

# SURREY BUSINESS NEWS

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### **EVENTS**

**April 12**B2B Networking Reception Hosted by McQuarrie Hunter LLP

Surrey's Top 25 Under 25 Awards

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Surrey International Children's Festival VIP Reception

Mayor's State of the City Address

SBOT Annual Golf Tournament

#### **June 15**

Surrey Mayor's Art awards

#### **June 19**

**B2B Networking Reception** Hosted by 5 Star Catering

Chair's Dinner & 54th AGM

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# Reality!

Surrey Board of Trade CEO Anita Huberman was interviewed by Global TV scant hours after the March 16 announcement that the Mayors Council had put into place the final funding plan for the Surrey Light Rail Transit (LRT) project. The Surrey Board of Trade's advocacy for transit reaches back years. "In order for a city to grow, there needs to be a clearly identified plan to move people and goods around and there needs to be a serious commitment to invest in the infrastructure required to do that," said Huberman. "The announcement [in March] provides certainty for our businesses, our residents, and our investors, who now see Surrey as a viable young city that has many opportunities for economic growth."

See story, page 3



#### A Year of Celebrations

The Surrey Board of Trade has many reasons to celebrate in 2018. Throughout the year SBOT will be highlighting its 100th anniversary as a voice for Surrey's businesses. In February, SBOT's CEO celebrated her 25th work anniversary, see p.4.



#### **ICBC** in the Spotlight

The Honourable David Eby, Attorney General for BC, spoke to a room filled with SBOT members and business leaders on two key issues: money laundering and ICBC changes. Read his comments and the article outlining changes on p.15.



#### **Interest Rates and Economic Growth**

Helmut Pastrick, the Chief Economist of Central 1 Credit Union, foresaw all good things for Surrey Board of Trade members and business leaders who filled the room at the annual Economic Forecast Lunch – if current trade negotiations don't go sideways. P.5

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# HER WORSHIP THE MAYOR OF SURREY, LINDA HEPNER Annual State of the City Address Thursday, May 24, 2018

Location: Sheraton Vancouver Guildford Hotel

15269 104 Avenue, Surrey

Time: 11:15am Registration

12:00 — 1:30pm Lunch and Program

Admission: \$110 Each; \$1,210 Table of 11

Join the Mayor for her 4th State of the City Address on the Progress and Vision of Surrey's Economy.

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# AT ISSUE, continued from page 1

# Surrey Light Rail Transit Project is a Go



L-R: Translink CEO Kevin Desmond; Chair of Mayors Council, Mayor Derek Corrigan; and the Honourable Selina Robinson, Minister of Municipal Affairs and Housing

The Surrey Board of Trade is very pleased with the announcement on March 16 that the funding is now finalized.

The Surrey Board of Trade has, as part of its mandate, reviewed the proposed LRT project thoroughly. We have examined the alternatives and weighed up the costs and benefits of possible solutions. Without doubt, the light rail transit (LRT) is the best system, dollar for dollar, for Surrey and South of Fraser.

"Our rationale is that Surrey is the destination, not a thoroughfare to somewhere else," said CEO Anita Huberman. "Studies have shown, including the Surrey Board of Trade's most recent Surrey Road Survey, that over 70% of all car trips in Surrey, stay in Surrey. The demand for more transit increases annually, as Surrey is becomes the hub of the South Fraser Region."

The LRT, a system chosen overwhelmingly by over 400 forward thinking cities around

the world and in Canada, is the system that will transform our city into a livable, walkable, movable, thriving hub of economic activity.

The March announcement confirmed that 100% of Phase 2 of the Mayors Council plan will be implemented. At \$7 billion, it will be Canada's most comprehensive infrastructure project providing up to 70,000 jobs. In Surrey, this means Expressions of Interest and Procurement proposals can begin immediately for the 'L' route (Guildford-City Centre-Newton) as well as pre-engineering work along the Fraser Highway.

"As the project moves forward, we will continue to work with Surrey's business community to ensure that they are prepared for the transition. We are planning four business-focussed workshops to go over the project plans in as much detail as possible, and work with impacted businesses on how they can continue to serve their clients over the next 2-3 years," said Huberman.

Surrey is growing rapidly, and as it grows, the opportunity exists to shape it into a world-class destination in its own right. With nearly 1,000 new residents coming monthly, the need for a vision has never been more necessary. The LRT provides an opportunity to manage growth, densify, move people, and create commercial space while achieving an attractive streetscape.

#### **Transit Investments**

The Surrey Board of Trade, as part of its mandate, monitors the budgets of all levels of government. While reviewing the BC Budget tabled February 20, SBOT was concerned that the Surrey LRT had not been expressly identified. The March announcement reported here greatly alleviated that concern.

"Our concern arose from the need for Surrey to have certainty," said Huberman. "We have businesses, who overwhelmingly support Surrey's LRT, waiting to move forward on their plans in conjunction with the development of transit." Huberman



referenced a recent SBOT Surrey Road Survey result where 86% supported both phases of LRT. "We have been kept waiting too long. It's time."

The Surrey Board of Trade is pleased to see that the government is moving ahead with the Pattullo Bridge replacement, but was concerned by the lack of numbers for the Massey Tunnel.

"We recognize for goods and movement through the Lower Mainland, the Massey Tunnel has to be replaced as well," said Huberman.

In response to a question from a reporter in the budget scrum, Minister James said that the province is still discussing what to do with the Massey Tunnel. "There is room in future contingency funding," said James, "So we may be able to move forward if that is what we decide to do."

# Pattullo Bridge Re-build News Welcomed

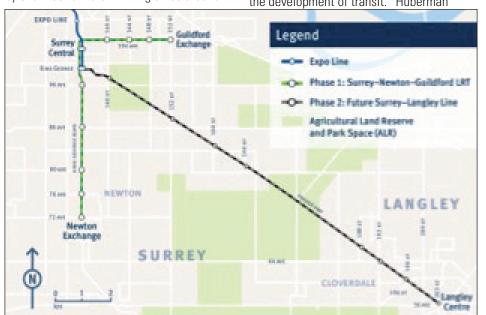
The Surrey Board of Trade is very pleased with February's announcement from the BC Government that the province will be stepping up to pay for the construction of a \$1.377 billion bridge to replace the aging Pattullo Bridge.

The Pattullo Bridge replacement project will be delivered solely by the Province. The project includes a new Pattullo Bridge that will be located upstream of the existing one, new network connections in Surrey and New Westminster, and the removal of the existing bridge. The new Pattullo Bridge will be owned, operated and maintained by the Government of British Columbia.

The new bridge will be four lanes wide to conform to modern safety standards. It will feature a centre safety median barrier and wider lanes to accommodate both passenger and commercial vehicles. The bridge will also have walking and cycling lanes, separated from traffic, on both sides of the bridge.

"However, the Surrey Board of Trade asks the BC Government to re-consider an opening of four lanes to six lanes to accommodate certain population growth in the region," said Anita Huberman, CEO, Surrey Board of Trade. "We must prepare transportation infrastructure for future population growth."

Transportation infrastructure that supports economic growth is a fundamental element to a prosperous economy in both Surrey and New Westminster.





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#### **APRIL - MAY 2018**

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# TROM THE CHAIR

# Relevance in Changing Times



Dr. Greg Thomas



# Millenials are redefining business interactions.

Martin Luther King once said it was a leader's goal to remain relevant even when times changes. The Surrey Board of Trade, now 100 years young, finds itself doing a healthy retrospective of its relevance and making sure

that today's significance does not become tomorrow's mediocrity.

According to the American Society of Association Executives, an association for associations, membership in professional and business organizations is declining and dramatically. Why? Relevance. In this age of social media whereby a world of peers is only a tweet away, the benefits of joining a membership organization may not be as obvious as it once was.

Competition for a share of the professional's wallet is becoming prodigious, even amongst fellow business organizations. Prospective members have a myriad of choice and opportunity, often at little or no cost. With the increasingly popularity and easy of social platforms, information and networking happens without need for face-to-face events or personal contact. Members find each other, network and share insight and opinion at speeds never seen before. Generation X and Millennials are re-defining business interactions and tend to place less value on face-to-face networking, preferring instead to define their own relationships in their own way.

The Harvard Business Review agrees and notes that to maintain relevance associations needs to rethink their purpose and method of impact. Defining and projecting a vision and a means to garner support is not easy. How can a board of trade with a highly diverse business community with a wide array of political, economic, cultural and social agendas

and priorities appeal broadly enough to garner support in the form of membership and sponsorship?

At a time when membership and support for other organizations is on the decline, the Surrey Board of Trade continues to grow and has a vibrant membership and volunteer base. How? Relevance. Perception is reality. By projecting a bold vision for the City and business in Surrey and advocating for that vision, supporting the needs and concepts with events, training, research and networking opportunities, like-minded community leaders and businesses gather to share thoughts and become informed together.

Further, membership is seen by many as a means to give back while raising one's professional profile. Where others have been less successful, the Surrey Board of Trade seizes each opportunity to become the kind of leader and visionary that ultimately attracts people and, in doing so, has successfully positioned itself as an instrument of the future.

At the end of the day, to be relevant means showing members and sponsors a return on investment. If one feels that they have received value for money, then the Surrey Board of Trade has done its job. Finding relevance for another 100 years really means supporting business and providing a clear vison for our City, something the Surrey Board of Trade will continue to do

Dr. Greg Thomas, President, G3 Consulting.



# FROM THE CEO

# Surrey Board of Trade CEO Celebrates 25 years



Anita Huberman

Yes, it has been 25 years. I started my service to the Surrey Board of Trade when I was 19 years old and rose up through the ranks. Now I enter my 12th year as CEO of the Surrey Board of Trade.

It has been an amazing journey. It is unusual for anyone these days to be with one organization for this length of time. And Surrey itself has transformed into a city that can't be ignored any longer. It isn't a suburb of Vancouver — it is a city in its own right deserving of the infrastructure investments that it so desperately needs.

The Surrey Board of Trade itself has changed from a small town chamber of commerce involved

in pageants and parades to a city building institution instigating change at all levels of government to support and attract business. We still own the name Surrey Chamber of Commerce but changed our name to the Surrey Board of Trade in 2007 to focus on business development activities.

The Board of Directors transformed their governance processes to be visionary for the organization and the city.

My colleagues, the staff at the Surrey Board of Trade, have the skills and the right attitude to meet the demands of what a city building organization needs to be — advocacy, trade, business, events, active membership support, technology, communications.

Our 450 volunteers – all members – provide advice on 18 different topics. They are part of a growing machine that rivals the traditional chamber of commerce/board of trade model.

And what I am most proud of during my tenure as CEO, is offering the economic lens on transforming change on childcare, homelessness, housing, health care and more. We've transformed the business lens on these issues like no other organization.

And believe me when I say that the next

25 years is going to even be more amazing. Wait until you hear what we are planning. As construction begins on Light Rail Transit in front of our office building, the opportunities are immense for the Surrey Board of Trade as Surrey's business organization and its participation in Surrey's Innovation Highway.

The Surrey Board of Trade is a vibrant, growing organization providing a forum for debate on critical issues. We are an innovative public policy solution provider and a destination for networking with other members of Surrey's regional business community. Its association with a network of Chambers of Commerce and Boards of Trade around the world — in this 450 year old industry — gives us a uniquely credible voice.

