

SURREY BUSINESS NEWS

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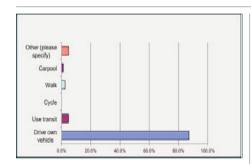
ADVOCACY WIN!



Members of the Surrey Schools Coalition (SSC) hold announcement sign. From L-R: Nathan Hildebrand, Canadian Horizons; Mark Sakai, GVHBA; Lisa Garner, PAC Chair; Minister of Education, Mike Bernier; Karen Tan, Surrey District PAC Chair; anne Peterson, Surrey Board of Trade; and Lakhbir Johal. Missing: Bob de Wit, GVHBA, Anne McMullin, UDI, and Anita Huberman, SBOT.

"The Surrey Board of Trade was pleased to hear from the BC Government that they will be investing \$217 million for capital projects over the next 3 years to target the construction of up to 5,200 new student seats in Surrey. More importantly the key ingredient of a structured joint executive board to oversee, and determine priorities in Surrey is integral to ensure that our students move out of portable," said Anita Huberman, CEO Surrey Board of Trade. An advocate for Surrey's education since 2008, the Surrey Board of Trade will continue to advocate for a formal long-term sustainable funding formula as the next step for education K-12 infrastructure in Surrey.

For more on SBOT Advocacy, go to CEO's message on page 4. For more about SSC, go to page 19.



Transit in Surrey

The annual Surrey Road Survey found that most respondents travel at least 2 to 3 days a week for work purposes. So it is no surprise that transit use is a paltry 4%. Yet a sizeable majority wants more buses, longer service hours, and support the LRT proposal. *P.3*



Mentorship 2017

Applications are now open for the Surrey Board of Trade Build Your Bridge 2017 Mentorship Program until February 24. We encourage all aspiring, experienced, and entrepreneurial employers and employees from all industries and sectors to participate. *P.18*



SBOT Dialogues & Panels

The Surrey Board of Trade provides multiple opportunities for members to engage with high-level speakers on a range of topics, such as, "It's All About Energy," last November. The 2017 Leadership Surrey Dialogues begin with an informative examination on CYBER Crime and your data security on March 31. *P.15*

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

For the following sessions, register with 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 Seats are limited so reserve your spots today.

Wednesday, February 8, 2017 Creating and Delivering an Elevator Speech (That Elevates You!)

People who impact others have taken the time to invest in the tools they need to tell their own stories with authority and clarity. Step into your full potential by learning how to craft an elevator speech that instills confidence and gets your goals across.

Wednesday, February 22, 2017 How to Recover 10-20% Additional Cash Flow from Your Supplier Base

Finding extra cash flow within your supplier base and putting it back to work in your business. Are you already doing a good job of managing expenses? Is it possible that you're still leaving money on the table? Are you curious to know if you are, how much, and how to get it? What could you put that additional cash flow towards for your business? Join us at this workshop to learn:

- Why most companies are still over-paying suppliers by 10-30%
- How the basic supplier-customer set-up promotes it
- The top 10 most common misconceptions in working with suppliers
- The top 10 best practices in world-class expense management

Tuesday, February 28, 2017 Focused Execution: How to Get the Right Work Done

It's no longer about time management. It's about focus management. At this workshop, Scott highlights the distractions that get in the way of doing our most important work. Through real-world examples and a healthy dose of humour, you will learn how to optimize your to-do list and organize your schedule for maximum clarity. For any professional seeking to create better habits that produce immediate results, Focused Execution is a fun and invaluable experience.

Wednesday, March 8, 2017 Growth Strategies That Work

Business owners looking to grow, accelerate expansion, prepare for sale or succession, and get out from underneath their business are encouraged to come learn about the keys to successfully accomplishing all of these things. For 18 years Wardell International has had an unprecedented track record of helping businesses double or more the value of their business, and growing businesses from sales in the single-digit millions

to double-digit millions, while at the same time freeing up the business owners' time.

Tuesday, March 28, 2017 Leadership: How Great Leaders Build Productive Teams

People are the lifeblood of any organization. As a leader, it is your job to get the most from the people you are leading. Chances are, you have some teams within your organization that are not functioning optimally. Find out what tools you can apply within your teams to get them performing as highly productive teams. In this session, you will be presented with six varied case studies that describe how the key indicators work within an organization. Each case study will be validated with industry research to provide leaders with powerful, validation on focusing on the soft skills.

Thursday, March 30, 2017 QuickBooks for Business

Does you business use QuickBooks to manage your accounts but want to learn more? Do you need an simple accounting software for your business? Attend this session to learn how to optimize and enhance your use of QuickBooks.

To book your next workshop in the Surrey Board of Trade Boardroom, contact Heather @businessinsurrey.com. To find out how you can list your workshop here, contact Anne@buisnessinsurrey.com.

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TRANSPORTATION

SBOT Presents to Mayors Council 10 Year Vision — Phase 1



The Surrey Board of Trade CEO, Anita Huberman, gave a presentation to the Mayors Council this past November as part of the Phase One consultation. She began by stating that, "The Phase One Investment Plan is an adequate step in the right direction in addressing our transportation deficit and leveraging senior government contributions."

Surrey's needs for transit to keep pace with growth requires more bus service hours, a new B-Line on Fraser Highway, a B-Line on Scott Road, improved services to Clayton and Morgan Heights, and increased funding for regional roads, cycling and pedestrian infrastructure. The proposed expansions in Phase One are long overdue.

LRT would provide for the opportunity to develop attractive, walkable streetscapes, promote commercial centres, and foster inter-city transit usage. The mix of public, retail, employment, affordable housing in an effective urban integration plan provides the opportunity for a vibrant community.

The movement of goods throughout the region is another concern for SBOT members. To that end, SBOT would urge the replacement of the Pattullo Bridge occur sooner with an immediate 6-lane

opening. Delays on the existing structures, and the unequal tolling of bridges that unfairly penalizes South Fraser businesses, have negative impacts on goods movement and the ability of business people to be productive.

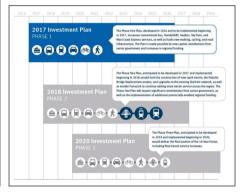
Regarding the revenue sources, SBOT requests that Translink and the Mayors Council consider carefully how to fund Translink's share so as to not over-burden property owners and transit users. SBOT would prefer that as Translink moves into Phase 2 and 3 of the Investment Plan, the revenue sources would be balanced amongst all contributors with a regional development cost charge and mobility pricing. There are multiple models of mobility pricing that are successful elsewhere (Oregon, for example), that would be preferable to using property taxes as the default funder of large

The Surrey Board of Trade looks forward to the continued efforts from the Mayors' Council and TransLink in developing Phase 2 and 3 of the Investment Plan that will address the full funding of Surrey LRT, the Pattullo Bridge Replacement and other transit service expansion such as a B-Line on

TransLink recently announced the beginning of expanded transit services it will be rolling out in 2017 as part of the 10-Year Vision for Metro Vancouver Transportation. Over the coming weeks and months TransLink will continue rolling out Phase One of the 10-Year Vision with a region-wide expansion of bus services and HandyDART, and working with communities to prioritize improvements to the region's major roads network to address traffic bottlenecks and congestion.

"Metro Vancouver is starting to see the longoverdue transportation improvements that will get our region moving again," said TransLink CEO Kevin Desmond. "The service improvements we're launching today make space for 185,000 more people on our transit system each week."

Planning for Phase Two began with public consultations Surrey-Newton-Guildford LRT projects, and meetings of the joint committee



of the Mayors' Council and TransLink Board of Directors responsible for leading development of the Phase Two investment plan.

"While approval of Phase One is worth celebrating, it is only the first step in delivering the transportation solutions our region needs. Funding commitments from the provincial and federal governments must be secured for Phase Two in order to keep critically important projects like the Surrey-Langley LRT and Broadway extension on track," said Surrey Mayor Linda Hepner, Vice-Chair of the Mayors' Council. "We need to build on the momentum created with Phase One, and continue the partnership between our regional, provincial, and federal governments that has resulted in the \$2-billion investment we are launching today." The Mayors Council approved Phase One after consultations through the fall and commitments by senior levels of government for their part of the funding. Consultations for Phase Two are underway. Details at tenyearvision. translink.ca.



Keep Investing in Transportation SBOT Told in Annual Road Survey

The Surrey Board of Trade (SBOT) released the 2016 Surrey Road Survey results late Fall. Widening roads such as 64 Avenue, the Fraser Highway and 100 Avenue were some of many suggestions given to SBOT through a survey developed by the SBOT with the help of the City of Surrey.

"Our economy rests on the ability of our business members to travel easily throughout Surrey," said CEO Anita Huberman. "Excluding commuter travel, we wanted to determine how many hours our businesses travel during the day and what areas of Surrey could be opportunities for improvement.'

The City of Surrey has a 10-year road improvement plan that they review annually to ensure they are prioritizing projects that have the best impact to traffic and transit improvement. The City of Surrey provided SBOT with a list of their planned improvements including road widening and intersection upgrades and the SBOT survey asked the business community to help identify which specific projects they would prioritize. Based on feedback from respondents, the City of Surrey gained a level of confidence in their plans.

Jaime Boan, Manager of Transportation at

the City, said, "The City has a large annual program of multi-modal transportation improvements and as part of our planning for future investments, the input of stakeholders is important to help ensure our plans are meeting the needs of our residents and businesses. The SBOT survey is very helpful in this regard and I am pleased that most of the priorities identified in this survey are already in our plans."

Anita Huberman thanked the two Surrey BIAs and the two other chambers for their assistance in sharing the link to their respective members. "Surrey's business community appreciates the opportunity to provide their suggestions to the City on road improvements," said Huberman. "This is the first year we've included detailed corridor and intersection options from the city's road improvement plan by collaborating with the city."

Huberman concluded, saying, "By providing concrete options in the survey, our members are informed of what projects the city anticipates working on. By gathering the data, the city can incorporate our responses in their strategic planning moving forward. By working together, the City of Surrey and the Surrey Board of Trade improve communication

between businesses and road planners."

The Surrey Board of Trade anticipates working jointly on future road surveys with the City of Surrey. An overview of survey results

- About ¼ of respondents are self-employed, contractor, or consultant: 40% were employers
- 1 in 4 had between 11 to 50 employees; nearly as many companies had over 100 employees; and 15% were sole contractors
- The top three categories of employment were Finance and Insurance at 17%; Professional, Scientific and Technical Services at just over 15%; and Manufacturing at 13%
- Just over 50% of respondents live and work in Surrey; followed by another 14% Work in Surrey and live South of Fraser
- 87% of the respondents drive own vehicle to and from work. Transit usage came in second at 5%.
- 40% of the respondents drive at least 2 to 3 days a week as part of their employment with 30% driving 4 days or more.
- These trips average 1 to 2 hours for just

- over 56%: 3 to 5 hours for 22% of respondents
- Not all employees travel: 36% of respondents claim 10% or less of their company's employees travel during a work day. However, 20% of respondents claim 91-100% of employees travel regularly. The rest range between 3 to 7% for percentage of traveling employees
- Just under 50% of the travel is within Metro Vancouver, followed by 23% mostly in Surrey with some intra-municipal travel South of Fraser.

The survey also asked respondents to pick their top three intersections out of 17 choices for improvement and the planned intersection of Fraser Highway and 192 Street was top choice at 31%. In addition, a full range of suggestions from traffic circles and pedestrian signals were chosen and suggested for intersections throughout the city.

When asked to rate transit improvements, LRT on Fraser Highway and on the Guildford, City Centre, Newton Line topped the list. Increased bus frequency and providing service into areas not currently served were the next

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SB@T SURREY BUSINESS NEWS

FEBRUARY - MARCH 2017

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FROM THE CHAIR

God Bless America



Dr. Greg Thomas

God Bless America. A simple, grammatically truncated subjunctive statement, in the past seen by many as a simple fait accompli; God has already blessed America. Now, perhaps it is more of a question, rather than a statement, a call for divine help. May God Bless America?

In his famous 1835 work following the Napoleonic Wars (1803-1815), entitled *De La Démocratie en Amérique* (Democracy in America), Alexis de Tocqueville, examined the democratic revolution that was the new United States. He provided an exhaustive analysis of why this particular style of republican representative democracy had become so successful when in France it had failed. Tocqueville also provided thoughts on specific future threats to this form of democracy and his belief that it ran the risk of devolving into a "tyranny of the majority." Toc-

queville described how a growing hatred of social privilege might arise from improving social conditions and ultimately lead to a concentration of power. Some would argue that not only did his predictions come true but a "tyranny of the minority" now exists, where a few in fact control the many.

