



# SURREY BUSINESS NEWS

BUSINESSINSURREY.COM

## EVENTS

- December 1**  
Development Industry Forum
- December 5**  
Seasonal Sizzle Business Reception - An 80's Christmas!
- January 11**  
New Year, New Connections
- January 17**  
SBOT New Year's Business Reception
- February 7**  
Surrey Women in Business Awards Nomination Deadline
- February 8**  
Economic Forecast Luncheon
- March 8**  
Surrey Women in Business Awards Luncheon
- March 23**  
Surrey's Top 25 Under 25 Awards Nomination Deadline
- April 28**  
Surrey's 8th Annual Top 25 Under 25

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# IT'S OUR TURN

See story, page 3



**Cannabis – a Hot Topic**  
The Federal Government is proposing to legalize Cannabis as of July 2018. Are we ready? The Surrey Board of Trade assembled a panel of experts to examine the impacts and how to prepare the workplace. *Advocacy, P.17.*



**First Stop for Conservative Leader**  
The Honourable Andrew Scheer, Leader of the Federal Opposition, made Surrey Board of Trade his first stop in a recent swing through the Lower Mainland. NAFTA, infrastructure, and more were discussed. But taxes dominated the roundtable. *Taxes, P.5*



**"We Need a Bridge"**  
Delta's Mayor Lois Jackson was keynote at the SBOT Business & Environment Awards Lunch. She focused on the environmental benefits of replacing the Massey Tunnel with a bridge. The Surrey Board of Trade agrees. *Winners, P.15*



## WORKSHOPS

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 — attendees will make new business contacts!

Register for any of the workshops with [info@businessinsurrey.com](mailto:info@businessinsurrey.com) or 604.581.7130.

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, Surrey

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

To book your next workshop in the Surrey Board of Trade Boardroom, contact [Melissa@businessinsurrey.com](mailto:Melissa@businessinsurrey.com).

To find out how you can list your workshop here, contact [Anne@businessinsurrey.com](mailto:Anne@businessinsurrey.com).

Thursday, December 7, 2017

### Planning Your Content Strategy: Social Media Marketing for Business

Keeping up on social media platforms is paramount for any business; therefore planning a solid content strategy is key. In this session, Karina Cebuliak of Fox Street Solutions will guide participants through planning their social media marketing strategy and calendar for the next year, as well as teach them how to break it down into smaller, more manageable chunks of time. Participants will leave with a year-long content calendar, a month-to-month content

calendar, as well as a weekly calendar with ideas and content strategy.

Wednesday, January 24, 2018

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

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

### Stay connected with the Port of Vancouver

Each day, the business you own, manage or work for uses products that have been imported through the Port of Vancouver. As demand for Canadian trade grows, the Port of Vancouver is growing too. Sign up for the Port of Vancouver business e-newsletter at [portinfo.portvancouver.com](http://portinfo.portvancouver.com) to keep up-to-date on news about Canada's largest port. Including updates on project developments and sustainability initiatives, as well as meaningful opportunities to weigh in on important issues, this is your chance to remain informed.

## Surrey Libraries Help Business

What can your local library do for your business? The Surrey City Centre isn't the typical library that you're used to. Just as innovation has moved us forward with cars, homes and other traditional services so has the library. The library now offers world-class assistance at your fingertips through their Business Source Premier Services.

Are you looking for the latest article on how to grow your business services or do market research to determine where to locate a new business? If so, check out Business Source Premier, a comprehensive database focusing on all aspects of business, available for **FREE** from the Surrey Libraries' website to all Surrey residents who have a library card.

This resource contains academic journals, books, magazines, trade journals, company profiles, country reports, industry profiles, and market research reports — a rich compendium

of resources, specifically business-focused. You have the capability to limit your results for example by date, document type, publication type, company name, industry code, or ticker symbol.

You can also specify that you want your search to include searching within full-text articles; this is especially useful if you are looking for information about a particular company that could be buried within a magazine article. You can search in 26 different languages in addition to English, retain your search history, retrieve old search strategies, create your own Business Source account in order to manage your search history, organize your research in folders, share it with others, and access it remotely.

Access it at [www.surreylibraries.ca](http://www.surreylibraries.ca) → Services → Research. Got questions? They can help: <https://surreylibraries.ca/contact-us>



The Surrey Board of Trade is a committee member of the Greater Vancouver Urban Freight Council. The focus of November's meeting at the TransLink Building was an indepth engagement with the Mobility Pricing Independent Commission (MPIC) <https://www.translink.ca/Plans-and-Projects/Mobility-Pricing.aspx>



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## SURREY Women BUSINESS AWARDS

### CALL FOR NOMINATIONS!

#### ABOUT THE AWARDS

Help us celebrate the successful women in Surrey that make our business community such a vibrant place! Nominate a Surrey businesswoman in one of the five award categories!

#### AWARD CATEGORIES

1. Entrepreneur: owner or significant shareholder of any business
2. Corporate/Leadership: senior/executive level position in a business
3. Professional: holds a professional designation
4. Not-for-Profit Leader: paid position as senior leader
5. Social Trailblazer: makes a significant social, economic, or environmental impact

#### IMPORTANT DATES

**February 7, 2018: Nomination Deadline.** Please submit fully completed applications by 5:00pm

**March 8, 2018: Event - 9th Annual Surrey Women in Business Awards Lunch.** Winners will be announced at a celebratory lunch. Save the date!

**SBOT**  
SURREY BOARD OF TRADE

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➔ AT ISSUE, *continued from page 1*

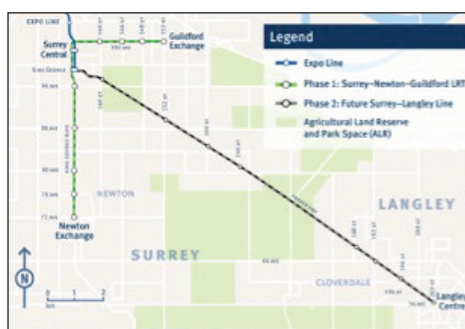
# Surrey IS the Destination

"It is definitely our turn," said Surrey Board of Trade CEO, Anita Huberman, after listening to Surrey Mayor Linda Hepner speak at the October lunch featuring Translink CEO Kevin Desmond. "Surrey for too long has been seen as a convenient bedroom to Vancouver's hub. But that is no longer the case. Surrey is now **THE** destination of over 70% of car trips, with more people moving here monthly," said Huberman.

"We mean business," said Surrey Board of Trade Chair, Dr. Greg Thomas. "We, as a business association, look to evidence-based decision making that will be in the best interest of our members and Surrey's economy. It is time all levels of government got over their politics and move forward on the Surrey LRT project now."

Surrey is growing rapidly and will peak Vancouver's population in just over 10 years. However, the population is scattered through 5 areas across a very large landmass. A system that can be quickly and affordably built to move people between the townships is desperately needed. We need a system that is flexible — one that can be raised over busy highways if needed, one that can have stops added in with minimal cost and impact, a system that uses the latest technology for light rail and can be upgraded to accommodate unanticipated future needs — is what Surrey requires.

## The Project



The Light Rail Transit project is a flexible, affordable, technologically advanced rapid transit line that will connect Newton to Surrey Centre, then on to Guildford (SNG) as part of phase 1. Phase 2 will be the Surrey-Langley Line down the Fraser Highway. In total, there will be 27 kms of rail with approximately 19 stops. Each train will be from 2 to 5 "cars" long with the ability to move up to 200 people every 10 minutes — more than triple the capacity of the current B-Line buses. Each train will have a driver that can respond to situations as they arise.

The rails will be located mostly down the centre of each road, in their own dedicated lanes. The intersections will be controlled so that impact on cross traffic will be minimized. These are not trams or street cars that will impede traffic as in Toronto. And unlike the clunky Calgary line that many disparage, the



Surrey Mayor Linda Hepner looks on while TransLink CEO Kevin Desmond fields a question at the Surrey Board of Trade Transit Lunch.

project will be utilizing the latest in technology that far exceeds what we have now.

The Surrey Board of Trade has taken the position that the project should be completed in one phase, as waiting for phase 2 will unnecessarily delay needed transit through Surrey.

## Why Light Rail

A number of alternatives were examined using multiple metrics to evaluate their effectiveness. Reports can be found at [www.translink.ca/Plans-and-Projects/Rapid-Transit-Projects/Surrey-Newton-Guildford-LRT.aspx](http://www.translink.ca/Plans-and-Projects/Rapid-Transit-Projects/Surrey-Newton-Guildford-LRT.aspx).

B-line buses can move Surrey's population, and can expand over the years; however, their operating cost will be more than 6 times LRT over the next 30 years. Further, more buses = more congestion over time. As Surrey grows, the 96B Line will have to run every 2-3 minutes, whereas LRT runs on its own dedicated path.

Skytrain, often touted as the solution by those who have yet to count the costs, can zip people from Langley to City Centre along the Fraser Highway. However, there are very expensive technical issues to solve while building what in effect is a long bridge over the flatlands with its high water table that fluctuates between dry summers and wet winters. Using the evaluation report, building just the Fraser Hwy skytrain line will cost nearly twice the entire 27 km of light rail, with stations costing more than 10 times that of an LRT stop. Not to mention environmental impacts.

The skytrain was originally built as a demonstration for the 1986 Expo. It was received as a

futuristic, cool-looking train. However, — and this is important — **no other city on the planet, no matter how rich it is, built or is considering building a system using sky-trains.** It is seen as a clunky anachronism. In fact, cities with elevated rail are dismantling them at great cost: New York and Philadelphia are but 2 examples. Over 400 cities are choosing the much more affordable and flexible light rail transit systems. Something to seriously consider when paying the bills.

Other things to consider: the ability for LRT to be elevated where needed; the fact that it will be quiet (no bells, whistles, rattles, or high volume screeches); people won't be stuck for hours packed in a car or have to walk along edges of elevated rail — emergencies are easier to handle; easier for people of all abilities to access; street friendly as passengers can see shops and services that they can access; and more, just like in Europe and other locations across the world.

In the end, the independent evaluators reviewed all possible alternatives and found that the LRT is the most effective and afford-

able solution for Surrey as it meets current and future needs out 30 years, can be upgraded and expanded where needed, and, as is hoped by many, can be developed into a much larger loop that will link all areas of Surrey with each other.

## The Vision for Businesses & Community

Surrey is growing rapidly, and as it grows, the opportunity exists to shape it into a world class destination in its own right. Studies have shown that already over 70% of car trips in Surrey are staying in Surrey. With 1000 new residents coming monthly, and businesses finding Surrey to be an attractive place to grow, the need for a vision has never been more necessary. The LRT provides an opportunity to consider how to manage the growth, where to densify, how to move people, and how to create commercial space while achieving an attractive streetscape.

Surrey has become the destination of many. No longer is it the inconvenient space between those living farther East wanting a faster route into Vancouver. These are becoming fewer, while those wanting to get from Newton to Guildford increase in numbers daily.

This is Surrey's moment to truly consider what it wants to be and what it wants to look like going forward — streets of half-empty strip malls? Or city streets of shops and services supported by residents in affordable multi-family units above and nearby? Do we want isolating suburban sprawl? Or do we want attractive, walkable communities? Do we want to have to use cars to get around contributing to air pollution? Or, do we want to use the latest green technology to get to art and culture venues and run errands?

Businesses are on board with creating an economically viable city that is attractive to clients, customers, and employees alike. LRT sparks development along its corridors, a mid-rise, medium density, mixed used type of development that will attract both families and business to the area.

For more information go to the project website at [www.surreylightrail.ca](http://www.surreylightrail.ca).





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## FROM THE BOARD CHAIR

# Surrey Business in the Weeds



Dr. Greg Thomas

On July 1, 2018 cannabis will become legal Canada-wide. The Health Canada Task Force's report, A Framework for the Legalization and Regulation of Cannabis in Canada, while extensive, focused primarily on youth, driving and distribution recommendations. Of 83 recommendations arising from the report, only three were related to business and with little consideration to workplace concerns or solutions. The task force found little substantive research on cannabinoids, particularly in the workplace, making it difficult for employers and employees to determine what will constitute impairment or potential harm to others.

The Oxford English Dictionary notes that word "marijuana" may have originated from the Aztec word *mallihuan*, meaning "prisoner." Marijuana,

or more correctly, cannabis, has been used for medicinal purposes for over 3,000 years. THC, or *tetrahydrocannabinol*, is only one of many compounds secreted by cannabis, a flowering plant of the family *Cannabaceae*. THC is the chemical responsible for many of the psychological effects associated with cannabis and functions similar to cannabinoid chemicals made naturally by the body. THC attaches to receptors in the brain and activates the release of dopamine, creating a euphoric state while impairing the processing of information, affecting memory, judgment and motor skills. The euphoric effects of cannabis makes it one of the most commonly used illicit drugs in the world.

In February of this year, former police officer Bill Blair, Parliamentary Secretary to the Minister of Justice, held a consultative roundtable in Surrey to discuss the legalization and regulation of cannabis. Mr. Blair heard from the Surrey Board of Trade that the workplace is simply not ready for legalization and that clarification on policy is required on a number of issues including terms for employers and employees related to the extent of accommodation (for example, where medical cannabis is used) and what is meant by the term "undue hardship." Consistency in regulation is required across Canada to avoid confusion and misunderstandings when applying any accommodations or policies regarding cannabis use. Impairment on the job is complex and challenging for employers at the best of times. Employers will

need clear direction to understand what cannabis impairment means and looks like and its implications to occupational health and safety policies.

