

# SURREY BUSINESS NEWS

#### **BUSINESSINSURREY.COM**

# **EVENTS**

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Lunch with TransLink CEO Kevin Desmond

#### September 12

Nomination Deadline Surrey Business Excellence Awards

#### September 12

B2B Networking Reception Hosted by PwC

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Surrey Mayor's Annual State of the City Address

### September 20

B2B Networking Reception Hosted by Semiahmoo House Society

### September 26

B2B Networking Reception Hosted by Four Points by Sheraton Surrey

### September 27

Surrey Environment Awards Lunch

#### October 2

Business and the Arts Reception

#### October 4

2nd Annual Surrey Police Officer of the Year Awards

#### October 10

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#### October 11

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#### October 17

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#### October 18

School Trustee Candidates Dialogue

### October 30

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### November 6

**Business Excellence Awards** 

#### November 21

Lunch with SFU President Andrew Petter

INCLUSIVE

# HOT TOPIC DIALOGUES P.15 WORKSHOPS P.21



# Rideshare Now

## **Minister Trevena Announces Rideshare for late 2019**

"What the Lower Mainland needs is to have services such as Uber and Lyft – services already implemented in the majority of North America – brought in without further delay," said Anita Huberman, CEO Surrey Board of Trade. Over the summer, Huberman, representing SBOT as a member of RidesharingNow for BC, participated in a number of press conferences to call upon the Ministry of Transportation and Infrastructure to allow ridesharing to happen now. During this period, Transportation Minister Claire Trevena announced that rideshare will be implemented by late 2019. The Minister's announcement also outlined recommendations in the Hara Report.

\*\*Continued on page 4\*\*



# **Music City Office Opened**

CEO Anita Huberman and Sami Ghawi of FUSIONpresents sign an agreement that will open Surrey's first Music City Centre Office in the Surrey Board of Trade. The purpose is to leverage SBOT's business acumen and FUSIONpresent's extensive network to have Surrey become a Music City. P.15



## **Technology & Surrey**

Ministry approval has been given for SFU Surrey to begin classes in the Fall 2019 semester for the Sustainable Energy Engineering (SEE) program, the first of its kind in Western Canada. These classes will be held in a new state-of-the-art building in Surrey's City Centre. P.16



#### **Federal Immigration Minister**

SBOT CEO Anita Huberman introduced the Honourable Ahmed D. Hussen, Minister of Immigration, Citizenship and Refugees. Speaking on "Why Immigration Matters" to a full house of SBOT members and business leaders, the Minister dispelled common myths and spoke on the importance of immigration.

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INNOVATIVE INDEPENDENT

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# Congratulations to this year's finalists!

# POLICE OFFICER OF THE YEAR - NOMINATED BY COMMUNITY

- · Sergeant Trevor Dinwoodie
- · Constable Sarah Lefurgey
- · Inspector Wendy Mehat

# POLICE OFFICER OF THE YEAR - NOMINATED BY PEERS

- · Sergeant Trevor Dinwoodie
- · Sergeant Neil Kennedy
- · Constable Aaron Labrum

# **MUNICIPAL EMPLOYEE OF THE YEAR**

- · Salina Ho
- · Lindsay Lenarduzzi
- · Craig Monro

# ARNOLD SILZER COMMUNITY POLICING INITIATIVE

- · Sergeant Neil Kennedy
- · Constable Michael Woolley
- Surrey RCMP Diversity and Indigenous Persons Unit

### **VOLUNTEER OF THE YEAR**

- · Bob Cryer
- · Steve Gyorgy
- · Bill Ingram

### **RCMP AUXILIARY OF THE YEAR**

- · RCMP Auxiliary Doyle Willett
- · RCMP Auxiliary Karen Summers
- · RCMP Auxiliary Shawn Benner

#### **POLICE TEAM OF THE YEAR**

- · Car Yankee 30 (Y30)
- · Police Mental Health Liaison
- · Traffic Enforcement Team

### **POLICE AND BUSINESS PARTNERSHIP**

- · City of Surrey Public Safety Strategy
- Option Community Services Society's
   Youth Justice Program
- · Super Save Group









# Local Government Elections – October 20

On Saturday, October 20, those eligible to vote will have an opportunity to exercise their franchise in the election of their local government. Few do. In almost every town and city, fewer than 50% vote — in far too many locations, the turnout for voting hovers around 30%. And yet, the impact of local government decisions on the daily reality of businesses and residents are far more immediate than any other level of government.

In Surrey, there will be a significant change in council regardless of who is elected. Mayor Hepner and councillors Martin and Villeneuve are stepping down. That opens 3 spaces. Cllrs Hayne and Gill are vying for the Mayor's chain — one will lose. Both could lose. That's 2 more spaces on council. The remaining councillors have aligned themselves with either Hayne or Gill. Their association may help or hurt them. Such is politics. At this point, it looks like at least half the council will be made up of new faces come October 21; maybe more.

For businesses, what the candidates say, what their platforms promise, and how they treat each other and their constituents will have a significant impact on how businesses will be able to work with the new Council. As a non-partisan organization, the Surrey Board of Trade will be monitoring all candidates and comparing their platforms with current SBOT policies. Do they support Light Rail Transit



The current City of Surrey Council, from left to right standing: Cllrs Mary Martin and Tom Gill, Mayor Linda Hepner, Cllrs Mike Starchuk and Judy Villeneuve. Sitting from left to right, Cllrs Bruce Hayne, Vera LeFranc, Barbara Steele, and Dave Woods. *Photo credit: City of Surrey Website* 

as we do? Are they focused on developing a vibrant and growing economy? Are they thinking forward to when Surrey is the biggest city in BC? Or are they still imagining Surrey as the quaint suburb of Vancouver? Be informed, vet their promises thoroughly, do not rely on rumour, seek valid sources, and vote with knowledge. For more information on Surrey's municipal election, go to https://www.surrey.ca/election/

# **Surrey Board of Trade Candidates Dialogues**

To find out, Surrey Board of Trade invites you to three events that feature the candidates for City of Surrey Mayor, Councillors, and Surrey School Trustees.

- To register for these AS A CANDIDATE, contact Anne@businessinsurrey.com.
- To submit questions IN ADVANCE, send to Anne@businessinsurrey.com

 To register to attend, contact info@ businessinsurrey.com, or 604.581.7130

#### **Mayor Candidates Dialogue**

Wednesday, October 10 5:30 p.m. registration; 6:00-8:00 p.m. program Sheraton Guildford Hotel, 15269 104 Ave

#### **Councillors' Candidates Dialogue**

Thursday, October 11 5:30 p.m. registration; 6:00-8:00 p.m. program Eaglequest Golf Course, 7778 152 St

#### Surrey School Trustees Candidates Dialogue

Thursday, October 18 5:30 p.m. registration; 6:00-8:00 p.m. program Eaglequest Golf Course, 7778 152 St

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# Bracing for Political Upheaval this Fall



Kevin Diakiw

As a newspaper reporter, I covered some pretty turbulent elections in this city over the last 20 years. That said, I have never seen anything like the political upheaval facing Surrey this fall. Come October 20, we will have a new mayor and a host of new councillors.

This is the first year I'm not providing analysis of the election, so I thought I'd pass on some doit-yourself tips to you as Surrey voters prepare to install new blood. You're going to hear candidates make a lot of claims hatched primarily to win your vote. It's up to you to figure out whether these political promises are right for the city, worth the cost, or even possible under their planned funding scheme (if they have one at all).

You have three mayors running at the time of this writing, including sitting councillors Tom Gill and Bruce Hayne and former mayor Doug McCallum. All could be described as fiscal conservatives, meaning they aren't in favour of tax-and-spend plans.

During his tenure, McCallum and his Surrey Electors Team held to zero tax increases for almost a decade. His opponents will say that policy was reckless and did more fiscal damage than good. Despite the fiscal restraint by the mayoral candidates, elections have a funny way of making hopefuls shovel money from the back of the truck in hopes of gathering votes. They will look for ideas that will generate your interest and headlines for weeks to come.

Crime is a perennial issue in Surrey, and it seems to be the flavour of the day in this coming election too. Setting the stage early is a promise to review police services in this city with the potential to replace the RCMP with a municipal police force. This is not new, but it's highly popular among voters.

