

SURREY BUSINESS NEWS

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SURREY **BOARD OF TRADE**

1918 - 2018



SURREY - WHERE BUSINESS HAPPENS!

Page 2 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



9TH ANNUAL SURREY WOMEN IN BUSINESS

Join us for an awards lunch to help us celebrate the successful women in Surrey that make our business community such a vibrant place!



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
- Social Trailblazer: makes a significant social, economic, or environmental impact
- **6. Indigenous Entrepreneur:** owner or significant shareholder of any business size of Frist Nation (Status or Non-Status), Inuit or Metis Ancestry.

Rt. Hon. Kim Campbell

Keynote Speaker

As Canada's first and only female Prime Minister, Kim Campbell's life has been a life of firsts. From the age of 16, when she became the first female student body president of her high school, until 30 years later, as the 19th Prime Minister of Canada at the age of 46, Ms. Campbell has spent much of her life breaking barriers for women. Her determination and wit helped her battle stereotypes. Kim Campbell was recently honored as a Global Woman of Vision.

EVENT DETAILS

Date: March 8, 2018

Time: 11:00 am - Registration

12:00 pm - Program

1:45 pm - Photos

Venue: Sheraton Guildford Vancouver

Hotel - 15269 104 Ave, Surrey

MC: Tamara Taggart, anchor for CTV

News at Six.

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Overhaul the Federal Tax System, MPs Told at Roundtable



Members fill the SBOT Conference Room to participate in the 2018 Federal Budget Consultation Roundtable.



L-R: Local MPs Randeep Sarai and Ken Hardie with SBOT CEO Anita Huberman and Board Chair Dr. Greg Thomas.

The Surrey Board of Trade hosts roundtables with government representatives on a range of issues. The most recent is the 2018 Federal Budget Roundtable with several local MPs. Randeep Sarai, MP for Surrey Centre, Ken Hardie, MP for Fleetwood—Port Kells, and John Aldag, MP for Cloverdale—Langley City listened to an overflowing room of SBOT members and guests as each participant put forward their priorities for what should be included in the 2018 Federal Budget.

Various aspects of affordability were raised, from housing strategies and foreign ownership to infrastructure spending and support for increased transit. Other requests include: Art

grants to be expanded to include for profit entities; a "Nexus" style "Trusted Employer" program for foreign workers' applications; and, funding for specialized programs for immigrant and refugee students in K-12 public schools. The most common comment from participants is that they are feeling squeezed by all the fees and taxes.

The Surrey Board of Trade has, as part of the advocacy around the Canadian Controlled Private Companies (CCPC), informed the government representatives that the tax system needs a complete overhaul — it needs to be simplified, reducing both loopholes and red tape. Further, with the changes to the

CCPC, although modified, will still require an overburdened and under resourced Canadian Revenue Agency to determine subjectively the means test for family engagement in a small business

CEO Anita Huberman got in the last word when she reminded the MPs that, although the economy appears to be doing well, with the uncertainty of NAFTA, the reduction of US taxes, and other global pressures, it is also fragile. "Caution," she said, "is required when considering any additional taxes or the redirection of spending priorities."

The Federal Budget is expected to be released about mid-March.

SBOT Submits Recommendations for 2018 BC Budget

At the top of the list of recommendations that the Surrey Board of Trade recommended to the Select Standing Committee on Finance and Government Services, is for the BC Government to commit to expediting the development of the full 27km of Surrey's Light Rail Transit project. 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, is required to sustain a thriving population, which 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 today's and future workforces are housed, educated, and mobile," said CEO Anita Huberman to the Committee.

Recommendations also include honouring commitments of capital expenditures for

Surrey's School District, doubling the available seats for post-secondary institutes in Surrey-South Fraser Region, targeting the carbon tax to fund necessary transit and infrastructure replacements such as the Pattullo Bridge, strategize and implement a means to ensure a continuum of housing options from fully supported through to increased market rentals for young professionals, and that the BC Government plan for the rapidly growing health needs of Surrey and South Fraser residents.

For the full list, go to businessinsurrey.com/policy/finance-tax.

Reviewing the City of Surrey's Budget for 2018

"We gave a very high-level overview of the Surrey Board of Trade's perspectives on the City of Surrey Financial Plan for 2018," said CEO Anita Huberman. "We want to ensure that investments for Surrey's business community are created for our local economy for today and for the future. The Surrey Board of Trade monitors public sector spending to maximize productivity in the economy and encourage growth in the private sector. The City Budget is important to the Surrey Board of Trade to evaluate Surrey's tax rates as being conducive for business growth/retention and infrastructure investments."

Go to businessinsurrey.com/policy/finance-

tax for the full list of recommendations.

Overall, the communication on the city's webpage is considered good by SBOT

members in the last Red Tape Survey, but improvements can always be made. For example, the City of Surrey could make the financial statements easier to find on the City's website and a graphic that simply describes "What's in it for me" for residents and businesses that identify where tax investments are being made for each class of taxation.

Continued on page 18

EVENTS

February 27

B2B Networking Reception at The Flamingo

March

Surrey Women in Business Awards Luncheon

March 23

Surrey's Top 25 Under 25 Awards Nomination Deadline

April 9

Surrey International Trade Awards Nomination Deadline

April 12

B2B Networking Reception at McQuarrie

April 26

Surrey's Top 25 Under 25 Awards

May /

Surrey Industry Bus Tour

May 10

Surrey International Trade Awards

May 19

Surrey Mayor's Art Awards Nomination Deadline

June 7

SBOT Annual Golf Tournament

June 15

Surrey Mayor's Art Awards

June 27

Chair's Dinner & 54th AGM

CONTENTS

From the CEO	4
Economy & Business	5
International Trade	7
Business Advice	9
Research	10
Personalities & Events	11
Energy	15
Technology & Innovation	16
Human Resources	17
Advocacy in Action	18
Education	20
Member Announcements	21
Workshops	22

Page 4 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018

SURREY BUSINESS NEWS

FEBRUARY - MARCH 2018

The official newspaper of the

Surrey Board of Trade.

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⇒ SBOT BOARD OF DIRECTORS

Call for Board Nominations



Mayor Linda Hepner oversees the swearing in of the 2017 Directors.

The Surrey Board of Trade is inviting nominations for the 2018 Board Director Election. We are looking for capable individuals to support and lead the organization's governance as staff and volunteers initiate new ideas to affect, inform, and influence Surrey's business community.

The bylaws mandate that any board director shall be a member in good standing for a minimum of two years, free of any conflict of interest and be willing and able to attend board meetings on a regular basis. In addition, it is highly desirable that candidates should be able to demonstrate a

familiarity with Board Director Governance.

What do Directors do?

Directors participate in the governance of the Board of Trade, determining the focus and direction of the organization each year.

Those interested are to contact CEO Anita Huberman for the nomination package.

The nomination deadline is March 30, 2018.

TROM THE CEO

Celebrating 100 Years of Service to Surrey's Business Community



Anita Huberman

Since 1918, the Surrey Board of Trade has served Surrey's business community. While the organization has evolved since the inaugural meeting to meet the changing needs of a growing and diverse city, the purpose has remained the same: to support the economic development of Surrey and advocate to government for the needs of Surrey's businesses.

I am honoured to have been involved with the Surrey Board of Trade for the past 25 years, and as its CEO now for 12 years. Even in that

time, the city has changed and we have grown with it. As we reflect on the past 100 years, we see how much has been accomplished by previous board directors and staff. Our membership is now over 2,500 of some of the best entrepreneurs and business operators, representing 6,000 business contacts. I am proud to continue the tradition of serving their needs through innovative strategies.

We can never stop evolving to ensure our members and the community at large are at the forefront in our discussions with our staff and at the board table. We anticipate that this will be a great year of further growth, advocacy, business and international development as we celebrate 100 years of accomplishments.

I, along with my Board Chair, Dr. Greg Thomas, unveiled a new logo celebrating 100 years at the first signature event of 2018, the New Years Business Reception at the Surrey Board of Trade office on January 17th. We had over 300 business and community leaders attend our reception and witness to the unveiling. They also toasted in the new year and the next 100 years of the Surrey Board of Trade.

The logo for the 100th Anniversary is a variant



Presenting Sponsor Charan Sethi of Tien Shier looks on while SBOT Chair, Dr. Greg Thomas, and CEO Anita Huberman unveil logo at the New Year's Business Reception.

of our brand, designed by Thornley Creative Communications, that we unveiled 2 years ago. It continues to symbolize our comprehensive global approach to doing business locally.

We will be celebrating throughout the year with many surprises to be announced. We will continue to work hard on our advocacy to government and ensuring our members needs are met. A growing city needs a

thriving economy, driven by a robust business community. We will continue to put their needs first and advocate for action that will ensure their success now and going forward. We must work together to ensure we have the investments that we need in Surrey and through a strong Surrey Board of Trade that is a cohesive business group, we can make it



An Outside-the-Box Forecast In Praise of Profit



Robert Levy

There is the opportunity for two competing themes for the Canadian economy into 2018. The first, and one that has perhaps more consensus among economists, is that a strong US economy will benefit a slightly lagging Canadian economy in the year ahead. Moderating economic growth in Canada follows a year of strong G7 topping performance. Further, we will witness interest rate hikes south of the border in accordance with a robust domestic US economy, which will benefit from one of the largest corporate tax rate deductions since the Reagan administration.

Alternatively, the Canadian economy will advance on its own merits once again. With the best job growth since 2002, and the lowest jobless rate since 1976, we will see the momentum from the end of 2017 carry forward into the New Year. For the Canadian-US dollar exchange rate, it seems that the first half of this year could prompt a range bound tug of war for whichever economy is outperforming the other.

Since December 19, the Canadian dollar has advanced over 3 per cent. Commodities quietly seem to be a significant part of the story. Since 2014, and a bear market in commodity prices led by a downturn in crude oil markets, the story has been one of abundance. Stockpiles of raw materials and surpluses of oil in storage buffered any demand shocks. As US inventories sit 20 per cent below their March high, geopolitics haven't impacted the oil markets in a sustained manner over the past three years, and that tide could begin to change.

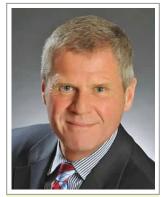
Like Canada and other G7 nations including within Europe and Japan, China and other emerging market economies saw a significant rebound in the previous year. As a result, the MSCI Emerging Markets Currency Index is at its highest level since May of 2013 because of a particularly strengthening backdrop in Asia. As the global economy is on track for its strongest year since 2011, the picture of a renewed manufacturing boom portrayed by positive economic surveys and increased demand for raw materials is another positive supportive of

To revert to the consensus forecast, we will likely see the US economy as the leader in 2018. The question, however, is one of a transitory boost to economic growth versus the notion of sustainability. The corporate tax rate reduction to 21 per cent will be supportive for corporate earnings in the US and specifically more so for companies with greater exposure to the domestic economy. The sustainability question though is raised over whether congress will go into deficit control and the forthcoming debate over entitlement programs, which will likely shape the conversation around midterm elections in November.

Hence, we have a tug of war. We have already seen the Bank of Canada's first interest rate hike of 2018. The Fed is then due to go up in March. But the rationale for rate hikes could be the surprise in 2018. Instead of lifting rates with a strengthening global economy, and fitting with the commodity story, are inflationary pressures, at which point interest rate hikes from central banks remain necessary, but risk becoming restrictive to economic growth.