The Surrey Board of Trade is strongly advocating for a regulatory authority to be identified that employers and employees can easily access for accurate information and updates to regulations and to provide a working definition of impairment along with tools and procedures by which impairment can be reliably assessed. Once this regulation comes into effect, the legal framework, issues and what is needed to address them, may become clearer; however, business often cannot afford the time or cost associated with these often-protracted processes.

What is clear is that change is coming, both in terms of regulation and a cultural, generational-shift around cannabis use. Business must meet that change head-on. It behooves business in Surrey, and across Canada, to be proactive, become educated on the issues; develop internal policies and procedures to ensure worker safety, and to address cannabis and other forms of impairment in the workplace. Document any incidences or issues with workers suspected of any form of impairment. Rest assured, the Surrey Board of Trade takes this issue seriously and will continue to work toward clarity, safety and economic viability in the workplace related to this and associated issues.

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

## FROM THE CEO

# Taxes and Budgets and Governments, oh my!



Anita Huberman

Keeping track of multiple levels of governments as they work through their budgeting process and ensuring the Surrey Board of Trade is front and centre in their deliberations keeps me busy. As an update, I want you to know that the Surrey Board of Trade is working on your behalf to ensure tax fairness and government supports enhance your business opportunities.

### 1. Federal Tax Changes to Canadian-controlled Private Corporations

When we first heard about the changes in July, we quickly organized a survey designed to inform our members of what the changes are and their impact. We held 2 roundtables, and implemented

a second survey. Our members submitted many comments and concerns.

In response, we organized meetings with our Surrey MPs, sent letters and submissions to the online site, and lobbied hard, along with our colleagues at the Canadian Chamber of Commerce, and chambers across Canada.

Since then, Prime Minister Trudeau announced that they are changing the proposed taxes as a result of the hard work done to get the voice of businesses heard. We are pleased that the government has revised the proposed restrictions, and are now following through on their campaign promise to lower the small business tax rate. More work is required to simplify the tax system so that it is simpler to manage, particularly for small businesses. Now, that would be fair.

### 2. BC Budget 2018 - Submission

As part of our mandate, we review the budgets of all levels of government and provide recommendations where we feel is warranted. We submitted our thoughts and recommendations to the Provincial Government in October as part of their consultation for Budget 2018.

The City of Surrey is fast growing into an urban centre and is experiencing stresses as a result. Critical infrastructure, both brick-and-mortar and social, required to sustain a thriving population is strained as resources are spread across too many

needs with too few dollars. Business owners are attracted to regions that provide ease of transport for goods and services, have amenities and entertainment for their workers, and is a sustainable, attractive place to apply their trade. Surrey's affordability has attracted many families and immigrants/refugees, but there are challenges to draw businesses to the city, and to ensure our workforce is housed, educated, and are mobile, today and into the future.

### 3. SBOT in Victoria Meeting with Ministers

Submissions, emails, letters – these are our stock in trade to get our members' concerns in front of government officials. However, nothing is quite as effective as a good sit down meeting with a minister. I went to Victoria mid-October for meetings with several ministers to discuss issues of concern to Surrey's businesses. Labour needs and skills development, import/export opportunities for local businesses, Surrey LRT project and transit needs, Massey Tunnel replacement and goods/services movement, and Education funding formula/schools development, were all part of speaking points when meeting with the ministers.

### 4. SBOT Hosts Surrey NDP Caucus

The Surrey NDP Caucus, including several ministers, spent a Saturday morning in our conference room with SBOT Directors, members and staff for

an in-depth dialogue on our policy and advocacy priorities. Much of what we brought forward reflects what our members have told us are issues for you.

The Surrey Board of Trade works hard to develop and maintain positive relationships with our government representatives, regardless of party, as our primary purpose is to improve Surrey's economic opportunities for business and ensure workers have a thriving community in which to live. Through our connections we are able to get your voice heard and effect change on your behalf.

Please let me know if you have any questions or comments, anita@businessinsurrey.com

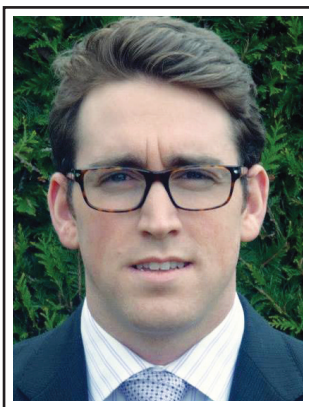


Surrey Board of Trade in Victoria meeting with BC Transportation Minister Claire Trevena on all 27 kilometres of Light Rail Transit being built in Surrey in Phase 1 and on Ridesharing. Good to be at Parliament on the first day of Small Business Week.



## ECONOMY

# Unnecessary Uncertainty



Robert Levy

A few themes for the Canadian economy in 2017 could be a rebound in the Canadian dollar, the beginning of the normalization of interest rate policy, or the relatively stronger economic performance of this nation compared to our G7 peers. Unfortunately, another one may be the challenges that have haunted small businesses in this country, and for that matter the United States, from ill-fated policy proposals and weak communication from both the federal Liberals and the Trump administration in the United States. A moonshot resolution for 2018 should be to correct just that, although with a wildcard in the White House and populism mandated policy in Canada, we should not hold our breath.

NAFTA negotiations are front and centre. The US Administration that excited public markets for their select pro-business leanings seems to be failing for falling short of those same perceived expectations. Also, a President that campaigned on protectionist policies seems to be threatening, and inflexible to the process of trilateral trade negotiations, as progress looks to be stonewalled. When the US Chamber of Commerce, the biggest lobby group for corporate America, must put the president on notice for his "dangerous rhetoric" in trade talks, there is a problem and certainly a distraction.

The tone alone is damaging for the simple reasons that business development, investment, and hiring decisions can go on hold or be cut back because of unnecessary uncertainty.

On our side of the border, in addition to the NAFTA talks, it's the attempted recovery from the policy blunder and attack on Canadian small businesses that began in July by our federal government, in addition to a notable aside of leadership that lacks credibility from the confusion and intertwining of their own affairs with government. There is no shortage of noteworthy analysis or commentary on how the tax proposals for Canadian controlled private corporations (CPC) would hinder growth and investment in a key part of our economy. Certainly, the effort from industry groups in technology to agriculture to lawyers, and even female entrepreneurs who must passively save within their corporation for a maternity leave have been heard. The problem remains, however, a federal government that's more focused on raising taxes and revenues than fostering an environment that is conducive for business.

Unfortunately, these stories may echo similar tunes in 2018. For small businesses, it's weathering a storm of uncertainty, and that will be the greatest challenge. If it's bad news to deal with like unfavourable or restrictive taxation changes that's one thing, as then there is a period to adjust and react. When it's attempting to decipher and understand misguided policy that is another story. In Washington, it could continue to be inconsistent messaging that threatens and prolongs NAFTA talks. In Ottawa, we have a Department of Finance that now lacks credibility in its leadership and dictates populist policy.

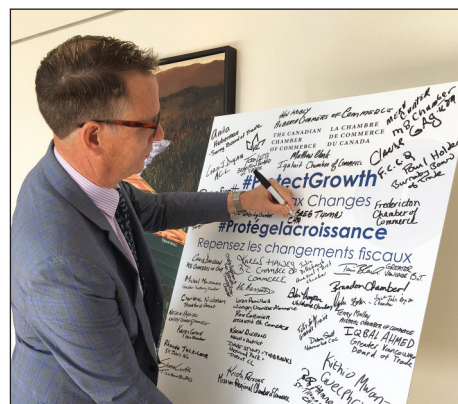
The CEO of TD Bank recently said in an interview regarding NAFTA negotiations, "sensible minds will prevail." Let's hope he's right.

*Robert Levy is the Managing Director of Border Gold and a financial commentator on CKNW. [levy@bordergold.com](mailto:levy@bordergold.com)*



The Surrey Board of Trade hosted roundtables and implemented surveys and advocated strongly on behalf of our membership on the CPC changes introduced last July.

# Revised Tax Reforms and Lower Small Business Tax Rate Welcome



Dr. Greg Thomas, Chair of the Surrey Board of Trade, signs the #ProtectGrowth poster, in support of the campaign featured at the September Canadian Chamber of Commerce AGM in Fredericton. Up in the top left hand corner, is CEO Anita Huberman's signature.



The Surrey Board of Trade CEO, Anita Huberman, presenting to the Senate Committee, in November. The Senate is doing a study on the Minister of Finance's proposed changes to the Income Tax Act regarding the taxation of private corporations and the tax planning strategies involved.

After a Summer of outrage from small businesses, the Surrey Board of Trade and the Canadian Chamber of Commerce welcome the government's plans to revise its proposed tax reforms for Canadian-controlled Private Corporations (mostly small businesses and consultants) and to reduce the small business tax rate. This change was a result of the comments and concerns expressed by Surrey Board of Trade members, multiple roundtables and consultations, the national #ProtectGrowth campaign by the Canadian Chamber of Commerce, and more.

"The Surrey Board of Trade will watch for more announcements and any impact to business in Surrey. Ultimately, there needs to be a comprehensive review of Canada's whole tax system," said Anita Huberman, CEO, Surrey Board of Trade.

The Surrey Board of Trade also noted the Minister's call for further input from Canadian businesses, and intends to continue providing a voice to ensure the tax system is simpler and less of a burden on Canada's competitiveness.

"It is always more productive when government and business work together. We can only

hope the government will listen as we provide advice on those areas where more remains to be done, and that they will propose concrete data to back up their claims. The Canadian Chamber will be working with the Surrey Board of Trade and other chambers across the country for suggestions on reforms that can improve the competitiveness of Canada's tax system. Lowering the small business tax rate is one such measure, but there is still much room for improvement," Mr. Beatty said. "We must ensure that Canada remains attractive places to do business. Although there is a great deal of work to be done, today's announcement is a positive first step, but we expect more and we will be vigilant on the next steps," he concluded.

"The Surrey Board will continue to advocate so that Surrey is a competitive and attractive destination for businesses," said Huberman. "We will monitor closely any further changes and bring them to our members' attention. And we will continue to meet with government representatives to ensure our members have a voice at that table."

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**Dave Hayer served as MLA for Surrey for 12 years**



## ECONOMY, continued

# Canada's Economy is Booming, But Will It Last??



Hendrik Brakel

Boom! Canada hit 4.5% growth in the second quarter after a torrid 3.7% expansion in Q1! Sounds like growth in India, not a sleepy advanced economy. As a result, Canada's deficit is lower than expected and the government announced additional spending. So is it time to stop worrying and pop the champagne? There are four key drivers of this bonanza: (1)

export growth thanks to the oil and gas sector; (2) consumption, because Canadians continue to borrow and spend like there is no tomorrow; (3) housing which saw the biggest gains in 8 years; and (4) a healthy gain in business investment. The question is whether these are likely to continue?

Firstly, Canada's exports are set to rise 8% this year, which is superb, but is almost entirely driven by oil and gas sales which are up almost 42% so far this year (see chart on the following page). If you take out the petroleum sector, Canada's exports grew just 1%.

But the export boom won't last: the strong loonie and US weakness caused Q3 exports to fall 11.5%, while imports fell 7.1%. Net exports will be a drag on GDP growth for the rest of 2017.

Consumption will also slow down in Q3. Retail sales fell two months in a row (July and August). And job growth slowed: just 43K jobs were created in Q3, the weakest quarter in a year, with gains entirely in the self-employment category. Private sector employment fell for the first time since 2015.

Housing has been a powerful driver of

growth, but the foreign buyer tax hit Canada's largest and fastest growing real estate market in May. Toronto's home sales have fallen 35% while prices were off 20%. The effects are likely to be temporary, as we saw in Vancouver, but will surely be felt in Q3.

The star of investment spending has been the recovery in the oil and gas sector but that is also facing tough times. The National Energy Board's expanded focus on downstream emissions has created an effective moratorium on new energy projects. TransCanada finally pulled the plug on Energy East and in the last two years, \$82 billion of investment has been cancelled.

So, we can expect a sharp downturn in exports and housing alongside much weaker consumption and business investment. Statistics Canada will release Q3 growth on December 1st and we expect it to be below 1%. What should we do? How do we keep growing?

Look around the world – these are exciting times in tax policy! France has just embarked on major tax reforms, with a 2017 budget that reduces or eliminates several business taxes,

while lowering overall rates. The UK Government undertook a major tax reform effort last year, but backed away from the most contentious measures in April 2017. And in the US, Congressional Republicans are determined to press ahead with a biggest tax reform in 30 years, to slash the general corporate rate from 35% to 20% while eliminating certain tax credits.

What is Canada doing in the midst of our trading partners' laser-like focus on competitiveness? We've just spent most of the summer in a ferocious battle over income sprinkling.

Instead, Canada could create an internationally competitive system of business taxation that rewards entrepreneurship, encourages businesses to invest in the technologies, skills, and capacity they need to grow, and attracts capital and highly qualified people from around the world. That would ensure Canadian growth for generations!

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

## The Same, but Tweaked The BC Budget in Review

In a tone that intended to reassure Surrey Board of Trade members, the Honourable Carole James, Minister of Finance, reviewed what has changed since the May election. Most of the budget, as outlined last February, is continuing as intended. The changes to date are to address key human-centred promises from the NDP election platform.