George Washington noted a similar concern in his Farewell Address: "...disorders and miseries which result gradually incline the minds of men to seek security and repose in the absolute power of an individual and sooner or later the chief of some prevailing faction, more able or more fortunate than his competitors, turns this disposition to the purposes of his own elevation, on the ruins of public liberty." America today appears to reflect this struggle between those vested in the majority rule and the powerful minority, claiming to fight for principle.

Given Mr. Trump's dramatically different views on economic policy, free trade, immigration and everything in between, and the fact that much of his campaign was based on rhetoric and contradictions, no one can predict the impact of a Trump presidency on the Canadian economy. Businesses are scrambling to reduce uncertainty and develop contingency plans and new markets, while others are likely to reduce liability by deferring longer-term investments.

As concerning as all this is, there are some limitations to his power. America was designed not as a democracy but rather a republic to thwart violence and provide stability over time, enshrin-

ing individual rights and freedoms, and freedom of the press. The authors of the U.S. Constitution were keenly concerned that pure majority rule could result in the destruction of an entire society if left unchecked (see Rome). There are a number of checks and balances written into the Constitution, such as Article II, prescribing legislative and judicial branches with specific powers to deny or impede Executive Branch decisions and actions. The system was designed such that no branch of government could become too powerful.

The legislative branch can override presidential vetoes and, given its responsibility for the budget, limit Presidential whims by restricting resources or impeach for wrongdoing. The President must also have Congressional approval for treaties or declarations of war and approval for Supreme Court appointments. Notably, once installed, the President cannot remove judges. Further, the federal court has the power of judicial review and can annul Executive Actions. This provides some solace in a sea of uncertainty and fear.

As noted by the Harvard Business Review, moments of adversity often serve as powerful impetus for innovation. Success in these tumultuous times means focusing on opportunities unique to the situation, quickly. As Rudyard Kipling once wrote, "If you can keep your head when all about you, are losing theirs...." Wise words, indeed.

Dr. Greg Thomas, President, G3 Consulting.

FROM THE CEO

On the Importance of Government Advocacy



Anita Huberman

This time last year, I wrote about the Importance of Membership in the Surrey Board of Trade. Why? "Because collectively, we have a far greater impact, a louder voice, than if business owners try to do things on their own. We share experience and wisdom when we meet, we commiserate and advise when needed, and we advocate strongly when needed."

The Surrey Board of Trade actively develops policy resolutions to local, regional, provincial and federal governments. We instigate change, introduce new ideas and programs.

We have a registered lobbyist on staff, which means we continue to advocate on issues in

addition to the support of other chambers. For example, while we were pleased that the BC Chamber of Commerce and the Canadian Chamber of Commerce adopted our Child Care and our Pharmacare policy resolutions, we have worked on these files for years. It is gratifying to know that our own advocacy has contributed to the influence of moving government policy — particularly the need for a new Pharmacare program to reduce the cost burden on businesses. It is concerning to have high costs as part of the insurance benefits package, especially with the Federal government now speculating a tax on private insurance for business.

On page 3 is our Light Rail and transit advocacy, on page 1 and 19 is our advocacy win for local schools. In the last issue, I listed our wins in areas of environment, emergency preparedness, taxes, infrastructure investments, Indigenous consultation, and cyber crime. On page 8 is our review of the City of Surrey budget, and we will review the provincial and federal budgets in turn. These are but some of the areas we have worked on to ensure our members are able to operate their businesses knowing that we will continue to monitor red-tape regulations, tax burdens, employer-employee needs,

and more. Where there is an issue, we will research and connect with the relevant government level and contact to ensure any impact on business is minimal or is an improvement to save employers and employee's time and money.

Some of the articles in this issue of the Surrey Business News focuses on the uncertainty of a Trump administration and how that will affect our abilities to continue to work, trade, and operate across borders and with a stable economy. These are valid concerns as the first 14 days of the new administration has been, to say the least, busy. We closely follow economist analyses of daily actions and put on

events, roundtables and dialogues, to bring in experts to walk us through the new business realities as they occur. It is not a time to panic, but to consider carefully what is needed, prepare accordingly and determine opportunities.

We are being productive for our members and stakeholders in the community in preparing policies for this year's advocacy program. We will continue to strategically and innovatively move forward previous policies to impact legislation for a healthy business climate. Members are encouraged to join our advocacy teams to provide input on issues as they come forward. Contact me for more information and be a part of our government advocacy actions.





2017 – The Year when Populism Meets Policy



Hendrik Brakel

"Overall, 2017 will be the year of shock and opportunity"

If 2016 was the year of Populist Surprise (none of us predicted Brexit or the victory of President Trump), then 2017 will be the year of Populist Policy. More precisely, this will be the year we find out whether this global wave of populism will translate into concrete policies.

A new U.S. president has taken office and his supporters' expectations are beyond skyhigh. President Trump didn't just promise to strengthen the economy, he promised a people's revolution to bring back manufacturing and coal mines ("Your jobs will come back [...] steel will come back. We're putting miners back to work.") and "unleash massive wealth for American workers."

There are few policy specifics yet, though we know the new administration favours big tax cuts and deregulation, a "no" to border adjustment taxes but a "yes" to tariffs on companies that leave the U.S. These ideas are pretty conventional. They're essentially George W. Bush's economic policies with a sprinkling of tariffs. Will they satisfy the angry masses that eagerly await transformative results? As one supporter put it, "My boss is a smart man and he said it can't change overnight, but give it six months to a year."

Across the Atlantic, Prime Minister Theresa May clarified that Britain's membership in the EU would be replaced with a free trade agreement. And if the U.K. were unable to reach an agreement, it would simply leave. Strong words and a shock to business and young people who want close integration.

Europe is in for more upheaval in 2017. The Netherlands is set for a general election in March and France will have its elections in April and May. In both countries, the populist, right wing parties are widening their leads and promising to leave the EU following a referendum. Again, there are no policy specifics, just slogans about taking the power back.

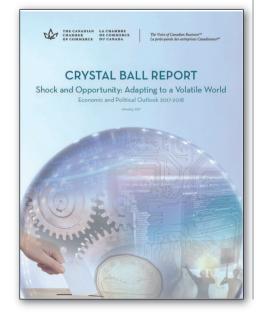
So what does it actually mean in policy terms to reject trade, refuse globalization and close borders? We'll find out in 2017, but in the meantime, here are three predictions.

Firstly, the U.S. economy is going to have a strong 2017—unemployment is just 4.6%, and wages are rising 3% year-over-year. Consumer confidence is at the highest level in 12 years, and business confidence is close to an all-time high. This impressive performance combined with PR wins, like Carrier and Ford making important investments in the U.S., will lessen the pressure on the Trump administration to push for destabilizing tariff policies. The renegotiation of NAFTA will cause uncertainty, but will take time and will not be resolved in 2017.

Secondly, just a short time after the British begin the Article 50 process to leave the EU (likely in March), one or both of France and the Netherlands will elect leaders who also want to leave the EU. But rather than spell the end of the union, this will bring about a new flexibility from Brussels. If members want greater control over immigration and taxes, and an exemption from certain regulations, surely that is preferable to dismantling the union?

Lastly, Canadian business will see stronger export demand from a healthy U.S. economy and a weaker loonie. The uncertainty surrounding NAFTA will be troublesome, but we'll be working with businesses and allies in the U.S. to promote the benefits of trade. Overall, 2017 will be a year of Shock and Opportunity. To find out more, check out the Canadian Chamber of Commerce Crystal Ball Report, chamber.ca.

Hendrik Brakel is the Senior Director, Economic, Financial & Tax Policy for the Canadian Chamber of Commerce. hbrakel@chamber.ca



Expecting the Unexpected



Robert Levy

There have been numerous investment themes coined to explain the market reaction to the leader of the newest U.S. administration. In anticipation of higher interest rates and the widening margins for U.S. financials, along with domestically focused U.S. corporations, we had the 'Trump reflation' trade. When the markets sold off because of the realization that anti-globalization policies and populist rhetoric were a detriment to the U.S. and international economy, we witnessed the 'Trump dump.' Markets are trading off the bark of the new President and the first 100 days will be the 'tell' of how much bite he actually has. For Canada, a small open economy that participates and find successes in global trade, we opt to hope his bark is much worse than his bite.

An industry that has been the target of loud rhetoric has been auto manufacturing. For this reason, in broad terms, the most potentially impactful economic impact of the new administration is being looked for in the Canadian export sector. Even with Trump staff pointing the finger at Canada as well as Mexico, it is to the south that is getting all the attention because the investments their economy has deterred from the United States for the last decade and a half, which has vastly outpaced

Canada

As an illustration of the diminishing investment dollars Canada has seen, January 17th, 2017, saw Hyundai and General Motors announce investments of over \$4 billion U.S. for American operations. That more than doubles what Canada has won from the recent Canadian Autoworkers Union bargaining agreements with GM, Ford, and Fiat Chrysler. The point simply is that the new President is attempting to use his influence to be a champion for U.S. industry and redirecting investment dollars domestically. His bluff is "tearing up" a trade pact with as much significance to his country as ours.

Another victim of the Trump trade policies could easily be the Canadian Dollar, and it could be a double whammy. If Trump does inflate the U.S. economy by cutting taxes, easing regulations, and allowing a tax holiday for U.S. corporations who want to repatriate hundreds of billions of dollars domiciled offshore, the effect of this triple play will be very inflationary for the U.S. as seen in U.S. dollars. It could send the greenback to new highs against all currencies, gold included, and send the Canadian dollar considerably lower.

Policy makers should continue to welcome the benefits of a weaker loonie as it will do their job for them should the Canadian economy maintain on a moderately weak growth path. With the Bank of Canada focused on a theme of policy divergence with the U.S. Federal Reserve and their higher rate path, Canadian banks are not forecasting a rate hike until late in 2018. The only caveat to this is should the U.S. economy pick up and the Fed hike rates we should see the Bank of Canada eventually follow. Again, the Fed leading would add support for the U.S. dollar and put pressure on the loonie.

All in all, it is a wait and see proposition. At this point it is all bluster and rhetoric, but hold on to your seats as the ride could be rocky in 2017.

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

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Trans Mountain Pipeline Approved

Prime Minister Trudeau announced late November four government decisions: the approval of Kinder Morgan's Trans Mountain Expansion Project; the approval of Enbridge Line 3 replacement; the dismissal of the Northern Gateway project; and the continued moratorium of tankers off the northern BC coast.

"The approval of the Trans Mountain Expansion Project is the correct one to make and we applaud the announcement," said CEO Anita Huberman. "The decision is, as Prime Minister Trudeau stated, based on science and evidence not politics. The Surrey Board of Trade is very supportive of the development of 15,000 jobs, mostly in trade, and appreciates the stress on environmental protections such as the 157 binding conditions by the National Energy Board as well as the investments in the Ocean Protection Plan. The Surrey Board of Trade has been an advocate of this infrastructure project. Moving crude oil by rail through suburbs has proved to be far more hazardous than using state-of-the art technology in pipelines."

"This is a defining moment for our Project and Canada's energy industry," said Ian Anderson, President, Kinder Morgan Canada. "This

decision follows many years of engagement and the presentation of the very best scientific, technical and economic information. We are excited to move forward and get this Project built, for the benefit of our customers, communities and all Canadians."

The Trans Mountain Expansion Project is an opportunity for Canada to access world markets for its resources by building on an existing pipeline system. The \$6.8 billion expansion will result in direct and lasting benefits, including \$46.7 billion in taxes and royalties for governments, more than 800,000 person years of employment over the life of the Project and enabling producers to capture an additional \$73.5 hillion in revenues

This final federal approval triggers a number of next steps. Trans Mountain will continue to seek all necessary permits, and is planning to begin construction in September 2017, with an in-service date for the twinned pipeline expected in late 2019. Other next steps will include a final cost estimate review with shippers committed to the Project and a final investment decision by the Kinder Morgan Board of Directors.

The Surrey Board of Trade continues to encourage and support green technology and a reduction of carbon emissions as led by B.C.'s carbon tax and the federal government climate action plan. "We do need to leave a better world for future generations. We do need to work hard to move green energy sources forward. But it won't happen overnight," said Huberman. "We do need to be realistic in regards to the continued need for fossil fuels until such a time as a viable alternative can be developed that is both cost effective and sustainable."

The Surrey Board of Trade congratulates Kinder Morgan's commitment to ensure that the proposed twinned pipeline will meet and exceed the most stringent conditions to get product to market in the safest possible way. SBOT members, through its Environment Advocacy Team, will be monitoring and participating on any environmental review opportunities as they arise.

