the King George Boulevard road widening project during the spring and summer of 2016. The City of Surrey project, which spanned from 28th to 32nd Avenue, widened King George Boulevard from two lanes to four and was completed two months ahead of schedule – minimizing impact to neighbouring businesses and commuters.

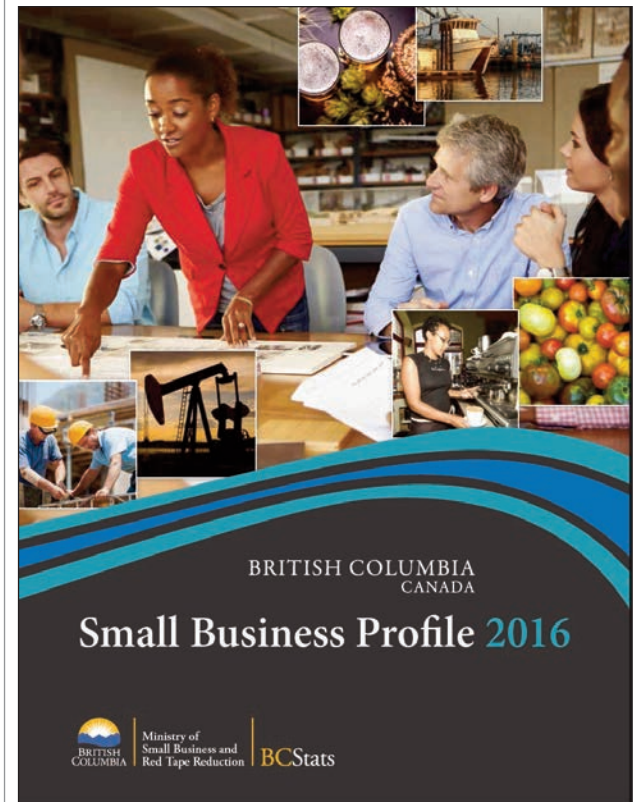
Jacob Bros has also completed a number of projects for BC Hydro in the Surrey area, including site preparation and paving at new substations, and critical tower foundation work in North Surrey. Other local work includes numerous projects for the BC Ministry of Transportation on the South Fraser Perimeter Road and the Highway 99 Corridor.

Jacob Bros is based in Surrey and has their head office located in the Campbell Heights Business Park. The company has outgrown its original office facility, and is currently building a new state-of-the-art office and maintenance facility in the new Campbell Heights North Business Park. This facility will ensure that Jacob Bros continues to provide first-rate career opportunities right here in Surrey.

*Submitted special to the Surrey Business News. For more information, visit [www.jacobbros.ca](http://www.jacobbros.ca).*

The Canadian Entrepreneur of the Year program put on by Ernst & Young is in its 23rd year of recognizing, celebrating and telling the inspiring stories of the country's most impressive entrepreneurs from all areas of business and different stages of their entrepreneurial journey.

## A Profile of Small Business in British Columbia



BCStats released a report in October that provided needed data what B.C.'s small businesses do for our economy. Generally, small businesses west of the Rockies punch above their weight. Here's a brief summary of how businesses are doing.

In B.C., small businesses generated approximately 35% of the province's gross domestic product in 2015, well above the Canadian average of 32%. This measure indicates that small business in British Columbia plays a more significant role in the provincial economy than it does in most other parts of the country.

There were approximately 388,500 small businesses operating in British Columbia in 2015, representing about 98% of all businesses in the province. About 79% of small businesses are micro businesses with fewer than five employees. Between 2014 and 2015, the growth rate for micro businesses in British Columbia was 1.4%, an addition of approximately 4,300 businesses. British Columbia ranked first in the country in terms of small businesses per capita in 2015, with 83.0 small businesses per 1,000 people. The national average was 70.3.

The Northeast region recorded the fastest net growth in the number of small businesses between 2014 and 2015, at 16.0%.

In 2015, an estimated 1,030,200 people worked in small businesses in British Columbia. These jobs accounted for 55% of private-sector employment in the province, well above the national average of 49% and enough to rank British Columbia second in the country. There was a 1.9% boost in employment in British Columbia's small business sector between 2014 and 2015. Both the numbers of self-employed (+4.4%) and employees of small businesses in British Columbia (+0.3%) increased.

The accommodation and food services industry was the largest provider of new small business jobs in British Columbia between 2010 and 2015, with a net addition of 11,360 jobs. The fastest rate of employment growth was seen in the information and cultural services sector, which saw a 26.6% increase in employment (a net addition of 1,930 jobs) over the five-year period.

Small business exporters in British Columbia shipped almost \$12.9 billion worth of goods to international destinations in 2014, accounting for 36% of the total value of goods exported from the province.

Source: BCStats.ca



## SBOT's Annual Seasonal Sizzle! Christmas Trade Show

Be a part of the largest Surrey Board of Trade trade show of the year! On Wednesday, December 7th our Seasonal Sizzle Business Reception is back. Over 500 people attend this networking and trade show event annually! This year's theme is Christmas in Paradise, featuring live music and entertainment, delicious hors d'oeuvres, and great networking!

Book your exhibitor table before they sell out!

**Date:** Wednesday, December 7, 2016  
**Time:** 5:00 - 8:00 pm  
**Location:** Sheraton Vancouver Guildford Hotel (15269 104 Avenue, Surrey)

### EXHIBITOR SPACE AND SPONSORSHIP OPPORTUNITIES

If you've been to the event in the past, you know that there's a trade show component, with exhibitors ranging from corporate businesses, not-for-profits, and small and medium enterprises. The Seasonal Sizzle is the Surrey Board of Trade's largest trade show and a great opportunity to promote your business face-to-face with over 500 members of the Surrey business community. There are limited exhibitor spaces available!

**Investment:** \$575 + tax. Sample promotional benefits:

- Full trade show set-up: 8' x 6' space, one 6' table, chairs, draping, etc.
- Access to over 500 guests
- Company name on event post-ad
- Recognition of your sponsorship on the Surrey Board of Trade website in the event listings
- Opportunity to showcase your product(s) and/or service(s) at your display table
- Inclusion in the formal 'Passport to Prizes' game, ensuring visitors to your space

Book your exhibitor space now by contacting Heather Booth at [heather@businessinsurrey.com](mailto:heather@businessinsurrey.com) or at 604.634.0341, or register online at [businessinsurrey.com](http://businessinsurrey.com).

\*One Presenting Sponsorship Opportunity is available. Contact Heather for more details on how to maximize your exposure at this event.



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Anita Huberman  
Chief Executive Officer



Indra Bhan  
Chief Operating Officer

FOR MORE INFORMATION CONTACT  
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