BC is in a good trade position, said Minister James, with only 54% of our trade connected with the US, as compared with Alberta and Ontario, with exports over 80% to the States. We are more diversified and can weather the uncertainty of NAFTA and Softwood negotiations. That said, the BC Government intends to go hard in protecting the province's softwood industries and have continued the appointment of former MP David Emerson as an envoy.

Financial inputs remain strong, though challenges from the Summer's wildfires, increasing interest rates, the NAFTA and other trade negotiations, and crown corporations that are struggling financially, will be considered as preparations for BC Budget 2018 are underway.

The BC Government plans to keep the budget manageable and balanced for the next three years by working with a conservative economic growth of 2.1 for 2018, and 2.0 for the following years, less than the Economic Forecast Council's 2.2.

However, there are investments to be made in transportation (\$4.5B), health (\$3.1B), post-secondary institutions (\$2.6B), education

(\$2.0B), and others (\$2.4B) over the next 3 years. Other investments are intended to ensure housing, and social supports are increased; MSP is reduced to 50%; funding child care investments; addressing opioid crises; and, most importantly for SBOT's audience, reducing the small business tax from 11% to 9%.

In response to a key question from the audience, Minister James explained that the previous Liberal government did not "gift" the NDP government a \$2B surplus with which to spend as they saw fit. The \$2B, by law, was applied to the debt. Any surplus that is in excess of that identified in a budget will be applied to reducing debt servicing.



The Honourable Carole James, Minister of Finance, speaks to the Surrey Board of Trade members about her September budget update.



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## INTERNATIONAL



The speakers at the Indonesian Business Dialogue prepare to give SBOT members a very detailed how-to overview of how easy it is to set up shop in Indonesia.

## Indonesia is Open for Business

On September 27, the Indonesian Trade Promotion Centre Vancouver and Consul General of Indonesia in Vancouver, joined the Surrey Board of Trade to host a dialogue: Doing Business in Indonesia. The nearly sold out event featured guest speakers: Ms. Nina Kurnia Widhi, Indonesian Consul for Economic Affairs; Mr. Henry Han, Executive Director – International Markets, Ministry of Jobs, Trade and Technology BC; Director Rafika Arfani, Director of Indonesian Trade Promotion Center Vancouver; Mr. Rahardjo Siswohartono, Head of Indonesian Investment Promotion Center New York; Mr. Peter Langer, Managing Director of Associated Media; and, Mr. Martin Davies, Vice President of Hatfield Consultants.

The speakers gave examples of local businesses that have expanded internationally to Indonesia and are succeeding. All the speakers relayed the singular message that Indonesia is open for foreign business and willing to work

with businesses to cut red tape and make it easier for collaborations. It also included a tour of two local businesses in Sumas and Lynden (Washington) that discussed their unique stories around cross border commerce and trade. For more information about trade related services please contact Luke Arathoon at [luke@businessinsurrey.com](mailto:luke@businessinsurrey.com) or visit our website [www.businessinsurrey.com](http://www.businessinsurrey.com)



### DID YOU KNOW

Canada's Trade with Indonesia for 2017 is Exports: \$882,594,174; and Imports: \$872,749,842. The top 5 imports are Clothing, Electrical equipment, Rubber articles, Knits, and Footwear. We export Cereals, Pulp products, and Fertilizers.



From L-R: Dr. Greg Thomas, Chair of Surrey Board of Trade facilitated a dialogue with panelists Michael Shields, PwC, Christian Hansen, Global Affairs Canada, and Celso Boscariol, EU Chamber of Commerce. With SBOT CEO Anita Huberman.

## CETA-EU Bilateral Trade

As the panelists made clear, Canada's success economically is inextricably tied with trade. One in 6 jobs are linked to exports while trade in goods and services represent 64%, said Christian Hansen, of Global Affairs Canada. Canada ranks second among the G7 with about 1/3 of the GDP coming from trade activity. As a result, Canada "punches above its weight" with how much we trade; most of which is done by small to medium businesses.

The Comprehensive Economic and Trade Agreement, CETA, between Canada and the European Union, will give Canadian businesses an unprecedented duty-free access to a market of more than 500 million consumers and a collective GDP of \$22 trillion, said Hansen. Key is the elimination of most tariffs. The image provides a high-level overview of CETA's benefits.

Michael Shields of PricewaterhouseCooper

(PwC), gave an overview of how CETA fits with other trade agreements and how our local businesses can take advantage of the benefits. Celso Boscariol, of the EU Chamber of Commerce, announced that the EU Chamber is setting up an office in BC to assist businesses through the process of setting up business in Europe and to navigate the changes as CETA is implemented. The Surrey Board of Trade will facilitate introductions in collaboration with the EU Chamber. One area Boscariol particularly emphasized is the anticipation of the opportunities with increased labour mobility and movement of business people, as well as the mutual recognition of professional qualifications.

Other items, such as intellectual property and dispute settlements are nearing the final stages of agreement, however, CETA has been agreed upon in principle and is reaching the first stages of implementation.

## US Tax Reform To Have Significant Impact to Doing Business in the US



Michael Shields

Recent proposed Canadian tax changes are leading to increased complexity and, in certain instances, increased tax for Canadian private businesses. In contrast, on September 27th the Trump Administration and Congressional Republican leaders released a nine-page framework that includes specific goals for lowering US business and individual tax rates. The framework provides a number of proposals that could benefit Canadian companies operating in the US including:

1. *A reduction in the top US federal corporate tax rate from 35% to 20%.* For US companies operating on the west coast, this could result in a total federal and state income tax liability ranging from 20% (for a company operating in Washington State) to 27% (for a company operating in California). As a result, when evaluated against the proposed BC corporate tax rate changes, in most cases the framework would bring the US corporate tax rate on active business income to lower than the general BC corporate tax rate (but higher than the small business BC corporate tax rate). As a result, strategies used by BC based companies operating in the US to manage their overall effective tax rate may need to be adjusted to benefit from these rate reductions.
2. *Full expensing of the cost of depreciable assets purchased after September 27, 2017.* Expensing of these assets would be allowed for at least five years with the cost of buildings and structures being excluded from this provision. For industries requiring significant fixed assets, this proposal may provide even greater benefits than the corporate tax rate

reduction previously noted.

It is important to note that the framework does not contain any mention of a "border adjusted tax" as it has been dropped from consideration. The border adjusted tax would have placed a disproportionate burden on BC (and other non-US based) businesses as their US customers would not have been allowed to deduct the cost of products and services they purchased from foreign companies in computing their US taxable liability.

As well, the framework contains a number of proposals that could negatively impact Canadian based companies operating in the US including:

1. *The elimination of the domestic manufacturing deduction and other special exclusions and deductions;* however, the framework would retain the research credit. The impact of losing these incentives would have to be considered with the previously noted rate reductions and other benefits provided by the framework.
2. *A restriction on the net business interest expense that may be claimed.* For companies relying on interest deductions to reduce their US tax liability, consideration should be given

to restructuring their debt in order to retain the tax deductibility of these interest payments.

House and Senate Republican leaders have stated that tax reform legislation is likely to be considered under "budget reconciliation" procedures that allow the Senate to approve a bill with a simple majority (instead of the 60 votes generally required); however, budget reconciliation cannot be used to enact a measure that increases long-run deficits. As a result, some of the proposed legislative changes may have to be temporary rather than permanent.

Given proposed US tax reform and the changing landscape of Canadian corporate taxes, BC based companies with US customers or activities should consider how the changing tax landscape impacts their business to take advantage of these changes and avoid a significant increase in their overall corporate tax liability.

Michael Shields is an Incorporated Partner at PwC. [Michael.shields@pwc.com](mailto:Michael.shields@pwc.com), [www.pwc.com/ca](http://www.pwc.com/ca)





## INTERNATIONAL TRADE, continued

# Fighting for NAFTA

## Better to Have No Deal than a Bad Deal



Hendrik Brakel

Never in the history of trade negotiations have we seen a country's largest, most important business association openly call its government's trade proposals "dangerous" and say they should be withdrawn. That is exactly what the U.S. Chamber of Commerce did in mid-October.

Canada's negotiators have done their very best in a challenging environment. They have reached out to Canadian people and business, they have extended a warm hand of friendship to their U.S. and Mexican counterparts and they have tabled sensible, generous proposals to improve NAFTA. But, we all have to prepare for the possibility that the U.S. will withdraw from NAFTA, based on the poisonous proposals U.S. negotiators have presented.

The craziest is a sunset clause that would terminate NAFTA after five years unless all three parties agree it should continue. Imagine the uncertainty of having all three countries debate the merits of trade every five years. How could anyone plan to build a factory with a useful life of 30 years? NAFTA would cease to exist for the purposes of long-term business investment.

The second troubling proposal concerns the rules of origin. Currently, 62.5% of a car or a truck must be produced in the U.S., Mexico or Canada for it to qualify for duty-free treatment under NAFTA. The U.S.'s proposal would require that 50% of the vehicle be produced in the U.S. This would be immensely harmful to

the North American auto industry. It's impossible to replace long-established multi-billion-dollar supply chains so most companies would simply pay the generally low U.S. tariffs. Manufacturers would then source more inputs from Asia.

The third concern is the administration's proposal to eliminate Chapter 19, the process for dispute settlement for anti-dumping and countervailing duties.

This comes at a time where the U.S. wants to impose a ludicrous 300% tariff on Bombardier jets, which is above even what Boeing had asked for. Chapter 19 is a critical safety net because it enables an independent, binational panel of five arbiters, agreed by both parties, to determine whether or not the duties have merit based on U.S. domestic laws. This is a must-have for Canada.

The final jaw-dropping proposal would drastically reshape NAFTA's procurement rules. U.S. negotiators are proposing a "dollar for dollar" approach to North American procurement markets. That would mean "the total value of contracts the Canadians and Mexicans could access, together, couldn't exceed the total

value that U.S. firms could win in those two countries." This is quite simply the worst offer ever featured in a trade agreement and is worse than basic access to government procurement offered under the WTO. Canada would be better off with no agreement at all than signing on to this nutty nonsense.

At the Canadian Chamber of Commerce, we salute the government's efforts on NAFTA. The government has done everything possible: our negotiators have been outstanding, Minister Freeland and the entire Cabinet have invested enormous time in building relationships in the U.S., and the PM has invested his political capital and considerable charm to go to bat for NAFTA.

But, if the U.S. administration is not serious about negotiating a mutually beneficial agreement, then we believe no deal is preferable to a bad deal. This is because a trade agreement will last many years. The Trump administration, we're not so sure...

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

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## 2018 ECONOMIC FORECAST LUNCH

Pencil **Thursday, February 8, 2018** into your calendar now so you won't miss keynote speaker **Helmut Pastrick, Chief Economist of Central 1 Credit Union**. Hear what's in store for 2018 and what that means to your business or not-for-profit association. Helmut leads a department responsible for providing economic analysis and forecasts to credit unions and the public at large.

**Date: Thursday, February 8, 2018**

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

**Location:** Sheraton Vancouver Guildford Hotel (15269 104 Avenue, Surrey)

**Admission:** \$50 each; \$300 for Table of 6; \$500 for Corporate Table of 6 – all plus gst.

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## BUSINESS ADVICE

# Changes to Dual Agency Latest in Superintendent's Overhaul of B.C. Real Estate Practice



Bill Olaguera

If you are a realtor, a buyer or seller planning to list or purchase a property, or otherwise involved in B.C.'s real estate industry, you should be aware of impending updates to the Rules under the B.C. Real Estate Services Act.

2016 was a busy year for provincial regulators, with its run of high profile real estate scandals – including the controversy surrounding the practice of “shadow flipping.” In a shadow flip the buyer in a home sale could, before the closing date, assign its right to purchase to another buyer, without needing the seller's consent. The second buyer could then assign its right to another, and so on. Each subsequent assignment would “lift” the pur-

chase price. Ultimately, the final buyer would pay an amount much higher than the original purchase price, and the original seller – none the wiser – would receive none of the increase in value. The lift would instead be paid to the other buyers in the chain, with the realtor who arranged the assignments earning commission from each assignment. In short, shadow flipping benefitted the “middlemen,” not the ultimate buyer or the original seller, and was seen to be accelerating the upward trajectory of property prices.

While not illegal, many were unaware of the practice. Once brought to light by The Globe and Mail in a February 2017 exposé, however, it drew the public's ire. As reported by The Globe, sellers such as Gloria Amirault, who was told her home could not sell for more, were later astounded to discover that their properties had been flipped. In Ms. Amirault's case, her home's value experienced a lift of \$300,000 in a mere three months after a shadow flip conducted without her knowledge.

In response to this and other concerns, the provincial government forbade the controversial practice and appointed a new Superintendent of Real Estate, who promised an overhaul of the industry and tighter regulatory scrutiny. Based on the recommendations of an advisory board and aligned with its continuing efforts to quell perceived unethical conduct in an increasingly hot housing market, the Superintendent's Office has released draft amend-

ments to the Rules effective January 15, 2018.

One significant new rule will ban dual agency, which occurs when the same realtor represents both the seller and buyer, or when the same realtor represents competing buyers. By representing both parties, upon closing a realtor is entitled to both commissions – an outcome known as “double-ending.”