A review of police services was conducted in April, 2001 (unsurprisingly, it was an election year), after Surrey became disenchanted with the RCMP; namely over issues of local control, and shared services with other municipalities. A KPMG report commissioned by the city indicated it would cost Surrey another \$3 million in initial cash outlay, potential for increased cost of a unionized force, a loss of a 10 per cent funding return from the federal government with questionable advantages. One could imagine in 18 years, those prices have gone up, and another study will likely say the

same (but only after the election). This is but one of several promises that will be unveiled in the coming months.

The most important question voters can ask is "How are you going to pay for that?" Don't accept simplistic answers such as money can be found "within the existing budget." Press for specifics. Where in the budget? What services will be cut? What fees will be implemented? Nothing comes for free. Not even during an election campaign. Every election promise should be examined with the same fiscal scrutiny.

As we are electing a new mayor, which will likely have a minority leadership, they will have to win both the election and the council. Failing to do that latter is a major failure for the city. One only has to go back to newly-elected Mayor Dianne Watts inaugural meeting. Watts, a consensus builder, eventually won the majority of council to her side. Previous to that, Mayor Bob Bose ruled a minority council in the mid 1990s, where meetings often went until 2:00 a.m. It was a raucous time, fun for reporters, but not great for the city.

Surrey will have four years to live with the decisions made by voters this fall. Ask the tough questions and vote wisely.

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

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#### **SEPTEMBER - OCTOBER 2018**

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# ➡ FROM CHAIR

# Vote - and Learn the Facts



Stephen Dooley

Arguably municipal elections have the biggest direct impact on community and business organizations. And yet we know from research that municipal elections consistently garner the lowest voter turnout when compared to federal and provincial elections.

As chair of the Surrey Board of Trade, I encourage our membership and the general population to take the time to get to know the candidates running for mayor and council, and to exercise your franchise on election day. And as business leaders in our community, I also humbly suggest you have a unique opportunity to encourage your employees to take the time to vote, whether they live in Surrey or some other Lower Mainland municipality.

As Canada's fastest growing city — a city poised to be larger than Vancouver in the next

20 years — Surrey faces many challenges and opportunities. Its elected politicians are tasked to address the many fast-paced changes taking place. They need to ensure Surrey has a strong voice on Metro-based planning tables — and also has the ear of both the provincial and federal governments.

Over the last 10 years the city of Surrey has made great strides, and the future is bright. But we also know there are some big challenges: transportation, poverty, crime, housing affordability just to name a few. These

to learn what each candidate has to offer before stepping into the voting booth.

In a democracy it takes hard work to ensure voters know the candidates and where they stand on relevant issues. But it is vital, and the SBOT is here to help. As a neutral and impartial business organization, the SBOT will be hosting a series of all-candidates' debates leading up to the election. I hope you can find the time to attend one or more of these debates. Please encourage your employees, family and friends to attend as well.



Democracy is not just voting for your leaders; it's really premised upon ordinary citizens understanding the issues.

—Howard Rheingold, technology/new media writer

issues are not unique to Surrey – they all cross municipal boundaries in Metro, as well as B.C. and Canada.

So how do you know where the candidates stand on these and other issues? What plans do they have to take the city forward? How would they make sure Surrey has a strong voice in Metro? Do they offer specific and realistic plans? It's important to take the time

Mayor and council have a very important role in advancing the business community needs in Surrey. Please take the time to play your important role in helping Surrey move forward by participating fully in the next municipal election.

Stephen Dooley, Executive Director, SFU Surrey Campus.

# TROM FRONT PAGE

# Surrey Board of Trade Wants Ridesharing by the end of 2018

The Surrey Board of Trade attended the Minister of Transportation, Claire Trevena, announce the release of the Hara Associates' report, "Modernizing Taxi Regulation." Further, the Minister announced the strategies the ministry will take to implement the appropriate legislation allowing ridesharing in BC. The Surrey Board of Trade has joined the RidesharingNOW Coalition to advocate for ridesharing services.

"What the Lower Mainland needs is to have services such as Uber and Lyft – services already implemented in the majority of North America – brought in without further delay," said Anita Huberman, CEO Surrey Board of Trade, in response to the Minister's announcement.

Ridesharing is currently available in hundreds of cities around the world, providing a new transportation option and flexible income opportunities for those wanting to drive. The Surrey Board of Trade understands that regulations are required to provide the needed support for innovative transportation options and reassure the public that the service is safe. However, the lengthy process seems to be unnecessarily cautious, as there are existing models from which to develop



appropriate legislation.

"Customer service, accountability, and reasonable prices are what Surrey and the Lower Mainland needs in transportation services," said Huberman. "Our members and residents have made it abundantly clear that the transportation status-quo is not working."

As Ian Tostenson, who heads up the group RideSharingNOW, said in the media at the time, "It's not that complicated, but I think the government needs to be reassuring the public and the taxi industry that it did a thorough review of everything and they thought about it and that's their best defense is that they weren't reckless, but I think, in practice, we can try to make that shorter.... By Christmas or is it going to be in 2019? The RideSharingNOW

coalition is going to try to work with government to get it sooner than later."

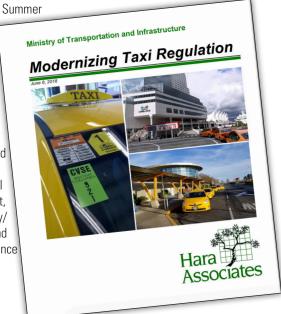
Overall media response also called into question the length of time it will take. The government proposes to table an enabling legislation in the Fall. ICBC will develop specific insurance products for ridesharing drivers. After which, there will be an application period late Spring, through Summer 2019. The first cars will be available,

said the Minister, by late Fall 2019 – just in time for the holiday season.

In summary, the Ministry will act on Hara Associates' report to increase the number of taxis by 500. Further, Hara will be retained to continue to assist and advise both the government and the Passenger Transportation Board (PTB) with further consultations and policy changes. The Fall legislation will focus on consumer safety, enforcement, streamlining driver applications, supply/boundaries for taxis and rideshares, and working with ICBC to modernize insurance products.

To read the report, go to businessinsurrey.com/policy/transportation. For more information,

contact Anita@businessinsurrey.com. To find out more about SBOT's Transportation Team that will be discussing this and other issues of goods and commuter movement in the Lower Mainland, contact either Anne@businessinsurrey.com or Jasroop, government@businessinsurrey.com.





# Ride Whatever You Want to Call it



Robert Levy

From an economic lens, I always find it intriguing when those employed or have ownership within an industry tell the consumer why they should resist any disruption or change. Without oversimplifying, our economy, or the global economy, is comprised of numerous markets which ideally function as efficiently as possible, and where there are shortcomings that affect the general good, we rely on government and policy makers to impose rules or regulations for how to best correct those inefficiencies.

One example that's hotly debated in Canada at a national level are quotas for the dairy industry. We limit supply at the cost of consumers (and when compared to the United States quite significantly), but it is said to be done to raise, maintain, and ensure the quality of the product coming to market. Another example that's been very prevalent in the news cycle has been global steel and aluminium tariffs, both kickstarted by the United States this past spring.

The Trump administrations motive was to protect US industry, being steel and aluminum manufacturing firms and their employees, but they've simply raised input costs on US businesses like automakers, which will then see that higher cost passed on to the

consumer. Thus, the debates around these political policies are whether the costs to consumers are worth the added benefit to the domestic manufacturing sector.

But the most recent example in this province, and frankly a mess of a political file, has been the path to ride-hailing. There are too many anecdotes to count of business associates, friends, or even family members that have been impacted by an underserved transportation industry in this region. There seems to be a fear-mongering campaign against why consumers should avoid those services instead of working with the latest industry disrupters to solve what were original concerns such as ensuring proper insurance coverage or background checks of drivers.

Despite Uber being synonymous for ridehailing, there are numerous firms competing to better their service from Lyft to Gett to Curb, to ridesharing like Turo, Zipcar and Maven and many more. They are all looking to solve a common problem, which is the underutilization of the automobile, and ride-hailing is just one part of that, but it's all to make the end-users experience more efficient.

What's unfortunate, is that it's unclear why we as a region are so resistant to positive disruption instead of being open for business and opportunity. One that is so obviously welcomed by the example of a very rampant shadow economy for ride hailing with its epicentre in Richmond.

There is no reason why stakeholder concerns shouldn't be addressed, but very simply, policies should shift from being preventative to looking for solutions. There are unlimited examples of advances in technology changing our daily routine, but one common theme remains the longer we resist, the more drastic the change eventually is.