DID YOU KNOW

There are 157 required conditions that the Trans Mountain Expansion Project must fulfill as part of the construction. The conditions, which would be enforced by the NEB, cover a wide range of topics, including:

- Safety and integrity of the pipeline;
- Emergency preparedness and
- Protection of the environment;
- Ongoing consultation with those affected, including Aboriginal
- Socio-economic matters;
- Affirmation of commercial support for the Project prior to construction;
- Financial responsibility. For the full list, go to Appendix 3 of the

https://transmountain.s3.amazonaws.co m/application14/National_Energy_Boar d Report/index.html

SBOT Meets National Energy Board

The Chair and CEO of the Surrey Board of Trade met with newly installed Director, Regional Office, of the National Energy Board late November. Brian Martin is the first to the new position and as he sets up the regional office, he determined to introduce himself to business organizations and associations west of the Rockies. SBOT was his first stop. Anita Huberman and Dr. Greg Thomas joined him in a lengthy conversation covering topics such as engagement and input, environment reviews, the limitations of the National Energy Board to

step outside its mandate, and how to best achieve a balance between energy needs and environment concerns.

The NEB is modernizing its approach to environment reviews to take into consideration some of the concerns raised in the recent past. There is now a NEB Modernization Panel to engage stakeholders as it focuses on governance, mandate, decision-making, compliance and enforcement, engagement and public participation. Those interested can find more information at www.neb-modernization.ca.



SBOT Chair Dr. Greg Thomas with Danielle Prevost and Director Brian Martin from National Energy Board, and SBOT CEO Anita Huberman.



You're paying down your mortgage. You're saving for your child's education.

But what about your future?

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IRT-8192-C

INTERNATIONAL TRADE

SBOT International Trade Centre News



Luke Arathoon and Consul General of Japan, Ms. Asako Okai.

The Surrey Board of Trade Business and International Trade Coordinator, Luke Arathoon, regularly engages with consulates in the Lower Mainland to promote Surrey businesses and trade development. As part of his role, he attends events such as the Japanese Consulate's National Day in December 2016.

While in Los Angeles in January, Luke met with SBOT trade partners at the Fiji Trade Commissioners office. In the past the Fiji Trade Commissioners have attended SBOT's International Trade Awards and the SBOT hosted the Prime Minister of Fiji, Hon. Frank Bainimarama in August 2015. The SBOT's International Trade Centre works closely with the Fiji Trade Commissioners office to promote trade and investment in Fiji and in B.C.

On January 30, the SBOT hosted H. E. Clarissa Riehl, High Commissioner of the Republic of Guyana. The visit centered around discussions on fostering closer contacts with the Republic of Guyana and British Columbia. Ms. Riehl spoke about the potential for members of the Surrey Board of Trade to engage in talks for potential links and opportunities that exist in the energy, mining and agricultural sectors in Guyana.

For more information on the Surrey Board of Trade's International Trade services, go to businessinsurrey.com/international/ or contact Luke at luke@businessinsurrey.com



Luke Arathoon with Cristina Reveles, Fiji Trade Commission Office, Los Angeles, california.

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 luke@businessinsurrey.com

SBOT SURREY BOARD OF TRADE

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SURREY'S
International
TRADE
AWARDS

IMPORT / EXPORT ACHIEVEMENT Recognizing Success for Surrey's Trading

Recognizing Success for Surrey's Trading Businesses

Initiated by the Surrey Board of Trade, the Awards reception raises awareness of the vital contribution international trade has for B.C.'s economy. Featuring trade booths from various consulates and international businesses, members can network while exchanging information on best marketing practices for global trade. Nominations for 2017 are now open – send your suggestions for potential winners to Luke@businessinsurrey.com. Go to http://businessinsurrey.com/events/surrey-international-trade-awards/ for information and nomination form.

Date: May 11, 2017

Time: 5:30 – 8:30 p.m.

Location: Sheraton Vancouver Guildford Hotel

Admission: Free, registration required

info@businessinsurrey.com

Sponsored by: Destinationone Consulting Inc.





Page 8 SURREY BUSINESS NEWS FEBRUARY - MARCH 2017



Municipal Spending Increases Surrey Fiscally Prudent



Ken Peacock

In B.C., municipalities are responsible for delivering a wide array of services, including fire and police protection, garbage and recycling, water and sewer services, parks and recreation, and roadworks. In Metro Vancouver, a region that is home to 2.5 million people, it is not surprising that local governments must earmark sizable sums to supply these services. Added together, the 21 municipalities that comprise Metro Vancouver spent \$3.74 billion on operations in 2015. This is separate from

their outlays on infrastructure and other capital projects; nor does it include spending by the regional district.

What is striking, however, is the pace at which such expenditures have been growing in Metro Vancouver. Over the past decade, total municipal spending in the Metro region jumped by a hefty 67 per cent.

How does municipal spending in Surrey compare? The basic answer is total municipal spending in Surrey has outpaced the region-wide benchmark, having more than doubled over the same time period. The more complete answer, however, makes adjustments for population growth, which puts upward pressure on municipal budgets. A more complete answer also considers the amount or level of spending per person.

For taxpayers in Surrey as well as most of the broader Metro area, there is some good news in the fact that municipal spending growth has moderated in recent years.

Between 2010 and 2015, per capita municipal expenditures across Metro Vancouver rose by 13 per cent. This is a notable deceleration from the much larger 28 per cent surge in per capita spending recorded in the half decade ending in 2010. In Surrey, per person spending between 2005 and 2010 coincidently matched

the Metro-wide increase of 28 per cent. But over the past five years, per capita spending growth in Surrey slowed to just 23 per cent. So even after allowing for the fact that Surrey has experienced much stronger population than most other municipalities, it has not managed to slow the pace of per capita spending to the same extent as many other municipalities.

However, as alluded to above, both the growth and level of spending are relevant. Surrey homeowners and businesses, can take comfort in the fact that on a per capita basis Surrey is the most fiscally prudent municipality in the region. In 2015, for every resident living in Surrey the city spent \$1,035 delivering services. The comparable figure for the Metro Vancouver region was \$1,566, meaning Surrey spent just two-thirds what the average per person spend was across the region.

More impressive from a fiscal prudence standpoint is the fact that per capita spending in Surrey was the second lowest among all 21 Metro municipalities in 2015. The small municipality of Anmore eked out top spot for the lowest spending per resident by just \$2. But back in 2010 Surrey held the distinction of having the lowest per capita expenditures of any municipality in the region, by a fairly significant margin.

Comparisons with the other larger municipalities are perhaps more relevant. In the City of Vancouver, the most populous municipality in the region, per capita spending was \$1,841 in 2015, approaching double what Surrey spends in person terms. The comparable figures in Burnaby, Richmond and Coquitlam are \$1,406, \$1,538, and \$1,262 respectively. In New Westminster, at \$2,012, per capita spending was essentially double Surrey's.

A concern for taxpayers generally is that nearly all Metro Vancouver municipalities operating expenditures continue to outpace inflation: the 13 per cent increase in per capita spending across Metro Vancouver is roughly twice what the rate of inflation was between 2010 and 2015 and even after allowing for population growth spending in Surrey grew at three times the rate of inflation. But in the case of Surrey, residents should recognize and applaud the fact that their city has the distinction of spending much less than other large municipalities and that it essentially has the lowest operating costs of any municipality in the region.

Ken Peacock is Chief Economist and Vice-President of Business Council of B.C. ken.peacock@bcbc.com

10th Annual SBOT Comments on the City of Surrey 2017 Budget

The Surrey Board of Trade reviews and provides feedback on the City of Surrey's Budget. SBOT also comments on Provincial and Federal budgets in turn. The following was sent to the City of Surrey in December after advocacy team members and board directors had reviewed the proposed budget. Further, SBOT staff had several meetings with Vivienne Wilke, General Manager Finance & Technology, and Councillor Gill, Chair of the City of Surrey's Finance Committee. Both Wilke and Councillor Gill were invited to attend the Finance & Taxation Team meetings and they presented to the Board of Directors.

The comments below reflect the dialogues and are in line with current Surrey Board of Trade policies. This is a very high-level overview of the 2017 Budget and the City of Surrey's Financial Plan for the future. The purpose is to ensure the City of Surrey, in partnership with the business community, work to enhance the liveability and economic viability of our city for today and generations to come.

The Surrey Board of Trade looks forward to continue to provide independent reviews in years to come.

Surrey Board of Trade Review and Recommendations

Why is the City Budget important to Surrey's business organization?

 To ensure that investments for Surrey's business community are created for our local economy for today and for the future.

- The Surrey Board of Trade, as an industry organization, is mandated to review and make recommendations on government budgets. The Surrey Board of Trade monitors public sector spending to maximize productivity in the economy and encourage growth in the private sector
- The Surrey Board of Trade is a visible and effective organization for the views of our membership and business community. The Surrey Board of Trade is a partner in building Surrey.
- 4. The City Budget is important to the Surrey Board of Trade to evaluate Surrey's tax rates as being conducive for business growth/retention and infrastructure investments.

Overview

Surrey has three major sources of revenue, the most significant of which is property taxes (residential, major industry, light industry, business). Surrey has enhanced moderate general tax increases. In 2016, to fund increasing costs related to protective services and other city operations, the city increased the annual property taxes by approximately \$70 along with an \$18 increase in the Roads and Traffic Safety levy for the average single family dwelling for 2016. In 2015, Surrey generated approximately 30.2% of its general property tax revenue from business and industry.

Property Taxes, Road Traffic Levy, Strategic Investments

The Surrey Board of Trade again supports, with caution, the proposed 3.9% property tax increase plus the 1% increase for the Road and Traffic Levy. The \$10 increase to Surrey's capital parcel tax to help pay for civic amenities is also supported. Surrey offers one of the lowest tax regimes. We need the city to continue investing in infrastructure and amenities to make this a world-class city and decisions need to be made on the comparative tax threshold. We want a robust, civic amenity plan. Does it make sense for us to be the lowest tax regime? Are there other opportunities to derive revenue? We must make strategic investments now, not only in parks, recreation centres, but also cultural corridor investments, convention centre infrastructure and more. The Surrey Board of Trade is committed to working with the city to explore revenue sources to decrease the pressure on property taxes. These are provoking questions, new paradigms for financial planning, that must be considered.

Transparency & Accountability for Business Taxes

There is an opportunity for the City of Surrey to enhance transparency by improving communication to businesses on how their taxes are utilized. The Surrey Board of Trade is committed to providing the city opportunities to share their message to Surrey's business community.

The Surrey Board of Trade over many years

has observed that, in contrast to other municipal websites and municipal financial reporting mechanisms, that Surrey does have well-organized, easy-to-read financial documentation. In fact, Surrey has received numerous awards for their financial processes.

Social Policy

The Surrey Board of Trade from an economic context asks the City of Surrey through their Capital Budget Planning to consider ways in which to innovatively protect our rental stock of housing — that is, our workforce housing. The City of Surrey may want to explore fast-tracking permits for purpose built rental and affordable housing.

Surrey can use its regulatory process to increase the amount of affordable housing in Surrey by re-introducing an affordable housing levy on new residential developments and/or require a percentage of units of affordable housing in new developments.

Development & Land Use & Economic Development

There are opportunities to explore additional human capital investments and business attraction tools for the City's Economic Development Department.

The Surrey Board of Trade is pleased to see improvements for developers on streamlined processes, as per our recommendations from last year.

Continued on P.23

BUSINESS PUBLIC SAFETY

Business Community Welcomes New Officer in Charge



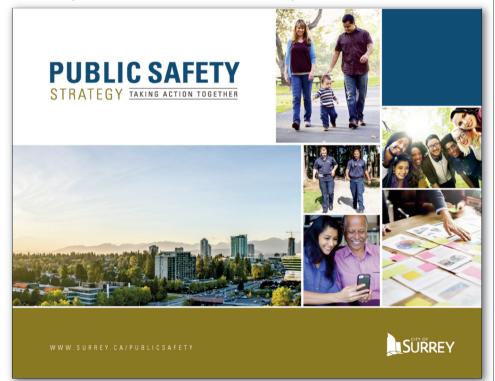
At a lunch in his honour, newly appointed Chief Superintendent Dwayne McDonald, Officer in Charge of Surrey RCMP, spoke to a full room of over 150 SBOT members and guests. His keynote address followed an overview by the Director of Public Safety Strategies, Terry Waterhouse, of the City of Surrey's Public Safety Strategy

Using a relaxed, conversational tone, OIC McDonald, began by highlighting how Surrey's community works with the RCMP, from SBOT's Officer of the Year Awards to the collaborative work with the City of Surrey, including the extensive community engagement performed to develop the recently launched Public Safety Strategy. He related why he chose to apply for the job of OIC: the opportunity to influence public safety in a very dynamic city, including the detachment's three pillars of "prevention, intervention, and enforcement." Community engagement and mobilization in recent years has been impressive, he said, as he listed all

the programs, events, and community engagement activities that the RCMP has done or started. Echoing comments made by RCMP's previous OIC Bill Fordy, trust is key to policing in Surrey – "It's built on relationships; it's meeting and talking," and engaging with community organizations.