As the New Year provides an opportunity to regroup and strategize themes for what's ahead, certainty and complacency fit with a status quo risk-on investment environment. If something outside-the-box was to disrupt that, central bankers going on the offensive (increasing interest rates ahead of inflation) could be just that for 2018.

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



Jayson Myers

It may be politically incorrect to say this today. But, that doesn't make it any less true. It's good when businesses make money. Profits are important to the Canadian economy. They're what generate jobs. They're the mainstay of prosperity for the middle class—and for all Canadians.

It's a fact all too often forgotten in today's policy environment. Governments at all levels seem more intent on raising taxes on business rather than lowering them. Regulatory compliance costs are rapidly increasing. Governments are getting ready to unleash a flood of new charges and user fees for regulatory approvals. And, minimum wage rates and payroll contributions are being raised more rapidly than the cost of inflation. Whether it's with respect to improving environmental performance, workplace health and safety or product standards, the first reflex of government is to regulate and penalize, rarely to provide positive incentives for business to make the investments they need to be able to modernize and comply.

Clearly, these are measures put in place by people who know nothing about business finance, who all too often think that higher business profits come at the expense of jobs and social policy goals. Just the opposite is true. It's when businesses are profitable that they're able to grow, create jobs and invest in the new products, processes and technologies required in order for them to meet more stringent stakeholder expectations while remaining competitive.

The record of the last 30 years speaks for itself. First, look at the relationship between business profits and jobs. The more profitable Canadian companies are, the lower Canada's rate of unemployment is. Changes in profitability (measured in terms of aftertax profits as a per cent of GDP) are followed immediately by changes in the unemployment rate. Canada's unemployment rate goes up only when profit margins come under pressure.



Next, look at the relationship between corporate profits and capital investment by Canada's business sector. Changes in the amount businesses invest in non-residential structures, machinery, and equipment follow closely on changes in after-tax profits. Simply put, profit drives business investment. The most effective thing governments can do to incent companies to invest more in innovation, productivity enhancing technologies and improved environmental performance is to leave more money in the hands of business to make those investments.

The role profits play in driving business growth and assuring economic prosperity for Canadians should be a fundamental tenet of all government decision-making. Our governments must at least be aware of the negative impact higher taxes and regulatory compliance costs have on profits, job creation and business investment. It's an important message for all of

So, let's celebrate profit in 2018! Let's create jobs, incent investment and ensure greater prosperity for Canadians by championing a more profitable environment for Canadian business.

Jayson Myers, for the Canadian Chamber of Commerce. jayson@jaysonmyers.com

Canadian Chamber Urges Caution on Rate Increases

Following the January 17th announcement of a 0.25 per cent increase in the prime lending rate, the Canadian Chamber of Commerce urges the Bank of Canada to be cautious about future increases.

While Canada's economy is strong, we remain concerned about slowing growth as we look ahead in 2018 and into 2019. Further rate increases motivated in part by government policies that drive up the cost of living could negatively impact consumer spending, as well

as the housing market in Canada.

This would only exacerbate existing challenges facing Canadian businesses, including those that the Canadian Chamber has consistently identified, such as the need to address the increasing regulatory burden on companies, the uncertainty about the future of NAFTA and other important trade agreements and opportunities, and the persistent lag in business investment across the country. www.chamber.ca, gdubreuil@chamber.ca

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Page 6 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



Property Taxes Hard on Business Tenants



Josh Gaze

With recent headlines on the CBC including "Our Property Tax is More Than Our Rent" and "Small Businesses Struggle to Stay Afloat in Vancouver Amid Rising Rents," it is no wonder that small businesses in the Lower Mainland are beginning to seriously question whether the deck is stacked against them.

However, aside from the stories we hear about property assessments and taxes rising to unreasonable levels, is there any evidence to suggest that landlords are actually passing on an 'unfair' or inequitable share of their tax burden onto their respective tenants?

The truth is that the Metro Vancouver and

Fraser Valley commercial real estate markets are like all others; they practice industry standards. In this case, the industry standard is the landlord's right to pass the entire property tax burden onto their tenant. This practice is termed a 'net lease' — or more accurately — a 'triple net lease,' in which (nearly) all additional charges (also known as 'additional rent') incurred by a landlord in their role as a specific property's owner are reimbursed by the tenant of that property — all taxes, insurance, and operating expenses are 'net' to the landlord and the responsibility of the tenant. This is a common lease structure across the market and asset classes of Vancouver, (and across North America, for that matter) and in itself is not an inequitable or unfair arrangement.

In the current market dynamic in Metro Vancouver and the Fraser Valley, however, this has resulted in many tenants feeling increasing pressure from their responsibility for these costs. As a result of limited land supply for new development and exceptional levels of demand from both tenants and investors, the industrial, retail and commercial markets have indeed experienced widespread increases in property assessment and taxes. Unfortunately for an operating business, the increased land values and resulting tax burdens are another

cost eating into their bottom line. Furthermore, with industrial vacancy rates at historic lows, (less than 1% across Metro Vancouver), and not remarkably higher for the small-space retail and office-space markets, tenants simply do not possess the leverage to negotiate more favourable lease terms that reduce the tenant's requirement to pay for property tax, insurance, and operating costs.

So what is a prudent business owner to do in a commercial real estate market such as this? A potential solution for some companies is to consider relocating to a municipality with a reduced tax burden. While the City of Surrey's industrial market is exceptionally 'tight' at the moment, there is over one million square feet of new industrial construction under way, or nearly 60% more new industrial construction than any other municipality in the Lower Mainland (Burnaby comes in second at almost 650,000 square feet of new industrial construction).

Average asking lease rates are lower in the City of Surrey: \$8.41 per square foot compared to the average asking lease rate across all other Lower Mainland municipalities of \$9.73 per square foot. In regards to 'additional rent,' moving your business to Surrey can result in a further cost break compared to other municipalities; Surrey's

industrial market averaged \$3.13 per square foot for 'additional rent' in 2017, while the rest of the Lower Mainland's municipalities averaged \$4.10 per square foot for 'additional rent.'

The Colliers Industrial group is adept at forming strategies to manage the perceived ballooning costs associated with increased property tax assessments. Our recommendation for a business that is challenged with the rising costs of 'triple net' lease obligations is to speak with a trusted advisor who can work through all available options; including a possible relocation to the fastest growing and still most affordable (on average) industrial market in the Lower Mainland: the City of Surrey.

Josh Gaze is a commercial real estate advisor with Colliers International specializing in the industrial markets of Surrey, Langley and Abbotsford.





Tax Changes and CRA Challenges: A Perfect Storm

The Federal government implemented changes that target small to medium sized businesses in the Canadian-controlled Private Corporation category. These are entrepreneurs who fuel Canada's economy and provide employment in local communities. The Surrey Board of Trade called for the government to delay implementation in order to give them time to adjust to the new rules, as two weeks over the holidays was insufficient.

"It is extremely disappointing that the Federal Government is not fully considering the implications of their decisions," said Anita Huberman, CEO of the Surrey Board of Trade. "In the same week as they announced their modified tax changes, the report of the Standing Senate Committee on National Finance was released recommending that the tax changes be axed. Further, in November the Auditor General released a report that found serious flaws with the CRA, the agency that will implement the changes including reasonability tests for business. Something is not adding up here."

The Surrey Board of Trade made a presentation to the Senate Committee in early November. The Report's recommendations are in line with SBOT's statements. The Committee members noted that, despite welcomed changes, many challenges remained due to lack of clarity, the subjectivity of reasonable tests, increased paperwork, and the very real

possibility of an uneven playing field with non-Canadian owned businesses.

"For these reasons, most witnesses told our committee that the proposed changes should be withdrawn in their entirety. We are inclined to agree. We are not convinced that the government has made a good case for its proposals." [emphasis theirs]

The Report further echoes what the Surrey Board of Trade, along with many others have strongly recommended, in that:

"...we need an independent comprehensive review of our tax system to ensure that it is not overly complex, maintains our economic competitiveness, and is fair to all Canadians." (page 7)

The modified changes from December's announcement rolled back the capital tax rules and the passive investment changes. As well, the government stipulated who is / is not excluded from the subjective "means test" when it comes to family contributions to the business. These are explained in about 20 pages of the government's explanatory notes.

"The challenge is how to truly define the work and investment that families 'meaningfully' contribute to a business, whether a spouse over 65 or adult children who have made 'substantial labour contributions'," said Huberman.

Continued on page 18

➡ INTERNATIONAL TRADE



Cooking up a Storm with Italy

On November 20, the Surrey Board of Trade enjoyed some of the best of Italy, with guest chefs from around Italy at the Italian Cultural Centre. SBOT representatives met their counterparts and talked about businesses and trade opportunities over samples of pasta and other tasty treats. Pictured are, fromL-R: Illaria Baldan, Executive Director

of the Italian Chamber of Commerce in Canada—West; SBOT CEO Anita Huberman; Celso Bosariol, President of the Italian Chamber of Commerce in Canada—West and the EU Chamber of Commerce—West; Alex Martyniak, Executive Director of the European Union Chamber of Commerce—West; and Luke Arathoon, SBOT.



Best Practices from Down Under

The Surrey Board of Trade Business and International Trade Coordinator, Luke Arathoon, connected with representatives of SFU Media and Logan City, Australia, to discuss best practices on marketing business relationships.

The Surrey Board of Trade creates global connections for our local business community by engaging with chamber colleagues and business representatives from around the world



South Africa Comes to Surrey

The Surrey Board of Trade met the South African Delegation from the King Sabata Dalindyebo Municipality at the City of Surrey, on November 2, to discuss global trade collaborations. In 2017, the Federation of Canadian Municipalities (FCM) launched a \$5.8 million, five-year initiative to support green infrastructure, trade and economic growth in South Africa's municipalities. Funding includes a contribution form Global Affairs Canada as well as in-kind

contributions from Canadian and South African municipalities. Collaborative projects will include economic development and climate change initiatives.

As South Africa will be celebrating what would have been Nelson Mandela's 100th birthday, in 2018, the delegation indicated that it is their intent to spread Mandela's human spirit of collaboration throughout the world by meeting with their local government and business counterparts.



Building Opportunities with San Francisco

Surrey Board of Trade met with BC Government's San Francisco Director, Tate Turner and several of his colleagues to discuss the various technology opportunities that exist in Surrey. The many advantages of re-locating or opening branch offices were explored and outlined, as well as how the Surrey Board of Trade can assist any business to open a facility or a business in Surrey.

US Tax Reform Has Significant Impact on Canadian Business



Michael Shields

On December 22, 2017, President Trump signed a comprehensive US tax reform bill that provides the most significant overhaul of

the US tax code in more than 30 years. The bill 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 21%. Effective for tax years beginning after December 31, 2017, many US companies will now enjoy corporate tax rates that are lower than the general BC corporate tax rate. As a result, BC based companies operating in the US should revisit their overall strategy for their US operations in order to benefit from this significant rate reduction.
- 2. Full expensing of the cost of depreciable assets. For assets purchased after September 27, 2017 and before January
- 1, 2023, US companies will be allowed to immediately expense the entire cost of depreciable assets acquired; however, the cost of buildings and structures are excluded from this provision. For Canadian companies operating in industries requiring significant capital assets, this provision may encourage companies to purchase and operate newly acquired assets in their US subsidiary rather than through their Canadian companies.
- Reduction of personal income tax rates and creation of a pass-through income deduction. For years starting after December 31, 2017, the bill reduces the maximum personal income tax rate to 37% and provides a deduction of up to 20% for

business income earned through certain flow-through structures. Since the BC personal income tax rate will generally be higher than the US personal income tax rate, complex planning will need to occur for individuals residing in BC to take advantage of these rate reductions unless they cease their Canadian residency and move to the US.