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

# Surrey Board of Trade Applauds Modernizing BC Procurement Processes

The Surrey Board of Trade was pleased with Minister Sims announcement late June introducing the BC Procurement Strategy 2018 report. The Surrey Board of Trade participated in the consultation process through an in-person meeting with Minister Sims offering several recommendations to enhance opportunities and reduce red tape for businesses of all sizes that are wanting the opportunity to bid on needed government goods and services.

"Our members have expressed frustration over the years with the BC Bid system and accessing government contracts," said CEO Anita Huberman. "It's good to finally have a more innovative and equitable approach to bids."

There was also the perception that the bid process was somewhat unfair. "Having support for businesses to navigate the process and simplifying procurement overall, is the right direction to take — for small, medium, and large businesses," said Huberman.

The Ministry of Citizens' Services responded to recommendations made by businesses to have the bidding process not "stifle innovation," be transparent, and be more available/helpful. Further, would be bidders for government contracts wanted a more streamlined process that's easy to navigate, clear on timelines, and encourages more inclusivity and small business involvement.

Continued on page 6

# Canada's Finance Minister Announces Lower Credit Card Costs for SMEs... but Voluntary?

Finance Minister Bill Morneau announced that the Government has helped secure new, separate and voluntary commitments from three payment card networks that will lead to lower costs for small and medium-sized businesses. With lower interchange fees, businesses will be able to save money that they can use to invest, grow, and create more jobs — an important part of strengthening and growing the middle class.

"This is a good step, but the Surrey Board of Trade notes the word voluntary in these commitments by credit card companies. The Surrey Board of Trade will observe the results and impacts to businesses as a result of this announcement," said Anita Huberman, CEO, Surrey Board of Trade.

The Government of Canada released a statement on lower credit card transaction costs for small and medium-sized businesses. Businesses will now pay lower transaction fees when consumers use American Express, Mastercard, or Visa credit cards. Visa and Mastercard have committed to reducing transaction fees to 1.40 per cent for five years, narrow the range of transaction fees charged to businesses, and require annual verification by an independent third party that these fees are indeed being implemented. American Express has committed to support greater fairness and transparency in the Canadian

credit card market, since American Express uses fees other than transaction fees.

Businesses are to save an estimated \$250 million per year based on credit sales of \$250 billion per year. For medium sized businesses with credit sales of \$5 million per year, they could save up to \$25,000 over five years. For small businesses with credit sales of \$1 million per year, they could save up to \$7,500 over five years.

"The Surrey Board of Trade is thrilled that small and medium sized businesses are finally being given a break. Surrey's economy is mainly made up of small to medium-sized businesses, and this change will surely bolster Surrey's already growing economy."

"The Surrey Board of Trade will always instigate positive bottom-line change for Surrey businesses. This reduced interchange fee will only help both consumers and businesses. With over 2,600 members of the Surrey Board of Trade — and most of them small to medium-sized businesses — this change is great news."

Surrey will be the largest city in BC very soon. Business needs every chance of remaining competitive and reducing bottom line costs

For more information on the recent change visit: https://www.fin.gc.ca/n18/18-069-eng.



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continued from page 5

# Surrey Board of Trade Applauds...

The report outlined 4 goals:

- 1. Best value and increased social benefit to British Columbians
- 2. Easier to do business with government
- 3. More opportunity for businesses of all sizes
- 4. Greater capacity to support procurement

"As with all new initiatives, the implementation will be crucial to ensure a better way of doing business with the

government. I hope the ministry does achieve the goals as outlined — our members and the business community at large will benefit economically. And," concluded Huberman, "if savings are realized as intended, our taxpayers will be relieved."

To view report, go to the Industry & International Trade policy page: businessinsurrey.com/policy/international-trade



# Anticipating the Federal Budget 2019

The Canadian Chamber of Commerce has compiled its wishlist for the Federal Government and the Minister of Finance in particular to consider in anticipation of next year's budget. The 17 recommendations include four on International Trade, which include pursuing a permanent exemption from U.S. tariffs currently imposed on steel and aluminum exports, and to conclude a modernized NAFTA which defends Canadian export interests; to ratify the Comprehensive and Progressive Agreement for Trans-Pacific Partnership; and to focus funding on trade corridors and SME access to international opportunities.

On Regulation, the chamber recommends that the Federal Government double down on modernizing interprovincial trade through the Canadian Free Trade Agreement, reduce the

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cumulative regulatory burden on business, include economic impact assessments in the mandates of health, safety and environmental regulators, and develop a single point of process and compliance contact for SMEs.

The Surrey Board of Trade had joined the Canadian Chamber of Commerce last year for the call to conduct a comprehensive review of the Canadian tax system. As part of the Chamber's ongoing recommendations on Taxes, this was included along with extending accelerated capital cost allowance permanently to all sectors of the economy; and, include SMEs in a tax advisory body on changes to the tax system.

The recommendations for Innovation were quite specific: That the federal government adopt an "innovation box" regime that would

reduce the corporate tax rate for income derived from patented inventions and other intellectual property connected to new or improved products, services and related innovative processes that were developed in Canada; provide investors with a 30% refundable tax credit of up to \$200,000 in eligible technology businesses, establish a 15% refundable tax credit on eligible start-ups for angel investors, provide a tax exemption on venture capital gains, and make flow-through shares available to all types of technology companies; and double the size of the Venture Capital Action Plan to \$800 million and consider placing a 6% cap on the return on government investment.

Improvements to Labour Market Information are recommended to provide specific,

localized data for the benefit of businesses and job-seekers alike topped the list for Human Resources requests. A pilot program in the Atlantic for Immigration was asked to be expanded along with the Canada Summer Jobs, and Work-Integrated Learning support programs. These were included with modernizing the Temporary Foreign Worker Program and other programs across Canada.

The Surrey Board of Trade will be working with the Finance & Taxation Team in early Fall on this and other levels of governments' budgets with specific recommendations for the business community of Surrey. Contact Anita@businessinsurrey.com or Anne@businessinsurrey.com for more information. To join the team, contact Jasroop, government@businessinsurrey.com.

# **Manufacturing Industry Reception**Wednesday, October 17, 2018

Surrey has the most number of manufacturers in BC. In celebration of Manufacturing Month, the Surrey Board of Trade invites you to network with local manufacturers, government officials, education and business representatives. Experience the innovation in manufacturing!

Location: Sheraton Vancouver Guildford Hotel

15269 104 Avenue, Surrey

Time: 6:00-8:00pm

Admission: Free!

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# ➡ INTERNATIONAL TRADE

# Latest on Canada-US Tariffs

With the warm summer came a heating up of trade tensions. Looking back six months ago, it was inconceivable the United States would deem Canadian steel and aluminum exports a threat to American national security. However, on June 1 — and in the absence of any cogent justification — Canadian steel was hit with a 25% tariff and

and in the absence of any cogent justification
 Canadian steel was hit with a 25% tariff and aluminum with a 10% tariff. Unfortunately, these actions necessitated a proportionate response to attempt to encourage the U.S. administration to reverse these unwarranted tariffs on Canadian exports. As we all know, these Canadian retaliatory tariffs came into effect on July 1. With this volley and counter-volley, it's worth us taking stock on what could come next and how it would impact Canadian businesses.

At time of writing, there has been relative silence from President Trump on Canada's retaliatory tariffs. The next skirmish will likely be over the U.S. Department of Commerce's investigation into whether automotive and automotive part imports to the U.S. are a risk to national security. This investigation is being conducted under the same Section 232 powers used in the steel and aluminum tariffs case. After the experience of the last few weeks, we cannot be complacent and take for granted the outcome of the Section 232 investigation for the auto sector.

There is no ambiguity that the impact of tariffs in the auto sector would be a big hit to the Canadian economy. A recent estimate by TD Economics suggested that GDP growth in 2019 could be reduced by 0.5% nationally. Furthermore, up to one in five manufacturing jobs in Ontario would be at risk

The Section 232 on autos started near the end of May, and the Department of Commerce has 270 days to complete its report. However, the buzz in Washington is that President Trump wants this significantly accelerated so that he can announce tariffs in advance of November's mid-term elections. His recent comments seem to confirm this.