For the Surrey Board of Trade, as a not for profit organization, financial support is derived solely from membership fees, sponsorship and service contracts. I run this organization as a business — we can't go into a loss and we need to watch our expenses and save a bit for future unknown expenses or capital investments.

The Surrey Board of Trade speaks for the business community at public hearings and to the media. It is a recognized voice of business. Again, we've received extensive media coverage from

local and national media.

Our marketplace is constantly changing — paradigms are shifting — and economic conditions are dynamic with new demands, which create new expectations for proactive and responsive leadership by the Surrey Board of Trade. To our members, our owners, and to Surrey's business community, we will be around for another 100 years exceeding your expectations as a city building organization.



Ministers Jagrup Brar and Jinny Sims bring greetings and acknowledgement from the BC Government for Anita's long service to Surrey's business community.



# **BC** Economy Forcasted to **Outperform Canada**



L-R: MC Kirk LaPointe from Business in Vancouver joins SBOT Chair Dr. Greg Thomas, SBOT CEO Anita Huberman, Keynote speaker Helmut Pastrick, and Dawn Palmer, VP of People Services at Langara School of Management and presenting sponsor.

The Chief Economist of Central 1 Credit Union, Helmut Pastrick, gave a wide-ranging review of Canada's and BC's economy and what he foresees for the next few years. Overall, Pastrick is optimistic. The global economy is improving as demonstrated across a range of indicators, such as commodity prices, market purchasing indexes, declining unemployment rate and rising wages, bond yields rising and expected growth through 2018.

Along with these indicators, is the spectre of rising interest rates. As inflation starts to edge to 2% or higher, interest rates are expected to rise. Pastrick anticipates incremental rises through 2018. This may not be welcome news to those wanting to enter the housing market, which is also continuing to rise due to demand exceeding available supply.

While the housing market may slow at times, prices are not anticipated to decrease significantly into the future. In fact, with an anticipated 35% population increase in Metro Vancouver by 2041, there will be 40% more households on land that is constrained by water, mountains, borders and agriculture. Densification will only partially offset this, said Pastrick, as he foresees prices doubling

in next 25 years and, unless there are serious investments, even rents will outstrip incomes.

The Chief Economist walked the full room of SBOT members and business leaders through the cycles that the economy takes but does not see a recession on the horizon. He pointed out that because BC does not have a significant reliance on the oil industry, it was not overly impacted with the global glut and subsequent drop of oil prices. Therefore, BC is doing much better than its neighbour, Alberta, and will outperform Canada with 2.5 to 3.5% growth in next two years. Now would be a good time, he said, to develop at least one LNG project to meet future demands.

The only caveat to Pastrick's optimism, is if trade negotiations go sideways. Markets and the economy would fall if trade mistakes trigger a geopolitical crisis. Unfortunately, he considers this a high risk under current

The Surrey Board of Trade thanks presenting sponsor Langara's School of Management and supporting sponsor Liquid Capital Finance, and table sponsors: Envision, FortisBC, G&F Financial Group, Saklas & Co, and MNP, for their generous support.



# 10 Ways to Build a Canada that Wins

A strong and prosperous Canada depends on business growth, but businesses are grappling with the daunting challenges at home and abroad. To help them compete and grow, the Canadian Chamber of Commerce and the Surrey Board of Trade have released 10 Ways to Build a Canada that Wins at the Surrey Board of Trade's 2018 Economic Forecast lunch.

The initiative of '10 Ways' provides businesses, decision-makers and government with a series of clear priorities and objectives that, if addressed, will give Canada a competitive edge, improve productivity and grow our economy.

"With volatile market activity, tax reform changes in both Canada and the USA, we need to collaborate and speak to government at all levels to ensure that Canada has the business investments and quality jobs for today and tomorrow. This really needs to be an ongoing, consistent task." said Anita Huberman, CEO, Surrey Board of Trade.

"While the global economy remains risky, there are still tremendous opportunities for business growth, but we need to work together to create the conditions to support business growth and build a more prosperous economy for all Canadians," said the Hon. Perrin Beatty, President and CEO of the Canadian Chamber of Commerce. "10 Ways identifies the ways in which business, government and others can work together to improve Canada's public policy environment and create the conditions for businesses across the country to flourish."

10 Ways touches on a range of key issues, including attracting business investment, supporting SMEs, providing opportunities for business development among Indigenous peoples, encouraging innovation and fixing Canada's trade-enabling infrastructure. Read the full report: businessinsurrey.com/wpcontent/uploads/2018/02/10Ways2018CCC-

SurreyBOT.pdf. In summary, the 10 ways are:

1. Make Canada a Magnet for Business Investment We need a policy environment in Canada that makes this country the preferred location for businesses to invest, employ,

export from and grow.

eliminate barriers to trade.

- 2. Ensure a Globally Competitive North America The growth potential of Canadian business depends not only rely on our domestic policy environment, but also on our access to business opportunities and capabilities across North America and around the world. We need to expand and streamline business access to resources as we
- 3. Make Canada an Agri-food Powerhouse Canada's agriculture and agri-food sector has a strong and well-earned reputation. In order to make Canada a global leader in high-value food production and exports, we need a national vision and clear objectives for an agri-food cluster development strategy, a supportive regulatory environment and an increased capacity to export. One-third of Surrey's land base is agricultural.
- Develop Agile Workforce Strategies Agile workforce policies are vital in ensuring Canadian businesses can acquire the skill sets they need to compete and grow. To this end, Canadian businesses need easy access to comprehensive market information and to programs and policies that support diversity and labour mobility. Our workforce must also have access to formative and life-long learning opportunities in essential skills and basic science, technical, engineering and business education.

Continued on page 6

#### **COFFEE WITH DAVE**

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Continued from page 5

# 10 Ways to Build a Canada that Wins

Only then can we attract the best and brightest from all over the world.

- 5. Make all of Canada an Export Gateway
  Trade is the linchpin of the Canadian
  economy. We can enhance the
  competitiveness and growth potential
  of Canadian businesses by building on
  the gateways and corridors modeled to
  make strategic, sustainable and longterm improvements in Canada's trade
  infrastructure. It is time for us to create
  a single, unified and efficient tradeenabling network.
- 6. Improve Regulatory Efficiency,
  Achieve Regulatory Alignment, and
  Ensure the Unrestricted Movement
  of Goods and People across Canada
  The elimination of trade barriers and
  unnecessary regulatory differences
  across Canada could add as much as
- \$130 billion to Canada's GDP by freeing trade and commerce within our own internal markets. Through incentives for regulators, we can concentrate on the big picture: nationally aligned standards and regulations that work for all, instead of a patchwork of regional rules.
- 7. Help SMEs Trade and Grow
  Canada's economic prospects depend
  in large part on the vitality and growth
  potential of small- and medium-sized
  enterprises. We can support our
  SMEs through tax policies that reward
  entrepreneurship, regulatory policies
  that take their reality into account and by
  giving them easier access to government
  contracts and international opportunities.
- 8. Provide Opportunities for Business Development to Support Selfdetermination for Indigenous Peoples
- The economic and social benefits of encouraging greater and more inclusive participation by Indigenous peoples in employment and business development opportunities are shared by all Canadians. This includes a supportive tax and regulatory environment, access to new business opportunities, government programs that provide meaningful supports, and ready-access to education and training, leading to employment, apprenticeship and mentorship programs.
- 9. Make Canada a Global Innovator Canada can retain its status as an advanced economy only if its businesses are world leaders in the development and application of new and advanced technologies. Canadian businesses need to be connected to the broadband infrastructure, research expertise and
- technology resources they require. Intellectual property and other regulatory regimes also have to be supportive and allow for easier R&D, development and, ultimately, commercialization.
- 10. Make Canada the World's One-stop Shop for Green Resources and Technology The application of new technologies and production processes is vital if Canada is to meet its goals for reducing carbon emissions and improving the quality of its environment while at the same time sustaining economic growth. This requires support for resource-based technology business clusters and the incentives and support programs Canadian technology companies need to be able to do business with global resource companies and engineering and procurement firms.

# Liberals Revise Private Company Tax Measures

\$500,000. Under this proposal, if a corporation (together with any associated corporations)



Jonathan Osten

On February 27, 2018, the Federal Minister

of Finance, Bill Morneau, presented the Liberal

government's third budget. The following are a

high-level review of some of the changes that

were incorporated into the budget that impacts

Holding Passive Investments Inside a

In July 2017, the Liberals released a

consultation paper on tax planning strategies

and in subsequent announcements in October

changes to the taxation of passive investment

involving private corporations. In the paper,

2017, the government had proposed certain

income earned by private corporations. In

response to feedback from the business and

tax community that the proposals could be

very complex and damaging for businesses,

to limit advantages from holding passive

measures are proposed:

the budget now proposes a simpler approach

**Business Tax Measures** 

Private Corporation

earns more than \$50,000 of passive income in a year the amount eligible for the small business deduction will be gradually reduced. Specifically, the small business deduction limit will be reduced by \$5 for every \$1 of investment income over \$50,000 such that it is reduced to zero at \$150,000 of investment income. Taxable capital gains on the sale of active investments as well as investment income earned that is incidental to an active business will not be taken into account for this measure.

The new reduction, which applies to taxation years that begin after 2018, will operate together with the existing business limit reduction that applies in respect of taxable capital in excess of \$10 million. The reduction to a corporation's business limit for a year will be the greater of the new reduction and the taxable capital reduction.

#### Limiting Access to Refundable Tax

The second measure is intended to limit the tax advantage that a Canadian-controlled private corporation (CCPC) can currently obtain by recovering refundable taxes on the payment of eligible dividends. The budget proposes that a CCPC will only be entitled to a refund of taxes paid on investment income by paying taxable dividends from income that has not been taxed at the general business tax rate (that is, non-eligible dividends). Eligible dividends received by a CCPC from portfolio investments that generate a refundable tax balance can still be paid out as eligible dividends to recover the refundable tax. Separate refundable tax pools will be created and used to track the type of dividends required to be paid in order for the refundable tax to be repaid to the

This measure applies for taxation years that begin after 2018.



PwC, Surrey Board of Trade's Business and International partner, held a post Federal Budget roundtable with members

#### US Tax Reform

The budget does not specifically address U.S. tax reform. The budget states that over the coming months, the Department of Finance will conduct detailed analysis of the U.S. federal tax reforms to assess any potential impacts on Canada.

#### Personal Tax Measures

#### Reporting Requirements for Trusts

The budget proposes new reporting requirements, and related penalties for non-compliance, effective for the 2021 and subsequent taxation years that will require a trust to report the identity of all trustees, beneficiaries and settlors of the trust, as well as the identity of each person who has the ability to exert control over trustee decisions regarding appointment of income or capital of the trust (e.g., a protector). This will create a T3 "Trust Income Tax and Information Return" filing obligation for certain trusts where a filing requirement currently does not exist. The new reporting requirements will apply to certain trusts resident in Canada and non-resident

trusts that are currently required to file a T3 return.

#### Previously Announced Measures

The income tax measure announced on October 16, 2017, to lower the federal small business tax rate from 10.5% to 10% on January 1, 2018 and to 9% on January 1, 2019 will proceed along with the income tax measures released on December 13, 2017 to address income sprinkling.

Professional advice should be sought to determine if any of the above changes affects your business or personal situation.