The Surrey RCMP is undergoing a review of their strategy plans and, as part of the review, SBOT staff and Chair were interviewed for their input. This is in line with the Public Safety Strategy, surrey.ca/publicsafety. The strategy prioritizes prevention of crime, ensure safe places, building community capacity, and supporting the vulnerable. The Surrey Board of Trade will continue to work closely with Surrey RCMP.

The Surrey Board of Trade expresses its gratitude to the presenting sponsor for the November lunch, Blackwood Partners and Central City, and supporting sponsor, BSL Security.







Public Safety Initiatives

In a short space of time, the City of Surrey along with Surrey, RCMP, announced several safety initiatives in line with the new Public Safety Strategy.

Working with the MySurrey App, which provides residents access to city services, the new Surrey RCMP App provides greater access to the RCMP and improves communications between the RCMP and residents. Alerts, events, web links, and contact information are provided to residents while individuals can report (non-emergency) crimes, access the Crime Stoppers link, and help identify "most wanted" or missing persons. The free app can be downloaded from the Apple App Store or

Another initiative is targeting those who have CCTV cameras on their residences or, more importantly, their businesses. Those with a private CCTV system can voluntarily register their location as part of Project IRIS. Participants are contacted only if there is a crime nearby and can choose to share recordings or not. Participants can withdraw at any time as per the Office of the Privacy Commissioner who reviewed the program. The purpose is to quickly identify where cameras are located in real time investigations. For information and to register, go to www.surrey.ca/iris.

Surrey City Centre is developing in an area that still has the vestiges of Whalley's not so illustrious past. Homeless and vulnerable people populate the area and access services such as Front Street. Initiatives have been tried over the years to move homeless and active drug users away from the area while services try to feed and house the vulnerable. The recent fentanyl overdose crisis is particularly concerning to the city and first responders. The city with Surrey RCMP announced a City Centre Response Plan to address three key areas:



enhanced outreach on 135A, emergency housing, and engagement and education. A satellite office will open and be staffed by 12 RCMP officers and 4 bylaw officers, in partnership with health and community services, providing 24/7 visibility and assistance when required.

These initiatives are in addition to the now 1 year old SMART approach. The Surrey Mobilization and Resiliency Table combines law enforcement, corrections, housing, health, social services, income assistance, and education representatives who meet weekly to assess needs on a case-by-case basis. These cases are referred when there is belief of a high probability of harm for an individual or family. Appropriate agencies will then develop and implement an intervention plan. SMART was developed in response to over 60% of calls to Surrey RCMP were more social crises needs than criminal activity. For more information on any of these programs, go to www.surrey.ca/RCMP.

Community Volunteers Wanted

The Surrey RCMP is accepting applications for volunteers until February 20, 2017. The link to Volunteers can be found at www.surrev.ca/RCMP or surrev.rcmp-grc.gc.ca. Volunteers for Speed Watch, Lock Out Auto Crime, Stolen Auto Recovery Program, other crime prevention programs and community

events are needed to help the RCMP keep the community safe. To volunteer, an individual must be 19 years or older, Canadian citizen or a permanent resident (for a minimum of 5 years), can pass a security background, and meet commitments as outlined by the Surrey

Did you know?

Did you know the Surrey Libraries is here to help small business owners? Some helpful tools include the Business Plans Handbook database.

Within the Business Plans Handbook database, you will find hundreds of successful business plans from entrepreneurs who applied for funding for their small business ventures. Information includes company summary, management summary, mission statement, goals and objectives, customer base, competition, business and growth strategy. All this information can be viewed online, download, email or print it for free. Visually impaired users can also hear the business plan spoken through ReadSpeaker or download an MP3 version. Information is available to residents of Surrey who have a Surrey Libraries card or to anyone who visits a

Surrey Libraries branch. To learn more about the Surrey Libraries, please visit www.surreylibraries.ca.

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Everyone Benefits When They Hire an Apprentice Financial Support for Employer Sponsors

Now is the time to hire an apprentice...or two! Hiring an apprentice is beneficial for all stakeholders involved. Employers, apprentices, local community and industry all see and feel the effects of a strong apprenticeship system. As many skilled tradespeople are preparing to retire in the near future, B.C. is expected to experience a shortage of skilled tradespeople. Some industries and employers are already feeling the effects of the shortage of skilled tradespeople and taking innovative steps to securing their workforce for the economic growth to come.

Research indicates that apprentices that are trained in their communities stay in their communities, which promotes community growth and local economic security. Industry members that already actively hire and train apprentices unanimously agree that hiring or sponsoring apprentices is the only sure way to grow and sustain the business through a loyal and strong workforce. Apprenticeships aren't only about training on the tools, it's about mentorship and mentorship builds loyalty.

Lead the way in building a strong trade community in B.C. Hire an apprentice today. Did you know that there are *four different types of tax credits* for employers who

hire apprentices?

Employers who hire apprentices that are registered with the Industry Training Authority (ITA) in B.C. are eligible for tax credits from the Provincial and Federal governments.

Federal Tax Credit for employers of Red Seal trade apprentices – Apprenticeship Job Creation Tax Credit (AJCTC):

- Non-refundable tax credit of 10% of the eligible salaries and wages of the apprentice.
- Maximum of \$2000 per year can be claimed for the first 24 months from the time the apprentice registers with the ITA

For more info visit, http://www.cra-arc.gc.ca/tx/ndvdls/tpcs/ncm-tx/rtrn/cm-pltng/ddctns/lns409-485/412/jctc-eng.html

Three types of Training Tax Credits for Employers are available through the Provincial government:

B.C. Basic Tax Credit for Non-Red Seal programs

- 20% of wages up to a maximum of \$4,000 per year for each apprentice, for the first 12 months of registration
- 20% of wages up to a maximum of \$4,000

per year for each apprentice, for the second 12 months of registration

B.C. Completion Tax Credit

Applicable to employers when their registered apprentice completes levels three and higher of the technical training or work training hours or receives a certificate for their trade

Enhanced Tax Credit for Employers

 Employers who hire apprentices who are First Nations or have disabilities are eligible for additional tax credits

For more information and application forms, visit

http://www2.gov.bc.ca/gov/content/taxes /income-taxes/corporate/credits/training/employer

Industry engagement and successful apprenticeships are a part of B.C.'s Skills for Jobs Blueprint. Visit www.itabc.ca for more information and resources on how to start sponsoring an apprentice today.

The Surrey Board of Trade and the Industry Training Authority (ITA) have signed an MOU to work together on various initiatives to raise awareness of apprenticeships and skilled shortages.



Architects Builders Developers Tradesman Construction Property Managers 11-12th Mar 2017 Agriplex Cloverdale Property Managers

Commercial

Register Today

www.theconstructionexpo.com

Manufacturing Moves Upward

Manufacturing sales rose 1.5% in November to \$51.8 billion, following a 0.6% decline in October. The increase was mainly the result of higher sales in the primary metal, petroleum and coal product, and chemical manufacturing industries.

Sales were up in 14 of the 21 industries, representing 68% of Canadian manufacturing sales.

In constant dollars, sales rose 1.2%, indicating that a higher volume of manufactured goods was sold in November. Prices for the manufacturing sector increased 0.3%, according to the Industrial Product Price Index.

Sales were up in nine provinces in November, led by Quebec and Alberta. Increases in these provinces were largely responsible for the total national gain. New Brunswick was the lone province to see a

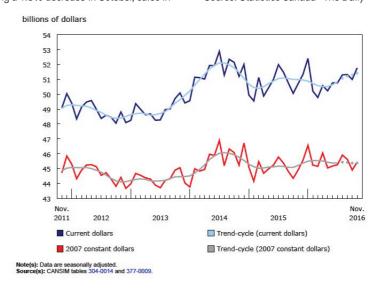
Following a 1.5% decrease in October, sales in

Ouebec rose 3.0% to \$12.1 billion. The provincial increase was mainly due to higher sales in the petroleum and coal product and the primary metal manufacturing industries (+10.6%). Meanwhile, sales in the transportation equipment industry decreased 13.5%.

In Alberta, sales rose 3.9% to \$5.4 billion in November, following two monthly decreases. Increases were recorded in 16 of the 21 industries, largely driven by a 4.7% increase in the chemical products industry and a 3.8% gain in the food industry.

In New Brunswick, manufacturing sales fell 2.4% to \$1.3 billion, due to weaker sales of non-durable goods. This was the third consecutive monthly sales decline in this province.

Source: Statistics Canada "The Daily"





Parental Leave and Benefits What to Expect When an Employee is an Expecting Parent?



Tako van Popta

The Employment Standards Act (the "Act") allows mothers and fathers to take an unpaid parental leave to care for their newborn or newly-adopted children.

What is parental leave?

An employer must provide 37 weeks of unpaid leave to allow an employee to care for a newborn or newly-adopted child. An employer cannot layoff, dismiss, discipline or



Karan Sodhi

suspend an employee because he or she has applied for or taken parental leave.

The Act also makes parental leave available to all eligible employees, regardless of the length of their employment. In other words, an employee does not have to be employed by his or her current employer for any specified length of time to qualify for parental leave.

The employee must give written notice to the employer four (4) weeks before the expected

parental leave. Further, the employee must take the leave within fifty-two (52) weeks of the child's birth or adoption.

What happens after parental leave?

At the end of a parental leave, the employer must reinstate the employee to the same position the employee held prior to taking the leave. This requires the employer to provide the employee with the same wages, entitlements, and accrued benefits.

If the above option is unavailable, the employer must provide the employee with alternative work in keeping with the established seniority system or practice in place when the employee began the parental leave, with no loss of seniority or other accrued benefits. The parental leave must also be included in any vacation entitlement in a twelve (12) month period.

What are employment insurance benefits?

The Employment Insurance Act allows an employee to receive up to 35 weeks of employment insurance benefits during his or her parental leave. This applies to both mothers and fathers on parental leave. However,

the employee (and not the employer) is responsible for applying for employment insurance benefits.

Both parents can apply for employment insurance benefits, but they have to share those benefits. In total, there are 35 weeks of employment insurance benefits available to eligible parents of newborn or newly-adopted children. For example, if one parent decides to take only 10 weeks of parental leave before returning to work, the other parent can use the remaining 25 weeks of employment insurance benefits.

If you have an employee that is an expecting parent, failing to comply with the relevant legislation can cause a host of issues. Access legal assistance or advice to ensure you are well-versed on what you need to know regarding parental leaves.

Tako van Popta is a Managing Partner at McQuarrie Hunter, and Karan Sokhi is an Articled Student. McQuarrie Hunter LLP is a regular contributor to the Surrey Business News. www.mcquarrie.com.



Bridal Fashion Week Vancouver

Bridal Fashion Week Vancouver is an intercontinental annual wedding show offering national and international wedding vendors under one umbrella. BFWV is the annual largest three days wedding extravaganza in the month of April at Vancouver Convention Center, featuring top fashion designers and vendors with runway shows.

This show will fill the void of Canadian Wedding Industry, by giving a platform to all participants, to project their products/services in appropriate manner, with proper presentation. BFWV provides this unique platform to establish your brand in wedding industry of Canada. BFWV attracts a huge consumer crowd to this exhibition, who purchase merchandise off the rack or order for all occasions. They had more than 25 famous labels showcased on ramp and local vendors exhibited during last edition of BFWV.

The show will also provide current and upcoming wedding trends, decor elements and wedding industry vendors are showcasing their talents and their business. This year, organizers are aspiring to showcase a lux show from having reputable vendors to displaying beautiful aesthetics for guests to inspire from. BFWV provides the engaged couples with everything



needed to plan a dream wedding and honeymoon under one roof with free consultancy from local wedding experts.

BFWV has been in number of media coverage on site such as CBC, CTV, BT, Metro, The Province, The Vancouver Sun, 24 Hrs, Global, Hindustan Times, The Tribune, The Asian Age, IBN 7, INS, Outlook, Hi-Blitz, Verve, Hello India, Darpan, Drishti Magazine, The link, CKNW, Pulse FM, Red FM and many more.