This is, of course, all before you zoom out and look at an equally bleak picture in other spots

of the world. The EU and Mexico have slapped the U.S. with retaliatory tariffs, and the U.S. and China (at time of writing) look set to impose tariff and counter-tariffs on tens of billions worth of

exports. Meanwhile, there continues to be a blockage on appointments to the World Trade Organization Appellate Body. If this persists, the World Trade Organization's dispute settlement mechanism, which ensures parties abide by their trade commitments, will grind to a halt.

Although the world has shifted significantly in the last 18 months, there are still things we do have control over, and that should be our focus.

First, with the Mexican presidential

elections out of the way, we should re-double our efforts to secure a modernized NAFTA. Although the U.S. mid-terms are nearing, there is still a long list of issues negotiators should progress. Additionally, we need to do better at leveraging existing trade agreements. This includes trade deals already in effect with South Korea and the European Union as well as the soon-to-beimplemented deal with the remaining members of the Trans-Pacific Partnership.

Lastly, we also need to get our domestic competitiveness agenda tackled. This includes responding to the realities of the changing tax landscape south of the border and making demonstrable progress to cutting undue regulatory burdens on businesses.

Mark Agnew, Director International Affairs, Canadian Chamber of Commerce. magnew@chamber.ca.

# SBOT & Chambers' Response to Rising Trade Tensions

The Surrey Board of Trade has joined the Canadian Chamber of Commerce in their Coalition to Keep Trade Free,

keeptradefree. com. The Coalition is to advocate, very strongly, to keep trade moving throughout the North American continent and beyond. The current tensions, starting with tariffs applied by the US government under the rarely used Section 232 of the Trade Expansion Act of 1962, has now embroiled numerous countries and trade agreements in an excalating dollar for dollar push back. 232 effectively cuts

Congress out of their legislative authority over tariffs and trade, and allows the White House to respond quickly to a threat of national security. It has only been invoked 9 times to restrict imports prior to the current administration and, according to Jon Johnson

of the CD Howe Institute, 8 of those involved oil – the last being 2001.

The current threats, as perceived, are deficits incurred under trade deals that are deemed very bad for the people of the USA. True, the US does have a large deficit to China and Mexico — and much could be written about how American industries benefited greatly by shipping their operations to those locations where labour was cheap and environmental regulations virtually non-existant — however, the Office of the United States Trade Representative (https://ustr.gov/countries-regions/americas/canada) published data is as follows:

U.S. goods and services trade with Canada totaled an estimated \$673.1 billion in 2017. Exports were \$340.7 billion; imports were \$332.3 billion. The U.S. goods and services trade surplus with Canada was \$8.4 billion in 2017.

Regardless of the politics, the trade deals such as NAFTA have served to benefit the economic growth of the US, Canada and Mexico. Tariffs are already hurting businesses across all borders, and long-term investments in growing industries have, according to many a business column, slowed across all sectors.

However, Chambers across the continent and globally *Continued on page 8* 



Section

# Business Purchase/ Relocation Opportunity Bellingham, Washington

We invite qualified Canadian buyers to explore this opportunity to purchase a thriving warehousing & distribution business in the Bellingham area. This would be an ideal opportunity to expand your logistics business across the border, or for a family team to relocate to a lower-cost and friendlier lifestyle and business climate.

Interested? Please contact: **Darrel Degelman**Chinook Mergers, Acquisitions and Business Brokerage **250-858-8268** 

# **COFFEE WITH DAVE HAYER**

Saturday, Oct 27, 2:45 - 4 pm - Pantry Rest. Guildford Mall Dave Hayer served as MLA for Surrey for 12 years



Got something on your mind?

Dave will buy your first

cup of coffee.

Dave Hayer
Cell: 604-833-4000
DavesHayer@gmail.com
IsabelleHayer@gmail.com
www.TeamHayer.com

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# INTERNATIONAL TRADE, continued

Continued from page 7

# Rising Trade Tensions

are steadily advocating for their governments to be cautious in their retaliatory measures. As the Canadian Chamber of Commerce's Perrin Beatty said in support of the federal government's retaliation, "Although we regret that Canada has reached this point with such an important ally and trading partner, these retaliatory tariffs are necessary to defend Canadian business and encourage the U.S. government to reverse its illegal and unwarranted tariffs on Canadian steel and aluminum.

However, he further emphasized that the federal government recognize that Canada's businesses needs must be top priority in the face of global threats to trade. "Alongside modernizing NAFTA, Canada must diversify its trading relationships through agreements like CETA and CPTPP, relieve the regulatory burden on Canadian businesses and reform our outdated tax system," said Beatty. "By addressing those issues that are within our control, we can grow the economy and increase prosperity for all Canadians."

The International Chamber of Commerce Secretary General John Denton also called for governments to go carefully forward in responding to trade threats, and called for the G7 and G20 leaders to "fix the shortcomings" in trading systems that could be a loophole for potential exploitation for political purposes.

As Denton said in his statement earlier this summer, "As governments and business well know, when it comes to rethinking a service or an activity, listening to the end user is vital. Here, we are talking about the millions of businesses - large and small - that use the global trading system every day to exchange their goods and services, creating value for local economies and spreading prosperity more widely. Evidence shows that an open and stable global trading system is particularly vital to support the growth of micro and small enterprises – the engine of job creation in the U.S. economy.

Until Congress can wrestle control of Section 232 away from an Administration that sees all trade deficits as threats and have alternate ideas of how the global economy works, the business community through their boards and chambers, need to join coalitions that support the single message that trade across borders builds economies and opportunities for all – as it has done for the past 20 years.

The Surrey Board of Trade's Industry & International Trade team are actively monitoring the news and views as it happens (and changes) daily. SBOT advocates for open to diversify our trading opportunities globally. For more information, contact

# and inclusive trade across North America, and Anita@businessinsurrey.com SURREY BOARD

The Surrey Board of Trade International Trade Centre meet with consulates and representatives from chambers spanning the globe. Members of SBOT's teams are often invited to be included in these meetings which lead to business connections. The SBOT International Trade Centre facilitates many opportunities to bring in businesses and to develop networks for our members in growing markets.

Even in the summer, the Centre is busy. SBOT's CEO Anita Huberman met with Consul General of France, Philippe Sutter, to discuss mutual concerns regarding climate change as well as opportunities for trade growth, strategic investment, and innovation in Surrey.

# **Economic Activity at the Port of** Vancouver Increases

The Surrey Board of Trade and its International Trade Centre considers it vitally important to monitor the economic importance of ports. Ports constitute an important economic activity in coastal areas. The higher the throughput of goods and passengers yearon-year, the more infrastructure, provisions and associated services are required. And the more jobs this will create in Surrey and other cities in the surrounding areas. Ports are also important for international trade and connections.

Overall cargo traded through the Port of Vancouver increased in the first half of 2018, posting a 4.4 per cent increase to 72.1 MMT compared with the first half of 2017.

- Auto unit numbers increased by 8.3 per cent compared to mid-year 2017, with 236,396 units moved through the port in the first half
- Breakbulk cargo increased 14.4 per cent to 8.8 MMT compared to mid-year 2017,

indepen

innovative

inclusive

mainly attributable to a 21.1 per cent increase in domestic traffic.

- Bulk dry cargo volumes increased 0.7 percent. Decreases in grain products including specialty crops and feed (-10.2 per cent) and minerals, ores and concentrates (-27.8 per cent) were offset by increases in coal (8.9 per cent) and potash (22.7 per
- Bulk liquid tonnage was up by 28.3 per cent over mid-year 2017 due to a strong 40.2 per cent increase in petroleum products.
- Container quantities increased by 5.1 per cent to 1.64 million TEUs due to a stronger economy and solid export traffic.
- Cruise passenger traffic is up 12.7 per cent over mid-year 2017.

portvancouver.com/news-and-media/news/

**JOIN NOW** 

# 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 organisations with:

- Economic Opportunities
- Workplace Development
- Business Support
- Education & Training
- International Trade
- Government Advocacy
- Businss Connections
- Cost-Saving Benefits

Join today - support the work that the Surrey Board of Trade does to ensure our city is the place to live, work and play!



Anita Huberman Chief Executive Officer



Chief Operating Officer

FOR MORE INFORMATION

Indra Bhan at 604,581,7130 indra@businessinsurrey.com





# TAKING CARE OF BUSINESS

# Securing government funding: Not a DIY project



George Stefan

An array of government funding and incentive programs that could help your business grow faster have recently been approved through the 2018 federal budget.