The bill also contains a number of proposals that could negatively impact Canadian based companies operating in the US including:

 Creation of a Base Erosion and Anti-Abuse Tax ("BEAT"). Although the bill did not contain a "border adjusted tax" which would have placed a disproportionate

Continued on page 8

Page 8 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



Continued from page 7

US Tax Impact

burden on BC and other non-US based businesses, it does contain a new tax referred to as BEAT. The BEAT applies an additional tax on a US company's income where it makes certain related party payments (such as interest, royalties or services). Fortunately, the BEAT only applies to US groups with sales of more than US\$500M and as a result, will only impact a small number of Canadian owned US businesses; however, the impact will be significant for those effected.

2. A restriction on the deduction of interest expenses. For tax years beginning after December 31, 2017, US companies may now only deduct interest to the extent that it does not exceed 30% of their earnings before interest, tax and depreciation. If this limit is exceeded, the disallowed interest may be carried forward to future years. As a result, Canadian companies with US subsidiaries should review their debt structure to ensure they are maximizing the tax deductibility of their interest payments. The comprehensive US tax reform will also

ent

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impact Canadians holding US investments. For example, these changes could alter the way Canadian investors have traditionally held investments in US real estate, US partnerships or minority positions in US companies.

Given the significance of US tax reform and the changing landscape of Canadian corporate taxes, BC based individuals and companies with US customers, activities or investments 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. <u>Michael.shields@pwc.com</u>, <u>www.pwc.com</u>/ca



Starting a Business?

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

Importing or Exporting?

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

FOR MORE INFORMATION CONTACT

Mirdula or Luke at 604.581.7130 info@businessinsurrey.com luke@businessinsurrey.com



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Strengthen Internal Trade, says SBOT

The Federal Government's consultation ended in early December on the Canada Free Trade Agreement (CFTA). The Surrey Board of Trade submitted the following as part of their submission.

- Achieve alignment in issues such as construction safety programs and similar safety focused regulation and permits, workers' compensation, safety measures and ratings;
- 2. Harmonize regulations that affect vehicle requirements;
- 3. Harmonize reporting at the provincial level (e.g. environmental reporting);
- 4. Focus on an effective series of national regulations in the food industry to deal with labeling and sale;
- Attain consistency in weights and dimensions requirements for the trucking industry:
- Standardize regulations for industrial equipment across all jurisdictions. This would significantly lower the costs to contractors and owners and ultimately to the project owner;
- Eliminate the need for domestic wine producers to sell through provincial liquor boards:
- Establish a national system for the consistent authorization of professional engineering companies, and the recognition of generally acceptable engineering and inspection standards;
- 9. Allow provincially registered meat plants to trade inter-provincially;
- Mutually accept corporate registries and generally acceptable engineering and inspection standards;
- 11. Unify the national standards for training of employees and licensing, regulations and code interpretation;
- 12. Allow all provincially or federally registered and incorporated companies to operate freely in all jurisdictions. Professionals registered in one province (e.g. engineers, geologists, geoscientists, architects etc.) should be able to work within all jurisdictions without further registration requirements provided they are fully informed of the local provincial requirements for operations in that jurisdiction;
- 13. Develop a national teacher certification

body;

14. The most obvious financial issue is the local of harmonization of provincial or value added taxes across the provinces. Different rates are but one issue, but also the different application to various commodities and different records and reporting are onerous.

Firms of less than 50 employees were less likely to operate in a province in which they have encountered a barrier to trade. Large companies, more than 500 employees, were more likely to work with the government to resolve the barrier than smaller companies.

The Surrey Board of Trade has been advocating for change in reducing the barriers between our provinces and territories for many years. Canada's Free Trade Agreement was implemented on July 1, 2017. A further opportunity now exists to provide input into strengthening internal trade in Canada. Regulatory reconciliation is an outcome whereby existing regulatory measures no longer act as a barrier to trade, investment or labour mobility in Canada. Reconciliation can be achieved in a number of ways, including through mutual recognition, harmonization of requirements, equivalency, or some other method.

"We know that the Canadian Free Trade Agreement (CFTA) will continue to reduce barriers to trade, investment, and worker mobility. It will increase choice for consumers, expand access to government contracts, and create more jobs for Canadians," said Anita Huberman, CEO Surrey Board of Trade.

The intent is to establish an open, efficient, and stable Canadian market that will also be effective for international trade by:

- Eliminating existing barriers and avoiding new barriers to trade, investment, and labour mobility within Canada and to facilitate the free movement of persons, goods, services, and investments within Canada;
- Ensuring non-discriminatory treatment of persons, goods, services, and investments, irrespective of where they originate in Canada; and
- Reconciling occupational standards and regulatory measures to provide for the free movement of persons and the removal of barriers to trade and investment within Canada



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DRUGS: RISKS AND IMPACTS

High Cost of Pharmaceuticals



Jon Wartman

The cost for medications in Canada is high, very high. In fact, Canada has the second highest prices for generic and brand name prescription drugs in the world. It is estimated that Canada overpays for drugs by more than \$1 billion each year, and growing. Compared to the USA, Europe, and Australia the cost for generic

medications in Canada is 19 to 31% higher. New Zealand (has a population around 4.5 million) pays about 90% less for their generic medications compared to Canada. How can

The best universal health care systems have a national formulary of prescription medications and a single purchaser that negotiates for the best possible cost from the pharmaceutical manufacturers. Instead of Canada bargaining for the cost of prescription drugs as one large single purchaser, each province pays a percentage of the cost of the original patented drug. But, in some cases where there is only one manufacturer of the drug (generic or brand), the companies are free to set what ever price they want

In BC, we have a program that helps eleviate the high cost of drugs called Fair PharmaCare; it is included in our MSP coverage, but the coverage is not great. Fair PharmaCare uses a

formulary that is quite small compared to the national formulary which means they don't cover all drugs. Fair PharmaCare will cover the lowest cost available for the drugs on their formulary, they set a maximum they will pay for each drug, and they will also set a maximum dispensing fee each time you go to the pharmacy. Further, Fair PharmaCare determines what coverage you will have based on your family net income averaged over the prior two years. For example, a family income of \$50,000 has a \$1600 deductible before any drugs are covered. This family will then get 70% coverage on the next \$2150 they spend on drugs on the pharmacare formulary, after which they will be covered at 100%.

I have seen the cost of prescription drugs for those that have a serious illness like cancer, or heart disease and how that affects families financially. In fact, more than 10% of Canadians will not fill a prescription that they need for their health due to the cost of the medication. Having good quality coverage in place before you need it, especially for high cost prescription drugs, is an important piece of any financial plan. The Chamber of Commerce Group Insurance plan has excellent coverage for prescription drugs for small and medium sized business and more importantly premiums are protected against high claims because you are sharing the cost of health expenses with over 30,000 other companies across Canada. You can access the Chamber Plan if you are member of the Surrey Board of Trade.

Jon Wartman is an Advisor for Schmidt & Funk Group Benefits and Insurance. They are the supplier of SBOT Chamber Insurance.



Using Workplace Impairment Policies to Minimize Risks in the Workplace



Cindy Zheng

The impending legalization of cannabis has created significant distress for employers who fear they lack the resources that are necessary to maintain a safe work environment. With the right preparation, however, employers can take steps to manage safety risks that may arise in the workplace. One such measure is the creation and enforcement of workplace policies that clarify the obligations of supervisors and employees with respect to workplace impairment caused by cannabis use. These policies need to focus on the procedures that will enhance workplace safety and efficiency while still respecting employee's human rights. Here are four key principles to follow

Firstly, many businesses deal with cannabis under a general prohibition against the use of illegal substances. This needs to be updated to include a general prohibition against any and all forms of substances and intoxicants legal or otherwise — that cause impairment in the workplace. In order to achieve the goal of workplace safety the focus of the policy ought to be a prohibition against the impairment, rather than the substances that causes impairment. Policies need to clearly communicate that employees have an obligation of self-disclosure

if he or she is or will be impaired at work and an obligation to report any signs of impairment that they may witness in others.

Secondly, employers will need to treat employees who use recreational cannabis substantially similar to how they treat employees who enjoy alcohol. This can present a challenge because of the stigma surrounding cannabis use. Employers must be careful not to treat these two groups of employees differently, unless there is an objective and reasonable basis for any such distinctions. The employer will be exposed to the possibility of an employee filing a human rights complaint if they fail to do so.

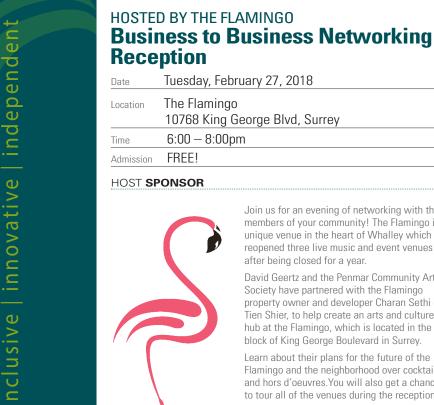
Thirdly, businesses will need to train their staff on the objective signs of impairment so that everyone can identify impairment when they see it. All disciplinary or employment decisions must be based on facts that are relevant to the specific workplace in question. It is crucial that supervisors and managers avoid making decisions based on assumptions or stereotypes; even small misunderstandings can lead to complaints being filed against employers in the human rights tribunal.

Finally, employers have an obligation to accommodate employees who use medical cannabis and those who have cannabis addictions. Because of this, "zero-tolerance policies" that mandate immediate dismissal of employees who use cannabis will not be appropriate. When impairment concerns arise, employers must individually assess the employee to determine if there is an obligation to accommodate. If so, the employer must accommodate up to the point of "undue hardship" - a very high threshold. Some of the factors to consider in this accommodation process are the nature of the employment duties, the safety and impairment risks at issue, the employer's ability to meet the accommodation request, the

financial or other impact of accommodation for the employer, and the supporting medical and expert evidence. It is this analysis that is most challenging for employers, particularly where employees hold safety-sensitive positions. Given these complexities, employers ought to retain legal counsel to assist them in this process.

Cindy Zheng is a lawyer at McQuarrie Hunter LLP. mcquarrie.com









Join us for an evening of networking with the members of your community! The Flamingo is a unique venue in the heart of Whalley which has reopened three live music and event venues after being closed for a year.

David Geertz and the Penmar Community Arts Society have partnered with the Flamingo property owner and developer Charan Sethi of Tien Shier, to help create an arts and culture hub at the Flamingo, which is located in the 108 block of King George Boulevard in Surrey.

Learn about their plans for the future of the Flamingo and the neighborhood over cocktails and hors d'oeuvres. You will also get a chance to tour all of the venues during the reception.