The Office hopes that the ban will protect consumers. Critics of dual agency question whether a realtor can truly act in the best interest of multiple parties in the same sale. For example, the financial incentive to double-end could lead a listing realtor to not market a home widely out of fear of losing out on a buyer willing to retain them as well, leading to potential missed offers that could better favour the seller. In theory, banning dual agency would remove this potential conflict of interest and, like eliminating shadow flipping, make a realtor's role in a sale more transparent and better defined.

It is important to note that the ban would not prevent two realtors from the same brokerage representing the buyer and seller in a sale. This practice is called designated agency, and will continue to be acceptable provided that no one realtor represents both the buyer and seller. Additionally, provided that certain requirements are met, dual agency will still be permitted in remote locations under-served by realtors.

The proposed ban is unpopular with the B.C.

Real Estate Association, who claims that it will restrict consumer choice, at best, and could lead a buyer to not to seek representation, at worst. For example, due to a conflict, certain buyers may be restricted from engaging a listing realtor – even if the realtor is their preferred advisor – and thus may choose not to hire a realtor at all. Conversely, those supporting the ban suggest that this concern may be overblown, since in a home sale the seller covers the cost of both selling and listing realtors. Accordingly, the buyer would not likely be hard-put, financially speaking, to seek his or her own realtor.

Governmental resistance to dual agency appears to be a growing trend in other Canadian real estate hotspots, including Ontario, whose 16-point housing plan proposes eliminating dual agency, expanding rent controls, and instituting a 15% foreign buyer tax.

Realtors, buyers and sellers planning to list or purchase properties, and others involved in the real estate industry should keep abreast of further developments in this area to ensure that their practice standards and future plans take the upcoming changes into account.

*Bill Olaguera is a lawyer at McQuarrie Hunter LLP. [mcquarrie.com](http://mcquarrie.com)*

**McQuarrie**

## Preventing Health Benefit Claims



Deanna Schmidt-Hryhor

would prefer to try and prevent future healthcare claims from ever happening. The ballooning costs of healthcare (and prescription drugs in particular) are a likely driver behind this attitude. The advantages to prevention of claims are evident, both for the employees and for the company.

From the company's perspective, healthy and happy employees are more productive and have lower absenteeism rates than employees who have poor health habits and who are dissatisfied with their jobs. It has been estimated that the cost of absenteeism to businesses in Canada was around \$16 billion last year. Even a small improvement can have an impact on a company.

From the employees' perspective, healthy lifestyles are known to strengthen immune systems and have a positive impact on mental health. Healthy employees spend less time being sick. Consequently, these employees will tend to use fewer services, leading to lower healthcare costs for them, and the company.

One example where there are clear benefits to preventive action is chronic disease. Chronic diseases require treatments that often include expensive drug therapies. But many chronic

diseases, such as diabetes and heart disease, are directly influenced by lifestyle factors such as diet and exercise. People with these types of chronic conditions who successfully maintain lower weight and are physically active often reduce their use of prescription drugs or may even stop using them altogether.

Offering wellness programs can be another successful option in supporting physical and mental health. Employee assistance programs, an easy and small addition to most benefit plans, can offer resources to support members in healthy choices and dealing with personal stresses. In addition, many plan sponsors would be surprised to learn at the tools and capabilities of their online portals for their group plans. The Chambers of Commerce Group Plan, for example, gives employees an online tool called my-benefits health, which they can access for up-to-date resources and tools, empowering them to make more knowledgeable decisions about their family's healthcare.

A Wellness Spending Account is also a great supplement to any benefits package. It provides a financial incentive for employees to take positive steps towards improving their

well-being. It promotes healthy living by offsetting the cost of activities, goods and services that support fitness, physical and financial health, as well as work-life balance. A wellness spending account also recognizes that plan member needs and interests can be vastly different. Employees have the flexibility to choose how their dollars are used while limiting employer expenditures to a predetermined maximum amount.

Rather than finding less expensive ways to provide a pound of cure for preventable diseases, an ounce of prevention (in the form of promoting and supporting healthy lifestyle choices) is a proactive solution. Focusing on strategies to avoid future healthcare issues from arising can result in greater savings related to healthcare costs and absenteeism.

*Deanna Schmidt-Hryhor is Director of Operations for Schmidt & Funk Group Benefits and Insurance. They are the supplier of SBOT Chamber Insurance.*

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An ounce of prevention is worth a pound of cure.” Benjamin Franklin's words of almost 300 years ago still ring true.

In the 2016 Sanofi Canada Healthcare Survey, it was found that 83% of employers were interested in finding ways to reduce healthcare costs – more than half of them



## MANUFACTURING & LABOUR

# Manufacturers Need Women to Address Skills Shortage

Women are a vast and untapped resource for the manufacturing industry, attendees heard at the Surrey Board of Trade's 5th Manufacturing Reception on October 24.

The Canadian Manufacturers Exporters Association of BC, a collaborative partner of the Surrey Board of Trade, unveiled the results of an in-depth survey of their membership and announced the number one issue identified by manufacturers is skills shortage. The Survey also demonstrated a clear gender gap in employees.

"It is projected that the manufacturing sector in BC will need to attract from 58,000 to 88,000 new workers through 2020," said Anita Huberman, CEO, Surrey Board of Trade.

In the Canadian Manufacturers & Exporters (CME) Industries 2030 report, 35% of respondents to a Management Issues Survey indicated that attracting or retaining skilled labour was one of their three most pressing challenges. This topped the list of all possible responses. Further, CME reports that close to 60% of busi-



nesses anticipate skilled labour shortages in 5 years.

"Despite a variety of programs, grants, and tax incentives there is no over-arching flexible

opportunity to encourage employers and employees to work together to fill any skills gap. Employers spend less on training than in previous decades and attracting good workers has

become challenging as wages have stagnated," said Huberman.

The Surrey Board of Trade developed an advocacy policy requesting that the federal government:

1. Develop an easily accessible and understood portal to the tax credits and grants currently available for individually funded and employer-sponsored education expenditures, and
2. Give due consideration to expanding tax credits and grants and be more flexible to assist businesses fill diverse and specific skills gaps as they emerge.

To help address chronic labour and skills shortages in the manufacturing sector, there is a need to attract more women to the manufacturing sector.

*Report Summary:*

<https://businessinsurrey.com/wp-content/uploads/2017/10/CME-WIM-Summary-Report.pdf>

Full Report: <https://businessinsurrey.com/wp-content/uploads/2017/10/CME-MEC-WIM->

## SBOT and IECBC Release Refugee Skills / Employer Needs Report

At the Surrey Board of Trade Manufacturing Reception on October 24th, the Immigrant Employment Council of BC released the results of the report 'Mapping Refugee Skills and Employer Needs in Surrey and Abbotsford'. Funded by the Province of BC and delivered in partnership with the Surrey Board of Trade and the Abbotsford Chamber of Commerce, the project identified ways to help refugees and immigrants connect with jobs and employers.

The Province provided the Immigrant Employment Council of BC (IEC-BC) with more than \$186,000 for the Mapping Refugee Skills and Employer Needs project which focused on developing employment opportunities for refugees in Surrey and Abbotsford, where the majority of refugees in B.C. have settled. A final report has summarized the project findings.

Of the refugees who were surveyed through this project, 55% had some level of post-secondary education, up to and including doctoral degrees. These newcomers have a lot to offer potential employers. The project also uncovered the challenges faced by employers in connecting to the refugee talent pool in these two communities, which includes knowing how and where to connect with job-ready refugee talent and boosting refugees' ability to communicate effectively in English.

"The Surrey Board of Trade was pleased to partner with IEC-BC in this strategic project, which aims to link the skill sets of refugees to employer needs. The findings of the project will harness the development of critical supports needed to ensure the successful employability and entrepreneurship of this talent pool," said Anita Huberman, CEO, Surrey Board of Trade.

The final report identified specific strategies that would help employers connect to the refugee talent pool. These strategies include coordinating the development of pre-employ-

ment programming, including English language training in the workplace, and facilitating interactions between employers and refugee job-seekers.

"Having a job that one can be proud of is one of the best ways to integrate into your new community and refugees have a lot to give — their skills, resilience, and unique perspectives. Employers recognize the value of this talent pool, but often need help tapping into it. Working with our partners, we have identified strategies that can ensure successful employment outcomes for this newcomer group," Patrick MacKenzie, CEO, Immigrant Employment Council of BC.

### Quick Facts:

- Mapping Refugee Skills and Employer Needs in Surrey & Abbotsford was carried out between November 2016 and October 2017 by IEC-BC, in partnership with the Surrey Board of Trade, Abbotsford Chamber of Commerce, DIVERSEcity Community Resources Society, and Abbotsford Community Services.
- It was informed by substantive input from 42 employers in Surrey and Abbotsford, and it maps the skills and occupational profiles of 144 refugees living in these communities.

For full report, go to [iecbc.ca/our-work/programs/mapping-refugee-skills-and-employer-needs-in-surrey-and-abbotsford/](http://iecbc.ca/our-work/programs/mapping-refugee-skills-and-employer-needs-in-surrey-and-abbotsford/)



Back L-R: Jason Leber, Dr. Greg Thomas, Trent Konrad  
Front L-R: Dr. Salvador Ferreras, Anita Huberman, Mark Flynn

## Industry & Curriculum – a Hot Topic

Four experts in their fields were assembled on a panel to address the need to connect industry needs with curriculum development. Surrey Board of Trade Chair, Dr. Greg Thomas, facilitated a robust dialogue with SBOT members who filled the room for the October Breakfast event. The panelists included Dr. Salvador Ferreras, Provost and Vice President Academic for Kwantlen Polytechnic University (KPU); Mark Flynn, Principal, Career Education for Surrey Schools (SSD); Jason Leber, Manager of Youth Programs for the Industry Training Authority (ITA); and, Trent Konrad, Western Technical Outreach Officer for the Canadian Welding Association Foundation (CWA).

All highlighted the need for ongoing collaboration between industry and educational institutes and gave examples of some of the work that is currently underway. However, as Trent Konrad, CWA, pointed out, there is a lack of career awareness and insufficient preparation for skilled trades careers at the grade school level, early enough to engage students' interests. Part of this, he said, came from outdated shop class equipment, limited apprenticeship

opportunities, and even a lack of awareness. Students won't choose trades if they are unaware of that choice.

In response, Jason Leber, ITA, gave a detailed overview of the youth initiatives, such as Youth Discover (grades 5-10), Youth Explore (grades 10-12), early training (grades 11-12), and even work opportunities (grades 10-12). He agreed that there are not enough opportunities.

Both Dr. Ferreras and Mark Flynn, pointed out that curriculum takes time to develop and be approved — up to 3 years and may not be as flexible as desired to keep up with industry needs. However, as Dr Ferreras pointed out, maybe we need to rethink the education model: instead of set grades and post-secondary "4 years and your done" models, perhaps be more of a subscription model. This model would allow employees to take one or two courses a year over the course of their career in order to keep up with changing demands. This last suggestion resonated strongly with the audience. For more information on SBOT's education and industry policies or advocacy teams, contact [anne@businessinsurrey.com](mailto:anne@businessinsurrey.com).



## PERSONALITIES & EVENTS



Surrey Board of Trade at BC's Parliament in Victoria meeting with Minister Ralston and Minister Chow—discussion focused on international trade, manufacturing, skills, and immigration on the first day of Small Business Week.



Surrey Board of Trade at PwC Business Succession Planning Forum. The accounting firm of PwC is a proud sponsor of the Surrey Board of Trade Business and International Trade Centre. Surrey—where business happens.



SFU President Andrew Petter with CEO Anita Huberman and Surrey-SFU Executive Director Steve Dooley at the 10th SFU Diwali Dinner in Surrey. Surrey Board of Trade has been a proud sponsor for 10 years.



Surrey Board of Trade's Indra Bhan and Anita Huberman, join Surrey's Mayor Linda Hepner with Pacific Inn owners at the Hilton Hotel Reception, in November. Pacific Inn will be undergoing visionary renovations. SBOT can't wait.



SBOT CEO Anita Huberman spoke with The Honourable Navdeep Singh Bains, Minister of Innovation, Science and Economic Development, October 12, on the importance of modernizing the Board of Trade Act.



Acting Mayor Vera LeFranc and IEC-BC's Sangeeta Subramanian with SBOT's Indra Bhan and Anita Huberman at the October Manufacturing Reception. See the opposite page for news on the major announcements made at that time.



CEO Anita Huberman at the Aga Khan Arbitration Board Lunch with BC Attorney General David Eby.



Minister Jinny Sims taking a selfie with Anita Huberman, Minister Carole James, and Surrey Councillor Tom Gill at the Finance Minister's Lunch in October.



The Honourable Andrew Scheer, Leader of the Federal opposition, visited Surrey first on his November West Coast visit. SBOT held an intimate roundtable with SBOT members and business leaders.



Anita Huberman, Dave Hayer and Councillor Tom Gill join owners at the ribbon cutting ceremony for the opening of Focus College.



Surrey Board of Trade Board and Staff Planning Session at the Sheraton Guildford. A very productive day focused on creating results for Surrey's business community.