Although funding opportunities may differ from organization to organization, there is a large number (4,500+ across Canada) of incentive programs available, which provide support to a

wide range of businesses. This direct funding could be the ideal basis for an expansion strategy, export market development, adoption or development of new technologies, capital acquisitions, training, hiring as well as the development of environment and sustainability projects.

Examples of eligible R&D projects include the prototyping of technological concepts, fieldtesting of prototypes, technology demonstrations, various manufacturing process improvements, adoption or adaptation of technologies into new environments as well as environmental footprint reduction.

Many entrepreneurial and technologically driven organizations face significant financial challenges at the critical development stages of their technology, products or services. Although most federal, provincial and private funding programs provide free access to the details of the application process, every situation is different. Therefore, the steps required to develop and

complete an application are most likely unique to each organization.

Most organizations do not typically have the appetite nor the bandwidth to research their eligibility for funding. Moreover, to meet application deadlines, organizations need to move quickly and intelligently in order to effectively address individual program eligibility requirements. While the application process may seem straightforward, it comprises of a slew of economic factors as well as innovation and social components. And any last-minute complications can derail an organization's objectives.

PwC Canada's innovation and investment incentives team provide comprehensive assistance to clients from early development through to global scaling stages. They work with owners and management to develop funding strategies aligned with business growth objectives and to match as well as integrate relevant funding opportunities into the capitalization plan.

PwC's advisers have in-depth knowledge of the 4,500+ government funding and incentive programs. They get involved with different types of organizations by proactively identifying suitable grants and funding, analyzing matching opportunities, developing a grant strategy, writing funding applications and delivering compliance reporting support.

By working with PwC, organizations gain access to their deep insights and curator approach when it comes to the funding landscape. This approach removes the complexity and reduces the preparation time from month to days, while increasing the chance of a successful application.

George Stefan, MBA, PMP, PEng., Partner, SR&ED, with PwC. http://www.pwc.com/ca



# Separation of Business Assets on Divorce



David Halkett

Many people enter relationships with different business assets and as the relationship grows, so do the assets. What happens to these assets if the relationship stops growing and the spouses separate? Whether the spouses were involved in business together, or their business interests were completely separate from each other and their relationship, a divorce can have significant effects on these assets.

The Family Law Act defines two different types of property that are used in the Act: "family property" and "excluded property." On separation, generally each spouse is entitled to half of all family property regardless of whether the spouse contributed to or used it during the relationship. Family property has a very broad definition in the Act and while it may seem counterintuitive for it to include property such as shares in a company or interests in a business, these fall squarely within the definition. This means that without an agreement, these types of business assets owned by either spouse will usually be evenly divided on separation.

Upon division of the business assets, however, it is not the case that each party will always be allocated an interest in the businesses themselves. The party receiving a portion of business assets that fall within the definition of family properly will usually receive an interest in the value of the other spouse's assets

The value of such assets will be set at the fair market value on the date of separation subject to any claim of excluded property. The excluded property provisions of the Act modify the point in time from where the value of the assets begins to be measured. These provisions ensure that only the increase in value since the later of the date the relationship began or the date the business assets were acquired is included as family

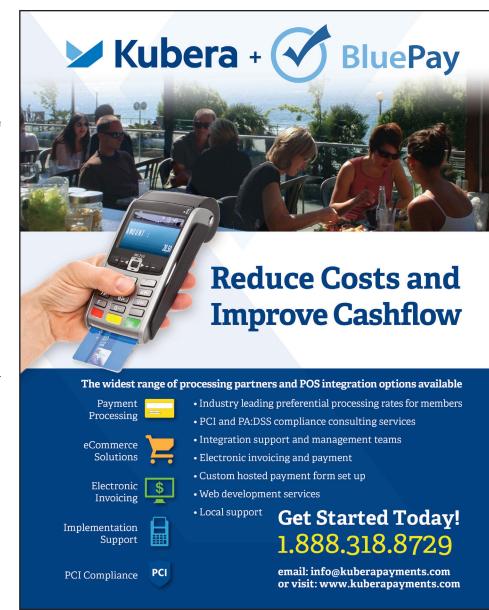
For instance, if a spouse owns shares in a company valued at \$100,000 at the beginning of the relationship and the fair market value of those shares increases to \$150,000 by its end, only the increase of \$50,000 would be divisible when the spouses separate.

While establishing the fair market value of shares in a company listed on a stock exchange is straightforward, it is more complicated to do so for shares in a private or family-owned company. In these situations, a business valuation may be necessary. These valuations come at an added cost and can be especially problematic if a spouse is a minority shareholder in a private company as those interests are difficult to accurately value.

It is important for anyone going through a divorce to work alongside an experienced lawyer who will navigate the issues and negotiate a fair settlement that is in their long-term best interests and this is especially so when there are significant business assets involved

David Halkett is with McQuarrie Hunter LLP. www.mcguarrie.com





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# Metro Vancouver's Generator Levy and Hauler Licensing

The Surrey Board of Trade has a responsibility to review changes of policy or legislation or programs at all levels of government if they impact our members. Often we agree that such changes may improve economic opportunity. At other times, however, we find that suggested changes will in fact impede members' ability to compete fairly in an equally balanced marketplace. The proposed generator levy, coupled with a hauler licensing program, is one that has caused us concern.

As part of our ongoing advocacy, SBOT has written to Metro Vancouver and recently sent the following to the Honourable George Heyman, Minister of Environment and Climate Change, to respectfully share with those governing bodies the concerns and economic opportunities that they may wish to consider prior to making decisions that may be detrimental to our members in the waste management industries.

Members of our Environment & Resource Infrastructure Team have reviewed the proposed levy and licensing, and have hosted representatives from Metro Vancouver and the Waste Management Association. The members discussed the pros and cons in detail and have come to the conclusion that there are challenges to our members and to the concept

of fairness of economic opportunity. As such, we cannot support the program as outlined for the following reasons.

#### 1. Inherent Conflict of Interest

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

There is also an inherent conflict between Metro's zero waste initiatives and its need to provide revenue to its waste disposal and transfer facilities. Revenues are volume dependent and Metro cannot arbitrarily continue to raise per unit prices to compensate for declining volumes. Progress in environmental management should yield dividends for society at large. Metro needs an analysis to show how improved waste handling reduces everybody's costs and a plan to scale back its waste management costs as progress takes hold. Less waste should

logically mean less cost. A schedule increasing disposal fees from \$80/tonne to \$93/tonne (16%) over the next 5 years does not meet this expectation.

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

#### 2. Impact on Haulers

Most, if not all, commercial waste haulers already provide source separating containers for their clients. However, the onus is now on the haulers to change the behaviour of waste generators, as per Metro's goal to increase the effectiveness of source separation of mixed solid waste. Haulers compete for client contracts — admonishing haulers for client inability to source separate through fines and other penalties, requires the haulers to be in the position of enforcers of municipal by-laws, without the means or the authority to do so.

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

3. Licenses as Free Market Disincentives

As we understand the intended Commercial Waste Hauler Licensing (By-law 181 amendments), licenses are ten years for private facilities, and one year for waste haulers. Neither time period is sufficient to provide long-term stability required by financial institutions or business development strategies. Compounding the detrimental limitation is that the only avenue to appeal is through the same license granting agency.

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

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

Private sector companies — waste haulers and facilities — are full participants in the waste management for the Lower Mainland, and if given sufficient opportunity, could be the means by which Metro can save millions in capital expenditure and operating costs. The above comments are shared with the Ministry of Environment & Climate Change to assist in making decisions that will help save residents and businesses in the long run.

For more information, contact anita@ businessinsurrey.com. For more information on the Environment Team or to join, contact Jasroop at government@businessinsurrey.com.





Surrey Board of Trade's CEO Anita Huberman with BC Minister of Environment and Climate Change George Heyman. The Minister was a keynote speaker at the BC Chamber of Commerce Network Breakfast held in the Chambar Restaurant.