Jonathan Osten, CPA, CA, is an Incorporated Partner, Private Company Services, with PwC PricewaterhouseCoopers LLP



#### Limiting Access to the Small Business Tax Rate

investments within a private corporation. Two

The first measure is intended to limit the ability of businesses with significant investment income to benefit from the current small business deduction limit of

# ➡INTERNATIONAL TRADE

# \$4.2 Billion CPTPP Deal Moves Forward

The Comprehensive and Progressive
Agreement for the Trans-Pacific Partnership
(CPTPP) was finalized in January with Canada
signing on and will come into force sixty
days after six of the CPTPP countries have
completed their ratification procedures. Canada
anticipates ratifying in the Fall. However,
the full text plus an impact assessment was
released late February.

To recap, there are eleven countries around the Pacific to form one of the largest trading areas in the world. According to the Canadian Chamber of Commerce's assessment, this accounts for nearly 13.5% global Gross Domestic Products (GDP). The United States removed itself from the negotiations in early 2017, however, the remaining partners moved to continue the trade talks and ratify any subsequent deal with the US. This is somewhat to Canada's competitive advantage but does not help Canada's exports and services to the US as it would under the original TPP agreement.

The economic analysis conducted by the Office of the Chief Economist at Global Affairs Canada concludes that the CPTPP would

generate long-term economic gains for Canada totalling \$4.2 billion. The gains are driven by increases in goods and services exports and investment.

The increases in exports are driven primarily by new preferential access for Canadian businesses to the markets in which Canada does not already have an FTA, such as Japan, Vietnam, Malaysia, and Australia. The gains for Canada cover a broad range of sectors across the Canadian economy including some agricultural products such as pork and beef, as well as wood products, machinery and equipment, and transportation equipment. The impacts on the automotive sector are slight, with a small increase in output and exports.

The CPTPP gains are greater than \$3.4 billion under TPP, due to improved market access for Canadian business to other CPTPP countries in the absence of U.S. competition. The results are consistent with estimates by the Canada West Foundation which reports that Canada's GDP gains would improve to \$3.4 billion under the CPTPP, compared to \$2.8 billion in TPP.5 http://www.chamber.ca/advocacy/briefing/CPTPP\_Economic\_Impact\_Assessment.pdf

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# Trade and the Canadian Economy



Robert Levy



# The battered Canadian dollar seems to be the ultimate victim.

Donald Trump's international trade agenda has been the paramount focus of business news in the first quarter of this year. Some Canadian economists have argued whether this should be the case, but unfortunately the charade from the oval office continues to captivate and distract headlines. NAFTA deliberations between Canada, the US, and Mexico continue to show slow moving progress. As well, there was the recent announcement and imposition of tariffs on US imported steel and aluminum on the grounds of national security (a whole other topic unto itself). Despite the news Canada was to be temporarily spared after a short scare and great lobbying efforts, the policy action continues to accentuate the protectionist view of the administration that was feared during President Trump's campaign and is routinely echoed by his harsh rhetoric.

The battered Canadian dollar seems to be the ultimate victim. The loonie, which found strong momentum into the end of the last year has been crippled in recent months by fundamentals like uncertainty surrounding trade and a Canadian economy that is losing momentum. Whereas the trade theme impacts and relates to the story of the Canadian economy moderating, a vulnerable domestic economy can also be a theme on its own. With the price of crude oil holding around \$60 US/barrel, the direction of the Canadian dollar, strengthening or weakening, continues to depict the sentiment surrounding exports and economic growth.

The most recent GDP numbers drew focus to the fact that strong domestic demand continues to fuel economic growth, while export growth was near flat in the latest quarter. Beyond this, periodic reports whether from Equifax Canada or Statistics

Canada reporting personal and mortgage debt or household balances paint a picture of increasing average debt burdens (both including or excluding mortgages). On top of this, the Bank of International Settlements released a report in the first quarter of 2018 highlighting Canada amongst three economies most vulnerable to financial crisis. They cite both growing overall debt levels and the increasing costs to service these debts as areas of caution and need for further investigation. The key distinction with increasing household debt in Canada is that delinquency rates remain low, but eventually it will weigh on domestic demand.

Thus, we shift to a policy picture where the bank of Canada was previously forecasted to raise interest rates 3 to 4 times this year, and even now begs the question of whether one instance seems likely in the latter half of 2018. We believe that trade will tell the tale. The interconnectedness of the North American economy is discussed routinely and the longer it takes to put trade talks behind us, the more pressure on the loonie and on Canada's central bank to hold off from raising interest rates.

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



Join us in celebrating the recipients of the 10th Surrey International Trade Awards.

- Thursday, May 10, 2018
- Sheraton Vancouver Guildford Hotel
- 5:30 8:00 pm
- Everyone welcome, admission is free!

Go to businessinsurrey.com or call 604.581.7130 to register.

Awards will be presented in the following categories:

Small Business | Large Business
The event will feature an international trade show with international businesses and consulates from around the

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### **BUSINESS & INTERNATIONAL TRADE CENTRE NEWS**

The Surrey Board of Trade has an International and Business Centre to serve clients in Surrey. The following is but a sample of where the Surrey Board of Trade has gone to spread the word that Surrey is open for business and is the best place to grow your entrepreneurial vision.

#### **Cargo and Buildex Trade Show Vancouver**

The Surrey Board of Trade was a marketing sponsor for two major events in BC. Cargo Logistics and Buildex Vancouver. Cargo Logistics was aimed at logistics companies





and Buildex was tailored towards the building industry. Cargo Logistics Canada (CLC) addresses the needs of cargo owners, managers and agents who contract the flow of goods through Canadian supply chains. CLC encompasses the entire cargo spectrum - all major transportation modes and all cargo types, under one roof. BUILDEX Vancouver is Western Canada's largest tradeshow and conference for the Construction, Renovation, Architecture, Interior Design and Property Management industries. With over 600 exhibits, and more than 80 educational seminars BUILDEX attracts over 14,000 attendees annually.

#### The BC Trade Roundtable



Surrey Board of Trade International Trade Centre through CEO Anita Huberman, attended Ministry of Jobs, Trade and Technology roundtable to meet with British Columbia's (BC) Trade and Investment Representatives from China, Japan, South Korea, Singapore, India, USA, Europe and Indonesia at Sheraton Hotel in Surrey. BC's network of 17 Trade and Investment Representative offices help BC businesses contact potential buyers, investors, and other key partners in global markets, and help international businesses discover the benefits of British Columbia as a destination for investment, partner for trade and innovation, and a source of quality goods and services.

#### **GLOBE 2018**



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Angel investors, innovators, thought disrupters, and risk takers gathered in Vancouver for GLOBE 2018, and the Surrey Board of Trade was there. GLOBE is one of the largest and longest-running leadership forum for sustainable business in North America. Surrey Board of Trade took part in the SME Roundtable on Climate Action, one of the off-shoot activities to provide input on how



Surrey Board of Trade's CEO Anita Huberman met with Canada's International Trade Minister, The Honourable François-Philippe Champagne, in March.

governments can make it easier for businesses to go green - expedite licenses and cut down on the "soft costs" was one of the more popular recommendations.

Surrey Board of Trade also attended a reception with the Canadian consulate to Seattle. American businesses and investors mingled with Canadians to share best practices for sustainable clean technological advances that benefit businesses, their clients, and the climate.

#### **BC Procurement**

BC Minister of Citizen Services Jinny Sims met with the Surrey Board of Trade and technology firms such as Copperleaf and Foresight to provide input on more streamlined government procurement strategies to make it easier for small and large businesses. Recommendations to come mid-year.



# Take your business a step further JOIN THE SURREY BOARD OF TRADE

The Surrey Board of Trade attracts & supports business in Surrey.

We provide businesses and organizations with:

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# Surrey Board of Trade Applauds a Balanced Budget

The Surrey Board of Trade joined many stakeholders in the lock-up Tuesday, February 20, 2018 morning prior to the Budget speech in the House in Victoria, BC.

"There are a number of Surrey Board of Trade policies that we have championed for years," said CEO Anita Huberman. "We have long advocated for investments in the social infrastructure to alleviate the pressures on businesses to fill those gaps. This budget reflects many of our statements over the years.

"What we will be monitoring closely is how the shift in taxes more towards the business sector will be implemented. We appreciate the efforts to keep the budget balanced and ensure financial stability for the next 2-3 years. However, balancing the budget through increasing business-focused taxes, such as the new Employer Health Tax, will be a hard sell to our members," said Huberman.

The budget focused mostly on affordable housing and childcare, both of which dominated the 150-page document and two separate documents, providing greater detail, were provided as well.

"Overall, this a very solid budget," said Huberman. "It does include much that we have asked, and it has a plan to ensure that it is a balanced budget now and for the next couple of years." The Surrey Board of Trade will monitor expenditures and any increases to the overall debt to GDP ratio. The Budget intends to keep this between 15 and 16% through to 2020/21 fiscal year.

#### **HOUSING**

"We can't fix the housing crisis overnight, but we can act, and we can start now," said Minister of Finance, Carole James, as she introduced a 30 point plan for affordable housing.

"We have long recognized that if workers cannot afford to live near their employment," said Huberman, "then they will move to where they can. Employers know that attracting workers needs a community that is attractive and affordable for families. Further, young professionals, those earning anywhere from \$50 to \$100k are challenged to find housing that suits their needs with a near 0% vacancy rate. This plan is a start as it recognizes the need to work with developers and municipalities to move quickly forward on needed developments."

"The government's focus on affordable rental housing is laudable. The commitment to work with the private sector rental developers is key and we are pleased to see property tax considerations and pre-zoning for new rental housing on the table. In addition, the new HousingHub represents an opportunity for the community housing sector and private sector to partner to develop new affordable purpose-build rental housing for British Columbians," said David Hutniak, CEO LandlordBC.



Finance Minister Carole James gave Surrey Board of Trade members an in-depth overview of the 2018 Budget, a few days after its release.

The Surrey Board of Trade is pleased to hear that the Province will encourage local governments to expedite affordable housing development. The Province will match the increase to available property tax exemptions provided under municipal revitalization agreements for purpose-built rental housing.

"Surrey is not known for providing incentives for affordable housing, hopefully, this will be enough to bring Surrey to the table," said Huberman. The agreements use property tax incentives to encourage developers to build more housing and to encourage the maintenance and upkeep of current rental stock.

However, the government's "speculation tax" on empty homes has not been well received. After several weeks of uncertainty leading to any number of headlined qualms, Minister of Finance Carole James provided amended details of their proposed tax on secondary properties – those homes that are not the primary residence of the owner. The impacted geographic areas were tightened to exclude some of the more rural areas, and taxes are scaled based on residency. There are also special exemptions that owners can apply for, such as strata by-laws prohibiting rentals and properties under \$400,000 are excluded. The purpose of the tax is to be a disincentive to those who would buy properties for investment only, as those who rent for 6 months per year or longer are

"No one likes new taxes, and I'm not sure these measures will calm the market. Certainly, going after those who use real estate as a commodity would be the low hanging fruit. We will be monitoring the implementation and impact as it goes

forward," said Huberman.

Other initiatives follow the throne speech of February 13: going after fraudulent and money laundering, focusing on numbered and corporate ownership, applying a tax to online short-term rentals, and applying that tax towards supporting the development of housing units.

#### **CHILDCARE**

The other major focus was developing the steps for a universal childcare. The plan is "front loaded" to address the immediate needs for childcare.