- Hear great music
- Make new business contacts
- Tour the Flamingo venues
- Win prizes!

Register online at businessinsurrev.com or contact Mirdula at 604.581.7130 or at info@businessinsurrev.com.

Page 10 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



Governments Need to Focus on Red Tape Reduction

The Surrey Board of Trade has long had a policy advocating for the reduction of red tape, defined as excessive bureaucracy or routines or rules, or complexity, which results in delay or unreasonable costs for business.

"With our first annual red tape survey, the Surrey Board of Trade now has a baseline of our members' perceptions so that we can measure how different levels of governments are improving their processes," said CEO Anita Huberman. "Filing forms and applying for licenses are a part of doing business, however, we want to ensure that it isn't onerous for business."

The survey was voluntary, whereby members can opt-in to the link provided. Several emails introducing the survey were sent to the membership as a whole from mid- to end of November; advocacy team members were specifically invited to participate. The preliminary results announced at the Development Industry Forum on December 1, 2017 in conjunction with a press release of a summary of findings.

Over 80% of Surrey Board of Trade member respondents found regulatory requirements of all levels of government had a moderate to major impact on their daily operations.

Roughly half to two-thirds of those responding rated a number of agencies and regulatory requirements as having moderate to high levels of red tape: CRA, PST, WorkSafe BC, gaining credit, applying for special grants, dealing with licenses, and accessing information.

What was most concerning is the very low rating for communication across all levels of government. Local government faired better than their counterparts, but not by much. It was clear from the responses that red tape hurdles could be overcome with better, clear language communications, easier accessibility to online

forms and needed information, and a definite reduction of duplication across all agencies.

The list of agencies is not exhaustive, but based on the advice and direction of several advocacy teams' members. Several items were pointed out as potentially helpful in future surveys: job creation programs and temporary foreign workers.

Given that half of our respondents are finding regulatory compliance to impede innovation and growth, it is not unreasonable to consider that it may likewise create disincentives for the broader business community.

As a result of what our members indicated in both their responses and the voluntary additional comments, the Surrey Board of Trade recommends

- That all levels of government improve their consultation strategies with businesses, particularly if they are changing programs or developing new regulations
- That all levels of government improve their online service portals and call centre services, using clear language for instructions and ensuring relevant links are up to date and working
- That governments streamline and/or share their information gathering technology to minimize duplication
- That governments reduce, where possible, the number of times businesses must report the same information

"As nearly 80% of our respondents said, there are opportunities to streamline reporting and make it less of a burden on business," said Huberman. "We plan to implement the Red Tape survey annually to measure improvements over the years."

To read the full report, go to businessinsurrey. com/policy/Finance-tax

LRT Supported by 85% in Surrey Road Survey

The Surrey Board of Trade has long had a policy advocating for the ease of movement of goods, services, and business operators throughout the region, particularly through Surrey. The Surrey Board of Trade has advocated: for the Pattullo Bridge to be replaced; for the Massey Tunnel to be replaced by a bridge; to equalize tolls on all crossings, including bridges to the City of Vancouver and the north shore, or drop them entirely; and for the increase in transit throughout the City of Surrey. The Surrey Board of Trade has also advocated for all 27kms of the Surrey Light Rail Transit project to be built now and in its entirety. This is the second annual survey to be implemented in partnership with the City of Surrey.

The Surrey Board of Trade, a public supporter of the Surrey Light Rail Transit (LRT) project, was encouraged to see that respondents put a high priority on the LRT as well. With about 85% respondents indicating strong support for both lines, it is a clear that is it is the right project for

Nearly 70% of respondents like to work and live South of the Fraser. Although the Pattullo Bridge and other crossings need to be improved to accommodate commuters, it is interesting to note that more are staying this side of the river. Over 50% live and work in Surrey, unchanged from 2016, and an additional 24% commute into Surrey for employment.

Although two years of data is insufficient to mark a significant trend, there is a measurable shift as respondents are travelling less overall than was reported in 2016. Further, for those who travel for work, the number of hours have decreased, from 27% of those travelling 3 or more hours a day in 2016, to 13% in 2017. Although there was an increase in those driving 1 to 2 hours, an increase of 8%, it is offset by the 23% who have reduced their work related driving from 3 or more, or who

are no longer travelling for work.

There were many comments provided by respondents, too many to include in the report. However, the Transportation team, SBOT staff, and City of Surrey staff considered them thoroughly. There were patterns in the responses, particularly in certain corridors that were flagged for further consideration and response by the City. Of the corridors, various sections of 32 Ave and 152 St (south) dominated, with improvements to many segments of King George Hwy, the Fraser Hwy, and Hwy 10 coming close behind. Intersection improvements likewise highlighted needs for 32 Ave, 152 St, the highways, and their feeder roads.

Respondents strongly support additional more bus service through Surrey. The choice of transit for commuting is very low, but given the response for services, it can be interpreted that it is the lack of opportunity rather than desire that drive respondents to choose cars over transit.

As a result of what our members indicated in both their responses and the voluntary additional comments, the Surrey Board of Trade recommends:

- That the entire 27km of the Surrey LRT be built as soon as is feasible
- That in addition to the identified top 3 corridors and intersections (see page 7), the City consider the areas of 32 Ave, 152 St and the Highways as identified by respondents
- That the City and Mayors Council recognize that more citizens of Surrey and South Fraser both live and work here and require the necessary infrastructure to support ease of movement

To read the full report, go to businessinsurrey.com/ policy/transportation

For more information on Surrey Board of Trade research projects and how you can help support our work, contact Anne Peterson, Policy & Research Manager, anne@businessinsurrey.com.

No Support for Metro Vancouver's Proposed Waste Levy

Metro Vancouver has made bylaw changes to the areas of Generator Levy, Hauler Licensing and Bylaw 181 by adopting the Solid Waste Regulatory Proposals, Waste Hauler Licensing Bylaw, Solid Waste and Recyclable Material Regulatory Amending Bylaw 309 and the Tipping Fee and Solid Waste Disposal Regulation Amending Bylaw No. 308 in November. The Surrey Board of Trade took part in the consultations and concluded that the changes were not supportable.

"The Surrey Board of Trade has a responsibility to review changes of policy or legislation or programs at all levels of government if they impact our members," said Anita Huberman, CEO, Surrey Board of Trade.

"Often we agree that such changes may improve economic opportunity. At other times, however, we find that suggested changes

would in fact impede members' ability to compete fairly in an equally balanced marketplace. The proposed generator levy, coupled with a hauler licensing program is one that has caused us concern."

The Surrey Board of Trade's Environment & Infrastructure Team reviewed the proposed levy and licensing, and hosted representatives from Metro Vancouver and the Waste Management Association. The members discussed the pros and cons in detail and have come to the conclusion that there are challenges to our members and to the concept of fairness of economic opportunity. As such, the Surrey Board of Trade cannot support the program as outlined for the following reasons: 1. Inherent Conflict of Interest

The changes unfairly skew the market in favour of Metro Vancouver. Metro is regulating the waste disposal/waste haul business in Metro Vancouver. At the same time it is the owner/operator of major waste disposal and waste transfer facilities in Metro. Its proposed regulation can easily be seen as a means of protecting its investment and supporting its operating cost rather than a sincere attempt to provide needed service in the most efficient way and at the lowest cost to the consumer/ taxpayer.

There is also an inherent conflict between Metro's zero waste initiatives and its need to provide revenue to its waste disposal and transfer facilities. Revenues are volume dependent and Metro cannot arbitrarily continue to raise per unit prices to compensate for declining volumes. Progress in environmental management should yield dividends for society at large. Metro needs

an analysis to show how improved waste handling reduces everybody's costs and a plan to scale back its waste management costs as progress takes hold. Less waste should logically mean less cost. A schedule increasing disposal fees from \$80/tonne to \$93/tonne (16%) over the next 5 years does not meet this expectation.

"If waste haulers are paying a \$40/tonne levy to Metro Vancouver, regardless of whether they utilize a Metro facility or a private facility, how can a private facility compete? Simply, they can't. The market is skewed in favour of Metro."

2. Impact on Haulers

Most, if not all, commercial waste haulers already provide source-separating containers for their clients.

Continued on page 18



Minister Popham Keynotes SBOT's Agriculture Awards

Minister of Agriculture, MLA Lana Popham, was the keynote at Surrey Board of Trade's 3rd Annual Agriculture and Business Reception in November. Business and community leaders mingled with growers and producers of Surrey's agriculture sector on a night that also featured the first annual awards. The winners are:

Individual: Michael J. Bose

Michael Bose has grown up in a family with a long farming tradition in Surrey. He has not only demonstrated excellence as a successful farmer and entrepreneur but also distinguished himself by his outstanding dedication for Surrey's agriculture and the protection of agricultural land. He is an agricultural representative on a variety of community committees, represented Surrey on Metro Vancouver's land inventory and taxation committee and is a member of the

Surrey Agriculture and Food Security Advisory Committee since 1995. He has also worked as a Commissioner for the Agricultural Land Commission.

Business: Zaklan Heritage Farm

Zaklan Heritage Farm has a rich and long heritage of farming in Surrey that few can match. It started in 1920's and has undergone revitalization led by the next generation of Zaklans. With ample support from family, the farm has transformed into a diverse mixed vegetables and livestock operation. Despite significant pressure from urban sprawl and housing development, the farm has remained true to itself and continued to produce local, healthy produce even while now totally surrounded by housing real estate. It is a clear winner against the threats of our everincreasing population growth and pressures on land values



From L-R: SBOT Chair, Dr. Greg Thomas; Mike Bose; Minister Popham; Doug Zaklan and Gemma McNeill; SBOT CEO Anita Huberman; MP John Aldag; and, Councillor Mike Starchuk.

PERSONALITIES & EVENTS



MP Randeep Sarai selected SBOT CEO Anita Huberman as a recipient for a Canada 150 Community Award in recognition of her outstanding work within the community of Surrey Centre and for the business community of Surrey.



Surrey Board of Trade's Indra Bhan at the grand opening of Planet Fitness Surrey – their first location in the Lower Mainland. Planet Fitness is one of the fastest growing fitness centers in the United States. Surrey – where Business happens.



Luke, Indra, and Anita from the Surrey Board of Trade with James Stewart at the Hamilton Duncan Law Firm Winter Party.



Over \$1,800 and 500 pounds of food was raised at Surrey Board of Trade's annual Seasonal Sizzle. Well done, members!



Surrey Board of Trade Chief Operating Officer, Indra Bhan, at MLA Garry Begg's Holiday Party. MLA Begg is a long-time friend of Surrey Board of Trade from his previous duty with the Surrey RCMP.



Surrey Board of Trade's Anita and Indra enjoy celebrating with SBOT members Steve Stew, Linda McCrossin, and Emmanuel Medeiras in support of the Centre of Child Development Gala.

Page 12 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



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A TOTALLY 80'S CHRISTMAS!

















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- Royal Canadian Theatre Company
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- Showtime Event & Display
- Staples, Southpoint Exchange
- Storage for Your Life Solutions
- Surrey Board of Trade
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2018 New Year's Business Reception

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Page 14 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018

PERSONALITIES & EVENTS



CEO Anita Huberman with OMNI TV's Tarannum Thind. Anita was interviewed on the topics of the Surrey City Budget and Immigration needs in Surrey.