# SBOT Inducts New and Re-Elected Board Directors

The Surrey Board of Trade inducted the following new and re-elected Board Directors and Officers on Wednesday, June 27th at their Annual General Meeting and Chair's Dinner:

Stephen Dooley, SFU Surrey - Chair

Doug Tennant, Semiahmoo House Society – Vice Chair

Dr. Greg Thomas, G3 Consulting, Immediate Past Chair

Jay Rao, Exp Services Inc. (incumbent)

Tammy Rea, TD Bank (incumbent)

Rory Morgan, Hamilton Duncan

Jamal Khan, Jamal Khan Financial Group

Nazreen Mohammed, BDC

Remaining Directors, with one more year as part of their term as a Surrey Board of Trade Director, are:

Curtis Christopherson, Innovative Fitness

Baljit Dhaliwal, Focus College Mandie LaMontagne, The Intueri Group Balraj Mann, The BM Group of Companies Dan Reader, Murray Latta Progressive Machine Tako van Popta, McQuarrie Hunter LLP

"The Surrey Board of Trade provided highlights on their work as a policy advocate representing business at the city, regional, provincial and federal government levels; a convener and coalition-builder around issues from transportation to education to the environment; their one-stop entrepreneurial centre with business and international services and their community partnerships and initiatives to make Surrey globally competitive as well as a great place to live, work and play," said Anita Huberman, CEO, Surrey Board of Trade.

For further information, please contact Anita Huberman, CEO, Surrey Board of Trade, at anita@businessinsurrey.com.

# SBOT Hosts TransLink CEO

On Tuesday, September 11, the Surrey Board of Trade will host TransLink CEO, Kevin Desmond, to talk about TransLink's Regional Transportation Strategy and Investments in Surrey and the South Fraser region.

The Surrey Board of Trade has taken the position to support the development of the Surrey Light Rail Transit (LRT) project. Recently, the Mayors' Council approved their 10 year strategic plan and the LRT was fully endorsed by the council and included in their budgeting.

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. Over 70% of all car trips in Surrey, stay in Surrey. The demand for more transit increases annually, as reflected on our own surveys. Surrey is becoming the hub of the South Fraser Region. It is no longer a convenient bedroom community for

Vancouver, to supply cheap housing for Vancouver's labour. Businesses are moving here. People are moving here. It makes no sense to build a system that by-passes the opportunity to develop and grow a city of our choosing for our own vision.

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. This is why we are advocating for all 27 kms to be built now, not in 2 phases. Our members will greatly benefit from the opportunity to be a part of moving our city forward to an exciting future of possibilities!

Under the guidance of TransLink's CEO, Kevin Desmond, who has overseen rapid transit projects developed in Seattle, Tacoma and New York, we anticipate that the project will move forward expeditiously.

**Date:** Tuesday, September 11, 2018 **Time:** Registration and Lunch 11:30 a.m. – 12:00 p.m.; Program 12:00 p.m. – 1:30 p.m.

**Location:** Eaglequest Golf Course

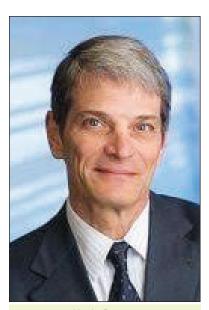
(7778 152 Street, Surrey)

**Admission:** Member \$50; Table of 6 \$300; Corporate Table of 6 \$500; General Admission \$65

**Spotlight Sponsor:** Uber Canada **Supporting Sponsors:** 

Bombardier

Central City Blackwood Partners



Kevin Desmon

# 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

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# PERSONALITIES & EVENTS



Surrey Board of Trade's CEO Anita Huberman and COO/Membership Indra Bhan attended the Aaarzu Magazine Summer Issue Success Barbecue at Delta Golf Club and enjoyed the culinary creativity of Chef Gurjyote Singh Sethi. SBOT thanks Lucky Randhawa and SW Media for their partnership on Surrey Business News.



CEO Anita Huberman attended the Simon Fraser University-Surrey Campus event which focused on Environment and Climate Change. The takeaway message is to foster change and leadership through music. Great to see Grammy Award winner Ricky Kej and his team of Global musicians.



SBOT Board Directors are committed to Board Policy Governance, even on a Saturday — to train new directors and be a refresh for others. SBOT continues to build our city by building Surrey Board of Trade organization through advanced governance. SBOT thanks the Semiahmoo House Society for hosting.



The Surrey Board of Trade sponsored a hole at the South Asian Business Association Golf Tournament at Northview Golf Course. Surrey Board of Trade's Indra Bhan and Jasroop Gosal networked with the South Asian Business Community.



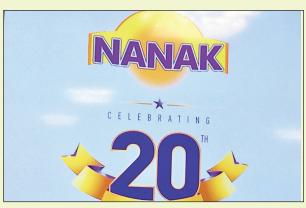
Surrey Board of Trade's CEO Anita Huberman joined Burnaby Board of Trade's CEO Paul Holden for a Networking Night in Club Orange at the BC Lions Game. Not shown is BC Lions President Rick LeLacheur and CFL Commissioner Randy Ambrosie. More than 80 attendees had a special Pre-Game Sideline Experience.



Surrey Board of Trade staff including Jasroop Gosal, Indra Bhan, and CEO Anita Huberman along with Cllr Tom Gill visited Sunrise Kitchens in Surrey, a 30-year-old manufacturing business. They are expanding their facility by another 35,000 square feet and adding more than 60 good paying jobs to Surrey's economy.



Surrey Board of Trade's Indra Bhan at Surrey's KDS Construction annual Summer event with SBOT's friend Marvin Kale.



Surrey Board of Trade congratulates Surrey's Nanak Foods, a local manufacturer who has sold their products locally and globally for 20 years. SBOT wishes them a happy 20th anniversary, and many more years of production in Surrey.



Surrey Board of Trade Chief Operating Officer Indra Bhan is with Ron McNeil, CEO & Co-Founder of LMS Reinforcing Steel Group as they celebrate the opening of their new head office in Surrey.



Surrey Board of Trade's CEO Anita Huberman is featured prominently in the Vancouver Sun on August 1. SBOT has and continues to work with the City of Surrey, Surrey RCMP, and Surrey's businesses to create a safer community. Read the full article here: https://vancouversun.com/news/local-news/surrey-rcmp-hope-to-have-inadmissible-patron-program-in-place-by-year-end



Surrey Board of Trade was invited to an invitation-only small group dialogue with Senator Yuen Pau Woo, Senator Yonah Martin, Senator Richard Neufeld, Senator Larry Campbell, Senator Mobina Jaffer. Hosted by Simon Fraser University's Morris J. Wosk Centre for Dialogue at SFU Surrey, this was a rare opportunity to engage informally and up close with members of the Senate and raise local issues.

# **EVENTS**, continued



CEO Anita Huberman attended Roland Canada's Musical Open House. SBOT was very pleased to discover that they had moved their head office to Surrey as it would make a great addition to Surrey. Further, they will be very helpful in making Surrey a music city destination. Read more about this great initiative spearheaded by SBOT and FusionPresents on page 15.



Surrey Board of Trade met with Sean Finn, Executive Vice-President, Corporate Services and Chief Legal Officer for CN during a chamber meeting at the BC Chamber of Commerce Office in Vancouver. Mr. Finn was traveling through from attending a US Chamber of Commerce meeting. Topics covered by SBOT included the prospect of Surrey soon to be the largest city in BC, the number of manufacturers in Surrey and the South Fraser including Langley, free trade agreements and capacity issues, and CN being a part of a much needed cohesive economic development strategy for Canada.



The Surrey Board of Trade was pleased to honour Chris Thornley at his retirement party held at the Surrey Arts Centre. Thornley has been a creative force for many organizations in Surrey and his company, a long-time member of SBOT, inspired SBOT's brand refresh several years ago. It was an evening of memories and best wishes for his new ventures.



Surrey Board of Trade sponsored a hole at the Vancouver Transportation Club's Golf Tournament at Green Acres Golf Course, staffed by Indra Bhan. SBOT thanks Alan Moulton of Landmark Transport for asking SBOT to participate.



Karen Klein, ICBC and Chair of the Surrey Board of Trade Police Awards Team, and SBOT's Anita Huberman met with Officer in Charge of the Surrey RCMP, Dwayne McDonald and his management team. The meeting is part of SBOT's promotion for police officer of the year nominations (by peers and community), volunteers, staff, and businesses. In no other Canadian city is there a collaboration between police and the business community to the extent and with the history that SBOT has with Surrey's RCMP division.