"In Surrey, there is a deficit of nearly 13,000 spaces for 0-12 years," said Huberman. "We are very vested in ensuring that our workers have safe, affordable childcare."

The province is providing \$650M over 3 years to improve affordability specifically for infant & toddler, plus 3 to 5 year olds. Subsidization for families will increase and scale up based on need, benefiting up to 86,000 families by end of 2020-21. Flexibility will be encouraged as well as meeting the needs in rural locations. Other measures are budgeted to increase spaces in fast growing districts and train future Early Childhood Educators. About \$153M of the funding is federal, of which \$16.5M is for educating childcare workers. A major push is to encourage unlicensed daycare operators to become licensed.

"This is all a good start," said Huberman.
"However, I note that there is an ask from our local providers that the process by which childcare centres are licensed is very challenging. More work needs to be done to implement their priorities, as well as to increase spaces in Surrey."

#### **FISCAL PRUDENCE**

"Of major concern to us is to ensure that the budget is not only balanced and fiscally prudent, but we also want to see sustainable financing to support long-term programs, such as capital investments in schools and transit infrastructure," said Huberman.

The Budget has introduced new taxes and sources of revenue that will offset some of the reductions and eliminations already appounced

"I'm concerned that some of the shifts of revenue, while helpful to families and young professionals, may adversely affect businesses," said Huberman. "Our Finance and Taxation Team will be reviewing these and we will comment further. However, the social infrastructure investments in housing and childcare, is what our business members have been calling for, so there is a balance there. No budget will please everyone, but most of what is in the budget is in line with our policies and our advocacy."

The Surrey Board of Trade called for the reduction to elimination of the MSP and is pleased to see this happen. However, to replace the elimination of MSP by April 2019 (a reduction of about \$1.4B revenue), the Government is introducing an Employer Health Tax. This new tax will be applied to businesses with payrolls over \$500,000, with the full rate applied to those with a payroll of over \$1.5M and anticipated to bring in over \$1.8B per year once fully implemented.

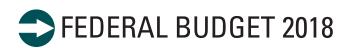
The Employer Health Tax has proved to be very unpopular with businesses. While the government put a *de minimis* of \$500,000 or less payroll — and a sliding scale for businesses with payroll between \$500,000 and \$1.5 million — to minimize the impact on small business, this will still be a \$1.92 billion tax increase by 2020.

Payroll	Tax % of Payroll	Tax Revenue
\$500,000	0%	\$0
\$750,000	0.98%	\$7,313
\$1,000,000	1.46%	\$14,625
\$1,500,000	1.95%	\$29,250

BC is the only province to have an individually funded MSP, while the employer Health tax will be the lowest rate among provinces with a payroll tax in Canada. The concern expressed by those opposing is not the removal of MSP, but that it is businesses who will be taxed to make up the budgetary shortfall, as this is now combined with increased minimum wages, a 1% increase in the corporate tax rate and the expected increases in the carbon tax.

The Surrey Board of Trade's Finance & Taxation team will be reviewing and monitoring the implementation of these taxes. If you are interested in joining the team, contact anita@businessinsurrey.com or anne@businessinsurrey.com.

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# Federal Budget Leaves Economic Uncertainty for Canadian Economy

The Surrey Board of Trade is pleased with many of the announcements that were articulated in Federal Budget 2018.

"Steps towards a national pharmacare program, investments in science and research, tackling cybercrime, access to apprenticeships for women to address skill shortages, women entrepreneurship programming, and CRA reform plans are all good for our economy," said Anita Huberman, CEO Surrey Board of Trade.

"What was most concerning is that there is no contingency fund in the face of global economic pressures. With NAFTA uncertainty, the federal government is forecasting another deficit budget with limited revenue potential.'

In addition, the Surrey Board of Trade was disappointed that a comprehensive tax reform that would help small and medium-sized businesses, the backbone of our economy, was not mentioned.

A structured national child care program needs to be implemented in order for women to engage effectively in entrepreneurial and career pathways.

There is an innovation strategy in this budget, but it needs to be aligned in a structured way to grow international trade opportunities.

The Surrey Board of Trade observations are:

On Infrastructure Investments -

Transportation, housing

Budget 2017 set aside about \$2 billion, to be spent over 11 years, to support the National Trade Corridors Fund. The fund was devised to address capacity at major ports, and to connect rail and highways across Canada. Another \$5 billion is to be provided through the Canada Infrastructure Bank to address transportation priorities. It was from these funds that the federal 40% portion for the Mayor's Council Transportation projects outlined in the 10-year plan was expected.

The federal government has committed their portion to transportation projects including Light Rail Transit (LRT) in Surrey.

On Social Infrastructure - Childcare, gender equity, youth

The Federal Government recently confirmed its commitment of \$153 million to support a threeyear action plan leading towards the province's vision for a universal childcare program. This year's budget, however, does not include any mention of a national childcare plan.

In addition to the childcare investments, gender equity dominated the budget as the Federal Government recognizes that including more women in the work force will grow the economy.

#### **On Pharmacare**

The Surrey Board of Trade was very pleased to see that there are concrete steps towards

the implementation of a universal pharmacare program.

'We began our advocacy three years ago when we realized just how much businesses are paying for medication. Removing that cost item off their bottom line will be very welcome," said Huberman, who has spoken about this in front of the National Health committee. "We want to ensure that all community members, employers, employees, their families, and their neighbours, are able to access the medications they need to improve and maintain their health.'

Moving to a universal pharmacare will save businesses and unions \$5 billion every year according to a report by Express Scripts Canada. SBOT was disappointed with Minister Morneau's clarification the following day, however, was to somehow create a hybrid system between private insurance and a public program.

#### **On Business Taxes and Competitiveness**

It's no secret that small businesses are still unhappy with the changes that the Federal Government introduced in July 2017. After a major pushback, Minister Morneau modified the changes, but did not entirely remove them. The CRA is left to subjectively determine family contribution to businesses and there is still confusion over Passive Investment Rules. Clarity is needed on these fronts.

What the Surrey Board of Trade didn't see reflected in the budget was an announcement for a comprehensive tax reform. Investments in CRA Reform are welcome though

Budget 2018 proposes to strengthen digital services in order to deliver a more userfriendly experience, as well as expand tax preparation clinics so more Canadians are able to get access to the benefits they are entitled to. The Government will also undertake a comprehensive review of the CRA to ensure that services are delivered in a client-centred way.

Legislation on pay equity for federal and federally regulated employees was not costed in budget

#### On Balancing the Budget

The continued deficit budget is concerning. The 2015 election campaign promised to eliminate the deficit by 2019. The concern is that the federal budget is running successive annual deficits

#### **On International Trade**

Through Budget 2018, the Government is committed to deepening Canada's trade relationships with modern, progressive free trade agreements, including a firm commitment to advancing a new and modernized North American Free Trade Agreement, maximizing new opportunities offered by the Canada-European Union Comprehensive Economic and Trade Agreement, the signing of the Comprehensive and Progressive Agreement for Trans-Pacific Partnership, and the pursuit of new relationships with other large and emerging

The Surrey Board of Trade is calling for a contingency fund to prepare for global economic uncertainty.

#### On Workforce Skills Development and Education

The Government is doubling the work placements for youth through the Canada Summer Jobs program in 2019-20, providing new funding to modernize the Youth Employment Strategy, and introducing a new Apprenticeship Incentive Grant for Women, a five-year pilot project providing up to \$6,000 over two years to women entering maledominated Red Seal trades. This, in combination with the Apprenticeship Completion Grant, will provide up to \$8,000 to women completing their apprenticeship training in those often better-paid trades. Underrepresented groups, including women, Indigenous peoples, persons with disabilities, members of visible minorities and newcomers, will benefit from a new Pre-Apprenticeship Program.

The Budget also supports the creation of a new Indigenous Skills and Employment Training Program, which would provide distinctionsbased support for First Nations, the Métis Nation and Inuit, as well as urban and nonaffiliated Indigenous Peoples.

#### **On Cannabis**

There is an agreement between the Federal Government and the provinces & territories on how cannabis revenues will be distributed. In the recent BC Budget, about \$50 million is anticipated in the first year (2018/19) growing to \$75 million in following years.

"Our policy had asked for clarity on how cannabis in the workplace will be handled what does impairment look like from an employer/employee perspective and how will that impact productivity," said Huberman. "What I see in the budget is what we saw in the task force report – an emphasis on road impairment and youth consumption. While laudable, it doesn't meet businesses needs for clarity and the research required."

#### On Crime, Cyber Crime

Investments in cyber security are needed. Canada needs to be a leader in this area.

To help improve the cyber resilience of Canadians when they use digital technologies, and to bolster Canada's cyber security posture, Budget 2018 proposes significant investments.

"In order for Surrey's economy to thrive, it takes all three levels of government working together to ensure that their programs, policies, and taxes are not onerous on our business community," observed CEO Anita Huberman.

"To that end, we looked to the Federal Budget to reduce red-tape, ensure tax fairness, and to provide the funding supports for necessary social and transportation infrastructure."

"Overall we are facing global economic uncertainty in the face of NAFTA and the US tax reform plan. This budget did not go far enough to address this uncertainty for support and attract business."

#### Focus groups gave us the insights to achieve incredible results for these companies.

Are your employees and customers telling you what you need to hear or what you want to hear? There is no question that employees are a company's most valued resource. The challenge for management is to offer a work culture in which individuals are empowered and have the opportunity to develop and advance.

When it comes to your customers, it is essential to continually meet or exceed their expectations regarding the quality and value of the products and services offered.

Given the enormity of what's at stake, it is mindboggling that most companies, both small and large, do not conduct employee and customer focus groups on a regular basis.

The main purpose of focus group research is to draw upon the attitudes, feelings, beliefs, experiences and reactions of respondents.

We've been facilitating focus groups for over two decades; subscribe to our e-newsletter to view some examples.





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# PERSONALITIES & EVENTS



CEO Anita Huberman interviewed by CBC Vancouver regarding Prime Minister Trudeau's visit to India and Surrey Board of Trade's advocacy for a Canada-India Free Trade Agreement.



Surrey Board of Trade's COO Indra Bhan speaking on the importance of networking by sharing her own personal success story at Valley Women's Network.



Brainstorming on action plans for the Surrey Board of Trade and Surrey with Peter Legge of BC Business Magazine at the Sheraton Guildford Hotel.



The OMNITV Advisory Board surprised Anita with a cake to recognize the Surrey Board of Trade's 100th birthday and her 25 year work anniversary.



CEO Anita Huberman with Lori Bryan, Executive Director of Waste Management Association of BC — speaking at the WMABC conference January 31 at the Sheraton Guildford.



The Surrey Board of Trade's Membership Coordinator Moiez Babar, with Carol Magambo and Syed Aziz at the C.A.R.E in Hospitality Graduation Ceramony for Arabic Speaking Immigrants in March.



The Surrey Board of Trade Staff and Directors, past and present, defied blustery weather to gather and celebrate CEO Anita Huberman's 25th work anniversary on behalf of the business community in Surrey.

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### **Agenda**

7:15am: Breakfast

8:00am: Depart SBOT on Tour 12:00pm: Lunch Program 2:00pm: Arrive at SBOT

\*Tour stops to be confirmed.

9TH SURREY BOARD OF TRADE

# **Surrey Industry Bus Tour** Friday, May 4, 2018

Location: Surrey Board of Trade (starting point)

101-14439 104 Avenue, Surrey

Admission: Members: \$50.00; Lunch Only: \$30.00

General Admission: \$65.00; Lunch Only: \$45.00

\*All prices are subject to applicable taxes.