Anita held a meeting with Kevin Falcon, Anthem Properties, and SBOT Governor and SBOT Transportation Team Chair Dave S. Hayer.



Luke Arathoon and Indra Bhan from SBOT, joined MP Randeep Sarai, KPU President Dr. Alan Davis, and MLA Jinny Sims at the BC India Business Network 2nd Anniversary Celebration at Fairmont Waterfront.



Indra Bhan attended the Canadian Western Bank Holiday Reception at Aria Banquet Hall with Dylan Watson, AVP & Branch Manager.



Anita drops into SBOT member Surrey's West Village Cafe on Hwy 10 and 152 Street for an unforgettable culinary experience.



Indra Bhan meets up with Instant Imprints Owner, Shazmin Zahir, at their open house in December



Surrey Board of Trade staff decking the halls for the Christmas Season – and having too much fun!



Fraser Smith, City of Surrey; Stephan Mehr, TransLink; City of Surrey Councillor Tom Gill; and Paul Lee, City of Surrey, presented the Surrey Light Rail Transit Project for members of SBOT and the South Asian Business Association.



Surrey Board of Trade hosted a BC Chamber Breakfast in November with Val Litwin, CEO BC Chamber, with Anita, Duncan Wilson, Port of Vancouver, Minister of Jobs, Trade & Technology Bruce Ralston, and Kevin Desmond CEO of TransLink.



Some of Surrey Board of Trade's new members at the December Business in the City Breakfast.



CEO Anita Huberman was a featured speaker at December 2017 KidsPlay Women's Empowerment Forum.

FEBRUARY - MARCH 2018



Canadian energy is amongst the safest and greenest on the planet. So why aren't we getting the credit?

With the Energy East pipeline being added to the list of unrealized Canadian energy megaprojects, hard questions about Canada's collective energy future have crept up:

- Are politics and overregulation hurting the Canadian oil and natural gas industry's capacity to innovate?
- Will Canada ever have a pipeline to the east coast?
- What does this mean for the future of the oil sands?
- What more can we do to show how safe and responsible oil and natural gas developed the Canadian way is?

I could easily devote an entire blog post to each question. There has certainly been no shortage of post-mortem analysis and editorializing on the first three, but it's the fourth question that I'd really like to dig into. In short, I believe the answer is not a whole heckuya lot.

On virtually every front — from worker safety, to sustainable water use, to greenhouse gas emissions, to land reclamation — Canadian energy producers consistently demonstrate they are world leaders and continuously raising the bar on standards and innovation.

If the world was a fair and just place, Canada would have pipelines running north, south, east, and west and everywhere else in between. We would have convinced our critics long ago that our standards for energy development are unrivalled anywhere in the world and that our oil and natural gas products are the fairest, freest, and greenest in the world.

But, as we all know, the world isn't fair.

Despite extraordinary advances in improving our environmental performance, Canadian energy remains a favourite target for foreign special interest groups who have little interest in hard facts or evidence.

Take the Canadian Oil Sands Innovation Alliance (COSIA). Launched in 2012, COSIA is a group of oil sands producers focused on accelerating the pace of improvement in environmental performance in Canada's oil



What in-situ oil sands facilities look like in Canada.

sands. These companies came together to share technological breakthroughs and other best practices with the objective of reducing the entire sector's overall environmental impact.

Nowhere else in the world will you find a model like this - competitors in business but partners in environmental protection. To date, COSIA member companies have shared over 900 distinct technologies and innovations that cost more than \$1.3 billion to develop.

Technologies like Direct Contact Steam Generation advanced by Suncor, a new twist on Steam-Assisted Gravity Drainage (SAGD) drilling that promises to reduce and perhaps eliminate CO2 emissions at well sites.

Or new, soft-sensor technology currently being tested by Canadian Natural Resources Limited that can dramatically increase steam quality in SAGD operations, thus reducing GHG emissions while increasing oil production.

Our accomplishments on mitigating the impacts of resource development shine especially bright when compared with the

deplorable records of our principle energy competitors whose product Canada continues to import.

to import.

Take Venezuela, for example, a country whose oil eastern Canada will continue to import

because of Energy East's demise. Venezuela is the world's single-most prolific air polluter, emitting more CO2 per person than any other nation on earth. That includes China, which is responsible for over 20% of the planet's overall GHG emissions.

Any rational comparison and evaluation between Canadian and Venezuelan energy would be over in about three seconds. Canada wins every day of the week and twice on Sunday. Yet we find ourselves in a world where Canada's remarkable advancements in environmental mitigation go unrewarded while places like Venezuela continue to find friendly shores for their environmental profligacy.

You can be sure that Canadian producers will continue to make progress on reducing their environmental impact while Venezuela and its contemporaries keep flouting even the most basic environmental standards.

We can only keep telling our story until the world wakes up to the obvious truth that Canadian energy wins on every front.

Brad Tennant is the Manager for Canadian Association of Petroleum Producers' (CAPP) Energy Citizens Program.



For more information:

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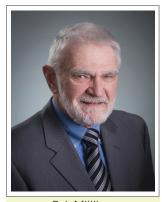
Page 16 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



TECHNOLOGY & INNOVATION

Power Points

Artificial Intelligence Takes on VoIP in 2018



Bob Milliken

Adding the smarts that come with Artificial Intelligence (AI) in Internet phone systems seems like the logical next step to improving business telecom. However, it's only now that businesses are truly embracing such hi-tech advances in VoIP. In response, Al developers are paving the way for automated processes that have the potential to significantly enhance VoIP performance.

Contact Center Operations

Thanks to highly automated VoIP technology, businesses can manage their call centers easily. It also reduces the need for human interaction without sacrificing service quality. Beyond this,

how else can Al help?

Al-integrated VoIP systems can add back that human element to call routing by determining a caller's personality, mood, and other characteristics so calls are routed to the agent best equipped to handle them. This makes call-center operations more seamless and costefficient because it reduces the need to deploy agents with specialized skills.

Interactive Voice Response (IVR) Systems

An IVR system is an extremely useful tool for businesses that get a high volume of calls. Not only does it save them from having to deploy staff to address queries, it also saves customers

Al enhances this feature by working in the background, gathering all relevant customer data such as personal information and recent transactions to resolve a query. The Al 'worker' then sends this information to the business representative, who will be better equipped to serve the customer.

Conferencing Capabilities

Internet telephony makes multi-location communication possible, which is indispensable to most organizations. Web conferencing has improved over the years, with Internet speeds and telecom technology constantly improving.

Al advances it even further with real-time language translation and speech recognition technology, which greatly benefits businesses with multiple geographic locations and whose stakeholders come from diverse backgrounds. **Chatbot Functions**

Chatbots are intuitive entities that receive instructions via textual or auditory means to perform automated tasks. They're not to be confused with applications aimed to make processes easier. Apps differ greatly from chatbots in that they aren't designed to simulate human interactions and they don't have an 'identity.'

Like IVR systems, bots are used by businesses to automate customer interactions. Al-powered chatbots can set-up meetings, invite attendees, manage schedules, and much more.

Your Take Away

With Al-powered systems promising improvements in contact center operations, customers' IVR experiences, web conferencing, and scheduling, businesses It's easy to see how AI would lead to an increase in customer satisfaction and why businesses are eager to adopt them.

There's so much more that VoIP systems can do for your business, and we've got the expertise to handle all your VoIP-related concerns. Get in touch with our experts at 604.986.8170 for advice on how to adopt these trends and keep your company's business communications ahead of the curve.

Bob Milliken specializes in helping businesses with their IT needs. bob@compunet.ca



Time to Tune Up Your Business



Remember the day when muscle cars weren't just collector cars but were the cars we drove every day. Sure, they guzzled gas but there was nothing sweeter than a finely tuned engine humming as we cruised the streets.

Businesses are just like an 8-cylinder engine. When all 8 areas of a business are in sync it hums along making money, building wealth and providing the lifestyle we all strive for. When a cylinder is not running properly the car will still run but will not produce the output we want and will stutter as it crawls along. If your business is not running the way you want it to then its time to do a tune up and get all cylinders running

Here is a quick look at the cylinders that run your business engine:

Strategic Plan - It is essential that you and your team know the direction your business is going and what you are trying to achieve daily. There is nothing more powerful than a wellfocused team.

Marketing – Many business owners tell me that marketing is a black hole where they spend a lot with few results. Marketing should be an excellent investment if marketing fundamentals are followed. Unfortunately, most businesses don't follow the fundamentals.

Sales - Contrary to what most believe sales and marketing are not the same thing. Marketing is the process of attracting qualified prospects to your business. Sales is the process of converting the prospect into a paying customer. How many potential customers do you lose to a poor conversion process?

Customer Service – Great customer service doesn't happen by chance. It should be consistent and purposely designed to create raving customers who will not only return but will refer you to others.

Human Resources – Having the right people to provide your products and services and to look after your best interests will make or break your business. Are you sure you have the right people "on the bus" and that they are in the right seats. Operating Systems - Besides having great people it is equally important that you have documented systems for your team to follow.

Systems provide consistency and reduce "firefighting" making life easier for everyone. *Financial Management* – It is amazing how many business owners don't review their financial statements monthly never mind the fact that they do little to collect data from the shop floor or field, so they can better understand what is causing the numbers they are seeing. You can't manage what you don't measure. *Leadership* – The state of your business whether good or bad is a direct reflection of your leadership. I find that the owner is usually the bottle neck of their business. Your ability to communicate, delegate, motivate others and

focus on all cylinders will ultimately determine

the fate of your business.

Make 2018 the year to get all 8 cylinders of your business engine working in sync. You will end up with a more effective, profitable and valuable business that will provide increased wealth and prosperity for you and your family. If you would like a business "tune up" checklist just send me an email and I will send it to you with my compliments.

Tony Malyk is a Certified Professional Business Coach specializing in business performance acceleration in the manufacturing, trades and logistics sectors. tony@empoweredbusiness.ca, 604.374.5934



→ HUMAN RESOURCES

BC JOBCONNECT: Finding the talent you need when you need it



Patrick MacKenzie

Any employer is concerned about finding that right fit — a worker who will have the right qualifications, as well as that energy, spirit and attitude that helps build your unique workplace culture. With baby boomers retiring out of the workforce and unemployment at an all-time low, successful employers know to look to new sources of talent.

In 2016 alone, BC welcomed almost 33,000 new immigrants. These newcomers brought with them skills and expertise as broad and varied as the BC economy, and they also brought their international connections and unique perspectives.

Yet when it comes to immigrants, there is this perceived challenge of hiring someone with foreign qualifications, someone whose first language might be other than English, and someone who might not be fully aware of Canadian workplace culture.

The Immigrant Employment Council of BC (IEC-BC) has developed BC JobConnect — a free online tool that demystifies immigrant hiring and effectively connects businesses to their potential employees. With over 500 pre-screened, job-ready candidates — 43% of them based in Surrey — this portal showcases

the talents and expertise that newcomers bring.

BC JobConnect is not your traditional job board. It puts employers in the driver seat, letting them find candidates with the skills and the training that they need. It also helps employers translate foreign skills and experience into a language they can understand.

How does it work? Newcomers to BC upload profiles that include their skills, work experience, education and preferred locations of work. Registered employers can then identify job-ready candidates with the skills they need using keyword searches of the profiles. It takes an employer only minutes to register at www.BCJobconnect.ca and have access to candidates who are eager to continue their career in Canada.