The upcoming Bridal Fashion
Week Vancouver 2017 kicks off in style with a VIP reception, attended by celebrities and crème de la crème of lower mainland with mainstream media. It will begin with the Opening Gala on the evening of 7th April, 2017. Our guests will be treated with a magnificent bridal evening that will include music, performances, and sneak peek of participating designers' collections over sit down dinner. Wedding vendors will exhibit and showcase their collection on runway for next two days. 8-9 April. 2017.

BFWV has its mobile app for all smart phone users. It can be downloaded from Apple's app store or Google play.

Ex-Miss India Liza Varma is the show director for BFWV in the second season; she has experience choreographing more than 2500 international fashion shows. BFWV involves volunteers to engage themselves as the team, where they

learn more than academics, and have practical experience of fashion catwalk and fashion Trade.

Organizers welcome vendors and sponsors. Interested companies can email on info@bridalweekvancouver.com,

www.bridalweekvancouver.com
Dates: April 7, 8, & 9, 2017

Location: Vancouver Convention Centre, East Building - Ballroom ABC

bullully - ballroom Abc

Article submitted special to Surrey Business News by Sanjay Parekh and Jai Singh, Bridal Fashion Week organizers.





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PERSONALITIES AND EVENTS



Cst. Dennis Bell and Judge Gerald Pash at Citizenship Ceremony FOCUS: WELCOMING NEW CITIZENS



B.C, Deputy Minister Dinner FOCUS: GOVERNMENT CONNECTIONS



Anita with Councillor Tom Gill and Abbotsford Mayor Henry Braun at the Surrey Transportation Leadership Lunch



Arvinder Bubber, Minister Amrik Virk, Stephen Dooley, Anita Huberman at the New Year's Business Reception



Dr. Greg Thomas speaking on Best Practices for Managing Millenials panel



Charan Sethi of Tien Shier, sponsor of SBOT's New Year Business Reception



Mandie La Montagne (right) and friend at SBOT's Seasonal Sizzle



Anita and Indra at the Garaventa Lift Ground-breaking in Campbell Heights FOCUS: INVESTING IN SURREY



Immigrant Employer Council of BC with Minister Shirley Bond announcing the Connecting Newcomers to Jobs initiative



Innovation Funding Announcement for SFU-Surrey, Anita with James Stewart, Gerard Bremault, Councillor Starchuk FOCUS: COMMUNITY INVESTMENTS



Anita at the Ocean Promenade Hotel Reception



Indra attends the FortisBC Reception FOCUS: COMMUNITY INVESTMENTS

>PERSONALITIES AND EVENTS



Indra at the Punjabi Newspaper Launch



SBOT Chair Dr. Greg Thomas says a few words at New Connections Event



Anita and Indra at the Aarzu Magazine Launch with Made In India



Anita with Bobby Parwar and Satbir Cheema at the New Year's Reception



Moiez, Greg, and Indra work the SBOT booth at Seasonal Sizzle



Royal Theatre members and supporters at SBOT's Seasonal Sizzle



Donations collected for the Surrey Food bank



Anita at the SFU President's Gala, with President Andrew Petter FOCUS: EDUCATION INVESTMENTS



Surrey School Coalition: Parents, UDI, Teachers, GVHBA, UDI, Developers, and SBOT, presented to City of Surrey Council.

For more, go to page 19



Anita speaks at the Surrey Social Innovation Summit with Toronto Immigrant Employment Council FOCUS: IMMIGRANT AND BUSINESS CONNECTIONS



SBOT Toy Donation for the Surrey Christmas Bureau FOCUS: COMMUNITY SUPPORT



Anita cuts ribbon at the Sprott Shaw College Grand Opening FOCUS: BUSINESS INVESTMENT

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PERSONALITIES AND EVENTS



Steve Stew is the Surrey Board of Trade "Godfather" with Curtis Christopherson and the Innovative Fitness Team FOCUS: MEMBERSHIP STRENGTH & SUPPORT FOR SURREY



Anne Peterson represents SBOT at the ASTTBC Awards, with CEO John Leech



Anita and Indra with Lucky Randhawa, Charan Sethi-Tien of Sher Development, and Linda McCrossin from Sheraton Guildford Hotel, hospitality sponsor for New Year's Reception



Anita with Vivek Savkur at the B.C. India Business Network Reception FOCUS: INTERNATIONAL CONNECTIONS



SBOT members, friends and colleagues toast in 2017 at the New Year's Reception



Anne Peterson represents SBOT at a roundtable with UBC President Santa Ono



Some of November's new SBOT members



Binnie Civil Engineering: a table sponsor at Surrey Transportation Leadership Lunch



Sheraton Guildford Staff having fun at the annual Seasonal Sizzle



Anita with James McCafferty from Western Washington University



Some of December's new SBOT members

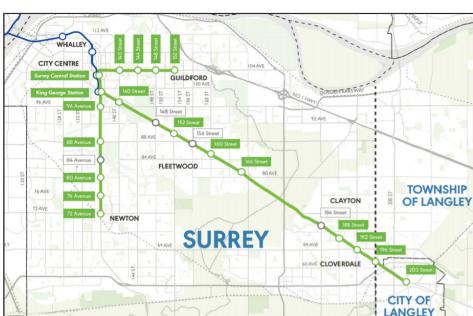
SURREY BUSINESS LEADERS

A Minister, A Councillor, and LRT



Honourable Peter Fassbender, Minister of Community, Sport and Cultural Development and Minister Responsible for Translink, spoke at length of the opportunities of Light Rail for the City of Surrey. He, and Councillor Tom Gill, gave an overview of the Mayors Council's 10 year vision, the story of how so many stakeholders have collaborated and came to an agreement for a regional transit plan and, most importantly, how it will all be financed.

The map indicates where the proposed Light Rail will go. Phase one is known as the L-line as it will transit King George Boulevard and 104 Ave. Phase two completes the project by



running down Fraser Highway to the City of Langley. Open houses on the proposed project took place in January at city hall. For more information on how the project will unfold, go to surrey.ca/city-services/18684.aspx. More information on Translink projects can be found on page 3.

The Surrey Board of Trade thanks the lunch sponsors: Abbotsford International Airport, Port of Vancouver, and Uber Canada for their generous support.





It's All About Energy



L-R: Jason Wolfe, Greg Reimer, Jeremy Moorhouse, Norm Rinne, and Dr. Greg Thomas.

From fossil fuels to the latest in green technology, panelists explored energy sources and considered what would be the future for their industries. Norm Rinne of Trans Mountain noted that they supply almost all of the petroleum used in B.C. and about 25% in Washington State, which is about 300 liters per minute. Actions such as carbon pricing and electrification of fleets will reduce GHG's over time, but the reality is there are millions of vehicles from cars to jets requiring fuel to move people and goods around. It will be many years before alternate energy sources can be developed to be able to fully replace fossil fuels. Renewables, such as Fortis BC's projects with organic compost facilities that produce methane as a side product, are a start. However, as Jason Wolfe pointed out, it currently is about 1% of overall natural gas production – and it is 6x more expensive. Large vessels, such as BC Ferries, are starting to develop liquid natural gas capacities, which produce far less GHG's than traditional bunker fuel.

What about no fuel at all? Electric cars are becoming more affordable, and even hybrids are within range of an average family's budget. Greg Reimer, of BC Hydro, discussed the opportunities of cheap hydro energy and the capacity of batteries to provide energy to many business operations. Dams required to generate hydro electricity are large structures and take many years to plan and build. Alternate energy sources, suggests Jeremy Moorhouse of Clean Energy Canada, are beginning to get to commercially viable stages. Costs for utility scale solar panels have reduced 82% in price and wind energy costs are down 61%. Homes are more efficiently built and new technologies are currently in concept or test phases.

The Surrey Board of Trade thanks presenting sponsor Trans Mountain Expansion Project and supporting sponsor Fortis BC for their generous support of the Leadership Surrey Dialogue.

2017 Leadership Surrey Dialogues

Government Advocacy in Action

Register now with info@businessinsurrey.com, or 604-581-7130, to save your seat for any or all of the following dialogues. Nearly all of these will be free breakfasts. Topics may change if circumstances and opportunities dictate, and there may be additional dialogues if speakers are available. Check www.businessinsurrey.com, events, for details. To sponsor any of the following, contact Anne@businessinsurrey.com.

Friday March 31 CYBER CRIME AND YOUR BUSINESS

As a small to medium sized business, did you know that if your system is breached and your data is comprised, the odds of you staying in business is less than half? 60% of businesses close their doors within six months. Here's another number that should catch your attention: Each file stolen is going to cost you approximately \$250. And who are your greatest threats? International espionage or in-house users? Don't know? Come to the breakfast on March 31 and ask your questions to a panel of experts.

Friday June 9 SURREY BUSINESS & THE CREATIVE ECONOMY

Did you know that creative industries contribute more to Canada's GDP than many traditional industries? At 3%, the arts outperform sports, agriculture, forestry, and more. A study by the Ontario Chamber of Commerce identified music as one of Ontario's three key sources of competitive advantage. Can that work here? Have you ever heard of a Music City? We will explore the economic potential of how businesses in Surrey

can take advantage and benefit through connecting with the creative economy.

The first annual Mayor's Award for the Arts will be presented at this event. Look for more details in the April-May issue of the *Surrey Business News*.

Friday October 13 EDUCATION IS OUR BUSINESS

Too often businesses and services operate in silos, neither connecting until need or frustrations arise. The Surrey Board of Trade has, since 2008, worked with businesses and education stakeholders to facilitate dialogues and develop a base of shared understandings. SBOT has an MOU with ITA for the promotion of apprenticeships; has worked with post-secondary institutes on numerous issues of mutual concern; and has advocated strongly on behalf of the K-12 system — more schools are needed to keep pace with Surrey's growth. From basic job skills to exploring high technology's revolution, what is next for businesses in Surrey to learn?

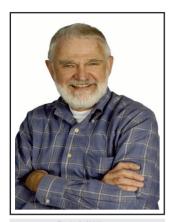
Friday November 24 ATTRACTING THE BEST WORKERS

Your company is expanding and you need good workers to continue your growth. Half of your employees are retiring and you need to replace them quickly. You are looking for a new position to improve your career options or to move up that ladder. There are many reasons why businesses post positions and workers seek new challenges. What does Surrey have to offer to assist businesses attract the best workers? What are workers seeking when they choose to relocate to Surrey?

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Ignore Disaster Recovery Planning at Your Peril in 2017



Bob Milliken

What cyber-surprises will we see in 2017 that we haven't already seen? How about data theft turning into data manipulation — Ouch! Experts predict that hackers will begin targeting consumer devices on a large scale. We anticipate that attackers will get smarter and become rocket scientists. There will be a huge and increasing demand for cyber-security skills. We'll see the emergence of the Chief Cybercrime Officer (CCO).

What's your best defense while waiting for the cyber security industry to catchup? In my opinion, disaster recovery and business continuity plans are a must in your 2017 annual budget.

A common misconception about disaster recovery is that it's a large, bank-breaking investment. Expensive secondary data centers, networks, and server maintenance usually come to mind when a business owner is confronted with the idea of business continuity. And while that may have been true in the past, establishing a strong disaster recovery plan today is as simple — and as cheap — as going to a cloud-based disaster recovery provider and paying for the data and services that your business needs. Subscription pricing models are actually incredibly low, meaning you can have minimal downtime without

sure your data is safe.

Date: Friday, March 31, 2017

breaking the bank.

Although you might feel secure with a manual backup server down the hall, or that zip drive for your solopreneur office, it is still susceptible to local disasters and, ultimately, does very little in minimizing company downtime. When disaster recovery solutions are hosted in the cloud or in a virtualized server, restoring critical data and applications only take a few minutes.

Warning! Even if your workplace is nowhere near frequent disaster zones, cyber attacks and negligent employees can have the same impact on your business as any natural disaster can. Installing adequate network security is a critical strategy against malicious actors, but last year's barrage of data breaches suggests that having a Plan B is a must. A suitable disaster recovery plan ensures that your data's integrity is intact and your business can keep going, no matter the malware, worm, or denial-of-service attack.

Sure a business without a DR plan might come out unscathed after a brief power outage, but why risk the potential damages? Either way, downtime will cost your business. First, there's the general loss of productivity. Every time your employees aren't connected to the network, money goes down the drain. Then there's the cost of corrupted company data, damaged hardware, damage to corporate reputations, and the inevitable customer backlash. Add all those variables together, and you end up with a business-crippling fee.