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Entrepreneur Category Winner Yvonne Hogenes - Malary's Fashion Network Presented by McQuarrie



Professional Category Winner
Shalini Das - Symbiosis Pediatric
Therapy Inc.
Presented by Lark Group



Not-for-Profit Leader Category Winner
Ingrid Kastens - Pacific Community
Resources Society
Presented by Simon Fraser University



Corporate/Leadership Category Winner
Rowena Rizzotti - Lark Group
Presented by Fortis BC



Social Trailblazer Category Winner Elly Morgan - KPU Presented by Vancity



Indigenous Entrepreneur Category Winner Roxanne Charles
Presented by KPU

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On Thursday, March 8, 2018, the Surrey Board of Trade hosted the 9th Annual Surrey Women in Business Awards Luncheon, with Presenting Sponsor Vancity. This event recognizes the hard work of Surrey's businesswomen and their contributions to the community, with a sell-out crowd close to 500 guests in attendance.

Master of Ceremonies Tamara Taggart of CTV News led the afternoon's program and Keynote Speaker The Right Honourable Kim Campbell and Vignette Speaker Navy Commodore Marta Mulkins delighted the crowd with humour and wisdom as they share their life stories while advocating for women leadership.

Excitement was contagious throughout the room as winners were announced in six categories. Nominations were submitted in six categories and judged on the nominee's work in Surrey, business acumen, leadership, balanced lifestyle and community involvement. and service.

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ZeeTV interviewed Surrey Board of Trade's CEO Anita Huberman on the recently released Surrey Road Survey and SBOT's support for Surrey Light Rail Transit.



Surrey Board of Trade's Chief Operating Officer, Indra Bhan, (centre), was surprised by her colleagues on her 15th work anniversary. With Anita and her family: Kit, husband Raj and Ritesh.



CEO Anita Huberman with former SBOT CEO Patsy Bourassa and Ray Hudson, former SBOT Communications & Policy manager, at Anita's work anniversary party.



The Tourism, Arts and Culture team celebrates SBOT's 100th Anniversary with a cake (courtesy of ArtsCan Resource Network). They are working on developing Surrey into a Music City.



Surrey Board of Trade's Business & International Coordinator Luke Arathoon with Semiahmoo Chief Harley Chappell at the unveiling of the Vital Signs Report focusing on demographic trends for Surrey's Indigenous population. Surrey First Peoples Vital Signs® 2018 – Perspectives on Urban Belonging



The Law firm of Hamilton Duncan invited a few guests to their wine tasting get together. Plamen Velikov of WineTaste provided valuable insights about new and old world wines, the history of grapes, and more.



SBOT Policy & Research Manager, Anne Peterson, with Meg O'Shea, Manager of SMEs, Vancouver Economic Commission, at the Canadian-Seattle Consulate Reception as part of GLOBE 2018.



Surrey Board of Trade's Anita Huberman and Indra Bhan at the Simon Fraser University – Surrey Gala, with Vivek Suvkur, BC India Business Network.



Surrey Board of Trade at the Cargo Logistics Conference in Vancouver with the most sustainable forklift in the world — an all electric vehicle, which reduces fuel costs by 90% compared with traditional fork lifts. Williams Machinery is a local Surrey company.



Some of Surrey Board of Trade's new members in February.

# **⇒** INFRASTRUCTURE

# Attorney General Tackles "Dumpster Fire"



SBOT Chair Dr. Greg Thomas joins CEO Anita Huberman, Attorney General David Eby, and breakfast presenting sponsor, James Stewart, Senior Partner with Hamilton Duncan.

Attorney General David Eby began with a brief overview of his responsibilities then moved quickly into the two foci of his address to the Surrey Board of Trade and Surrey's business leaders that filled the room. Money laundering through casinos, he said, is such a problem that when the consultant presented a report to the AG, he told Eby that it will "blow your mind." Preliminary reports and recommendations have already been released, but the full report has yet to be made public.

What is concerning, said Eby, is that the lax standards that casinos operated under earned BC an international reputation of what not to do: the BC Model or the Vancouver Model. The final report has about 48 recommendations and will be released soon once the AG has had a chance to review and respond.

The second focus of the Attorney General's comments is ICBC. Eby, when reporting on the findings of a January PricewaterhouseCoopers report, referred to the \$1.3billion deficit of ICBC as a financial "dumpster fire." Again, reports had been submitted to previous governments, however, little was done to act on the recommendations.

Given the circumstances, Eby said there was no choice but to start doing something drastic to stop the financial damage that had occurred. These changes are not popular and may be why they had not been acted on before — there are many stakeholders who will be affected. Law firms, car repair shops, and more will be impacted by caps and payout changes. See article on this page for details.

Legal costs alone are over 24% of ICBC's annual budget. The choice was to increase rates substantially, or work to reduce costs. The new priority is to reduce costs while focusing close attention on road safety. The rapid increase in collisions and claims need to be addressed. Intersection cameras will be turned on and can track speeding as well — drivers will be warned in advance and can choose to slow down or get a speeding ticket.

The Surrey Board of Trade Transportation and Finance & Taxation teams are monitoring the changes. For more information on joining these teams contact anita@businessinsurrey.com or anne@businessinsurrey.com.

# Changes Coming to Car Insurance in BC

The provincial government and ICBC have announced changes to create a sustainable auto insurance system and help cope with ICBC's projected losses approaching \$1.3 billion in fiscal 17/18. The changes will strike the balance between increased care for the injured, more affordable and fair rates for everyone, and less spent on legal costs.

For the first time in 25 years, major changes are being made to ICBC's accident benefits. More money is being added to cover medical treatments along with other benefits like wage loss and home support. These benefits will be available to the customer regardless of who is at fault for the crash and regardless of the severity of the injury.

In addition to paying more money for treatments, ICBC is expanding the number of treatment providers covered. This means the customer doesn't need to wait for ICBC's approval before receiving physiotherapy, occupational therapy, chiropractic treatment, kinesiology treatment, acupuncture, counseling and massage therapy. These changes will dramatically increase the care available anyone injured in a crash.

To allow more money for the care of people injured in crashes and to help bring ICBC to a state of financial sustainability, the government has also announced it will introduce a \$5,500 limit on pain and suffering payouts for minor injuries (things like sprains, aches, strains, etc.) beginning in April 2019.

This means the amount of money a customer can receive for the emotional distress of being in a crash that results in minor injuries only will be limited. But this limit is entirely separate

from the money available for medical care and the other benefits described above, which are increasing.

BC is the last province in Canada to introduce some form of restriction on pain and suffering payouts for minor injuries — other provinces have made changes that have helped lower claims costs and insurance rates, while improving care for the injured.

By empowering the Civil Resolution Tribunal (CRT) to resolve certain disputes regarding motor vehicle injuries, people will get easier, faster and less expensive access to justice. Use of the CRT will also mean claimants who don't use a lawyer will get to keep their entire settlement, rather than paying a portion of it to lawyer fees. These changes do not impact a customer's ability to seek legal representation for any type of claim — minor or serious.

Changes are urgently needed in BC to stop projected rate increases for customers of up to 30% or more in 2019. They are also the first step in suite of changes ICBC is working on with government.

Government and ICBC are also looking at how insurance rates are set for customers. They are looking for ways to make all drivers more accountable for their decisions and driving behavior with the aim of ensuring low-risk drivers pay less and high-risk drivers pay more. The engagement on this topic is available online through April 5, 2018 at 4pm at: www.engage.gov.bc.ca/ratefairness

The goal is to have these changes take full effect April 1, 2019. For more information visit icbc.com/change.

#### Government Announces a New LNG Framework

The Surrey Board of Trade is encouraged by the LNG's announcement regarding a new framework for Liquid Natural Gas producers.

"Until such a time as there is an affordable and readily accessible, non-carbon-based energy source, we will continue to need oil and gas to fuel our economy," said Anita Huberman, CEO of Surrey Board of Trade.

The framework is designed for LNG Canada, a joint venture of Shell Canada with PetroChina, KOGAS, and Mitsubishi. The proposed project is to invest in Northeast BC gas fields and construct a pipeline to a new terminal in Kitimat for shipping to Asia. This project would be the least GHG-intensive LNG facility in the world, according to the technical briefing.

The new framework, to which LNG Canada will be subject, provides relief from provincial sales tax (PST), in line with the policy for manufacturing sectors, subject to repayment in the form of an equivalent operational payment; new GHG emission standards under the Clean Growth Incentive Program, announced in

Budget 2018; general industrial electricity rates consistent with other industrial users in BC; and the elimination of the LNG income tax that had required LNG-specific tax rates.

In return, the province expects LNG Canada and all projects going forward to guarantee a fair return for BC's natural resources; guarantee jobs and training opportunities for British Columbians; respect and make partners of First Nations; and protect BC's air, land, and water, including living up to the Province's climate commitments.

The LNG Canada project, should it go forward, is expected to trigger a \$40 billion investment and bring in an estimated \$22 billion over the next 40 years.

"In job growth alone, the proposed project could create 10,000 construction jobs by 2021," said Huberman. "We are also pleased that due care and attention is made towards climate action. We all want a clean future — it will take time to get there and we see LNG as a solid choice for the transition."



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# Welcoming Women into Skilled Trades Boosts Business



As baby boomers retire, Canada faces a critical shortage of skilled workers in trades jobs. In the province of British Columbia, which leads the nation in economic and job growth, 70% of job openings in the next 10 years will be due to retirements. Faced with a shrinking labour pool, it is essential that businesses be smart about leveraging all available sources of talent, including women.

Trades jobs are expected to make up 11% of all job openings in BC in the next decade, which equals over 100,000 jobs. Doors are opening for women who want to pursue careers as plumbers, electricians, carpenters or sheet metal workers — to name just a few — however, women continue to be underrepresented in the trades. The Industry Training Authority (ITA) funds Women in Trades Training (WITT) programs through the Canada-BC Job Fund and provides training, financial assistance and support for eligible women who are unemployed and need skills upgrading. Yet, as of March 31, 2017, women represented just 10.3% of registered apprentices in BC and only 5% of registered apprentices in the construction sector.

There has definitely been an upswing of women entering trades careers; and clearly, there is still room for progress. In fact, when 15% of a workforce comprises women, a workplace becomes more accommodating and welcoming, and the workplace dynamic changes. A diverse workforce helps employers recruit and retain skilled workers, increases sales and productivity, increases employee morale and reduces absenteeism.

The Canadian Apprenticeship Forum lists other benefits to hiring women into skilled trades. For one, a diverse workforce enhances a company's reputation, especially when it mirrors the community. And since female customers influence up to 80% of buying decisions, it makes sense to have a female perspective

on staff when making business decisions. Furthermore, female workers have shown greater attention to detail, which reduces costs. And finally, women are often committed to staying in their communities, making them a stable workforce.

There is a growing interest in trades careers amongst women in BC and ITA is committed to ensuring the right resources are available to turn curiosity into opportunity.

Through ITA's completion staff and regionally dispersed Apprenticeship Advisors, we can stay connected with tradeswomen like Jaymee Lynn, a carpenter apprentice, who participated in ITA's Youth Train in Trades program, a dual-credit program that allows students to begin the work-based training component of their apprenticeship while still in high school. Upon graduation from high school, Jaymee transitioned into a full-time job that she loves, and now advocates for other women to consider a career in the skilled trades.