Patrick MacKenzie, IEC-BC CEO

ABOUT IEC-BC: The Immigrant Employment Council of British Columbia (IEC-BC) is a provincial not-for-profit organization that provides BC employers with solutions, tools and resources they need to attract, hire and retain immigrant talent. For almost 10 years it has been working with employers, government and other partner stakeholders to ensure that BC employers can effectively integrate global talent.



Business: What a difference a day makes



Mandie LaMontagne

From finance and taxation to human resources and employment obligations, recent changes are set to directly affect many businesses and create substantial challenges for small/medium enterprise.

In October 2017, the Federal Department of Finance released several announcements unveiling revisions to their earlier Summer proposals, affecting the taxation of private corporations. Following these announcements, questions arose which by their very nature should inspire all small business owners to review their current estate, retirement and investment planning.

Of the two major changes included in the proposed legislation, the first deals with the tax strategy of business owners sprinkling income to adult family members in lower tax brackets to reduce the total tax paid on income earned. Effective January 1, 2018, the rules on tax on split income will extend to dividends received by adult family members and be subject to a new "reasonableness" test. This test would require adult members to show their active contribution to the business via work hours, assets invested or ownership. The second change would look to place limits on how private corporations are used to minimize taxes when making passive investments in stocks, real estate and insurance products. Corporately owned permanent life insurance can be

one of the most tax efficient ways to optimize estate wealth and, in some cases, retirement assets.

The silver lining - January 1, 2018 the federal small business tax will be reduced from 10.5% to 10% on the first \$500,000 of active business income; by January 1, 2019 the tax is proposed to be reduced to 9%. The government also dropped their proposals aimed at limiting the ability of incorporated business owners to convert income into less taxable capital gains.

Many businesses rely heavily on key staff and are generally challenged with attracting and retaining talent. A handful of changes that came into effect late in the year will likely increase the need for future planning and manpower forecasting, along with a renewed focus on both cross- training and innovative flexible work options.

On December 3, 2017, El (Employment Insurance) benefits related to certain Leaves of Absence were modified. These include an extension to Maternity/ Parental leave from 12 to 18 months (no change in \$ benefits paid), and an expansion in the provision for access to Maternity benefits (now up to 12 weeks prior to Due Date).

A lesser publicized change was also made enabling eligible applicants to combine a Family Caregiver Benefit with the existing Compassionate Care Leave of up to 26 weeks. This now includes up to 15 weeks to care for a critically ill or injured adult, and up to 35 weeks to care for a critically ill or injured child.

All in all, the changes and challenges present a timely opportunity for business owners to review both their business and personal planning to ensure financial goals are on track and attainable, and organizational succession, vis a vis strategic people plans, is current and onside.

Mandie LaMontagne is a Managing Partner at Intueri Group. She is a Surrey Board of Trade Board Director and chairs the SBOT Workforce Development Team.

Workplace stress – it's costing your business in several ways



Kevin Diakiw

Is it getting more difficult to climb out of bed on work mornings, as you struggle to bring your under-slept body down for that first cup of coffee? Are you lying awake at night, thinking about changing jobs?

If so, you are among the majority, as almost 80 per cent of workers feel overwhelmed with work. In fact, workplace stress is eroding worker's

health and costing employers hundreds of billions of dollars annually.

For an employee, the effect is deep, personal and lasting. Anxiety, depression, chronic pain, loss of sleep and other stress-related disorders visit with frightening regularity.

Employers are also slammed by workplace stress, if not personally, their business is being hit in loss of productivity and costs such as sick leave to the tune of \$300 billion in the U.S. alone, according to a study by Eastern Kentucky University. The figure is tallied from the American Psychological Association, which looked at lost productivity, absenteeism, turnover and increased medical costs to the employer.

In Canada, mental health problems cost employers \$20 billion annually, according to a 2010 Stats Canada report on workplace stress. A BC Insider Infographic compiled from several sources showed the leading cause of stress in the workplace was workload (46 per cent), followed by people issues (28 per cent) and

juggling work and personal life (20 per cent) and lack of job security (six per cent).

Almost one-third had back pain, 28% had generalized stress, one in five fatigue and 13% experienced headaches. More than half admitted to calling in sick because of stress, while almost that many changed jobs because of it. Between 60-and 80% of workplace injuries due to stress-related distraction or sleepiness. The list goes on.

To counteract the high workplace stress, employers are initiating work-life balance initiatives, enacting employee recognition and employee involvement in fixing problems. Employers are also working on employee growth and development, including courses in leadership, time management, conflict resolution and emotional intelligence.

Ernst and Young is implementing stress management into its culture and AOL Media Networks is offering free in-office yoga. For some time, Google, Nike, Deutsch Bank, Proctor and Gamble, General Foods and Aetna have

implemented mindfulness training in their workplaces. All are seeing in the ballpark of 25% reductions in workplace stress. Canadian companies are just beginning to pick up on the idea that getting in front of stress is just good business.

Surrey companies such as Coast Capital and Zukerman Law Group have implemented mindfulness strategies to fend off the effects of workplace stress. Many of the businesses coming to Still Here Mindfulness are traditionally higher stress, such as lawyers and doctors offices, which see a much larger drop in anxiety through mindful practices.

If the appetite for service is any indication, there's no shortage of anxiety in the Canadian workforce.

And that should be a concern for us all.

Kevin Diakiw is the Chief Mindfulness Officer
at Still Here Mindfulness, a Surrey firm bringing
the practice to consumers, companies and
institutions. www.still-here.ca

Page 18 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



Human Rights Revisited

Surrey Board of Trade representatives spoke to BC Parliamentary Secretary Ravi Kahlon who led the consultation on the re-establishing the British Columbia Human Rights Commission.

"Other legal associations have provided their input into the consultation on behalf of their clients, but it was clear that the perspective of the small and medium sized business community was missing, which presented an opportunity for outreach, education and collaboration," said Anita Huberman, CEO Surrey Board of Trade. Of concern is to ensure that small and medium sized businesses, who do not have a dedicated human resources person or department, are aware of the many aspects and potential impacts of human rights

The Chairs of SBOT's Social Policy Team and Workforce Development Team, Doug Tennant and Mandie LaMontagne, worked with CEO Anita Huberman to present an overview of concerns and recommendations. Included was the request for increased clarity, how and when to make a claim, increase education



Doug Tennant, Chair of SBOT's Social Planning Team, joins Anita and Mandie LaMontagne, Chair of SBOT's Workforce Development Team, in a meeting with MLA Ravi Kahlon, Parliamentary Secretary of Sport and Multiculturalism.

and outreach opportunities, provide training through courses and workshops, and develop partnerships with business organizations, such as the Surrey Board of Trade.

For the full presentation go to https:// businessinsurrey.com/policy/workforcedevelopment/

Fair Wages Commission to Pay Attention to Job Creation and Economic Growth

The Surrey Board of Trade presented their unique business and social perspective to the Fair Wages Commission to on how to move towards a \$15-an-hour minimum wage with increases that are regular, measured and predictable.

"What we would like the government to do is to formulate a wage system that is predictable. The Surrey Board of Trade has a longstanding policy that minimum wage rates are to be linked to the CPI for increases going forward to provide a level of predictability for businesses," said Anita Huberman, CEO Surrey Board of Trade. "This would allow long-term planning and ensures no sudden large increases in labour costs for business. If a \$15/hour is the decision of government, then we recommend that this is done in stages, culminating with full implementation in no less than 3 years – 5 years would be better to ensure that business can



integrate this into their business planning cycle. Business are being asked to carry ever higher minimum wage levels with no understanding as to whether the increase will lead to any improvement in social outcomes. More education and facts are needed. The opportunity exists for government to provide regular and accurate information through a Minimum Wage Fact Sheet providing a clear picture of who earns minimum wage, track the breakdown of minimum wage earners over time and determine whether it does assist families in poverty as intended.

Continued from page 3

City Budget 2018

Further, a longer period to review the finance documents would be welcome. Two weeks is insufficient

The Surrey Board of Trade supports, with caution, the proposed 3.9% property tax increase. The Surrey Board of Trade is well aware of rising costs to businesses and residents from external factors. Consistent communication on where these increased investments are being directed, such as the increase of \$93 on an average single family dwelling (directed to public safety measures) and a Road & Traffic Levy increase of \$19 would be welcome.

The Surrey Board of Trade was pleased to see

specific capital investments in the 2018 proposed budget including a performing arts space in City Centre and South Surrey contemporary art gallery and café. This fits in with our advocacy with Music Canada to brand Surrey as a music city destination.

"The Surrey Board of Trade understands and works on meeting the aspirations of Surrey in the face of significant internal and external pressures," said Huberman. "We want the City of Surrey to continue to have a sustainable financial framework for municipal services and city-building investments involving both revenue and expense measures."

Continued from page 6

CRA has work to do

"This is left to the Canada Revenue Agency to determine, which, as the Auditor General recently pointed out, has a lot of work to do to be able to do their work to a reasonable standard themselves."

The Auditor General released a report on the CRA Call Centres on November 2, 2017. The findings are less than comforting to those who have taxing problems with their returns (page 5). The report's findings include:

- 2.10 Overall, we found that the Canada Revenue Agency gave taxpayers very limited access to its call centre services, including both the automated self-service system and call centre agents.
- 2.11 We found that the Agency blocked more than half of the calls it received (about 29 million out of 53.5 million) because it could not handle the volume. Blocked calls were those that did not reach either an agent or the automated self-service system. Instead, they were given either a busy signal or a message to go to the website or call back later. This means that each caller made an average of three or four call attempts per week. Even after several attempts, some callers did not always reach an agent or the automated self-service system.
- 2.12 This finding matters because taxpayers need timely access to accurate information to help them prepare their tax returns and to ensure that their benefits are correct. For callers who do not have Internet access, the call centres may be the only way for them to ask for information.

Further, The CRA's "aging call centre

technology" is being replaced, which will allow better response times and queuing abilities, however, it won't be complete until end of 2018. The Auditor General reported that up to 40% of callers said they were unable to find the information they required on the website (page 12) and that there was a spike of unanswered calls coinciding with tax changes in the 2015-16 fiscal year (page 10).

"Considering what the Auditor General reported, what we have is the making of a perfect storm," said Huberman. "Even simplified, these are still major tax changes for small and medium sized businesses to figure out and make adjustments in less than two weeks. And clearly, most will not be able to access an agent to help them, and even if they did, according to the Auditor General, about a third will be given the wrong information anyway. How does this make sense?"

A recent survey implemented by the Surrey Board of Trade found that the overall cost and time to comply with government regulations have increased in the last two years for over half of the respondents.

"When I add all this up," concluded Huberman, "the government really does need to slow down and think things through. They need to fix their own agencies first before delving into how businesses operate; otherwise it will be a horrible impact on the economy as businesses try to comply. They need to stop now, and complete a full, comprehensive review first as is recommended by the Senate committee and the entire Chamber network. Then, and only then, can they start working with businesses and be truly

Continued from page 10

Metro Vancouver's Proposed Waste Levy

However, the onus is now on the haulers to change the behaviour of waste generators, as per Metro's goal to increase the effectiveness of source separation of mixed solid waste. Haulers compete for client contracts – admonishing haulers for client inability to source separate through fines and other penalties, requires the haulers to be in the position of enforcers of municipal by-laws, without the means or the authority to do so.