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2017 Surrey Police Officer of the Year Award Winners:

- Arnold Silzer Community Policing Initiative Award:  
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- Police & Business Partnership Award: Stephen Boyd
- Municipal Employee of the Year Award: Amanda Schenk
- Volunteer of the Year Award: James Ram
- Auxiliary Constable of the Year Award: Aux. Cst. Karen Summers
- Police Team Award: Youth Section
- Police Officer of the Year Award - Nominated by Peers:  
Sgt. Heather Matthew
- Police Officer of the Year Award - Nominated by Community:  
Sgt. Winston Shorey

The Surrey Board of Trade's 21st Annual Surrey Police Officer of the Year Awards was held on Thursday, October 5 at the Sheraton Vancouver Guildford Hotel.

The 400-person gathering was addressed by Assistant Commissioner Dwayne McDonald, Officer in Charge of the Surrey RCMP, and Surrey Mayor Linda Hepner. Keynote speaker Jim Zorn of the Seattle Seahawks captivated the audience with his experience of leadership, team work and overcoming obstacles.

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On Thursday, September 14th, the Surrey Board of Trade presented four winners with the Surrey Environment and Business Awards at the 11th annual event. The awards were presented to Surrey Board of Trade members or Surrey-based businesses that have demonstrated exceptional dedication to environmental leadership and/or issues. The award recipients are guided by a sense of respect for the environment and demonstrate this initiative consistently.

The 11th Annual Surrey Board of Trade Environment and Business Awards Luncheon event also featured keynote speaker Lois Jackson, Mayor of Delta. Mayor Jackson spoke on the George Massey Tunnel Replacement Project. There was also an update

from the City of Surrey's Environment Committee, presented by Councillor Mike Starchuk.

- This year's winners were:
- Small Business Award: The Eco Floor Store
  - Medium Business Award: SFU - PowerPAD
  - Large Business Award: Dillon Consulting Limited
  - Circular Economy Award: Lafarge Canada Inc.



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AWARDS

The Surrey Board of Trade's 19th Annual Event  
**2017 Winners**

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SUPPORTING SPONSORS



Young Entrepreneur Winner  
**Raveena Oberoi, Just Cakes Bakeshop Ltd.**  
Sponsored by Destinationone Consulting Ltd.



1-10 Employees Winner  
**Sew Kool Embroidery and Screen-Printing**  
Sponsored by the Port of Vancouver



11-40 Employees Winner  
**Safetech Scaffold Ltd.**  
Sponsored by Abbotsford International Airport



41+ Employees Winner  
**GroupHEALTH Benefit Solutions**  
Sponsored by MNP



New Business of the Year Winner  
**Forte Law - Employment Law Solutions**  
Sponsored by Century Group



Not-for-Profit of the Year Winner  
**Pacific Community Resources Society**  
Sponsored by Copytek Print Centres



Business Person of the Year Winner  
**Sara Hodson**  
Sponsored by Hamilton Duncan



Corporate Social Responsibility Winner  
**Safe Software Inc.**  
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Further information on the winners and photos is available at [businessinsurrey.com](http://businessinsurrey.com)





## PERSONALITIES & EVENTS



Doug Tennant, Executive Director of Semiahmoo House Society, announces "UNITI" –combining the society with their foundation -- with Dr. Greg Thomas as MC, and SBOT's Anne Peterson in background.



CEO Anita Huberman with Charan Sethi, Gurdip Sahota, and former SBOT Chair Gerard Bremault at the closing Ceremonies for Surrey's Newcomer Employment Week at Surrey City Hall.



CEO Anita Huberman, Co-chair of the Surrey Local Immigrant Partnership, spoke at the closing ceremonies for the Newcomer Employment Week. She thanked Vancity, Telus, and Immigrant Employment Council of BC for their leadership.



Surrey Board of Trade Membership Coordinator, Moiez Babar joins the @MilestonesCa team for their Grand Re-Opening at Southpoint. The event was also a Semiahmoo House Society fundraiser.



Desirée Dawson, 2016 CBC's Searchlight Competition winner performs at SBOT Business & the Arts Reception.



Previous Surrey Civic Treasures wait to congratulate this year's inductees at the Surrey Board of Trade Business & Arts Reception in October. See page 15 for information.



CEO Anita Huberman, and Honourary Captain (Navy) had the honour of attending the UN PeaceKeeping Conference in Vancouver, November. She met with BC Premier John Horgan.



Anita Huberman with the Honourable Harjit Singh Sajjan, Minister of Defence, at the UN Peacekeeping Conference.



The Surrey Board of Trade team at the Business in Excellence Awards Dinner: Luke Arathoon, Indra Bhan, Rhona Doria, Anita Huberman, Moiez Bara, Anne Peterson, and Melissa Peel.



MP Ken Hardy reviewing Federal tax changes with SBOT members in September. He will be joining SBOT in a roundtable in January for Federal Budget consultations.



Some of SBOT's new members at September's Business in the City Breakfast.



## BUSINESS ACHIEVERS



### 2017 Surrey Innovation Award Winners Announced

At the 4th Annual Surrey Board of Trade Innovation Awards Luncheon on September 28 at the Sheraton Hotel in Surrey, the winners were:

#### 1. Excellence in Innovation category

##### WINNER: ARKTOS Developments Ltd.

ARKTOS Developments designs and manufactures the unique amphibious ARKTOS Craft at its facility in Surrey for both domestic and international markets. ARKTOS Craft were initially developed for use in the Arctic environment. Today, the two existing models of ARKTOS Crafts have been used for various applications: Evacuation systems for offshore platforms for the oil and gas sector; seismic survey work in the Bohai Delta, China, and Alaska, USA; and, for ice management/logistical duties in the Alberta oil sands. They announced that they just received a contract for work in Saudi Arabia at the event.

#### 2. Young Innovator Award category

##### WINNER: Focused Interiors

Focused Interiors combines the old 'proven' methods of real estate marketing with today's state-of-the-art graphics and computer technology generating photorealistic images of properties in fresh innovative ways. Focused Interiors addresses the issue of hard-to-sell properties by developing interior design solutions and presents these ideas using photorealistic images and interactive 360 panorama tours. In other words, envisioning what's possible.

"Each winner exemplifies innovation, embodying new ways of doing business. It is Surrey's innovative companies that will meet the challenges of the new economy and expand opportunities within the great city that is Surrey. Their achievements will improve lives locally and globally by transforming ideas and technology into commercial reality," said Anita Huberman, CEO, Surrey Board of Trade.

**Presenting Sponsor:** Simon Fraser University-Surrey

**Award Sponsors:** Century Group, Lark Group and the Health & Technology District.



### SBOT Business & Environment Award Winners

At the 11th Annual Surrey Board of Trade Environment and Business Awards Luncheon in September, the Surrey Board of Trade presented four winners with the Surrey Environment and Business Awards.

#### Small Business Award – The Eco Floor Store

Founded in 2010, the Eco Floor Store sources their products from companies who demonstrate sound ecological and environmental commitments. They are regular course lecturers at BCIT.

#### Medium Business Award – SFU – PowerPAD

PowerPAD (Power: Portable And Disposable) is a tiny patent-pending flow-cell battery just one inch in diameter that can produce power at a few volts for 100 minutes. Developed through SFU's Fuel Cell Research Lab in the School of Mechatronic Systems Engineering by Associate Professor Dr. Eric Kjeang and PhD student Mr. Omar A. Ibrahim.

#### Large Business Award – Dillon Consulting

Dillon Consulting Limited is a professional firm with over 600 staff specializing in planning, engineering, and environmental sciences.

The City of Surrey's Salmon Habitat Restoration Program (SHaRP) is a unique environmental stewardship program conceived and implemented by Dillon since 1996. SHaRP has contributed to over 230,000 stewardship hours, and planted over 75,500 native plants.

#### Circular Economy Award – Lafarge Canada

Lafarge Canada Inc., a member of LafargeHolcim, Canada's largest provider of solutions, was able to recycle and supply 126,000 tonnes of reclaimed asphalt and 127,000 tonnes of concrete rubble as new, high quality construction material in 2016. The event also featured keynote speaker Lois Jackson, Mayor of Delta, who spoke on the George Massey Tunnel Replacement Project. Councillor Mike Starchuk gave an update from the City of Surrey's Environment Committee.

**Award Sponsors:** Exp Services Inc.

**Media Sponsor:** News 1130 and the Surrey NOW-Leader Newspaper.



## Civic Treasures Named for 2017

The Surrey Board of Trade, in partnership with the Surrey Arts Centre, hosted the 14th Annual Business and the Arts Reception, in October. This event included the 10th Annual Surrey Civic Treasures Award Presentation. SBOT is pleased to continue this tradition as the arts are a major attraction for new and existing business, and are an important source of employment and tax revenue for Surrey. Most importantly, a thriving cultural economy adds to the diversity of attractions that help make us an attractive destination and an enjoyable place to live.

Benny and the Good Men, with Desirée Dawson, winner of CBC's 2016 Searchlight Competition, as featured entertainer, provided the evening's music. Renée Sarojini Saklikar, Surrey's Poet Laureate

This year's Civic Treasures are:

**Heidi Greco** has consistently contributed to the appreciation and development of the arts – especially the literary arts – through teaching, community involvement and her own writing. Having first moved to Surrey in the mid-1970s, Heidi has long been fierce about declaring her identity as "a Surrey writer." Her most recent book, *Flightpaths: The Lost Journals of Amelia Earhart*, was published by

Caitlin Press this past spring. Another collection of her poems, *Practical Anxiety*, will be brought out by Toronto's Inanna Publications in 2018.

**Robert Gary Parkes** is a professional artist with a 30 year career in glassblowing. He started working in stained glass in 1969 and eventually began a formal apprenticeship as a glassblower in 1987 at the Robert Held Studio in Kitsilano, Vancouver. Robert collaborated with Held and many other leading glassblowers over a 22 year period, developing to an accomplished "Master" glassblower

**Jim Trimble** is a founding member of The Society for the Preservation of Vaudeville, and has brought entertainment to the entire City of Surrey through the Vaudeville stage. His most recent project, "Naked Stage Productions," presents unique theatre readings featuring local talent at the Newton Cultural Centre. The Vaudevillians perform in about 30 venues each year, throughout Surrey and other municipalities, primarily in care homes and community centres. "Diamond Jim" was always a focal point of the stage with his quick wit, ad libs and performance as emcee.

**Sponsors:** City of Surrey, Surrey Art Gallery, Surrey Civic Theatres.



### CALL FOR VOLUNTEERS!

Be a part of this amazing event. Our first meeting is:

**February 5, 2018**



**JUNE 7, 2018 | MORGAN CREEK GOLF COURSE**

To become a team member contact:

Melissa Peel

melissa@businessinsurrey.com

604.634.0347



## TECHNOLOGY & INNOVATION

# Only The Strong Will Survive the Attack on Surrey Businesses



Tony Malyk

For the first time in years the business community in Surrey is facing economic uncertainty. Both the Federal Government and BC Provincial Government have shut down major projects evolving around pipeline construction and infrastructure enhancements through direct decisions or by creating an environment that makes it inadvisable for the private sector to proceed. Not to mention the renegotiation of NAFTA could affect our opportunities in the USA.

Surrey businesses are at risk of feeling the impact of this changing economic landscape. Many small manufacturing companies and trades businesses are based on Surrey. They have made a proud and significant contribution to building and supporting the oil & gas, mining, energy and infrastructure sectors. Manufacturers fabricate a wide range of products to support our growing economy and our trades businesses turn plans into action as they literally build our communities.

As we head into 2018 it has become very clear that the pie for many will be smaller. For Surrey businesses to survive and thrive we need to be better. It's time to pick up our game. Much more attention needs to be paid to efficiencies and margin control. We need to account for every dollar spent on labour and

materials. Every position in the company needs to be reviewed to ensure it provides the necessary value to the business. Measurement tools need to be in place or improved so we can make informed decisions on how to improve the performance of our business. My own experiences have shown that many businesses can improve their gross margins by ten percent or more with some innovative thinking and attention.

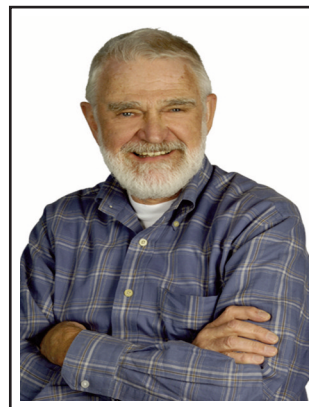
Focus will also be imperative. Every company has inherent strengths that if leveraged has the potential to dominate their niche and prosper. When times are good it is easy to get distracted by shiny objects and pursue a wide variety of opportunities. This usually requires additional resources and overhead resulting in minimal incremental profits. Every company has a finite amount of resources and the sharp business person will recognize this by allocating human and capital resources in areas that will produce the largest return on the dollar.

The final area and possibly the most important to review is your team. Do you have the best team possible assembled? Are they dedicated to overcoming the challenges ahead? Could they achieve more with personal and professional development or with better tools? Your team will determine whether your business struggles to survive or thrives. Your team will help you to determine your focus. They will be the ones to implement strategies to improve efficiencies and margins and their effort will determine the level of success achieved.

The time to start preparing for 2018 is right now if not sooner. Businesses who start the new year running will have the distinct advantage to thrive in a changing economy. Good Luck!