"I was not only walking across the stage at my commencement with a high school diploma in my hands, but my first year of technical school was complete and I had a whole career ahead of me," she said.

To help employers provide an excellent apprenticeship experience for women, ITA created *Leveling the Field: A Best Practices Guide to Employing Women in the Trades. It* covers recruitment and hiring, orientation, developing and maintaining a safe and welcoming workplace, and retention of women employees.

Electrical unions, like IBEW2, are taking a proactive approach to diversifying their workforce by having a goal for 20% of their apprentices to be women by 2020. ITA wants to support employers in making a welcoming workplace the norm. Doing so will help attract more female employees like Electrician apprentice, Hilary Douglas. Hilary's inclusive employer

welcomed her as a key member of the team.

"I found that men generally find it easier to display confidence in their work at any level of trades training," said Hilary. She wanted to find a company that would support her career growth and make it comfortable for everyone to show confidence in the work. "I developed a relationship with a good company, and felt they saw me for my strength, so I decided to join them full time. I feel valued by my employer."

Not only will diversifying your workforce help your business to grow, but more importantly, it is the right thing to do.

Tara Fong is the Manager of the Canada-British Columbia Job Fund Programs at the Industry Training Authority (ITA).

- <sup>1</sup> A Business Case for Hiring Women in the Skilled Trades and Technical Professions http://www.swc-cfc.gc.ca/rc-cr/bc-cb/index-en.html
- <sup>2</sup> Inclusion and Political Action are Top Themes at Women's Caucus Panel for Women in Trades https://www.ibew213.org/ news/convention-inclusion-and-political-action-are-top-themeswomen%E2%80%99s-caucus-panel-women-trades

# What's the best way to resolve your business disputes?



In the business world, conflict happen from time to time. That's why the SURREY BOARD OF TRADE (SBOT) in partnership with the Alternative Dispute Resolution Institute of B.C. (ADRIBC), is launching a new Dispute Resolution Program, available exclusively to SBOT Members.

This forum will address matters including

- Internal workplace disputes, e.g. conflicts between management and employees, or between co-workers; and,
- Business-to-business disputes, e.g., conflicts arising out of oral or written contracts, commercial leases, or conflicts of interest with contractors, clients, and others.

To learn more about this valuable new Program, come to the SBOT's Business in the City events. Representatives from ADRIBC will be in attendance to provide further details.



Hilda Strohan ADR Institute of British Columbia www.adrbc.com | info@adrbc.com

Office: 604-736-6614
Toll Free: 1-877-332-2264
Fax: 604-736-6611

# Pipeline Politics Needs to Stop

The Surrey Board of Trade reiterated their position in support of the Kinder Morgan Pipeline Twinning project in the face of recent news that the BC government may restrict or delay this project further.

"Despite the BC Government's decision to further review and consult on the pipeline expansion, the Surrey Board of Trade continues their support of the Kinder Morgan Expansion Project with the development of 15,000 jobs, mostly in the trades," said Anita Huberman, CEO, Surrey Board of Trade.

"As we understand it, the BC Government, as they had announced last year, were going through a public consultation as it relates to the Environmental Management Act. In fact all

projects are under review by this government. In the face of this new dialogue, the Surrey Board of Trade wants pipeline politics to stop and the consultation process to be expedited. Let's get on with creating jobs and needed infrastructure."

Pipelines play a critical role in today's economy. They foster international trade, generate investment in research and development and create jobs, an important consideration in the current economic landscape.

Access to markets, including building trade infrastructure, is what we want to see the government deliver. These infrastructure projects are trade enabling, and they will drive economic growth for decades to come. They will create jobs for Canadian families.



# Surrey Board of Trade Youth Entrepreneur Program Update



Surrey Board of Trade visiting Minister Bruce Ralston at his Surrey MLA office on Business engagement strategies for the Light Rail Corridor during construction and Youth Entrepreneurship for Grades 4-12.

#### What is the SBOT's Youth Entrepreneur Team?

The Surrey Board of Trade Youth Entrepreneur Teams (Youth Team's) purpose is to be proactive in order to research and identify issues or policies that will be of critical concern to Surrey's youth as it relates to entrepreneurship or workplace development. The SBOT Youth team links to the actions identified in the SBOT Adaptive Plan, as does other Surrey Board of Trade Teams. The Youth team develops policy position(s) to speak to the appropriate levels of government; develops entrepreneurship programming for Grades 4-7, 8-12, and young adults in and out of post-secondary; and other Youth Services related to entrepreneurship through the Surrey Board of Trade's Business Centre.

#### Why is the SBOT Youth Team needed?

Given persistently high rates of youth unemployment in British Columbia—at 13.6%, more than double the national average—preparing youth to follow an entrepreneurial path is not only an acceptable choice, but also a strategic decision. There are many programs in BC and in Canada that introduce youth to career pathways, but not enough are available that support young people in developing practical entrepreneurial skills. This policy is about enhancing the focus on youth entrepreneurship by supporting the current workforce as well as our future business owners. Nurturing entrepreneurial skills in elementary, high school, and post-secondary students - as well as young adults, who may have chosen another path - is a key part of this strategy as it helps create sustainable and long-term impact.

#### What has the SBOT's Youth Team accomplished?

The SBOT has successfully worked on creating the Youth Entrepreneurship Policy and advocated on its behalf at the BC Chamber. The policies tenets focus on teaching youth entrepreneurship skills so they may become the job creators of tomorrow. The team has successfully funded PowerPlay Young Entrepreneurs, a six-week program where students in Grades 4-8 create their own business ventures. Students create products, develop business plans, do market research and participate in a final showcase event called the Young Entrepreneur Show, where they market their products to families and the school community. They earn real money and also donate a portion of their profits to charity. Over the past

two years, the Surrey Board of Trade has entered into three different projects to bring PowerPlay Young Entrepreneurs to local Surrey schools, for a total project cost of nearly \$8,000. The participating schools were Boundary Park Elementary (2 classrooms), Coyote Creek Elementary (4 classrooms), and Crescent Park Elementary (4 classrooms).

Approximately 300 students participated in these projects and an additional 1,400 students benefited from attending the Young Entrepreneur Shows and seeing the young leaders in action. It is estimated that the students raised over \$20,000 in product sales and donated approximately \$3,000 of their profits to charity.

Representatives of the Surrey Board of Trade, such as Board Directors and various members at large, attended all the Young Entrepreneur Shows. The students benefited from interacting with the volunteers, who asked them about their business plans, products and displays. In addition, PowerPlay organized a follow-up pitch event at each one of the participating schools. In this event, the students pitched their product to a group of judges, who were Surrey Board of Trade Board Directors and members. The students defended their business plans to the judges and discussed their plans for building on their entrepreneurial experience.

PowerPlay has also mentored a number of the students who have taken their designs and created small parttime businesses for themselves. In addition to the Young Entrepreneurs program, the SBOT established the Project Enterprise program in partnership with PowerPlay. Project Enterprise helps young people in Grades 8-12 develop practical entrepreneurial skills and recognize their own power to create positive change. With this exciting real-world program, students work in groups to create and implement their own plans for social enterprises. They set and achieve goals, explore the world of business and get hands-on experience with organization, communication, creativity, problem solving and teamwork. They advertise their products and make sales in a final showcase event. At the end of the program, students use their business revenue to pay off their loans and profits are donated to support the charitable organizations of their choice.

The Surrey Board of Trade has also carried out three separate projects to bring Project Enterprise to Surrey secondary schools. Two of these three projects involved approximately 60 students

each, with several hundred students attending and benefiting from the showcase event. As with the program PowerPlay Young Entrepreneurs, there was a follow up Pitch event where students promoted their business ventures to a panel of judges drawn from the pool of Surrey Board of Trade volunteers. For the third project, PowerPlay prepared and submitted a funding proposal to support a larger initiative to bring Project Enterprise to multiple schools in the district, through Coast Capital. That investment was \$22,000. With this project, approximately 300 students participated as entrepreneurs in eight local secondary schools. In addition to successfully raising the money to fund this project, an additional \$4,500 was raised to sponsor Surrey Board of Trade's broader youth initiatives. PowerPlay also prepared a media release for this project, which was covered by the Surrey Now.

#### What's next?

The Youth Team is currently working on nominations and sponsorships for the Top 25 under 25 event on April 26. The next round of Project Enterprise (Gr 8-12) starts in March, with a Pitch event scheduled for June 6, 2017. A PowerPlay Young Entrepreneurs (Gr. 4-7) will take place in Fall 2018.



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# Surrey Board of Trade says Jumps in Minimum Wage Too Quick

The Surrey Board of Trade is concerned about the impact of minimum wage increases that will happen over the next three years. The increases start June 1, 2018 with a jump to \$12.20, increasing annually until \$15.20 is reached in 2021 — in little over three years.

"When I presented our position to the provincially-appointed minimum wage commission, the Surrey Board of Trade asked for two items: a five-year implementation, to give our small businesses time to adjust to increases; and for all future increases to be indexed to the Consumer Price Index to ensure stability and certainty," said CEO Anita Huberman. "Our small businesses, especially those in the service sector, are vulnerable to increasing costs from various sources. I am

especially concerned that this may be the straw that breaks some of them."

Businesses are facing increased property taxes, increases in taxes due to recent Federal tax changes to the CCPC, and now substantial increases in payroll — with the subsequent increases in their portion of payroll taxes such as EI, CPP, etc.

"The cost of living is a major concern for our members, as employees need to be able to thrive in the community. However, too big a jump may possibly lose some of them their jobs as employers try to balance their books as a result of these jumps," said Huberman.

"I hope that other strategies of offsetting cost of living expenses will be implemented," said Huberman.

# BC Government Shifts Family Day

Starting next year, British Columbia's Family Day will be moved to the third week in February so families across the country can celebrate together, announced Premier John Horgan.

Family Day was established in British Columbia in 2013 following a consultation process that had recommended the holiday be on either the second or third Monday of February. The government of the day decided on the second Monday, even though it was inconsistent with other Canadian provinces and the United States.

In announcing the change for 2019, Premier Horgan says Family Day will now be better aligned for businesses and families.

"Moving Family Day is the right thing to do

for businesses small and large, and is better for families who may be spread out across the country," said Premier Horgan. "This gives families an opportunity to schedule and spend more time with loved ones from other provinces."

Surrey Board of Trade CEO Anita Huberman welcomed the change.

"The misalignment of Family Day causes inconvenience, increased costs, and lost opportunity for businesses of all sizes and in various industries," said Huberman. "The economic benefit from this change will greatly assist our members, and especially small-and medium-sized businesses, across the province."

### Poverty Production Plan in Motion for BC

BC's Minister of Social Development and Poverty Reduction, the Honourable Shane Simpson, met with the Surrey Board of Trade. BC's Poverty Reduction plan is part of an economic development strategy to create jobs and enhance livability in all of BC's cities.

As part of the consultation period, which ended March 30, Minister Simpson attended many of the open houses that took place throughout BC and met with business and other associations where possible. The information

gathered throughout the 3 month consultation will be presented to the Poverty Reduction Forum later in April.

Surrey Board of Trade's Policy & Research Manager, Anne Peterson, was appointed by the Minister to represent businesses on the Forum. If you had missed the opportunity to provide your input on how to tackle the complex challenges of poverty, email anne@ businessinsurrey.com. For more information, go to engage.gov.bc.ca/bcpovertyreduction.