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# Summer Sizzles

The work in networking never ends, even when the sun shines and vacations call. The Surrey Board of Trade hosted four Summer Sizzles for members and guests, at various venues throughout the city. Friends and colleagues enjoyed gathering informally at Moxie's Grill & Bar on July 25; Central City Brew Pub on August 1; Famoso Neapolitan Pizzeria on August 15; and, Surrey's new Civic Hotel on August 23. The Surrey Board of Trade thanks the venues for their very generous sponsorship of the networking events, and Pulse 107.7 as media sponsor for helping to get the word out

Check the Surrey Board of Trade calendar on the website, www.businessinsurrey.com/events/ for more events and opportunities to meet up with old friends and make new contacts.







































# SBOT and FUSION presents Open Surrey Music City Centre Office

The Surrey Board of Trade and FUSIONpresents have signed a Cooperation Agreement to open a Surrey Music City Centre Office at the Surrey Board of Trade building (#101, 14439-104 Avenue).

"Through the Surrey Board of Trade's city building initiatives the bridge between arts and business has been developed over the past 12 years. This is integral to grow and strengthen Surrey's economy and local businesses," said Anita Huberman, CEO, Surrey Board of

Huberman continued, "As a sector that is traditionally not engaged with its local board of trade or chamber of commerce, music represents a potential growth area for business support, economic development and membership. This also represents an opportunity for musical entrepreneurs to learn and network with others in the business community."

"FUSIONpresents is excited to be in partnership with the Surrey Board of Trade in its initiative to make Surrey a Music City destination," said Sami Ghawi, Director of FUSIONpresents. "We look forward to building many relationships with artists, musicians, businesses and the community in the continued development of quality music entertainment and content in Surrey."

FUSIONpresents will be in the Surrey Music City Centre office once a week or by appointment. For any information or questions, please contact anita@ businessnsurrey.com or sami@ fusionpresents.com.

There is a passion, energy and movement already in making Surrey a music city destination. The Surrey Music City Centre Office in the Surrey Board of Trade building (positioned on the future Light Rail Transit line) will harness and bring together the already great work done in Surrey so that Surrey residents and Metro Vancouver residents will experience the Surrey music scene.

The Surrey Music City Centre

- 1. Advocate for Music and musician friendly policies
- Help musicians and music businesses navigate



SBOT's CEO Anita Huberman signing a Cooperation Agreement with Samï Ghawï of FUSIONpresents to open a Music City office within the Surrey Board of Trade.

government policies and regulations

- Create Outreach strategies to the musical community
- Build and promote access to spaces
- Develop the musical audience
- Develop Music Tourism in Surrey

The Surrey Board of Trade has made a commitment to foster, enhance, and expand the development of the rich human, cultural, and natural resources of Surrey resulting in a more competitive economy in what is one of Canada's most livable communities.

The Surrey Board of Trade's advocacy helped to put Music as an action item in the new City of Surrey Parks, Recreation and

Culture Plan released in May 2018. FUSION presents is a quality music services provider, specializing in live music entertainment, artist development and creative music services.

The Surrey Board of Trade (SBOT) has 6,000 member contacts. The SBOT supports business and attracts business through a strategic service delivery program of instigating change at different levels of government, business development, international trade, connection concierge, business cost saving benefits, marketing and city building initiatives. This initiative arose from SBOT's Tourism, Arts & Culture Team. If you are interested in joining the team, contact Jasroop at government@businessinsurrey.



Adding to the arts and entertainment (including music) scene in Surrey is Hubcast Media in Port Kells. They will soon have a Backyard music forward to a collaboration with Hubcast Media.

experience, which will be an amazing facility. The Surrey Board of Trade's CEO Anita Huberman and Samï Ghawï of FUSIONpresents looks

# Surrey Hot Topics for the Fall

Surrey Board of Trade's Hot Topic Dialogues are an opportunity for SBOT members and guests to be updated on current issues, learn new processes and procedures that assist business operations, and to discuss with experts any pressing concerns.

These dialogues are free as a service to Surrey's Business Community. Opportunities are available for members to raise their profile to the business community by sponsoring SBOT's educational and lively Hot Topic Dialogues through the 2018-19 season.

All dialogues are breakfasts: registration begins at 7:30 a.m.; program 8:00-9:30 a.m. Admission is FREE; however, pre-registration is required. Register online businessinsurrey.com/events/calendar, or contact info@businessinsurrey.com

#### September 12, 2018

#### **Proportional Representation and the Economy** What it means for spending and decision-making

Do you know what proportional representation is? Do you know how you will vote between October 1st and November 30th? The Surrey Board of Trade has pulled together expert panelists to answer your questions.

Venue: Eaglequest Golf Course 7778 152 St, Surrey, BC

#### September 26, 2018 **Cannabis and your Business**

On October 17th, Cannabis will become a recreational drug and legal for adults to consume. Attend this dialogue if you are wondering what this means for tenants, business owners, and landowners.

Venue: Civic Plaza Hotel 13475 Central Ave, Surrey, BC

#### October 25, 2018 **UBER, Transit, Ridesharing, and Labour Impacts**

The BC Government is working with ICBC, Vancouver Taxi Association, and ridesharing companies such as Uber and Evo to introduce easier and more accessible transportation options. Join the Surrey Board of Trade in discussing the impacts these changes will have on labour, and the general economy of Surrey Venue: Eaglequest Golf Course 7778 152 St, Surrey, BC

#### November 8, 2018 Is Automation Helpful or Not?

Automation is an industry changing event that is supposed to remove human error. As technologies change, what does this mean for the workforce development of Surrey, and the Canadian economy.

Venue: Eaglequest Golf Course 7778 152 St, Surrey, BC

#### November 27, 2018 **Gas Prices & Energy**

Gas prices and energy usage have been a contentious issue for Canada. Recently with the expansion of the Kinder Morgan Pipeline, there has been more focus on British Columbia.

Venue: Eaglequest Golf Course 7778 152 St, Surrey, BC

#### December 6, 2018 The Economic Value of the Fraser River

The Fraser River has a multitude of business, environmental, and tourist possibilities to boost the regional economy. Hear from our panelists on how government can improve the economy by fully realizing the potential of the

Venue: Eaglequest Golf Course 7778 152 St, Surrey, BC

# Grow Your Business with Google Tools SBOT

Surrey Board of Trade, along with the City of Surrey, has teamed up with Google to present workshops for businesses. The workshops are

designed to assist businesses develop their digital skills in order to grow their businesses. Attendees will get 1-on-1 coaching on topics such as search engine optimization, online marketing strategies, and more.

Date: Friday September 21, 2018 Time: 10:00 a.m. to 5:00 p.m. Venue: Surrey City Centre Library

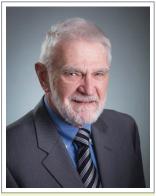
Attendance: FREE, Register at g.co/GrowSurrey



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# What Could be the Role of Artificial Intelligence (AI) in our Upcoming Municipal Election?



Bob Milliken

Let me start by saying I have a clear recollection of the day Donald Trump was elected President of the United States. I was in Geneva, Switzerland, during that week and watched, with some amusement, the reality of the results. My focus was not so much on

the outcome of the election, but rather on the process.

Unlike Canada, where Elections Canada runs the show across the entire country during federal elections, in the US it is a hodge-podge of systems where each state has their own unique voting process — some good, some bad (remember the fiasco in Florida in 2000?). Florida is not alone; a large number of States have systems that are so antiquated it is laughable.

Although some critics think that Artificial Intelligence (AI) is nothing but a gimmick, we shouldn't be so narrow in our thinking. AI has the potential to be highly useful in the world of business and in the political process. Whether you like it or not, AI is used to recommend what you should buy next online, to understand what you say to Amazon's Alexa and Apple's Siri, to recognize who and what is in a photo, to spot spam, detect credit card fraud, in health care, to manage traffic problems, self-

driving cars (Tesla), and even in our SkyTrain.

Throughout modern history, political candidates have had limited tools to gauge the sentiments and opinions of the electorate. More often than not, they had to rely on instinct rather than insight when running for office. Al has changed all that. It's clear from the chatter around the last US Presidential election that Al is already in widespread use to influence voter preferences, not just in North America but globally.

Al now has a major role in political systems through its use as a campaign tool to pinpoint specific voters of the population with targeted campaigns and influence. Beyond voter targeting, Al has been used to introduce virtual politicians in elections: Russia's Alice, Japan's "Michihito Matsuda," and in 2020 New Zealand will present "SAM." SAM is already reaching out to her voters through Facebook Messenger. The world will have a sharp eye on New Zealand in 2020.