So, if you want 2017 to be the best year for your business, make the smart choice and proactively take part in creating your company's business continuity plan. Your business will be in a better position financially with it than without it.

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



Keep Calm and Climate On

The fight against climate change had what we in the biz like to call "momentum." Countries agreed to limit rising temperatures in the UN's 2015 Paris Agreement. Two other deals were struck to check emissions in the aviation sector and to away from HFCs—a potent greenhouse gas. The world was on a roll!

This undoubtedly pleased the Prime Minister, who champions action on climate change both at home and abroad. But political climates can change even faster than global ones and some cold winds are blowing on Canada now.

President Trump will transform the U.S. from a driver of international momentum on climate to a roadblock. He will pull out of the Paris Agreement, and in the meantime will ignore commitments made under the UN's "gentlemen's agreement" style of lawmaking.

The U.S.'s domestic climate policy depends on regulation, much of it administered by the Environmental Protection Agency (EPA). The President has stated that he will seek to weaken or remove its powers to regulate emissions from power plants, the oil and gas industry and vehicles.

So far, Prime Minister Trudeau's response has been to keep calm and carry on, with no announcements to change direction. He will need to consider how best to react to the threats and opportunities (both exist) inherent in this American change of heart.

Canada's oil and gas sector will benefit from the resurrection of the Keystone XL pipeline.

However, if the U.S. reneges on a plan to jointly cut emissions from the industry, Canada's competitiveness could suffer if we don't pull back as well.

The loss of the Clean Power Plan, which would move the U.S. power grid off coal, would be a blow to Canada's hydroelectricity producers. They were set to triple exports as demand for clean electricity grew.

The case for federal carbon pricing, the centre of the Prime Minister's strategy, has changed less than you might think. The unexpected arrival of President Trump does not change the fact the U.S. was never going to impose a carbon price.

Still, provinces accounting for 80% of Canada's GDP are moving forward with a price on carbon. Canada needs a plan to ensure that uncoordinated policies do not erode competitiveness.

Alignment with the U.S. was Canada's best chance to avoid any economic fallout from strong climate policies. Avoiding the worst-case scenario of shifting emissions and investment out of Canada will mean keeping as close an eye on the policy climate as on the global one.

Katrina Marsh is the Director, Natural Resource and Environment Policy, for the Canadian Chamber of Commerce. kmarsh@chamber.ca. Republished with permission.

A big thank you to our donors

Thanks to our donors, Surrey Hospital & Outpatient Centre Foundation is contributing \$2 million to make CAPSU a therapeutic environment for young people. This includes a \$1 million leading donation from Cloverdale Paint. Fraser Health will provide more than \$4 million in capital costs for this project, as well as an annual operating budget of more than \$4 million.





Four CAPSU features designed for our young people

From floor to ceiling, CAPSU will have special features—rooms, design elements and colours that are proven to foster a calm and healing environment for children and youth with severe mental health concerns.



A Snoezelen room with special lighting and furnishings to help users relax and cocoon



Wall murals featuring tranquil nature scenes



Single bedrooms with door panels that can be personalized



Gathering places that can enable young people to connect with others or serve as the rapeutic space $% \left(1\right) =\left(1\right) \left(1\right) \left($



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SBOT CYBER Crime and your Business

A Surrey Leadership Dialogue

Discuss your concerns with a panel of experts on how to make

WORKFORCE DEVELOPMENT

A Mentoring Pair Perspective: Plan to Build Your Bridge in 2017



Debra Finlayson

The Surrey Board of Trade launched their inaugural mentoring program in May 2016 to address the challenges voiced by SBOT business members; specifically, having difficulty finding local job ready candidates/employees. This unique program offered protégés a personal change project designed by educators & HR Professionals focused on enhancing a protégé's job-ready skills (oral communication, decision making, problem solving and critical thinking). In a final survey participant's told us: *Protégé: Thank you for enabling this extremely enriching opportunity*.

Mentor: I am very sorry to miss this event (program wrap up)... the mentoring program has been great and my mentee has come a long way.

We also talked in depth with one of our mentoring pairs to comprehend the programs' overall success.

Why did you get involved in the SBOT Mentoring Program? Kim: I was new to Surrey coming from Chilliwack so I simply googled for opportunities to get involved with my new community and this program came up. Mentoring is a great vehicle for my own selfdevelopment as a business leader. Andrew: I had so many questions after graduation and this mentoring program provided me an avenue to get answers. We really enjoyed the experience and decided to continue in 2017. Is mentoring important for emerging and re-entering workforce professionals? Kim: It is important for everyone to network and develop strong people skills. Some candidates continuously apply for jobs and don't get hired. Through mentoring they can discover what needs adjustment to put them into the best light. Andrew: I had a gap in my perception and the real job market, mentoring helped min-

Is mentoring important for local businesses? Kim: If you employ people you need to invest in local talent. Otherwise companies run the risk of losing good candidates who simply lack job ready skills. Mentoring is a great way to demonstrate corporate responsibility, which attracts good candidates. Andrew: Mentoring helps candidates to learn about the specialized local businesses, which is great exposure for the businesses them-

Which Job-ready Skills did you see improvement in? Kim: I saw overall improvement in him because skills are so interlinked. Yet, I focused mainly on Andrew's decision-making and critical thinking. Through mind mapping we established decision consequences through 'What if...' scenarios. His confidence in real time career and personal planning decisions and problem solving capability increased. Andrew: I learned to fearlessly self-reflect on my strengths and weaknesses and practiced new oral communication skills such as negotiating through role playing with Kim. I have already successfully applied this to my current role.

Do you have any advice to those interested in participating as Mentors or Protégés in 2017?

Andrew to Protégés: Never be afraid to ask for help, be respectful of your Mentor's time and always be prepared with defined objectives for your meetings. Kim to Mentors: Create an environment of trust, be transparent, give undivided attention to your protégé and be open to learning from your protégé too.

We look forward to seeing you 'Build Your Bridge' in 2017! Go to businessinsurrey.com to learn more about #BYB2017 and/or apply today.

Debra Finlayson is an HR & Learning Professional with Relative Design Ltd. and volunteers on the Mentorship Advisory Group for the SBOT. Finlayson.Debra@gmail.com Protégé, Andrew Lee, is Donations Processing Clerk, Covenant House, Vancouver Mentor, Kim Gill, is a Branch Manager, Bank of Montreal, Columbia Square, New Westminster.



Andrew and Kim

Apply Now: Build Your Bridge Mentorship Program 2017



Despite winter snow and blustery weather, the Mentorship 2016 participants and supporters celebrated the successful completion of SBOT's mentorship pilot program.

The Surrey Board of Trade Build your Bridge Mentorship Program is accepting applications until February 24. The program has been enhanced to reflect the diversity of business needs in Surrey. There are more options for applicants including choosing a targeted Career or Entrepreneurial path. We encourage all aspiring, experienced, and entrepreneurial people

from all industries, and sectors, to participate in this exciting and unique opportunity. Apply now to be a MENTOR or PROTEGE and start building your bridge to a better workplace experience. Go to http://businessinsurrey.com/workforce-development/mentorship/ for links to the online application forms or contact anne@businessin surrey.com for more information.

A Vital Step to Maximizing Growth, Sales & Profit



Cheryl Bishop

As a business owners/Entrepreneurs, we often reflect on the past year to see what we have learnt, achieved, and excelled in with our business. At the same time, it is important to see what we need to enhance and focus on for the New Year to come in our businesses.

Below is one of the Vital steps we find business owners should be focused on. We call it VDT.

Vivid Vision — Without a W (Vivid Vision) we don't know where we are going. It is like your going on vacation and your spouse says to you, honey where are we going on vacation? Then you say to your spouse "Vacation." This is very common, you know what you want but you don't know the how or all the details to achieve this. Where are you going with your business? What is your 3-year VV for your business? Having a VV will assist you on knowing where you are going. A great book to assist you in how to do this is called Double Double by Cameron Herold. Highly recommend this book for all business owners. Having a W inside your head is doing nothing for your business. It needs to be written down and shared.

Having a W will assist you in becoming more focused and a great opportunity for you to achieve your goals in your business.

Dynamic Focus – Once you have your VV you will then know what you need to focus on. Most people say there are not enough hours in a day. This is because you're not focused on your VV and you don't have it written down. To achieve more success in your business you need to have a VV written down and needs to be shared with everyone! Family, friends, clients, team, vendors. Why? This way everyone can put their energy around your VV to help you achieve it! This will also keep you accountable to achieving it since you have shared it with people. The more focus you have on your W the faster you will arrive at your destination (goal). Most people don't have a W so they are not doing the activities that are in line with it. Colin Sprake wrote a VV for the company years ago and we as a team have been only doing activities that will assist us to achieve that VV. We do nothing else that will distract us from our VV. You might say to us that we are missing opportunities, the biggest thing we would be missing is not focusing on our VV. We are going to do 15+ Million this year. When we started 8 years ago, we started from zero. One of the big steps Colin did to assist us in staying on track is the VV. Colin updates the VV every year. I am here to brag, I am here to assist you that you too can get from zero to 15 Million in 8 years

Tenacity – means to do whatever it takes to get to the next level. Do whatever it takes to achieve your results. Take your feelings out and focus on the facts. Once you have your VV and dynamic focus on your Vision you need tenacity to ensure you achieve and grow your business. Cheryl Bishop is the Heart Connections Leader at Make Your Mark Training & Consulting. cherylb@mymsuccess.com

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Trump Turbulence and The 1% Solution



Eamonn Percy

2017 will be a year for the history books. Are you ready?

The main event started on Friday, January 20th, when President Donald Trump was inaugurated as the 45th President of The United States of America. On that day, the status quo of the US political and economic landscape ended as the world enters a new era of Trump turbulence. Canada will not be immune. As usual, the prudent business owner, manager or

entrepreneur expects the unexpected and will be fully prepared for the inevitable coming shocks (and opportunity).

In the early 1980s, when I was starting my own business career, there were similar dramatic political and economic changes. Canada was faced with an economic crisis as inflation peaked at 12% and interest rates at more than 21% in late 1981. With the economy stalled, it took several years of strong economic medicine from south of the border before economic growth took hold and prosperity returned.

Personally, I was struggling through this turbulence to stay afloat, establish myself and get career traction. However, as the economy improved (along with my career) into the late 1980s, the 1990s and then the 2000s, I started to notice a persistent trend. The problems and turbulence never really stopped. There was always something: a dotcom melt down, 9/11 terrorist attack, political turmoil or oil price crash. In business, as in my life, the problems kept coming. The only thing I could control was my response to the problems.

With this realization, early on I started to adopt a philosophy of incremental improvement in order to adapt to the changing world,

rather than being engulfed by it. Each day I would focus on being a bit better than the day before and adjust my approach to the circumstances directly in front of me. This would insulate me from the inevitable shocks. While I was occasionally buffeted and bruised, I was never wiped out. This strategy worked as I built a very successful career in turning around companies and helping entrepreneurs launch and build new ones.

Several years ago, I decided to document this approach in a simple letter to my eldest daughter (who was leaving home for university) and receptive to my input. However, I got carried away and before I knew it I had written a 370 page book on how to use the compounding power of good habits to persevere and then succeed!

So, in early 2017, as my way of giving back and helping people adapt better, I released this book, called The 1% Solution: How Small Daily Improvements Produce Massive Long-term Results (now available on Amazon.com). In it, I put everything I learned from my business career since the early 1980s on how to build the habits and disciplines necessary to persevere over setbacks and achieve big goals. It

has 13 chapters (each representing a theme of personal growth), 100 daily habits for improved discipline, 102 motivational quotes, 77 quote author profiles, 13 sets of self-reflection questions, and literally 100s and 100s of tips and tactics to help people persevere. I put all my best ideas into The 1% Solution and kept the price reasonable so I could make it accessible to as many people as possible, in order to help them on their journey, just as I was helped.

By the end of 2017 the world will be a different place, and dramatically different again in 8 years. If you strip out the emotion of US politics and focus on how you can prepare yourself, your family and your business for the coming changes, which will include tremendous opportunity as well as challenges, then you will be among a small and select group of business leaders who ultimately thrive during this period by adapting to the changes and by making their world a bit better each day.

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

Is Your Business Spinning Its Wheels?



Tony Malyk

February is finally here. As we all look forward to more seasonal spring like weather we can also look back at the past two months with pride as we survived one of the longest spells of winter conditions in recent memory. We endured subzero weather and snowy and icv conditions for weeks at a time.