L-R: Doug Tennant, Chair SBOT Social Policy Team and SBOT Board Director, City of Surrey Councillor Vera LeFranc, Minister Shane Simpson, Anita Huberman, CEO, Surrey Board of Trade and Anne Peterson, Policy & Research Manager, Surrey Board of Trade and Member of the BC Government's Poverty Reduction Task Force.

# SBOT CEO Focuses on Newcomers



Surrey Board of Trade CEO Anita Huberman spoke at a workshop for Women from Armed Conflict.

CEO of the Surrey Board of Trade and cochair of Surrey's Local Immigration Partnership (LIP) Anita Huberman was pleased to speak at the Women from Armed Conflict Workshop at SFU Surrey on February 23.

The Surrey LIP is a committee of 32 members representing community, immigrant and refugee service agencies, education, business, government, libraries, health, faith and others. It is led by the City of Surrey, and members work collaboratively to identify and support coordinated, comprehensive and strategic approaches to immigrant and refugee settlement and integration.

Surrey is increasingly becoming BC's arrival city for refugees, those who have been forced to leave their country due to war, persecution or natural disaster. Over the past two years, the city has welcomed over half of all refugees to BC. We embrace that role, recognizing the tremendous knowledge, strength, resiliency and optimism that refugees bring to our community.

LIP and the Surrey Board of Trade congratulated Alice Nderitu as the recipient of the 2017/18 Jack P. Blaney Award for Dialogue — an award by SFU. Nderitu has done incredible work to advance peace building, violence prevention, and human rights in Africa and around the world.

Thank you to the SFU Morris J. Wosk Centre for Dialogue for choosing to host this important workshop here in Surrey. We were lucky to be able to welcome everyone and to learn from their experiences as survivors of armed conflict to build a stronger and more inclusive Surrey.

#### **Federal ADM Visits Surrey's LIP**

As part of the ongoing strategy of assisting a positive settlement experience for new immigrants, the Federal Department of Citizenship and Immigration fund Local Immigration Partnerships (LIPs). These LIPs as noted in previous article, comprise a collaborative collection of local associations from municipal representatives, to service and health providers, educators and libraries, and others

The Surrey LIP was very pleased to have the Assistant Deputy Minister David Manicom, attend their recent meeting – his first to any local immigration table in Canada. For more information, go to surreylip.ca or contact Surrey LIP co-chair Anita Huberman, anita@businessinsurrey.com.



David Manicom, Assistant Deputy Minister, Strategic and Program Policy, Department of Citizenship and Immigration, visited Surrey's Local Immigration Partnership Table at Surrey City Hall.

# TECHNOLOGY & INNOVATION

# Chickens, Eggs and Leadership



Tony Malyk

I learnt a valuable lesson about leadership and organizational behavior from the most unlikely source: chickens, eggs, and my grandchildren.

My daughter and son-in-law live on acreage in Langley and thought it would be great to teach my granddaughter and her brother valuable life lessons by having them raise some chickens. They went out and found a little chicken coop and were able to acquire four little chicks from a friend. They ended up with two males they named Jason and Tommy Hawk and two females named Hey Hey and Feathers.

My grandchildren were diligent in ensuring the chickens were watered and fed daily. As the chicks started to grow everyone looked forward to the day they would start laying eggs, so they could enjoy real farm fresh eggs for breakfast.

After a few months it became obvious that there was something wrong. One of the male chickens, Jason started crowing all day and night long. It not only stressed out my daughter, her family, and their neighbors, it also stressed out the other chickens. The females were far past the normal date for laying their first eggs. To make matters worse it was discovered that Jason was pecking at the other chickens causing injury, most likely

trying to motivate them to lay eggs. It was truly a toxic environment.

An executive decision was made that Jason had to be removed from the coop. He was given to a chicken farm where he now has a happy life fertilizing eggs. Just a few short days after removing Jason from the coop the female chickens started laying eggs with their productivity consistently increasing.

How many times have we seen this in a business environment where the leader creates a toxic environment or micromanages the team, resulting in low morale and productivity? Mistakes are made, there is no innovation and management wonders why there is so much turn over.

The best thing we can do as managers and leaders is to be self-aware. Are we unknowingly holding back our team by micromanaging because we need to have control? Are we unknowingly creating a toxic environment by getting angry or questioning a team member's ability when a mistake is made? We need to be aware that our team is very sensitive to our reaction when something is not going well. How we react will determine whether the team is inspired to improve and achieve or goes into survival mode by keeping their heads down, hoping it doesn't get chopped off.

Going back to our chickens, when Jason was removed from the coop the other male Tommy Hawk took a gentler, kinder approach. He inspired the other chickens by supporting and protecting them and they responded immediately by producing fresh healthy eggs. By focusing our time and energy on motivating, inspiring and developing our team the results will truly be greater than the sum of the parts.

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



# 48% of all Business Owners Unhappy with their Current IT Service Provider



Bob Milliken

Are you a small business owner? Are you one of the 48% that is unhappy with your IT provider? Would you rather work your business and not have to stretch yourself with IT management? Would you see value in outsourcing your IT?

Most business owners we talk to would consider outsourcing their IT because they will lower expenses, increase productivity and gain no-hassle access to today's most advanced technology.

However; before proceeding down this road, we strongly recommend that you first do some homework. While we tend to think that a business relationship will improve if we just give it time, eventually that gnawing feeling in your stomach gets the best of you and you begin to ask your colleagues how they like their IT service provider. Here are five reasons to replace your provider or not.

#### Are They Proactive?

If you see your IT provider only when there's a problem, then it may be time to move on. An IT company that is in constant communication and stays ahead of any disruptions to service is crucial in today's business climate.

#### Strategic Partnerships

Every vendor and third-party supplier you

work with should be on board with your company success plan. After all, your success is their success. Do you honestly feel that your IT company is working hard to make sure you can compete well in today's diverse business culture?

#### Updating to the Best Technology

With the world of computers, networking and the Cloud moving so fast, innovative products and services are arriving at everincreasing speeds. However, your main concern must be all about running your business. Your IT service provider should be talking to you regularly about ways to improve your services and minimize your costs.

#### Protection Against Cyber-Theft

2016 saw a huge increase in the number of cyber-thefts, and because of this, businesses, organizations and the government greatly increased their network protection. In spite of these efforts, 2017 was even worse, and 2018 is on track to be a banner year for Ransomware extortions. Your IT group should have plans in place to recover your business from such attacks quickly and easily.

#### Written Documentation

It's one thing to speak to your IT service provider, but another when it comes to written documentation. While it's part of their job to provide you with the best equipment and services, they must also provide you with detailed formal computer network documentation

I understand, we get complacent. However, when complacency leads to down time, it's time to find a new IT service provider. Say goodbye to poor service from your IT provider and find the best IT service so that you can be competative in this fast-paced world.

Compunet is the CDN 2017 Gold Award winner for Best Cloud Computing Solution. www.Compunet.ca. Contact Bob Milliken at bob@compunet.ca, 604.986.8170 x102.

# 8

### **DID YOU KNOW**

#### Beware Scam Emails Regarding WHMIS Retraining

An email has been sent to members of the business community titled "WHMIS with GHS, Retraining Required!" The email states that WHMIS legislation "has now been amended to WHMIS with GHS," adding, "All employees must be retrained in every workplace!"

The email later offers retraining services under the company name "eWorkplace Training," looking to charge companies to retrain employees under new regulations.

WorkSafeBC has confirmed that this is a scam, and all the tools companies need to meet the new requirements of WHMIS 2018 can be found on the WorkSafeBC website — for free.

For more information regarding changes to WHMIS regulations, visit www. worksafebc.com/en/health-safety/hazards-exposures/whmis

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## Curiosity About the Flamingo Hotel Makes the SBOT B2B Event a Huge Success

The historic district of Whalley has often been known for its more nefarious past, but a new perspective has begun to emerge in the last few months. North Whalley – also known as the Historic Whalley District – is beginning to be seen as a viable place to do business, to come for food and entertainment, and a great place to

Those who have called North Whalley their home for many years are slapping their foreheads at the obviousness of an entire, vibrant, engaged community that has existed from the humble beginnings of Surrey and has treasured their community and nurtured those roots over all these years. For the rest of us who are just learning about the existing business and residential community in this area, the results are fascinating.

The opening of the Flamingo Hotel as the music hot spot for the Lower Mainland is only the tip of iceberg. It is the first step in the arts revitalization of the Historic Whalley District. The future success of the City of Surrey's housing initiatives is expected to make a big impact on the social needs in the Whalley area.

This is the beginning of opportunity for those

who can read the writing on the wall. The Surrey Board of Trade held a celebration of Whalley's potential on February 27 at their B2B reception at the Flamingo Hotel Lounge (home of Jazz Nights and Stand Up Comedy Nights).

As the iconic 60's style lounge filled with business people, their ties loosened and suit jackets sloughed off, participants relaxed into the vibe. What started out as sheer curiosity about what was inside that building was changed to chatter about the possibilities this venue opens up.

SBOT members were treated to a tour of all three venues, including Blackbird Hall, a music and dance hall venue. Blackbird Hall is available for rent for private functions but is also designed to host great public parties. The hall will play host to the Prohibition Party coming up in the spring, a fundraiser for Penmar Arts Society and the Flamingo Square Arts Society as they partner together on the arts revitalization of the area.

The Byrd pub was also a big attraction. This live music venue hosts bands of all kinds every weekend. Check out their offerings at https:// www.theflamingo.ca.

Coming up on April 7, the Flamingo Square

Arts Society will be holding a drop-in storytelling event in the Flamingo Lounge at 10 a.m. There will be an opportunity for people to tell share their picture and stories about their experiences at the Flamingo Hotel over the course of its

While celebrating this community and its historic richness, along with the SBOT members and supporters, Tien Sher, the developer that owns the site and Penmar Arts Society and Flamingo Square Arts Society, is also rewriting its future.

#### **SBOT Working for Music City**

Surrey Board of Trade's CEO attended a Music Cities Forum recently to augment the strategies already in play to have Surrey be a Music City destination. SBOT's Tourism, Arts and Culture team have struck a task force to determine how best to attract and grow the music industry in Surrey.

"There are so many musical artists who live here," said Huberman. "All they really need are venues, and an audience.

Part of the work is determining what

venues from hosting live entertainers. Parking restrictions are only a part of the challenge that venues go through to get the appropriate licenses and support from the city. "We have a lot of work to do on that score," said Huberman

Another challenge is to build the audience. "People have become habituated to going across the Fraser River in search of live entertainment," said Huberman. "Given the economic potential, we really need to let people know about live performances that are already happening and create a demand for

For more information on SBOT's Music City Task Force or the Tourism, Arts and Culture Team, contact Anita@businessinsurrey.









### SBOT MEMBERS' ANNOUNCEMENTS, AWARDS AND EVENTS

#### **ANNOUNCEMENTS**



5-Star Catering announces their new chef, Simon James McNeil. McNeil began his career in a five-year apprenticeship with one of Bon Appetite's three top Chefs for the year and trained at George Brown College. After working at various exclusive venues, an Instructor's

position at The Dubrulle School of Culinary Arts, he was part of the culinary Team Canada, winning international gold and silver medals in Korea in 2005. He also won second place and public choice awards at the locally popular annual Hyatt Gingerbread Competition.