*Tony Malyk is a Certified Professional Business Coach specializing in business performance acceleration in the manufacturing, trades and logistics sectors. [tony@empoweredbusiness.ca](mailto:tony@empoweredbusiness.ca), 604.374.5934.*

# Cyber Weapons are Racking Up Huge Sales for Hackers



Bob Milliken

## Be Aware!

October was Cybersecurity Awareness Month, but now that it's November, that is no excuse to stop being aware. I hope that you took the time in October to up your awareness of just how badly we are losing the Cyberwar. Yes, we are losing, and losing badly.

The not-so-new kid on the block are "Script Kiddies." Script kiddies are a type of computer hacker that copies malware programs from more experienced creators and put their own name on it. WannaCry was programmed by script kiddies, and the group they stole the malware from, ShadowBrokers, is now selling a new set of vulnerabilities.

Just who are the ShadowBrokers? There are several theories about who the members of this hacker group are - from National Security Agency (NSA) employees to Russian operatives - but all these theories are based on unreliable information. All we know for sure is that the ShadowBrokers are using social media to sell a seemingly endless trove of cybersecurity secrets.

What are they selling? The ShadowBrokers' first auction was in August of 2016, promising in broken English that the highest bidder would receive security vulnerabilities on par with government cyber weapons. Over the year that followed, the ShadowBrokers used auctions,

crowdfunding, and direct sales to release vulnerabilities that all seemed to come from the NSA.

In April of 2017, the fifth release went public and was characterized by one security expert as "the most damaging thing I've seen in the last several years." It included the ETERNALBLUE Windows vulnerability that allowed WannaCry to infect over 300,000 computers in a single day.

The September 2017 release. In a recent announcement, the ShadowBrokers announced a subscription service that will include access to bi-monthly security exploit releases. The first package included an NSA exploit named UNITE-DRAKE, which allows hackers to remotely monitor or control a computer running several versions of Microsoft's operating systems.

The UNITEDRAKE exploit can secretly record audio from your microphone, video from your webcam and anything that is typed while you are logged in. It can also remove itself from the target computer leaving no signs of a breach.

## Your Take Away

To date, all the known NSA security exploits and ShadowBrokers releases have targeted older and outdated versions of software. The best thing you can do to protect your computers is keep your operating systems and software applications patched with the most recent vendor updates.

Advanced network monitoring can detect suspicious activity, but that requires a significant amount of time and IT expertise. Small- and mid-sized businesses usually don't have the resources to handle 24x7 network supervision, but our team can help.

If you need help securing your business and its information from cyber threats, get in touch with our experts today at 604.270.1730.

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

# Myth #1: If You Build It They Will Come



Randy Forgo

the internet to find the products and services they desire. And although it's true that most businesses need a website, just having one doesn't guarantee yours will be found.

The small business landscape is highly competitive. As of 2016, there were over 300,000 small business in British Columbia. Of those, an estimated 72% have websites. Putting that in perspective, if you do an internet search for a common Surrey business, such as an automotive mechanic (i.e., 'mechanics surrey'), you'll get 585,000 results across thousands of Search Engine Results Pages (SERP). It's great to have many results to choose from; unfortunately for small business owners, most people don't look deeply into those results. The goal is to make your business website easy to find and to score highly on the SERP (ideally, the first or second page).

Important factors in creating an 'easy-to-find'

website are the search engines themselves. The major engines (e.g., Google and Bing) repeatedly use automated web-crawlers to methodically scour the internet, gather all the information from all the sites, and create indexes of the collected data. How your site is indexed depends on the information your site provides to the search engines. More importantly, how that information affects your SERP score depends on the relevance of the information to the specific search words (aka, keywords) entered by the user doing the search.

To earn a first or second page rating, your website requires Search Engine Optimization (SEO). One important aspect of your site's SEO is the keywords used in creating your website and how those keywords interact with the headings, copywriting and image descriptions on your site. When everything is working together, the search

engines can create a refined index of your website and your SERP score improves.

However, keywords are just the tip of the SEO iceberg. Other SEO factors include content volume, videos, photographs, blogs and site evolution. And, although making your site easy to find is important, getting visitors to stay there and conclude their search with your site is equally important.

The internet is loaded with Search Engine Optimization advice and endless DIY website building tools. However, like any business, the best way to maximize the quality of service is to have a professional perform the work.

*Randy Forgo is the owner and chief SEO strategist for WebsiteWordDoctor.com, located in Surrey, BC. [WebsiteWordDoctor.com](http://WebsiteWordDoctor.com). 778-245-0826*

Given the digital nature of the 21st century marketplace, instead of reaching for the newspaper or the Yellow Pages, consumers are looking to



## SBOT PARTNERSHIPS



IEC-BC Staff stand behind their Board Chair, Ben Hume, and President and CEO Patrick Mackenzie, with Surrey Board of Trade CEO Anita Huberman, and SBOT Chair, Dr. Greg Thomas.

### Surrey Board of Trade Signs MOU with Immigrant Employment Council of BC

The Surrey Board of Trade and the Immigrant Employment Council of BC (IECBC) signed a memorandum of understanding on October 30th. The MOU will bridge the connection between employers and refugee and immigrant talent, with a focus on supporting practices around diversity and inclusion.

"This year's employer sector dialogues, roundtables and focus groups have highlighted the deeper challenges that employers face when attracting, hiring, onboarding and retaining newcomers. In addition, lack of cultural awareness and practices negatively affect retention rates," said Anita Huberman, CEO, Surrey Board of Trade. "This is especially important for Surrey's businesses, most of which are small to medium sized."

The objectives of the partnership between the Surrey Board of Trade and IECBC is to:

- Improve opportunities for employers to meet immigrant and refugee talents;
- Match specific occupations through specific programs and networking to find the right talent;
- Provide free online tools and resources to improve access to newcomer information for both businesses and job seekers;
- Create more inclusive and welcoming work places;
- Increase employee engagement and advance staff professional development; and,
- Increase local and global connections.

"This memorandum of understanding will allow IECBC and the Surrey Board of Trade to meet workforce development goals that will provide long term economic benefits to Surrey and to its businesses," said Patrick Mackenzie, President and CEO, IECBC.



Vivek A. Savkur and CEO Anita Huberman with Dr. Arun K. Garg signing the MOU.

### Surrey Board of Trade Signs MOU with Two Local India Organizations to Focus on Health Innovation

The Surrey Board of Trade, the Canada India Network Society and the BC-India Business Network signed a Memorandum of Understanding at the Surrey Innovation Awards on September 28, 2017 to advance health industry innovation in Surrey.

"The purpose of the Memorandum of Understanding is to form a foundation to bridge health care ties between India and Surrey, and Canada. We are, together, igniting a new narrative for our city, strengthening its economic future, and building the spirit of innovation for small and large businesses. The work over the past 12 years in bringing physicians and health technology practitioners from India and connecting them to our local health care industry has been rewarding to the South Asian community. The signing of this memorandum and action plan will lead to some critical announcements that will take place in June 2018 at the 3rd Canada India Cardiovascular Conference in Surrey," said Anita Huberman, CEO, Surrey Board of Trade.

"I am delighted with this collaboration. Together we have a strong presence in India. We have so many opportunities to enhance eco-

nomic ties between Canada and India. Health is a natural place to build people to people links and this MOU is an important step," said Dr. Arun K. Garg founding Chair and President of Canada India Network Society ([www.thecins.org](http://www.thecins.org)).

"Health is a very important sector both in India and in Canada. Our collaborative efforts in jointly tackling this sector of health management together with opportunities to enhance trade and commerce between India and BC is now a reality," said Vivek A. Savkur, Chairman Emeritus, BC-India Business Network ([www.bcibn.com](http://www.bcibn.com)).

Rahul Reddy, Senior Vice President, Strategic Relations and New Initiatives, Apollo Hospitals, the largest private hospital in India, was the keynote speaker at the Innovation Awards. Mr. Reddy has been responsible for launching Apollo's International Coordinated Care program, mobile first disease management solution, and international research programs related to South Asian health. Currently the Apollo Hospitals Group is one of Asia's largest integrated healthcare organization with operations throughout India and overseas.

## ADVOCACY

### Regional Mobile Business Licence

On behalf of the BC Chamber of Commerce, Surrey Board of Trade CEO, Anita Huberman, presented to Metro Vancouver Working Group on a Regional Mobile Business License in early September. The purpose is to encourage regional local governments to enhance the speed and ease of business owners to get a business license, and to have a level playing field to do business in multiple cities in the region.

If adopted and implemented, the Inter-Municipal Business Licence (IMBL) will reduce red tape by allowing construction and trades-related businesses to operate in more than one municipality, rather than by obtaining non-resident licences in each municipality in which they operate. Currently, there are 4 IMBLs in place between neighbouring municipalities, but they do not cover the entire region. Business clearly prefer to have one business license as over a 2-year pilot period, the Mobile Business Registry experienced significant growth with an increase of 1,257 issued in 2015.

Specifically, SBOT and the BC Chamber of

Commerce are asking for the following:

1. To Develop and implement a Regional Inter-Municipal Business Licence program for the Lower Mainland
2. To Develop education and awareness strategies to take advantage of the opportunities the program provides, and to ensure compliance with licensing requirements.

The Surrey Board of Trade believes it is of great importance to have business at the table when business by-laws are developed and improved upon. Together local governments and SBOT, with regional chambers, can ensure that the needs of cities and businesses are met while minimizing red tape and keeping fees reasonable.



The Surrey Board of Trade held a Hot Topic Dialogue on Cannabis and the Workplace in early November. Panelists from L-R: Dan Reader, Murray Latta Progressive Machine, with SBOT CEO Anita Huberman; Barinder Rasode, NICHE Canada; Tom Brocklehurst, WorkSafeBC; Cindy Zheng, McQuarrie Hunter, LLP; and Dr. Greg Thomas, Chair of SBOT Board of Directors.

### Consultation on Cannabis Needs to Consider Workers and Businesses

In April 2017, the Government of Canada introduced the Cannabis Act and amendments to the Criminal Code to address cannabis impaired driving with plans to make non-medical cannabis legal in Canada by July 2018.

"What is missing from this conversation is workplace related issues and how the employer/employee will be impacted through the Employment Standards Act of BC," said Anita Huberman, CEO, Surrey Board of Trade. "Drug impairment on the job is a complex challenge

for employers at the best of times. With the pending legalization by the Federal government of recreational marijuana usage, employers will need to review what they know and what they need to know to be prepared."

The Surrey Board of Trade, in partnership with the Abbotsford Chamber of Commerce, developed a policy that was adopted by both the BC Chamber of Commerce, May 2017, and the Canadian Chamber of Commerce, September 2017, at their respective AGMs.



## ➔ ADVOCACY, continued

### Surrey Board of Trade Renews Call for a National Pharmacare Program

The Surrey Board of Trade is renewing their call to the federal government to implement a universal, public pharmacare system that improves coverage for all Canadians.

"We have taken this position because our members have expressed serious concerns about high, uncontrolled costs private drug plans. This is a burden on companies that do offer drug coverage to their employees and can be an impediment for some companies to offer any coverage at all," said Anita Huberman, CEO, Surrey Board of Trade. "When businesses come to us with concerns such as these, we have to respond by investigating and determining a policy direction that would best serve our members, the businesses of Surrey."

What the Surrey Board of Trade found is that there are inequities in access to care and many gaps in coverage:

- Studies show that 1 in 10 Canadians do not take their medications as prescribed because of cost;
- Studies also show that access to medicines is particularly poor in British Columbia. This is because the deductibles under British Columbia's "catastrophic" public drug plan have been shown to reduce the use of preventative treatments that patients do not necessarily prioritize in ways that the health care system would want them to;
- In the end, we all pay more when patients don't get the medications they need — because they end up in hospital, which can cost taxpayers a lot more than appropriate prescription drugs would cost in the first instance; and,
- We also pay more when we fragment our purchasing power on the world market for pharmaceuticals. Earlier this year, the Parliamentary Budget Officer estimated that a universal public pharmacare program would save Canadian over \$4 billion per year, owing to the superior purchasing

power of a single-payer system for pharmaceutical coverage.

"Businesses know better than anyone else how important it is to focus on core competency and to maximize the efficiencies of those processes," stated Huberman in her remarks. "There is no doubt that fragmentation of drug price negotiating power in Canada means higher drug costs. What's very concerning to us is that in our research, we found a report by Express Scripts Canada that says \$5 billion is paid out every year by employers and unions in order to cover poor drug choices and unnecessarily expensive pharmacy services. But individual businesses and employee groups are not in the best position to reign in those costs."

One of the problems with the current system is that private insurance for drugs and public insurance for medical care creates a "silo" between the management of those critical parts of Canada's health care system.

"Importantly, I believe that the private sector in Canada can use the funding freed up by a more efficient pharmacare system to make other, important investments in the health of our employees and their families such as Vision care, Dental care, Hearing care, Physiotherapy, Mental health. These are all areas where employers and unions could make new investments with savings stemming from the savings created through a universal, public pharmacare program," said Huberman.

She concluded that, "government should let businesses focus on running businesses and have health care managers manage the pharmaceutical needs of patients. Businesses would support a program that did this fairly and efficiently."

For more information on this or the Social Policy Team, please contact either Anita@businessinsurrey.com or Anne@businessinsurrey.com.