The recourse of "off-loading" or downloading the fine onto their clients, breaches current contracts and is a detriment to future contracts. The challenge is that multiplex units and multifamily towers provide individual anonymity when it comes to non-compliant behaviour, regardless of how many times a hauler may leave letters and notices. Waste haulers realistically have little or no means to influence the behaviour of their customers. Source separation has inherent inefficiencies and there are better, more efficient ways to accomplish these objectives. These alternative solutions might even create a few jobs and a contribution to provincial GDP 3. Licenses as Free Market Disincentives

As the Surrey Board of Trade understands the intended Commercial Waste Hauler Licensing (By-law 181 amendments), licenses are five years

for private facilities, and ten years for waste haulers. Neither time period is sufficient to provide long-term stability required by financial institutions or business development strategies. Compounding the detrimental limitation is that the only avenue to appeal is through the same license granting agency.

The short license terms are a major disincentive to private sector investment. Metro is intending to build a transfer station facility in Coquitlam at a cost of about \$57M. How can a private entity be able to raise similar investments with only a 5-10 year license; a license that is granted and reviewed by a competitor in the open market?

"It is worth noting that across the street from the new proposed Metro facility, there is a private investor who has an approved license and is willing to commit the capital so long as the split fee and facility license are not in place. This would in effect save Metro Vancouver \$57 million in capital costs."

"The private sector companies — waste haulers and facilities — are full participants in the waste management for the Lower Mainland, and if given sufficient opportunity, could be the means by which Metro can save millions in capital expenditure and operating costs," said Huberman.



DUCATION & YOUNG ENTREPRENEURS

Transportation program paves road | 2900 New Tech Seats Announced to next-generation solutions

As parking services manager for the City of Surrey, Dave Harkness says it became a job requirement to know more about what was happening with transportation in the city. After years of working in the private sector, his transition into the public sector quickly made him realize that he would need more technical knowledge for his new role. That's when he signed up for SFU Continuing Studies' parttime, online Next-Generation Transportation Certificate.

"My first motivation was to be able to relate to the issues and know the jargon that the transportation engineers and planners were talking about," he says. "The Next-Generation Transportation Certificate was made for me because it didn't have prerequisites and it gave me exposure to the very current material out there. Whether it was on the weekend or on my lunch hour, the structure meant you could always find time in a work week."

True to its name, the fully online program focuses on concepts, strategies and practices that advance solutions for sustainable transportation. "There is much more current material that the Next-Generation Transportation program exposes you to, that people who completed their degrees years ago wouldn't be aware of," Harkness explains. In many cases, he would share what he learned at work the next day.

This type of forward thinking is critical in the transportation world—where change happens at high speeds. Ideas like automated cars are fast becoming a reality and municipalities will need to react quickly. "These things are coming...and that is going to be transformative and disruptive in a good way," he says. "For the first time, I'm developing policy...[and] the course was great in exposing me to what's been done and the new ideas that could shape policy."

Equally useful was hearing the perspectives of global experts. Harkness's classmates represented a diversity of education,



Dave Harkness. Photo credit: Greg Ehlers

experience and geographical locations. "There were transportation planners from Vienna, Auckland and New York, and front of the line transportation people, like bus drivers, from Alberta and Whistler," he recalls. Their shared knowledge offered insight into what was happening around the world and in his own backyard.

"Things are changing in a big way and this course brings together subject matter experts who are dealing with it," he says. And now, having completed the Next-Generation Transportation Certificate, Harkness is prepared to face these changes.

The program is designed to help midcareer professionals use next-generation transportation strategies to advance livable and sustainable cities of the future. It includes case studies from around the world with policies and practices that resolve conflicts and explore trade-offs between different modes of transportation.

Program instructors are sustainability leaders, policy-makers, planners and decision-makers from North America and beyond. Participants also have the option to take the first course on its own or as a foundation for the rest of the program.

For more information on the SFU program see: www.sfu.ca/continuing-studies



Surrey Board of Trade Directors: Mandie LaMontagne, The Intueri Group; Baljit Dhaliwal, Focus College; and Steve Dooley, SFU-Surrey with the Honourable Melanie Mark, Minister of Advanced Education, Skills and Training at SFU-Surrey Campus

British Columbia will add about 2,900 techrelated spaces that are expected to result in 1,000 additional grads per year by 2023. Total provincial start-up funding this year is \$4.4 million and is expected to increase to \$42 million, the Honourable Melanie Mark, Minister of Advanced Education, Skills and Training, announced January 16.

The tech sector in BC, with more than 10,200 businesses, is one of the fastest-growing sectors of the provincial economy, generating \$29 billion in revenue and employing over 106,000 people. The demand for skilled tech workers presents immense opportunities for British Columbia.

"We're helping students in British Columbia by improving access to education with thousands more tech spaces that include degree, diploma and certificate programs," said Mark. "Our vibrant tech sector supports good-paying jobs, like computer programmers, engineers and information system analysts. We are investing millions of dollars in the future creators of an innovative, strong and sustainable 21st-century economy."

"The Surrey Board of Trade is very happy to see an expansion of tech training," said CEO Anita Huberman. "In particular, we glad to see spaces announced for Surrey." There will be 440 spaces in undergraduate and graduatelevel sustainable-energy engineering degrees at Simon Fraser University (SFU) Surrey. "We hear too often from our members that they cannot find employees with the skill sets that their industry needs. This is a step forward to begin filling the skills gap in our manufacturing ensuring their ability to adapt to changes in technology."

Investment decisions were made based on increasing programming that is in high demand from industry, enhancing pathways for transfer students, addressing regions of high demand and additional niche programming to build on the post-secondary education ecosystem supporting the tech sector. About 83,400 tech-related job openings in BC — such as computer programmers, information system analysts and software engineers expected by 2027.

workbc.ca/labourmarketoutlook

Young Entrepreneurs Pitch Their Products

Surrey Board of Trade's Youth Entrepreneur Business Showcase for Grades 4-7 at South Surrey's Crescent Park Elementary School, with PowerPlay Strategies, took place on November 29. Innovative product creations, entrepreneurial techniques and sales approaches showed that the next generation is ready to take on the task of the real world. The Surrey Board of Trade, with their partner PowerPlay Young Entrepreneurs, is innovatively developing a culture of entrepreneurship within the school system and in collaboration with teachers.

Children in grades 4-7 have been learning how to earn and manage money with PowerPlay Young Entrepreneurs, an exciting experiential learning program that helps youth plan and implement their own small business ventures.

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

"At the Surrey Board of Trade, we are committed to helping Surrey youth develop the tools they will need to thrive in the



Bill Roche of PowerPlay Strategies and SBOT Chair, Dr. Greg Thomas, stands with Emerson Krahn of Crescent Park Elementary, the Grade 6 winner with his "Cork It" business.

new economy," says Anita Huberman, CEO. "We are proud to sponsor PowerPlay Young Entrepreneurs because it teaches young people to be innovative and think outside the box." To find out more about the Surrey Board



CEO Anita Huberman sees the future of entrepreneurship at Crescent Park Elementary, as young businesses display their wares.

of Trade Youth Entrepreneur Program and PowerPlay Young Entrepreneurs, go to https:// businessinsurrey.com/2017/12/grades-4-7-surrey-students-implement-culture-ofentrepreneurship/.

Page 20 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



Surrey Schools Coalition Pleased with December Announcement



Members of the Surrey Schools Coalition, Anita Huberman, Lisa Garner, and Karen Tan, stand with the Honourable Harry Bains, Minister of Labour, MLA Garry Begg, MLA Rachna Singh, and the Honourable Jinny Sims, Minister of Citizens' Services.

The Surrey Schools Coalition was present at today's Surrey education announcement by the BC Government. As a unique and innovative coalition of business, parents, homebuilders and developers, the Surrey Schools Coalition heard new school project announcements by the BC Government.

Nearly 1,000 students in Surrey's Grandview Heights area will enjoy brandnew classrooms in the near future. The Province will fund a new, \$24-million elementary school in Grandview Heights, along with a 300-seat, \$9-million addition at Pacific Heights Elementary School.

"This is a step in the right direction," said

Anita Huberman, CEO, Surrey Board of Trade. "We are hopeful for a more holistic announcement on fully-funded projects in high growth areas in BC."

Surrey is the highest growth catchment in BC where this year alone the Surrey School Board saw an increase of over 1,200 students than projected, leading to the district being 128% over capacity in high growth areas with 317 portables.

The Surrey Schools Coalition still wants to hear some good news on their immediate ask of \$217 million to the Surrey School Board (as announced by the previous BC government) and reiterated by the current



Education Minister Rob Fleming joined Surrey Board of Trade members in a roundtable in December. Members crowded the conference room as education is a fundamental priority for businesses in Surrey.

government's September budget update. In addition, the Coalition wants a special 'growth fund' of \$4.2 Million to pay for portables. The BC Government is being asked to fully commit and fund \$250M to \$350M of capital projects in the next 3 years and fund new schools without district contribution. Education, both quality curriculum and quality surroundings, are needed for our students to be leaders locally and globally through career and entrepreneur pathways.

"Also, the long-term ask is a new funding formula for high-growth areas to ensure that other cities do not face this situation in the

future," said Huberman. "In addition, the Coalition was pleased to hear Minister Bains articulate the need for an eventual removal of all portables in Surrey. How long that will take remains unclear."

Surrey has the largest school district in BC. Classrooms have been growing as a result of Surrey's rapidly growing population and demographics of young families.

The Surrey School Coalition's premise is that the construction of new schools in high growth areas benefit students in Surrey, contributes to healthy communities, and enables economic growth through development.

Surrey to get a New Hospital

Health Minister Adrian Dix announced that funding is now in place to develop a concept plan for a new hospital in Surrey. Together with Fraser Health, the ministry will determine the needs of the community and strategies to address them, and identify potential locations. Once government completes the review and approval of a concept plan, the ministry's next stage in the planning process would be to move forward with a business plan. The concept plan stage will take approximately one year to complete.

"Members of the Surrey Board of Trade have long expressed the need for additional medical services in Surrey," said CEO Anita Huberman. "Surrey Memorial, while providing excellent care, is operating well over capacity and that is not sustainable." The Surrey Board of Trade has held health-focused dialogues in recent years with the consistent message that insufficient access to health care is costing our economy in lost labour time.

A new hospital in Surrey may relieve pressure on Surrey Memorial Hospital, and could potentially offer a range of services, such as day-care/short-stay surgeries, outpatient and pediatric care, specialty seniors' care, pre- and post-transplant care, as well as training and education for health professionals.

Overall timelines for the hospital project would vary depending on each stage of completion, with new hospital builds ranging from between six to 10 years from concept plan to project completion. All new hospitals in B.C. are planned to a LEED (Leadership in Energy and Environmental Design) Gold standard.

Poverty Reduction Forum Consultations

The BC Government has begun the process of developing a poverty reduction strategy. A forum of 27 advisors, including Surrey Board of Trade's Policy & Research Manager, Anne Peterson, will work together to review plans from elsewhere, develop enabling legislation, and will develop a strategy over a 2 year period. The first step is to consult with the public on what a poverty reduction strategy should include.