While the snow continued to fall and the temperature dropped our frustration grew while the tires on our vehicles spun on the ice or as we tried to stay upright while walking on slippery sidewalks and parking lots. Many business owners feel the same frustration daily. They work hard every day battling competitive and political forces, serving customers, and dealing with organizational issues. On top

of this they spend sleepless nights wondering how they will make their next payroll or pay their bills.

Despite their hard work and doing their absolute best business owners end their day, week, month and even year with their business no further ahead. The same problems with sales, cash flow, profit and time continue to exist. The business spins its wheels as it fails to gain traction.

Many drivers will install winter tires or put chains on their tires to give them the traction they need to move forward on icy roads but what are the tools available to business owners to get their business unstuck? In my experience the businesses that have positive traction and move forward with minimal slipping and sliding all share the following characteristics: they are very clear on the impact they have on their market, there is strong leadership in place and they have systems for engaged and motivated team members to follow.

If you don't have a formal written strategic plan, develop it now! It becomes the guiding light to help team members makes betters decisions on how and where to spend their time. It literally puts everyone on the same page and provides the "bigger cause" for everyone to rally around. Gather your management team and set up a two-day retreat away from the office. If you need help with this send me a quick email and I will send the agenda I use to help my clients develop powerful

strategic plans.

Leadership starts with you. Do you spend your time motivating and inspiring your team to achieve company goals or do you spend your day in the trenches serving customers and fighting fires? If your answer is the latter, then invest in yourself and your management team to gain the skills to be a more effective leader.

Finally, have well-designed and documented systems in place for your staff to follow. Systems are the gears of your business will reduce mistakes and help everyone to be more offortive.

Just like the driver who eventually realizes that they need to take a different approach to get traction do the same for your business. Work on the above items and you will be surprised at how fast your business will get unstuck.

Tony Malyk is a Certified Professional Business Coach and Business Value Accelerator specializing in improving profitability and increasing business value in the manufacturing, distribution, trades and technology sectors. www.empoweredbusiness.ca





Developers and Business Join Parents to Advocate for Schools



Members of the SSC met with Minister of Education Mike Bernier in his office to explain in detail the importance of doing things differently in Surrey to meet the overwhelming need. L-R: Nathan Hildebrand, Canadian Horizons; Anne McMullin, UDI; Lisa Garner, PAC Chair; Karen Tan, Surrey District PAC Chair; Minister Bernier; Bob de Wit and Mark Sakai, GVHBA; Anne Peterson, SBOT; and Lakhbir Johal.

The recent advocacy win by the Surrey Schools Coalition, of which the Surrey Board of Trade is member, highlighted the benefits of collaboration across multiple sectors and stakeholders in order to effect necessary change.

The Surrey Schools Coalition was formed in early 2016 to make the case to the Provincial Government to fund new schools in Surrey's high-growth neighbourhoods. For several years, overcrowding in elementary and secondary schools has resulted in difficult learning conditions for many Surrey students, and some community activists have openly advocated for a development ban until new schools are constructed

The GVHBA and UDI do not agree with this approach, and have banded with the Surrey Board of Trade and the Surrey District Parents' Advisory Council (Surrey DPAC) to reinforce the message that new residential construction provides affordable family-oriented housing in Surrey, employs thousands of residents, and generates millions of dollars of tax revenue for all three levels of government. The Provincial

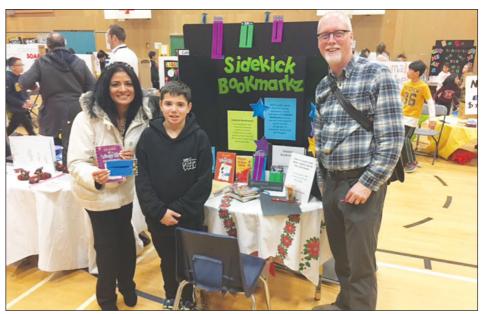
Government has, for many years, encouraged cities to approve new housing supply in order to provide affordable housing units, but in order to maintain our community's quality of life, they must also now step forward and fund the schools required to accommodate the new students.

The SSC has made presentations to Liberal and NDP MLAs, the City of Surrey Council, the Surrey School Board, the Minister of Education, Mike Bernier. Further the SCC has communicated their message to SFU Surrey, Kwantlen Polytechnic University, Surrey RCMP and the SurreyCares Foundation.

"A community must have housing development, school construction, and economic growth in balance to accommodate the rapid inflow of residents," said CEO Anita Huberman. The business community of Surrey, through the Surrey Board of Trade, supports the investment of new schools as it only makes sense.

For more information, contact Anita at anita@businessinsurrey.com.

SBOT Develops Student Entrepreneurs



Something exciting is going on at Surrey's Coyote Creek Elementary. In the hallways and classrooms of this Surrey school, things are buzzing. Market research has been completed, product designs have been finalized and the school's Grade 6 and 7 students have moved full swing into production mode. They have been learning to earn and manage money with Power-Play Young Entrepreneurs, an exciting experiential learning program that helps youth plan and implement their own small business ventures.

Sponsored by the Surrey Board of Trade as part of its Youth Entrepreneurship and Advocacy Action Plan (YEAAP), PowerPlay Young Entrepreneurs empowers young people to make informed financial decisions as they work through the business planning process. "The program provides a real-world platform for young people to stretch their abilities and build important practical life skills," says program creator Bill Roche. "The young entrepreneurs create business plans, products and marketing materials. They then showcase their achievements at an exciting event called the Young Entrepreneur Show where they make sales and earn real money."

Grade 7 teacher Jared Stevens had his class conduct market research with other students around the school to help them gain confidence with public speaking. "Getting product feedback from their peers was a nice way for the kids to ease into conversing with people they aren't familiar with." he commented. Stevens' students have also been learning new vocabulary and role-playing sales interactions with one another as they gear up for their upcoming trade show. "These skills are transferable," he noted. "As they move into high school and into the working world they will increasingly be expected to communicate and express themselves."

"At the Surrey Board of Trade we are committed to helping Surrey youth develop the tools they will need to thrive in the new economy," says Anita Huberman, CEO. "We are proud to sponsor PowerPlay Young Entrepreneurs because it teaches young people to be innovative and think outside the box." Stevens was especially impressed with the creativity of one of his students who thought up an original design for an emoji night-light while talking with his brother in his bedroom one night. Huberman concurred, "I am always impressed to see the ingenuity of the students at the showcase events. It makes me excited for our city's

To find out more, contact Anita Huberman CEO, Surrey Board of Trade or visit www.powerplay4success.com, or contact PowerPlay Strategies at (604) 538-0816.



Women & Join Margarettrudeau BUSINESS & Total Control of the Contr

To Celebrate Surrey's Business Women

Awards Lunch to recognize the hard work and contributions of some of Surrey's finest business women. From Entrepreneur to Social Trailblazer, applaud their accomplishments and network with colleagues.

This year's keynote is a trailblazer in her own right. Margaret Trudeau, wife of a former Prime Minister, mother of our current Prime Minister, author, speaker and a strong mental health advocate, she will be a very inspiring speaker as she shares her experiences with you.

Tickets are going fast – reserve yours today to avoid disappointment!

Date: March 9, 2017

Location: Sheraton Vancouver Guildford Hotel

Time: 11:00 a.m. - 1:30 p.m.

Tickets: \$55 +ast

Register online businessinsurrey.com/events info@businessinsurrey.com.





SBOT Supports Changes to MSP

B.C. is the only province that pays a regressive healthcare premium, which is shouldered by employers as part of a benefit package or paid outright by contractors and consultants. The Surrey Board of Trade's position is that this is not fair to B.C.'s business community.

"We put forward a position early in 2016 requesting the provincial government to consider overhauling the MSP system, using the new Provincial Tax Competitiveness Commission (PTCC)," said CEO Anita Huberman. "The in late Fall is supportable as it decreases the financial burden of MSP on those earning less. It is a very good step

Ideally, the Surrey Board of Trade would like the MSP to be replaced with a possible system of payroll tax and an income tax surcharge, as is done in Ontario, that would be scaled based on income

"We would prefer to see the elimination of one more line item on payrolls to help reduce the burden on the businesses that provide economic wealth to this province," said Huberman. She added, "Decreasing the rates for lower income families leaves that little bit more in their pockets to provide for themselves and their children. And every little bit helps."

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ECONOMIC STATISTICS

Employment Trending Upward

Statistics Canada report that employment rose by 54,000 (+0.3%) in December, as the result of gains in full-time work, mostly by women in the 25-54 category. The unemployment rate increased 0.1 percentage points to 6.9%, as more people participated in the labour market, particularly in Quebec and BC, and roughly equally in both public and private sectors. More people were employed in professional, scientific and technical services, and in health care and social assistance. At the same time, employment declined in agriculture.

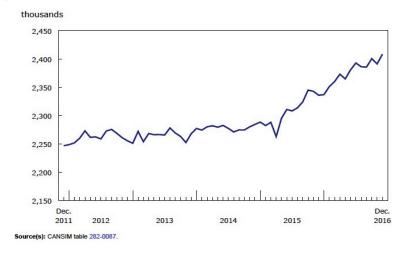
In the fourth quarter of 2016, employment increased by 108,000 (+0.6%), the largest increase since the second quarter of 2010. This followed a gain of 62,000 (+0.3%) in the third quarter. In the 12 months to December, employment gains totaled 214,000 or 1.2%, compared with a growth rate of 0.9% observed over the

same period one year earlier.

In British Columbia, there were 17,000 more people employed in December. The unemployment rate declined by 0.3 percentage points to 5.8%, the lowest rate among the provinces. In 2016, B.C. recorded the fastest employment growth rate among the provinces for a second consecutive year, up 3.1% (+72,000). The gains were evenly split between full- and part-time work and spread across many industries. Employment in the province has been on an upward trend since the spring of 2015.

However, the pace of growth has been slowing since the summer of 2016. Compared with December 2015, the unemployment rate declined by 0.9 percentage points to 5.8%. B.C. recorded the lowest provincial unemployment rate from June to December.

Source: Statistics Canada "The Daily"



How Are Canadians REALLY Doing?

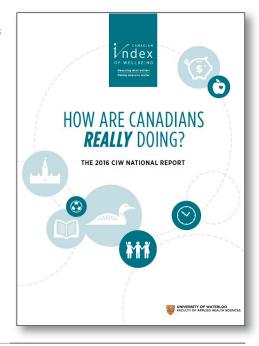
The University of Waterloo houses the Canadian Index of Wellbeing (CIW) which provides a comprehensive analysis of how Canadians are doing in areas of their lives that matter most to them. Drawing from Statistics Canada as well as 200 other reliable data sources, the CIW takes a systems approach and identifies key leverage points through such areas as Community Vitality, Democratic Engagement, Education, Environment, Healthy Populations, Leisure and Culture, Living Standards, and Time usage.

The 2016 findings for CIW are that Canadians sense of well-being is not keeping up with improvements in Canadian GDP, particularly since the 2008 economic drop. Trending up are education and community vitality, and democratic involvement has improved. However, Canadians are feeling more time crunched than ever, and despite overall health of populations, there are indicators of potential trouble. Less time means less involvement in leisure and culture activities. Volunteering is down nearly 30%. Overall, CIW has improved 9.9% thanks to the 33% rise in education, which is the only indicator that kept pace with the economy over the past 10 years.

The report authors recommended, among others, that universal access to leisure, arts, culture, sport, parks, and recreation would go a long way to enrich lives and family activities

"beyond paying the bills." Another recommendation, one that the Surrey Board of Trade endeavours to do, is to foster inter-sectoral collaboration within communities to "leverage resources and facilitate citizen engagement and cooperation."

For more information on SBOT's Social Policy team, the Tourism, Arts & Culture Team or any of the advocacy teams, contact anne@businessinsurrey.com.



Poverty in Surrey By the Numbers

The human cost of poverty and the subsequent costs on society are multiple and heart-breaking. The Social Policy Team works with stakeholders and partners to find ways to highlight issues and advocate for programs that will help alleviate poverty in the City of Surrey. Childcare is one way parents can access work if it is affordable and available; currently there is a serious deficit of spaces in Surrey regard-

less of cost. Education is another, as employment requires a basic minimum of knowledge

— is there a way to access classes that is affordable, better yet, free, and doesn't have months-long waitlists? Here's some hard numbers, printed with permission of the Surrey Poverty Reduction Team, on which SBOT is a member, and put together by Jacopo Miro.