McNeil brings to 5-Star experience from successfully owning and operating his own catering company, and an Executive role with Hilton Hotels.



**Envision Financial** is pleased to announce that they have appointed **Ken** 

D'Sena as Assistant Vice President, Retail Banking and Amar Sidhu as Assistant Vice President, Commercial Banking. Both Ken and Amar



have vast experience in the industry, and look forward to their new roles in Surrey.

The Child Development Foundation of BC is pleased to appoint Alison Obrecht as Vice President and Judith Reaugh as Development Manager, Marketing & Annual Giving. The Centre for Child Development is also pleased to announce the appointment of Sylvie Parent as Executive Assistant to Gerard Bremault, CEO.

Business succession planning and marathon training go handin-hand. Congratulations to The Intueri Group Partners, Mandie La Montagne and Sean Farrell, on their recent completion of seven International Marathons (42.2km), one on each continent - including Antarctica.

**Community Customs Brokers** is a new Canadian Customs Broker that has opened its doors in the Cloverdale area. With more than 20 years in the Customs and Logistics Industry, CEO Cindy Christensen is excited to build roots in the Surrey Community. www.communitycb.com."

Coast Fraser is the Diamond Sponsor for the fifth year running, for the BC Children's Hospital's 23rd annual For Children We Care Gala. \$3.4 million was raised for Sunny Hill Health Centre that night.

The Canadian Cancer Society seeks participation and sponsors from local businesses and their teams for two upcoming events: April's Daffodil Month, and the Relay for Life in June. 50% of Canadians get diagnosed with cancer in their lifetime and these events help support cancer research, prevention, awareness, and cancer survivors.

Westland Insurance Group Ltd was thanked for their years of support to the Canadian Cancer Society's Annual April Daffodil Campaign. The donations and support help the society year after year in the fight against cancer.

Website Word Doctor announces that they have achieved the "Highly Recommended" status with Alignable.com. They thank their clients for their support in helping them achieve this milestone. WebsiteWordDoctor.com.

#### **AWARDS**

SOS Children's Village BC announces that they have just achieved national accreditation through the New York-based Council on Accreditation (COA). This achievement affirms that their services are among the best in the nation. www.sosbc.org.

#### **EVENTS**

April 27 - Laurel Place welcomes all to join them in their Annual Health and Wellness Fair. The Fair will feature over 30 vendors. Admission is free. 11:00 - 3:00 p.m., 9688-137A St.,

May 12 – Celebrate the start of Police Week at the **Surrey** RCMP's Open House. This family-friendly event includes kids' police briefings, police vehicles and demonstrations, and photos with members in Red Serge. 12:00 – 3:00 p.m., at the Main Detachment 14355 57 Ave. www.surrey.rcmp.ca

May 26 – The Festival African Heritage Music and Dance Society will hold their First Album Release Event to launch their first group of BC Artists: OHR Afrika Collective ft. Ezeadi Onukwulu, Ndidi Cascade, Josey RadiX, Janelle Reid and Lt. Irie. 7:00 p.m. − 2:00 a.m. at the Blackbird Hall in the Flamingo; 10728 King George Blvd. Surrey. Tickets: 604.828.4127, info@ festivalafrica.org

September 20 – Save the date for **DIVERSEcity Community Resources Society's** celebration of 40 years of service to the community. It will be "A Night to Shine: Looking back while continuing forward." The reception will start at 6:00 p.m. with dinner at 6:30 p.m. at Coyote Creek Golf and Country Club. For additional information or sponsorship opportunities, please contact Lori Douglas at 604.547.1201.

#### **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. All workshops will be:

**Time:** Registration 7:45 a.m., Program 8:00–10:00 a.m. Location: SBOT Conference Room, 101 14439 104 Ave. Admission (+GST): General \$35; SBOT Members \$25.

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

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

Wednesday, April 18, 2018

#### **Managing Conflict with Dispute Resolution**

Dispute Resolution skills are critical in today's business environment since the fast, ever-changing pace can create stress, confusion and chaos.

This workshop is designed to give you dispute resolution tools that you can put to use immediately to help calm difficult discussions. Presented by ADR Institute of BC discover how you can access a Dispute Resolution Professional to help you resolve the conflict, rebuild the business relationship and get back to doing what you do best - conducting business.

Thursday, May 16, 2018

#### **Cyber Security and The War Against Small Business**

Cyber Criminals and Ransomware have wreaked havoc across the globe in 2017 and continue unabated while robbing us blind. It's clear, we live in a war zone and if you are concerned about the security of your computer networks, lost or stolen devices, or the privacy of your confidential information, this is a must-attend workshop that will show you how to avoid the common mistakes that many small business owners make every day.

Join us and discover some amazingly simple strategies you can use to protect your business from becoming a victim in 2018. Bob Milliken, an IT expert who has worked in the IT Industry for over 30 years, including Microsoft and Univac, will facilitate this workshop. Bob is also a Toastmaster and regular speaker to business groups with a focus on defining their IT strategy and how to master their IT.

#### 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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### BC Budget 2018 on Education Funding

The province has recently announced their commitment to honour the \$270 million capital funding for Surrey's schools. In the 2018 Budget \$2 billion will be invested to maintain, replace, renovate or expand K-12 facilities. A couple of Surrey schools were mentioned as examples: New Edgewood Drive Elementary will be upgraded to accommodate 655 student spaces; New Salish Secondary School will be upgraded for 1,500 student spaces; and seismic upgrading will be funded for all schools requiring it.

"Although it wasn't mentioned in the budget, I anticipate a conversation to

begin regarding the funding formula. Fast-growing districts such as ours require a different funding model to ensure that capital investments are coordinated with development," said Anita Huberman, CEO of the Surrey Board of Trade. "If we don't have that dialogue, the crisis of playing 'catch-up' will continue."

The Surrey Board of Trade participates with the Surrey School Coalition to ensure that families have the educational opportunities they seek. Good schools that are not overcrowded are attractive to workers and businesses, and help to ensure stability for the community.

# New Board of Directors Elected to Fraser Valley Real Estate Board

On February 21, the Fraser Valley Real Estate Board (FVREB) held its Annual General Meeting and elected a new board for the 2018/2019 year.

John Barbisan, who has served as a Director at the Board for five years, succeeded Gopal Sahota as Board president on March 1. Barbisan is a licensed REALTOR with thirty years of experience and a representative of Sutton Premier Realty.

"It is an honour to lead our organization at a time of such growth and change for real estate in the province," said Barbisan, according to a FVREB press release published February 22. "The Fraser Valley has never been more sought-after, and the needs of homeowners, sellers and buyers here continue to evolve in parallel. We will continue to ensure that our members are fully equipped to support those

needs, and work towards creating a healthy, professional real estate environment for all."

According to the same press release, the incoming President Elect is Darin Germyn, Macdonald Realty, Surrey and the Vice President is Sandra Benz, RE/MAX Performance Realty, Delta.

The 2018 John Armeneau Professional of the Year award was rewarded at the meeting to Ray Yenkana of RE/MAX Little Oak, Abbotsford.

"Ray is, without doubt, one of our best," said outgoing President Gopal Sahota of Yenkana. "There are few in any business that contribute such a positive effort to their industry, and so brightly display the qualities of a true professional."

The FVREB is a professional association of more than 3,524 Realtors in the Fraser Valley.



Vice President Sandra Benz, RE/MAX Performance Realty, Delta; President Elect Darin Germyn, Macdonald Realty, Surrey; and President John Barbisan, Sutton Premier Realty, Surrey.

# **DID YOU KNOW**

Attendance Dropping at Performance Centres

Canadians across the country have shown enthusiasm for the arts in significant numbers, according to the "Arts and Heritage Access and Availability Survey."

"In 2016-2017, 87% of Canadians attended at least one performance or arts event in a broad range of facilities, including libraries, schools, clubs, cafés, [and] shopping malls," states an excerpt from a message regarding the survey by the Canadian Arts Presenting Association (CAPACOA) on the Alliance for Arts blog site.

Performing arts facilities, however, have not been reaping the benefits of Canadian patronage. "Between 2012 and 2017," states CAPACOA, "reported attendance at performing arts facilities went down from 71% to 60%." Income inequality, perception issues, and discoverability gaps have been cited by CAPACOA as possible explanations for the drop in attendance.

For more information, the full report on the survey "Attendance Trends: Where Are Performing Arts Audiences" can be found at CAPACOA.ca.

### SBOT Supports Anthem Properties Proposal

The Surrey Board of Trade supported the request for an Official Community Plan amendment and rezoning to re-develop the northern, non-ALR portion of the Coyote Creek Golf Course (7778, 7858, and 7902 152 Street).

"The Anthem proposal will be an integral addition to Surrey's housing, livability, commercial and cultural needs," said Anita Huberman, CEO, Surrey Board of Trade. "We are a growing city, but we need to grow wisely — mixed use, walkable communities are much preferred to accommodate young families."

The Surrey Board of Trade determined its support of this development through a rigorous vetting with the Development & Land Use team. Highlighted for supportability were the 325 new housing units (duplex, townhouse, and market rental apartments) for workers in the "missing middle" income brackets. Of the 60 rental units, 5% will be rented at 20% below market rates. Three acres will be

dedicated to a new road linking 77 Avenue to 152 Street to help enhance accessibility and improve local traffic patterns. There will be 4,000 sq. ft. of commercial space, and a new 2,000 sq. ft. daycare, which will help to provide much needed childcare for Surrey's families.

The creation of new pedestrian and cycling paths along 77 Avenue and 152 Street will promote alternate modes of transportation and make for a safer, more attractive streetscape. Other features, too numerous to mention, include upgrades to the Eaglequest Golf Club, the integration of art features and nature walks, and the preservation of green areas.

The Development and Land Use team review large commercial development projects to provide valuable feedback to project proponents and to determine whether they will recommend that SBOT support or not. To find out more, contact Anita@businessinsurrey.

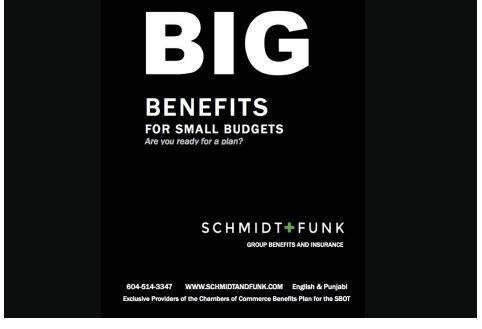
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If you are in the process of acquiring your Canadian citizenship, Learning Express's Citizenship Centre provides you with practice exams to ensure you are well prepared. In this center you can also study for your TOEFL or IELTS tests. In the Career Prep Centre, you can prepare for an occupational exam such as the RCMP Police Aptitude Test or the Dental Assisting Certification to name only two. The Adult Core Skills Centre provides you with the opportunity to improve your writing, speaking and math skills. There is also a complete section for Spanish speakers. Check out all the centres to zero in on your specific learning opportunities.

To access Learning Express, you need a computer with an Internet connection, must be a resident of Surrey and have a Surrey Libraries card, which is free at all our nine branches. In the comfort of your own home, simply go to the Surrey Libraries website at surreylibraries.ca, click on the Services drop-down menu (top right), then the Research section and look for Learning Express in the databases list or more simply, just put Learning Express in the search box and click on Search our website



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