### Surrey Social Innovation Summit 2017

The Surrey Board of Trade actively participated in this year's Social Innovation Summit. The third annual Summit focused on the integration of all parts of society — that which makes a city function — from economic opportunities to diverse lived realities. What brings people together? What will foster innovation? What will work for an inclusive economy? These questions and more were explored with a series of panel dialogues, keynotes, and work sessions.

CEO Anita Huberman was honoured to be the facilitator of one such panel: Diversity=Innovation. Surrey is one of the more diverse cities in BC with nearly 40% speaking a mother tongue other than English or French. Speakers Alden Habacon, Diversity and Inclusion Strategist, Daniel Hiebert, UBC Professor of Geography, and Doug Saunders, International Affairs Columnist for the Globe and Mail explored the question of how to incorporate the varying

skills and points of view to best effect. SBOT, with its partnership with IEC-BC, as well as co-chairing the Surrey Local Immigrant Partnership coalition, has much experience to share as part of the dialogue.



From L-R: Minister Bruce Ralston, Minister Jinny Sims, Minister Harry Bains, MLA Rachna Singh, MLA Garry Begg, Dr. Greg Thomas, and CEO Anita Huberman.

### NDP Caucus Visits Surrey Board of Trade

The Surrey NDP Caucus, comprising several ministers and MLAs spent a wet October Saturday morning in the SBOT conference room to discuss in detail Surrey Board of Trade priorities for businesses and the economy of Surrey. Joining CEO Anita Huberman and Dr. Greg Thomas, were several members of the Surrey School Coalition, staff, and a handful of invited guests. Over the course of 2 hours, MLAs Garry Begg, Rachna Singh, and Jagrup Brar, along with the Honourable Bruce Ralston, Minister of Jobs, Trade and Technology, the Honourable Jinny Sims, Minister of Citizens' Services, and the Honourable Harry Bains, Minister of Labour, went through an agenda of issues, least of which is the need for a better way to fund Surrey's schools. Other topics

covered included transit funding, post-secondary seats, public safety initiatives, and support for the cultural economy, youth, several of SBOT's social policy advocacy initiatives, and more. While not always in full agreement, the MLAs committed to continue consulting SBOT on business and economic concerns going forward.

"The Surrey Board of Trade, as a non-partisan association, is committed to developing beneficial relationships with our Surrey government representatives. This ensures that our members' concerns are always front and centre when governments deliberate on legislation and programs that may impact us," said Anita Huberman.

### Surrey Board of Trade Calls for a Review of the Board of Trade Act

Several years ago, CEO Anita Huberman started to advocate for a review of the very old federal Board of Trade Act. Boards of Trade and Chambers of Commerce all operate under the act, which currently resides in the Ministry of Innovation, Science and Economic Development.

"The act does not correspond to how chambers and boards of trade do business today," said Huberman. "It needs to reflect the reality of our online world, and allow for a more nimble board."

At the Canadian Chamber of Commerce AGM this September in Fredericton, Huberman and SBOT Chair Dr. Greg Thomas, was able to convince the executive to allow for a special vote to facilitate the discussion on SBOT's motion. Both the special vote, and the motion were quickly supported and adopted by the membership.

The motion requests that the Canadian Chamber of Commerce:

1. Work with the Ministry of Ministry of Innovation, Science and Economic Development Canada (MISED) to modernize the Board of Trade Act;
2. Request the Ministry of Ministry of Innovation, Science and Economic Development Canada (MISED) suspend all new bylaw review guidelines until a proper and open

consultation has been made with both the Canadian Chamber of Commerce and its network of members; and,

3. Provide official communication and support to Chambers and Boards of Trade across Canada on:
  - a) areas of marketability for each Chamber of Commerce and Board of Trade governed under the Boards of Trade Act;
  - b) regulating measures for each prescribed area that an organization covers; and,
  - c) information on the difference of being governed under the Boards of Trade Act or a Provincial or National Society Act. Not all chambers are governed by the same act, e.g., others have done a work around to avoid the act and instead use other Acts to avoid being compelled to adhere to these requirements.





## ➔ EDUCATION & ADVICE



# Rallying for Surrey's Schools

Education is one of the key strategies for the Surrey Board of Trade to ensure the future of our economy will be in good, educated hands. As part of the Surrey Schools Coalition, the Surrey Board of Trade arranged for and met with Surrey MLAs, October 21, to discuss the pressing need for new schools in Surrey. The meeting was followed by a large public rally, held October 28 at Earl Marriott Secondary.

The recent Throne Speech and September budget update identified the Surrey School District as a key priority area for capital funding projects to get schools built, and committed to the previously announced budget of \$217 million to create up to 5,200 spaces and a Surrey Project Office.

Surrey Schools Coalition (SSC) is encouraged that the Premier, Minister of Finance Carole James, and Minister Fleming recognize that the Surrey School District is the largest in BC, growing by over 1,000 students annually and has far too many portables. SSC does not expect all of Surrey's portables to vanish and that is simply unrealistic. SSC is also cognizant that capital costs and debt will be incurred by the Province. Surrey has been patiently waiting and the time to build schools is now. Any delay will result in higher costs.

The key message for the province is to work with the Surrey Project Office to expedite construction. Although \$217M was announced in January 26, 2017, there has only been one

approved project of \$26M towards Clayton Village Elementary (of which the school district had to contribute \$4.3M). We urge the government to fast-track projects via the Surrey Project Office currently awaiting approval, write a cheque for \$217M to the Surrey School District now, fully commit and fund \$250M to \$350M of capital projects for the next 3 years, waive district financial contribution for new schools. Most importantly, let the Surrey Project Office do its job in accordance with the Surrey School District's capital plan without the bureaucratic red tape of going back to the Ministry of Education for further approval of project definition reports, site selection, design, etc.

Further, the funding formula needs to address growth. Surrey schools spends an estimated \$4.2 million out of its 2017/18 operating budget on its 325 portables. We urge the Treasury Board, Ministry of Finance and Ministry of Education to fund portables out of a special "growth fund" until schools are built. The siphoning of \$4.2M from local budgets means less resources (specialist programs, teachers, library resources, computers, technology, gym equipment, musical instruments, etc.) for students.

Members of the Surrey Schools Coalition Partners include representatives of the Surrey District Parents Advisory Council, Surrey Board of Trade, Greater Vancouver Home Builders' Association, and Urban Development Institute.

## Busy lawyers make time for a different kind of practice: Mindfulness



Kevin Diakiw

It's noon on a Thursday, typically a hectic time of day for one of Surrey's busiest law firms, yet the workplace is curiously quiet. Eight lawyers and seven support staff at Zukerman Law Group sit in a vacant corner office, their hands on their knees, palms turned skyward as they place their full attention on their breath.

They're meditating.

Owner and Senior Counsel Stuart Zukerman is concerned about the short shelf life of family lawyers — a result of the stressful and emotional nature of their work.

Family law clients are usually distraught, or angry, and dealing with heart-wrenching issues such as child custody, and division of assets and homes. Zukerman says lawyers often take the weight on their own shoulders, finding it difficult to separate their professional responsibilities from their personal lives.

It's not uncommon, he says, for lawyers to suffer from insomnia or anxiety — especially before an important court appearance. He estimates there's about a two-year window for family lawyers before burnout grabs hold. To address his concerns, in September Zukerman hired Still Here Mindfulness to bring an eight-week course to his office.

Mindfulness means simply paying attention and being in the present moment without judgment. When practised regularly, studies show it reduces stress, raises the levels of calm and clarity, and increases productivity.

U.S. firms have realized the benefits of implementing mindfulness in the workplace, reporting reductions in stress levels of 24-48 per cent, lessening the costs of sick leave and turnover, and increasing productivity and feelings of well-being among staff. Large companies such as Google, Nike, Procter & Gamble, Deutsche Bank and Aetna are a few of the firms currently using mindfulness successfully. Closer to home, Coast Capital Savings, BMO Financial Group, and the Conference Board of Canada are also introducing the concept in the workplace.

All of that said, participants at Zukerman weren't sold on the idea at the outset. Almost all the participants were initially resistant to trying meditation techniques, but halfway through the first class, the drop in stress levels amongst the group was palpable.

At the end of the session, when asked for feedback, the lawyers talked about what a rewarding experience it was to just settle in stillness and breathe — even for a few moments.

Over the following seven weeks, Still Here Mindfulness coaches showed them how to bring about that stillness throughout the day, settling in on their breath at crucial times, often before court session or tense meetings. Undertaking the mindfulness process clears away some of the mental clutter, allowing for sharper and calmer thinking. It also builds up emotional intelligence and resilience, meaning things don't bother people for as long.

Despite the initial skepticism from some attendees, the eight-week course at Zukerman was ultimately successful, because participants gave the process a chance. Once staff experienced for themselves the benefits mindfulness could bring, participants put full efforts into their practice. They all reported positive changes by the end of the course.

Stuart Zukerman plans to encourage a weekly meditation session be ongoing for the group — a move that will keep their new mindfulness skills sharp, and increase the benefits.

*Kevin Diakiw is the Chief Mindfulness Officer at Still Here Mindfulness, a firm delivering mindfulness practices to consumers, businesses and institutions. [www.still-here.ca](http://www.still-here.ca)*

## Ergonomics and Assistive Technology in the Workplace



Anna Neuman

"Most work related injuries happen gradually over time and can be avoided through proper ergonomics and in some cases, Assistive Tech-

nology," says Anna Neumann, an Assistive Technology Specialist at the Neil Squire Society. "Being educated and aware of your work space is the first step to either preventing or treating an injury. Not only will this increase the longevity of the employee's work, it may decrease the need to seek medical treatments to reduce pain and discomfort."

The Neil Squire Society operates the Province of British Columbia's Technology@Work program that provides people with disabilities access to assistive technologies they need for employment, often at no cost to the client. It's available to employees, self-employed workers, volunteers, and business owners. Last year Neumann and her colleagues served 964 British Columbians through the program. Their clients have a variety of dif-

ferent barriers, from temporary physical pain to long-term disabilities. "Common barriers include low vision, repetitive strain injuries, chronic back pain, and spinal cord injuries," says Neumann.

Most assessments are completed by an Occupational Therapist and, when needed, an Assistive Technology Specialist. The team then finds solutions that include assistive devices, equipment and technology, as well as communication and hearing devices.

"We have an extensive resource centre with over one hundred different pieces of assistive technology and ergonomic equipment available for our clients to trial," says Neumann. "If we do not have an item, our service partners throughout BC work with us to obtain the equipment."

"We encourage everyone who works at a desk to take 5-minute breaks every hour to get up, move around and stop looking at a screen," explains Neumann. "The human body was not meant to be static, no matter how ergonomically supported it is, so the best preventative position is to keep moving."

"I love what I do," says Neumann. "Every day I am giving others the opportunity to explore ways to live independent and meaningful lives through assistive technology and ergonomics."

For more information about Technology@Work and to find out about eligibility, please call 1.844.453.5506 or visit [www.BCTechAtWork.ca](http://www.BCTechAtWork.ca).

*Anna Neumann, Assistive Technology Specialist, [www.BCTechAtWork.ca](http://www.BCTechAtWork.ca)*



## PUBLIC SAFETY

### Metro Vancouver Crime Stoppers Launches #WorldWithoutCrime Campaign

*Public urged to play a key role in anonymously and safely reporting criminal activity.*

Metro Vancouver Crime Stoppers launched a multi-platform awareness campaign to reinforce the message that individuals can play a crucial role in fighting crime and help make their communities safer. Using social media hashtags #WorldWithoutCrime, #WorldWithoutGangs and #WorldWithoutGunCrime, the campaign takes an unusually lighthearted approach to the very serious issues of gang activity and gun violence in British Columbia by showing what life might look like without crime.

The province-wide campaign will reach people through more than 500 billboards and bus shelters as well as washroom posters, digital advertising in restaurants and bars, and eventually public service announcements on radio and television.

"We want to reach people close to criminals—relatives, friends, people in the hospitality industry and even rivals—and remind them if they see gang activity, illegal guns or other suspected crimes taking place they can report it anonymously," says Linda Annis, Executive Director, Metro Vancouver Crime Stoppers. "Crime Stoppers has been a household

name for decades but we want to connect with a new generation who may not know how our organization works."

- Tips to Crime Stoppers can be provided by phone and, now, through a secure server, texts, or free mobile apps.
- Crime Stoppers is not the police.
- Tips from the public are passed on to authorities to investigate.
- We don't record phone calls, log IP addresses and we don't need to know your name.
- Tipsters are provided with a code number and if their information results in a charge, arrest, the seizure of stolen property or illegal weapons, or the denial of a fraudulent insurance claim, a reward of up to \$2000 may be offered.

#### About Metro Vancouver Crime Stoppers

Metro Vancouver Crime Stoppers is a non-profit society and registered charity that receives anonymous tip information about criminal activity and provides it to investigators in the communities of Metro Vancouver, British Columbia, Canada. <http://www.solve-crime.ca/>

### Mayor's Task Force on Gang Violence Prevention Convened

The Mayor's Task Force on Gang Violence Prevention held its first meeting at City Hall in late October. The Task Force was formed to review existing programs and initiatives that target gang related violence and formulate new recommendations for enhancing or expanding existing programs and implementing new initiatives.

"I'm very glad that the task force was convened, as promised at the SBOT August Public Safety Forum," said Surrey Board of Trade CEO Anita Huberman. "I am also very pleased to be a part of the task force. Crime and public safety impact businesses and have a negative effect on economic stability. It will take all sectors of Surrey to collaborate and find long-lasting solutions."