In 2011, about 72,000 residents lived in

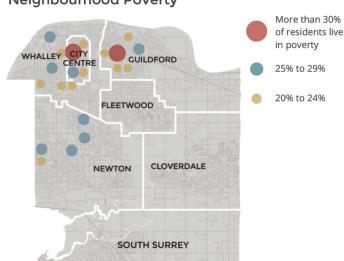
poverty in Surrey (as measured by the after tax Low-Income Measure, LIM-AT). This is equivalent to a 16% poverty rate for the city as a whole. Of these 72,000 residents, almost 30% are children and youths (less than 18 yrs of age), about 60% are adults, and 10% are seniors (65yrs and older).

Although low-income residents are found throughout Surrey, some neighbourhoods have

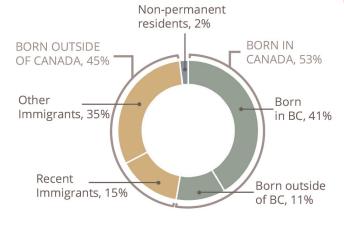
higher concentrations of than others. In the neighbourhood around Holly Park Elementary (in Guildford), up to 36% of local residents live in low-income. Another important pocket of poverty exists in the city centre.

Children and youth make a disproportionate percentage of Surrey's low-income population. Almost 30% of all low-income residents in Surrey are younger than 18 years of age, compared to 20% for Metro Vancouver as a whole, and 16% for the city of Vancouver.

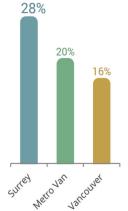




Immigrant status and low-income residents



CHILD POVERTY IN SURREY

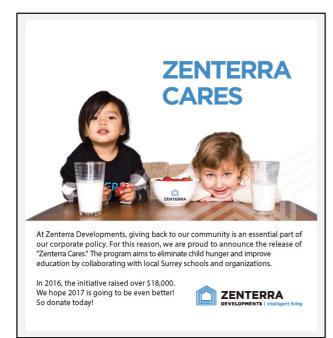


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SBOT MEMBER ANNOUNCEMENTS, AWARDS AND EVENTS

ANNOUNCEMENTS



Envision Financial welcomes **Brett Clark,** Investment Advisor, to their Surrey/Delta team. Contact Brett or by simply visiting envisionfinancial.ca



After a very successful 2016, **The Royal Canadian Theatre Co.** announces their partnership with the City of Surrey, which led to a brand new rehearsal space. With a publicist, videographer and graphic designer joining the team, RCTC is poised to lead the Surrey theatre scene into the next decade.



Sara Forte, an employment lawyer with 12 years of experience, has opened **Forte Law** in Surrey, to provide Surrey businesses legal advice on workplace conflict and more. www.fortelaw.ca

Peace Arch Hospital Foundation announces their Community Business Campaign for ER! Every dollar raised will be matched by Dave and Rani Mann, up to \$1 million. Local businesses are encouraged to make a donation and/or help to create awareness. For more info contact Amy O'Leary at 604.535.4520.

Adroit Overseas Ent. Ltd. has recently acquired Neville plant in Saskatchewan to expand its supply chain and increase its exports. Specializing in the export of Canadian Agroproducts, Adroit was ranked 24th in 2013 and 38th in 2016 on the list of fastest growing Canadian companies.

SFU Surrey welcomes **Eugene Fiume,** an internationally recognized leader in visual modelling and computer graphics, as the new Dean of Applied Sciences. Among his priorities at SFU, Fiume will advance a new academic program in energy systems engineering that will be housed in a new building in Surrey, slated to open in 2018.



Sukhi Bath Motors has established a community centre, Punjab Bahwan, providing meeting and presentation space with a capacity of 110, as a free venue for non-profits. Located next to Sukhi Bath Motors, at 154 and Fraser Highway. sbath@sukhibathmotors.com.



L-R: Richard Pass, CEO, and Sarah Catliff, Development Director for Ronald McDonald House BC and Yukon; Ron Knight, Board Chair of Surrey Hospital & Outpatient Centre Foundation; and Jane Adams, President & CEO of Surrey Hospital & Outpatient Centre Foundation

The Ronald McDonald Family Room and the Surrey Hospital & Outpatient Centre Foundation celebrated an important partnership in family-centred care. Jane Adams, President & CEO of the Surrey Hospital & Outpatient Centre Foundation, along with Board Chair Ron Knight, presented a grant of \$15,000 to the Ronald McDonald Family Room, to help provide support to Surrey families with hospitalized children.

The Ronald McDonald Family Room in Surrey is made possible by the support of the local community, and through donations from generous partners. This gift of \$15,000 helps ensure that families are able to stay close to their seriously ill or injured children, and participate in their care.

South Asian Broadcasting Corporation RED 93.1FM,

already available in Calgary as well as Surrey, has now acquired a radio station in Toronto.



James B. Stewart, partner at the law firm of Hamilton Duncan, former Director and Chair, and current Governor and life-time member, of the Surrey Board of Trade, has been appointed by Order-in-Council to the Board of Governors of Simon Fraser University.

Kwantlen Polytechnic University (KPU) announces the appointment of experienced leaders to several senior positions: Abby Thorsell is appointed to Associate Vice President, Human Resources. Thorsell has over 15 years' experience in the areas of leadership, human resources and customer service. Her most recent position was at WestJet Airlines, where she was instrumental in the creation of a student

After 29 years with the RCMP, **Phil Goulet** has joined KPU as the university's
Chief Safety Officer. Goulet was the RCMP's
Technical Operations Team Lead for the
2010 Vancouver Olympic Games, leading

the design, installation, and operation of the Olympic venue perimeter security.



issues and conversions of information-technology systems.

AWARDS

Yactraq Online was selected as a 2016 Gartner Cool Vendor in Smart Machines with their audio mining and speech analytics. Yactraq.com.

Zenterra Developments is recognized as a finalist in NINE Georgie Award categories this year (Hyde Park and SOHO communities). The Georgie Awards is a premier housing awards program, which is recognized provincially and nationally. Georgies highlight excellence in home building in British Columbia.



Abdurakhman Smazov, an SFU Mechatronic Systems Engineering and tech entrepreneurship@SFU (teche@SFU) alumnus, has been selected for Canada's prestigious Next 36 program for 2017. Smazov is a co-founder of Orello Hearing Technologies and developed a hearing aid that users can custom mold to

their ears and tune to their required frequency.

Kasa Supply Ltd. is ranked as one of the fastest 100 growing companies in "Business Vancouver" 2016. Kasa has also ranked high in the "PROFIT 500 ranking" of Canada's Fastest-Growing Companies for the years 2015 and 2016.

The World Council on City Data (WCCD) awarded a Platinum Certification to the **City of Surrey.** The ISO37120 certification will allow Surrey to compare best practices and measure its performance in relation to other cities to improve delivery of services to residents



Mainroad Contracting (Lower Mainland) won the 2016 Deputy Minister's Contractor of the Year Award of Excellence in safety innovation, for its High Speed Traffic Control Training. Training provides better communication between management, crews and subcontractors; effective job planning; better hazard mitigation techniques, and increased safety for public road users.

Expense Reduction Analysts (ERA), represented in Surrey by **Matt Pritchard,** received the 2016 World-Class Franchise certification from the Franchise Research Institute. ERA has over 650 franchisees in 25 countries, and has a 95% positive rating from their franchisees.

Two SBOT members recognized at the recent 2016 ASTTBC Technology Awards and Recognition Celebration. **City of Surrey's Kenneth Lee,** a Senior Traffic Technologist, was awarded the Littledale Memorial Award; and **BCIT's Kathy Kinloch**, President, was given the Honourary Membership for Leadership in Technology.

EVENTS

February 28 – **SurreyCares Community Foundation** recognizes Surrey's deserving charitable sector in their first annual Awards event, "Serving with Distinction" to be held at the Sheraton Guildford Vancouver Hotel. Surreycares.org, 604.591.2699.

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AWARDS, continued from page 21

March 8 — Meet students from a variety of programs during **Kwantlen Polytechnic University's** Career Day on the Surrey campus. Designed to highlight local talent for prospective employers. Details at kpu.ca/career-day; registration/sponsorship info at careers@kpu.ca.

April 7-9 – The 2nd annual **Bridal Fashion Week Vancouver** will be held at the Vancouver Convention Centre with partial proceeds raised donated to the BC Children's Hospital Foundation. Exhibitor and sponsorship spaces going fast. For tickets or other enquiries: info@bridalweekvancouver.com.

April 28 – **Laurel Place** is hosting a Health & Wellness Fair. Help them raise

\$50k for a new Sensory Stimulation Room for those suffering Alzheimer and Dementia, and find out what SNOEZELEN is. 10:00 a.m. – 4:00 p.m. 9688 137A St., Surrey.

May 1-5 – **SFU Surrey** and Vancouver campuses will host C2UExpo2017 focusing on the value of Community-Campus partnerships and how they can contribute to and advance the common good. To participate and for more details see www.c2uexpo.ca

MEMBER ANNOUNCEMENTS

To post your news here, contact 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.

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JOB POSTINGS

Post your job openings at businessinsurrey.com.



ALL-CANDIDATES DIALOGUE In Preparation for BC Elections on May 9

SAVE the DATE: April 26, 2017, 6:00 – 8:00 p.m.

There are now 9 ridings to represent fast-growing Surrey in Victoria. Find out how all those candidates will tackle the issues that most concern you. Join the Surrey Board of Trade members and Surrey's business community to here what they have to say. Send your questions for to anne@businessinsurrey.com by April 21.



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Continued from P.8

City of Surrey 2017 Budget

Transportation

The Surrey Board of Trade continues to support Light Rail Transit as the preferred solution to move people in a liveable community.

The Surrey Board of Trade was pleased to work with the City of Surrey on our annual Road Survey identifying roads/walkways/bikeways that are a priority to Surrey businesses. This supplements information to the City's 10 year road improvement plan and enhances the liveability of our city for businesses today and our for our workforce.

Public Safety

The Surrey Board of Trade supports the increased integration of programs and services focused on reducing crime and specifically providing youth with supportive programming to avoid gang related activity. The City invested in increasing RCMP resources last year; however, this is not the only solution to reducing crime — it requires the involvement of many stakeholders for an ongoing multi-pronged solution. The Surrey Board of Trade is very vested in ensuring the city is a safe community in which to do business and own a business.

Finance & Taxation

Last year, the Surrey Board of Trade asked the City of Surrey to review the Audit Committee's use of the Charter Section 90, leading to an expansion of the Committee's disclosure, where appropriate, of the City's Internal Audit reports and external Auditor reports. We ask for an update on this and will follow up in the coming months.

As we move to being the largest city in British Columbia, a worthwhile collaborative research

study would be to create a dashboard matrix that is easily communicated to residents and businesses; information would include demographic and geographic information and comparatives with similarly sized global cities. The purpose of this is to determine the infrastructure and amenity gaps.

The Surrey Board of Trade congratulates the City of Surrey on their accounting practices, which have proved to be better than most other Canadian Cities as per recent reports. The presentation of the costs of investments in infrastructure, and costs of pension obligations, for example, make it easier to match the costs and benefits of municipal activities to taxpayers and citizens. The financial results are presented in a timely way.

Agriculture

One-third of Surrey's land base is agricultural and holds great potential if fully utilized. Our team members have pointed out how small lots and speculative investment has resulted in only 1/3 of Surrey's ALR land is in production. A recommendation for the City of Surrey would be to work with the Province on a Farm Property Tax Review. The other item to explore for city revenue growth is a review of taxes on Residential Class 1 in the ALR. Are there opportunities to enhance revenues or innovative ways to use land in the Agricultural Land Reserve? There could be an adjustment for valuing agricultural land not used for farming.

As a recommendation, the Surrey Board of Trade suggests a review of water usage investments and water infrastructure policies needs to take place especially in the advent of climate change.

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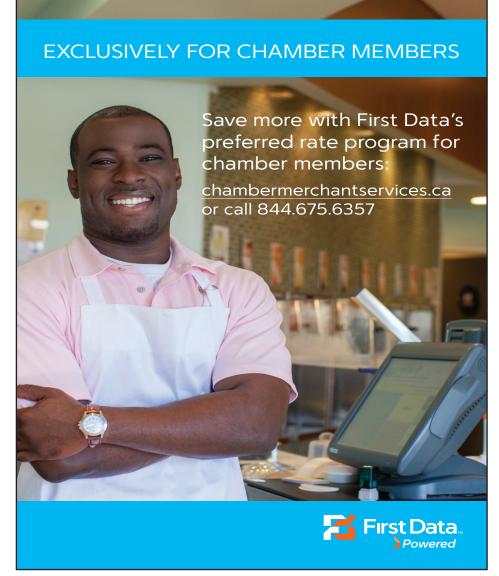


Indra Bhar

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