Public meetings are being held in communities throughout the province, focusing in particular on those who are at risk of becoming impoverished or is living in poverty. If someone is unable to attend a meeting, they can also give feedback in these ways:

- Send input online: httzps://engage.gov.bc.ca/ bcpovertyreduction/
- Send an email: BCPovertyReduction@gov.bc.ca (mailto:BCPovertyReduction@gov.bc.ca)
- Call and leave a voice mail message: 1 778 698-7746 (Victoria number)
- Or, call Enquiry BC and ask for BC Poverty Reduction: 1 800 663-7867 (Calls can be made Monday through Friday, 7:30 a.m. to 5 p.m. Pacific time.)
- Information on the poverty reduction strategy engagement can be found online: https://engage.gov. bc.ca/bcpovertyreduction/

Anne will be working with chambers and business organizations to elicit their input for consideration. For more information, contact anne@businessinsurrey.com.

Development Industry Forum



The Surrey Board of Trade hosted the first Surrey Development Industry Forum focusing on the needs of those who are building Surrey's future — literally.

"There are needs that developers have to help move things along," said CEO Anita Huberman, "such as speeding up the processing of applications, certainty around inspection dates, and the timing of permits."

City representatives were invited to speak and address the concerns of over 200 SBOT members. "It was good for our members to hear how the City is working with developers," said SBOT Chair Dr. Greg Thomas. "As our Red Tape Survey results say, there's always room for improvement."

The first annual Red Tape Survey was implemented just prior to the Forum. For an overview of results, go to page 10.



SBOT MEMBERS' ANNOUNCEMENTS, AWARDS AND EVENTS

ANNOUNCEMENTS



Grand Opening Invitation

Join us at LIVE WELL Exercise Clinic Guildford's Grand Opening celebration! There will be door prizes, including a the very popular FitBit. LIVE WELL is a medical fitness clinic specializing in supervised exercise and healthy lifestyle coaching for people with heart disease, obesity, diabetes and for PREVENTION. Come tour our clinic, learn about our program, meet current members, and find out why LIVE WELL Exercise Clinic is so much more than exercise. Hear Surrey Board of Trade's Business Person of the Year, LIVE WELL founder Sara Hodson, who will talk about 7 Healthy Habits to Improve your Lifestyle in 2018! SBOT members get 10% off their first 3 months.

Thursday, February 22, 2018, 6:00 - 7:30 p.m., #220 15117 101st Ave, Surrey



Celebrating 6 months

Lots of businesses have websites... most of them can't be found! Using industry standard phrases, how does your website score on Google? If your site isn't on the first results page, it's losing money. To celebrate 6 months as a member of the Surrey Board of Trade, **Website Word Doctor** in Surrey is offering complimentary website evaluations to SBOT members. With over 30 years of collective marketing experience, WebsiteWordDoctor.com can ensure that your site reaches maximum ROI by scoring high on the first page. Call or text Randy Forgo, owner and senior strategist, at 778-245-0826 for your free site evaluation.



Surrey RCMP collected over 10,000 lbs. of food and \$7,000 for local food banks during their December "Pack the Police Car" events. Police officers also delivered 4,200 toys and \$3,600 to BC Children's Hospital as part of Keian's Holiday Wish Toy Drive. Special thanks to everyone who generously contributed to these charity drives.

City of Surrey announces that Louise Turner will be the new CEO for Innovation Boulevard. Louise has held senior executive positions in both the private and public sector. She will be responsible for all operations as she leads Innovation Boulevard into its next phase of growth and development. Innovationboulevard.ca

Manning Elliott LLP and Leed Advisors Inc. announce that they have merged as of January 1, 2018. The merger extends the reach of Manning Elliott into the fast-growing Surrey/

Langley region, while providing greater resources and an expanded range of services to clients.

Pacific Community Resources Society (PCRS) was honoured on November 2, 2017, with the Surrey Board of Trade Business Excellence Award for Best Not-for-Profit of the Year. They want to say congratulations to all their hardworking, creative, passionate, dedicated Surrey and administration staff to whom this recognition belongs.



Johnsen Archer LLP, a full service accounting firm located in the heart of Surrey, announces that Darcie Kajan has been named its newest Practice Leader. Darcie specializes in owner-managed enterprises, providing accounting, assurance, taxation and business advisory services. johnsenarcher.ca

The Burns Bog Conservation Society and its Foundation recently received gifts of \$50,000.00 to the Foundation's Endowment Fund and the Society received \$25,000.00 towards its Species At Risk Act Petition (S.A.R.A) to save rare and endangered wildlife on unprotected Burns Bog.

Free golf lessons for SBOT members, every Monday night starting the first Monday April 2nd at the Eaglequest Golf Course, 7778 152 St., Surrey. 5:00–7:00p.m. Contact Nitrogolf@shaw.ca to book.

Blues for the Bank, a fundraiser featuring Chris Thornley, of Thornley Creative Communications, and his musical colleagues, including ClIr Bruce Haynes on the piano, raised nearly \$8,500 for the Surrey Food Bank. Surrey Board of Trade was a media sponsor for the event.

Alongside You announces the opening of a new office in South Surrey to bring their award-winning, person-centred care to Surrey. Alongside You offers a truly holistic, integrated approach to health care and more. www.alongsideyou.ca. #208 2630 Croydon Dr, Surrey.



The Landlord RegistryTM by LandlordBC, an award-winning e-learning program for rental housing landlords and property managers in BC, is celebrating its first anniversary. This innovative tool is available to landlords of

all sizes. For more information, visit landlordregistry.ca.



Park'N Fly employees collected over 1200 items of new and used women and kids clothing as well as accepting food donations and other necessary items for the YWCA's Crabtree Corner Houses which offers a range of programs and services under one roof to help marginalized women and families.

What's On! is a FREE bi-monthly full color and glossy magazine that has just been launched and will be delivered to nearly 400 locations throughout 4 areas: Cloverdale, Fleetwood, Guildford, and Surrey Centre/Whalley. www.whatsonwhiterocksouthsurrey.ca

Simon Fraser University has been selected as the lead

host for Vancouver 2020 — the Asia Pacific Association for International Education (APAIE) conference in Vancouver on March 23—26, 2020. The conference will attract more than 2,000 participants and over 300 exhibitors from the Asia-Pacific, Europe and the Americas.

AWARDS

Zenterra is recognized again this year for the 2018 Georgie Awards. They have been nominated for six awards including Multi-Family Home Builder of the year, Residential Community of The Year, and Marketing Campaign of the year. Learn more about their award-winning communities at Zenterra.ca

Forte Law held its first annual holiday skate to thank the Surrey community for its support in 2017. They raised \$568 for the Sources Food Bank at the event.

EVENTS

February 17 – The **2018 Gift of Love Gala** is set to take place at the Abbotsford Centre. The Gala benefits **Canuck Place Children's Hospice**, BC's pediatric palliative care provider, which is expanding services at their Abbotsford location in 2018 to provide families with critical care when they need it most. www.canuckplacegiftoflove.ca

February 24 — Celebration of Care Gala, in support of the Children's Health Centre at the Surrey Memorial Hospital, will be held at Boundary Bay Airport. 6:00 p.m. to midnight. https://championsforcare.com/events/celebration-care-gala/.604.587.3791.

March 7 – **WorkBC** is holding an information workshop for employers on the free services that WorkBC offers to assist with all your hiring needs. 9:00-10:30 a.m. To register, contact Leslie at 604.580.9741.



March 9 – The **President's Annual SFU Surrey Gala** brings together business, government and community leaders from across the Lower Mainland to celebrate the development and growth of SFU in the region. Reception at 6:00 p.m., dinner at 6:45 p.m. at SFU Surrey Campus. Proceeds go to the SFU Surrey Close to Home Entrance Award program. www/sfu.ca/invite/surreygala

March 10, 11 — **Construction Expo 2018** will bring new technology, new innovations and new trends in the construction industry together at the at Cloverdale Rodeo. Be a part of this expo as an exhibitor, sponsor, or visitor for the latest in industry. www.theconstructionexpo.com, 604.726.0500.

March 17 — Soroptimist Surrey/Delta is celebrating women and girls in our community who are changing their lives and working to change the lives of other women and girls at their Live Your Dream Awards Luncheon. Email lindacunliffe14@gmail.com. www.soroptimistsurrey-delta.org

Page 22 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018



April 14 — **Sources** is holding its **Like a Rock Fundraising Gala**, celebrating 40 years of service to White Rock and Surrey. 5:30 p.m. Hazelmere Country Club. Tickets \$175. Sourcesfoundation.ca/gala

April 27 — Join Laurel Place for their Annual Health and Wellness Fair. If you have a health question come chat with their many exhibitors or just join in the fun. Draws, good food, and professional speakers on site. 11:00 a.m. — 3:00 p.m. 9688 137A St. To reserve a table, contact Janet at cozycornernews@ amail.com

WORKSHOPS

The Surrey Business News is pleased 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 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 Conference Room, contact Rhona@businessinsurrey.com.

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

Wednesday, February 28, 2018

Estate Planning: A Guide to Protecting Your Legacy Creating a will and estate plan is extremely important for people who are concerned about leaving an estate for the people and organizations they care about. Presented by Jamal Khan Financial Group, this workshop will focus on the importance of protecting your assets and the ones you love in the event of disability or death. Learn about the roles of executors, estate tax, and ways to protect your business and personal assets.

Wednesday. March 7, 2018

Accountability: The Science of Human Performance Avoiding conflict and creating a culture, where being liked is more important than being respected, can lead to lack of accountability in a team. As a result, staff produce low-quality work, miss deadlines, and engage in passive-aggressive conflict, causing team productivity to plummet.

Facilitated by Dr. Jim Sellner, VP of Learning's and Applications for Vivo Team Development, participants will discover how to motivate — not punish or cajole — people so that they become volunteers and not "voluntolds."

Thursday, March 15, 2018 How to Get Digital Ready to Generate Sales

Are you ready to take your business to the next level? Learn how to take advantage of the latest digital marketing tools to help you grow your business and transition from traditional advertising to the latest technologies. Presented by RTOWN, this workshop will help small and medium businesses in effectively marketing online. Plus, find out the 2018 trends to include in your marketing strategy!

Stay connected with the Port of Vancouver

Each day, the business you own, manage or work for use 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 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.

MEMBER ANNOUNCEMENTS

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

ONGOING SURREY BOARD OF TRADE PARTNERS Sheraton Vancouver Guildford Hotel

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JOB POSTINGS

Post your job openings at businessinsurrey.com.

HAPPY HOUR

EVENING3 PM to 6 PM

&

LATE NIGHT

9 PM to Close

Delhi Belly \$4 Howesound Lager 6 oz Tap Wine \$5

Rotating Craft Beer \$5

9 oz Tap Wine \$8

Tacos \$5 each

Chickpea Pockets \$5 each

Chicken Lollipops 4 for \$6

Crispy Wontons 6 for \$6

Cocktail Samosas 9 for \$6

Sesame Paneer Fingers 4 for \$6

Mumbai Spiced Prawns 4 for \$7

Fish Pakora \$8 per lb

Chicken Wings \$8 per lb







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Page 24 SURREY BUSINESS NEWS FEBRUARY - MARCH 2018