"Gang violence has long been a problem in Greater Vancouver and Surrey is no exception. I believe to be successful in combating this issue, enforcement and prevention are equally important," said Mayor Linda Hepner. "This Task Force has been convened to ensure that we continue to build on our successful Anti-Gang programs like WRAP, YoBro/YoGirl and the Gang Exiting Program and assess what more we can do, in our City and in our region. By bringing together a diverse cross section of our community, I am confident that the Task Force will be integral in identifying programs and service gaps that will help our youth remain out of the downward spiral of gang life and its inherent dangers."

"The Surrey RCMP's long-term strategy in addressing the issue of youth gang involvement is to promote positive choices for kids and provide accessible support and guidance to parents," said Assistant Commissioner Dwayne

McDonald, Surrey RCMP Officer in Charge. "Police play an integral role here, but not the only role, and I am pleased to see so many groups represented on the Mayor's Task Force. I look forward to working with this group to gain new perspectives and develop strategies to protect our youth and our city."

"With our Public Safety Strategy we are committed to being collaborative and comprehensive in addressing our public safety challenges," said Terry Waterhouse, the Director of Public Safety Strategies. "That is why I am pleased to have three exceptional young people who know the reality of gang life join us on the Task Force. Their insight will be invaluable in helping to prevent young people from getting involved in the gang life."

The Task Force will meet a minimum of six times and will engage in the following tasks:

- review existing gang violence prevention programs and services,
- identify gaps, challenges and issues with existing programs and services, and
- prepare a final report outlining actionable recommendations for combatting gang violence.

At the inaugural meeting, the Task Force confirmed its membership, Terms of Reference, project scope, timeline and deliverables. Brief presentations on current gang prevention programs were given by Assistant Commissioner Dwayne McDonald, Officer in Charge of the Surrey RCMP Detachment and Assistant Commissioner Kevin Hackett, Chief Officer of the Combined Forces Special Enforcement Unit (CFSEU).

### The Hows and Whys of Reporting Crime



Superintendent Ed Boettcher

*Should I bother reporting a minor break in? Why don't the police always attend when I call? Do the police want to know about a suspicious person I keep seeing?*

If you've ever hesitated before picking up the phone to call police, you're not alone. However, the truth of the matter is the business community is one of our biggest allies when it comes to public safety and reducing crime in commercial areas. As police officers, we need business owners and employees to help keep us abreast of developing crime trends and suspicious activities. The information you provide allows us to better understand the complexities of crime and disruption within a given area. The Surrey RCMP strongly encourages businesses to report all crime and suspicious activity.

#### Why Report

Every call or complaint we receive gets entered, tracked, and monitored in our database. While a police officer may not physically attend to your location when you report a crime, every incident reported to us is analyzed and assessed to identify crime trends and public safety issues. When you make a report to police you are helping us

better understand and address what is happening in your community.

#### Police Attendance

All calls are assigned a priority based on the immediate safety risk to a person or property. How and when we respond to these calls depends on this priority level as well as what may be happening at that particular time across the city. There are a number of reports that don't require police attendance because they are either not criminal matters or there are no suspects, witnesses, or evidence that exists to support an investigation at this time.

It is important to note that sometimes you may not even know that we have responded if the appropriate response requires undercover officers. Our plainclothes officers, for example, will handle many calls for drug trafficking and property crime.

If you have public safety concerns that do not require immediate police attendance, however, we encourage businesses to contact the nearest district police office and discuss these issues with officers at one of these locations.

#### Calling Police

We are often asked why our call takers ask so many questions. While the questions may not always make sense to you, our telecommunications operators are trained to ask specific questions to gather the information they need to provide to the police officer and to verify your identity (you'd be surprised how many people have the same name). Some of these details may make the difference in locating a suspect.

Our relationship with the business community is important. Don't hesitate to call us anytime. For more information on reporting crime or protecting your business, you can visit [www.surrey.rcmp.ca](http://www.surrey.rcmp.ca). *Superintendent Ed Boettcher is the Operations Officer for the Surrey RCMP. He oversees all General Duty patrol officers.*



#### We advocate for all things creative.

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**FOR BUSINESS:** The creative community is an economic driver. Creatives have buying power. Businesses benefit from infusions of artistic expertise. ArtsCan is building connections between businesses and the creative community so that everyone prospers and profits.

**CONTACT • INQUIRE • JOIN at [www.ArtsCan.ca](http://www.ArtsCan.ca)**



# SBOT MEMBER ANNOUNCEMENTS, AWARDS AND EVENTS

## ANNOUNCEMENTS



### Change at SCDC

Kam Grewal, Chair of the Board of Directors of the Surrey City Development Corporation (SCDC), announces the appointment of Michael Heeney as President & CEO of SCDC effective September 11th 2017.

A nationally and internationally recognized city builder, architect and urban strategist, Mr. Heeney comes to SCDC from Bing Thom Architects where he was Managing Principal. For over 28 years with that firm, he led local and international projects, often ones without precedent and in highly complex situations and jurisdictions. With a long-term and deep commitment to Surrey, his experience includes Surrey Central City, the City Centre Library, the Guildford Aquatic Centre and most recently the new SFU Surrey Engineering complex. Michael is passionate about enhancing communities through innovative urban design and architecture and sees the importance of creativity and culture in contributing to the health and vitality of urban centers.

SCDC is a for-profit real estate development company incorporated in 2007 to assist in realizing and advancing the transformation of the City of Surrey into a more modern, vibrant, sustainable and complete community. Through its real estate development activities, SCDC enables the City to achieve strategic community objectives by optimizing the use and value of city-owned lands and civic facilities and encouraging high quality private-sector development in Surrey.



### Surrey Cares Needs You



Do you love to make a positive difference in Surrey? Are you passionately interested in social change, bettering the lives of youth, the elderly, families? Do you wonder how to feed the hungry, how to alleviate homelessness, how to improve lives? Or perhaps your interest is preserving environment, or care of animals. We do all these things! And you can too, on our Board, or a committee!

**SurreyCares Community Foundation**, a charitable non-profit that manages \$7M in endowment funds and grants out money to community, seeks Board members for 2018.

For more information, please contact Karen at karenyoung@surreycares.org, 604-591-2699.



**Feezah Jaffer** has been appointed Executive Director of the **Surrey Food Bank**. She brings over eight years of experience serving the non-profit sector with a diverse portfolio of roles focused on food security and community leadership. Feezah is a graduate of Baylor University, and holds a Master of Arts from Monash University in Melbourne, Australia.

**Kwantlen Polytechnic University (KPU)** held its first Hiring Fair on its three campuses in September. Over 57 employers attending hired students for part-time work. Join the Fair next year for networking and to recruit talent.

CEO Neelam Sahota, of **DIVERSEcity Community Resource Society**, along with MP Sukh Dhaliwal (Surrey Newton)

announced \$2.5 million funding for the Future Leaders' program. This will provide immigrant and refugee youth with employment support. Employers can contact youthjobs@dcrcs.ca.

Thank you to all the SBOT new golfers that came out for golf lessons at EagleQuest Golf Course this year. This opportunity is FREE for SBOT members only. nitrogolf@shaw.ca, www.Nitro-Golf.ca



**H.Y. Engineering Ltd.** announces the retirement of Phil Hartley after 25 years of service. We are also welcoming three new Partners:

John Vairo (CTech), Lori Joyce (CPT), and Gordon Yu (BCLS). We look forward to this new chapter of growth and change.

**NorthBridge Consultants** announces that **Philip Finkelstein** has joined our Surrey team. NorthBridge assists businesses with obtaining government funding supporting research and development, innovation, and growth. As a Technical Writer, Philip will assist with producing effective SR&ED claims and grant applications.

**Big Sisters of BC Lower Mainland** recently hosted the 2nd annual Big Yoga for Big Sisters fundraiser at David Lam Park, raising \$36,500 to support their mentoring programs for young girl.

**SW Media Group Inc.** announces the appointment of **Junita Thakorlal** as the Editor of their publication, Aarzu Magazine, a South Asian premium lifestyle magazine. Junita has been in marketing, publishing and media for 15 years, and fuses creativity with strategy on all of her projects.



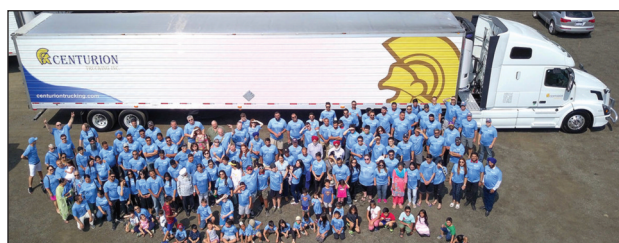
**DIVERSEcity** welcomes **Dean Lin** as their new Assistant manager, Skills Training Centre. He has previously served as DIVERSEcity's Business Development Manager, managing numerous employment and training programs for immigrants from 2008 to 2012.

## AWARDS



Surrey based wood exporting company, **Coast Fraser Enterprises Ltd.**, was ranked 213 overall and 8th in Wholesale/Distribution, as announced in Maclean's

October Issue. <http://www.canadianbusiness.com/lists-and-rankings/profit-500/2017-wholesale-distribution-fastest-growing-companies>. Visit us at [coastfraser.com](http://coastfraser.com)



**Kasa Supply Ltd.** is ranked as one of the fastest 100 growing companies in "Business Vancouver" 2016 and 2017, and has consistently ranked in the "PROFIT 500 list" of Canada's Fastest-Growing Companies, 2015, 2016, and 2017.

**Perminder Chohan**, of **MD Desjardins Financial Security**

**Independent Network**, was recognized with two prestigious awards at the 8th Annual Thought Leader Summit and Quality Awards in Hollywood, California in late September, for two books that he co-authored in 2016 and 2017.

**Kasa Supply Ltd.** is ranked as one of the fastest 100 growing companies in "Business Vancouver" 2016 and 2017, and has consistently ranked in the "PROFIT 500 list" of Canada's Fastest-Growing Companies, 2015, 2016, and 2017.

## EVENTS



Photo credit Stella Gardner.

December 14-26 – **Royal Canadian Theatre Company** is proud to present Sinbad, the Pirates and the Island of the Dinosaurs. This fantastic show, directed by Ellie King, will be playing at Surrey Arts Centre from Dec 14 to Dec 26. Tickets \$8-\$28 604.501.5566

April 14, 2018 – Save the date for the **Source Foundation's** signature fundraising event to celebrate 40 years of service to the community and fundraise \$250,000 for Sources Social Wellness Programs. Get ready to rock'n'roll! [sourcesfoundation.ca/gala](http://sourcesfoundation.ca/gala)

## MEMBER ANNOUNCEMENTS

To post your news here, contact [anne@businessinsurrey.com](mailto:anne@businessinsurrey.com). Ask Anne how you can enhance your announcement or take advantage of content marketing opportunities to over 15,000 Surrey Business News readers.

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## JOB POSTINGS

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## NEW YEAR'S BUSINESS RECEPTION

Bring the New Year in with style at the Surrey Board of Trade's offices. Come learn about our International Trade Centre, Business Centre, and so much more. Network, nibble, sip, and have fun!

**Date:** Wednesday, January 17, 2018

**Time:** 5:00 - 8:00 p.m.

**Location:** 101-14439 104 Avenue, Surrey

**Free:** Registration requested, [info@businessinsurrey.com](mailto:info@businessinsurrey.com)



# The Royal Canadian Theatre Company presents a "Relaxed Performance"

## Ellie King's Sinbad, the Pirate and the Dinosaur Special Performance

It is sometimes difficult to strike a balance between making live theatre accessible to all, and yet still be sensitive to the issue of potentially disturbing other audience members. This unfortunately often results in some members of our community not being able to attend live theatre.

But there is a solution, and in order to redress the balance and make theatre available to all, the Royal Canadian Theatre Company – partnering with Surrey Arts Centre – is presenting the first ever 'Relaxed Performance' to happen outside of Vancouver.

'Relaxed Performances' – sometimes called "sensory friendly performances" or "extra live" performances – are specifically designed to make theatre more welcoming to audience members with autism spectrum disorder, a sensory and communication disorder or a learning disability.

That means sound and lighting cues are adjusted to be less startling or intense; exiting

and entering the auditorium is allowed at any time; auditorium lights are never fully turned off; the cast comes on stage before the performance to explain what's about to happen and audience noise, movement and, yes, even the use of phones or other "fidget devices," are tolerated.

Since being pioneered by Polka Theatre, a children's theatre in London, 2009, relaxed performances have spread around Britain and to the United States – and are now arriving in Canada. RCTC, partnering with the City of Surrey, is proud to lead the way in Surrey with this wonderful initiative and is hoping to expand the programme for their next season 2018/19.

This 'Relaxed Performance' is part of the run of Ellie King's Sinbad, the Pirate and the Dinosaur, from December 14th – 26th at the Surrey Arts Centre. There is plenty of parking and theatre is highly wheelchair accessible. Surrey Arts Centre Mainstage Thursday December 21st at 6.30 p.m., Ticket prices are just \$8.00 across the board. To reserve your tickets call 604.501.5566 or online: <https://tickets.surrey.ca/TheatreManager/1/tmEvent/tmEvent1902.html>



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- Other people, or **family members**, think you have a hearing loss

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