Municipal election voter apathy is well known. Fewer than 32% of Surrey residents saw the need to vote municipally in 2014. With voter turnout this low, Al driven targeted campaigns could have a significant influence on the outcome in November and we may not be happy with either the results or the impact on ongoing initiatives.

Will AI have an influence on our upcoming Surrey Municipal Election? Clearly yes. It is most probable we will see a sharp increase in political campaigning as analytics firms and political groups continue to push the boundaries of what AI is capable of.

Regardless, we always get the best result when everyone votes, so be sure to keep a sharp pencil handy and vote in November.

Bob Milliken specializes in helping businesses accelerate their marketing. The naughtymarketer@rfjholdings.com, 604.270.1730.

# SFU's High Tech Program in Surrey



Kevin Oldknow

A new Simon Fraser University applied sciences program designed to prepare students for the burgeoning cleantech energy sector has now been approved and will be offered at the university's newest building, currently under construction in Surrey.

The Sustainable Energy Engineering (SEE) program will be the first of its kind in Western Canada. It will feature an interdisciplinary learning environment that prepares students to work in high-demand sectors such as renewable energy, sustainable manufacturing, clean power generation, as well as developing sustainable food and water solutions.

SEE students will have access to brand new facilities, including state-of-the-art engineering labs housed in the new building (a LEED Certification candidate) that is being built adjacent to the SFU Surrey campus and will open in 2019.

The program will build on SFU faculties' expertise in areas such as fuel cell materials and technologies, alternative energy, ecological economies, management of environmental resources, and technology

entrepreneurship.

SFU's Faculty of Applied Sciences (FAS) has received provincial ministry approval to begin classes in the fall 2019 semester, with a capacity for 80 first-year and 40 second-year students. Applications will open this fall (2018) with options for internal and external transfers.

"SFU is hugely appreciative of the Province's financial support for and approval of the SEE program," says SFU President Andrew Petter. "This innovative new program will create exciting educational opportunities for students, while helping to position B.C. as a global leader in cleantech and sustainable energy technologies."

The program's newly appointed director Kevin Oldknow, FAS associate dean, says the SEE program will uniquely combine courses from other disciplines, including the faculties of Science and Environment and the Beedie School of Business. It will incorporate foundational engineering principles, design practices, current technologies and economics, and policies associated with the global cleantech sector.

"The program is unique in that its focus will be on sustainable energy systems, from beginning to end," says Oldknow, whose 20 years of industrial experience includes a focus on cleantech solutions for transportation systems.

"The program aims to be immersive and experiential, with team-based projects and integrative design experiences woven throughout the curriculum," he adds.

"Co-op education opportunities and projects that are community based will fulfill the practical requirements but also broaden out a range of experiences that focus on sustainability within the community."

Eugene Fiume, FAS dean, says the program's design has been informed by industry and policy and by, "What they are telling us are key areas in the decades to come. We are working with leaders in the cleantech sectors to ensure that our curriculum aligns with what is needed for students to be thought leaders ready to meet real-world challenges."

"The Surrey Board of Trade is very pleased to see the development of this program in Surrey. Our industries and members are not shy in telling us that they need trained high-tech employees to move their operations forward," said CEO Anita Huberman. "We do need more programs to meet the needs of our growing population of students, and we support

investments in our post-secondary institutes South of the Fraser."

In addition to co-op opportunities and community initiatives, students will prepare capstone projects, designing and implementing sustainable energy solutions. They'll also integrate business, social and economic models in sustainable engineering design.

Students who begin their post-secondary studies in 2018 will have the option of transferring to the second year of SEE program studies in fall 2019.

The program will lead to a bachelor of applied science (BASc) degree, research and professional graduate degrees, and advanced research in sustainable energy.

For more information, visit www.sfu.ca/see

#### **FAST FACTS**:

- SFU's Surrey campus expansion was announced in November 2016 with a \$126-million investment
  for a new building that includes \$90 million in combined funding from the federal and provincial
  governments. The remainder is being raised through SFU and private donors. At the same time, a
  program to support the cleantech and sustainable energy sectors was also announced.
- Earlier this year (Jan. 2018), Melanie Mark, Minister of Advanced Education, Skills and Training, announced 2,900 tech-related seats for B.C.'s post-secondary institutions, including 440 undergrad and graduate seats for SFU as part of its Surrey campus expansion.
- The ministry has now granted formal approval for the new program.
- The first major step in expanding the Surrey campus beyond its home in the Central City complex, SFU's focus on clean technology is the first phase of a three-phase academic expansion plan proposed for the Surrey campus. Future planning is focused on programs in health systems innovation and creative technologies.



# Surrey Board of Trade Spoke to Advisory Council on Implementing National Pharmacare

The Surrey Board of Trade was invited to speak to the Advisory Council on the Implementation of National Pharmacare on August 15.

"The Surrey Board of Trade was pleased to provide our business perspective on the need for an immediate implementation of national pharmacare in Canada," said Anita Huberman, CEO, Surrey Board of Trade.

"The Surrey Board of Trade was very pleased with the 18 recommendations issued in the report that was released in August. This is a step in the right direction. The only concern is that further consultation is sought, which may delay what we are asking for: a universal pharmacare program in Canada. I believe we have waited long enough. Let's get it done," said Anita Huberman, CEO, Surrey Board of Trade

"The Surrey Board of Trade was referenced many times within the report (Page 56 and 80 notably) – and was the only business organization that took a leadership role in Canada on this very important issue."

In Budget 2018, the Federal Government announced the creation of an Advisory Council on the Implementation of National Pharmacare. The Council will assess options and provide

independent advice to the Minister of Health and the Minister of Finance on how best to implement national pharmacare in a manner that is affordable for Canadians, employers and governments.

The objectives of the roundtable are to:

- a) Provide an opportunity for the Council to hear and understand the wide range of stakeholder perspectives
- b) Facilitate a collaborative discussion with stakeholders on this challenging issue
- c) Create a space where new ideas concerning the implementation of National Pharmacare can be brought forward

The Standing Health Committee believes that the best way to move forward in establishing a universal single payer public prescription drug coverage program is by expanding the Canada Health Act to include prescription drugs dispensed outside of hospitals as an insured service under the Act. The potential is to reduce total annual prescription pharmaceutical expenditures by \$4.2 billion, based upon prudent estimates. Such an approach would also ensure that all Canadians have equitable and affordable access to life saving

prescription drugs. In short, it will save money and lives.

"There are strains on all businesses. Costs are high and uncontrolled for those who do offer drug coverage. Costs are an impediment for some companies to offer any coverage."

Employers could use the savings that they obtain from the creation of a national pharmacare program to enhance their coverage of other services, such as mental health, vision care, dental care, hearing care, and physiotherapy. The coverage offered by the public program would have to be comprehensive, as limited prescription drug

coverage programs such as British Columbia's Catastrophic Drug Coverage program, continue to pose burdens on employers by not meeting employee health needs.

"The Surrey Board of Trade has taken this position because our members have expressed serious concerns about high, uncontrolled costs private drug plans. This is a burden on companies that do offer drug coverage to their employees and can be an impediment for some companies to offer any coverage at all."

For more information contact Anita@businessinsurrey.com.



# Finalization of \$7.3 Billion Transportation Plan Leads to Transportation Improvements in Surrey

The Surrey Board of Trade is pleased that the \$7.3 billion Phase Two Investment Plan is finalized signaling transportation improvements in Surrey.

"This is a historic moment for our region as it is the largest transit and transportation investment in Metro Vancouver's history," said Anita Huberman, CEO, Surrey Board of Trade.

"The Surrey Board of Trade will work with the City of Surrey and Translink on an organized business outreach strategy before, during, and after construction for the Surrey-Newton-Guildford LRT Line along 104 Avenue, City Parkway and King George Boulevard."

"The Surrey Board of Trade maintains its position that Light Rail Transit is the best solution for Fraser Highway connecting to Langley City. This is only the beginning of light rail as a very cost-effective way to expand to other parts of Surrey. We envision the system expanding throughout the South Fraser Region eventually and out to Abbotsford in the not too distant future."

# Highlights of Phase Two are: Buses

# • 900,000 more hours of new bus service on 75 different routes.

• Two new B-Lines in Richmond and Surrey (In addition to five new B-Lines being rolled out by 2019 as part of Phase One).

**SkyTrain** 

- Extension of the Millennium Line with six new stations along Broadway from VCC-Clark to Arbutus Street in Vancouver.
- 40% increase to service on Expo and Millennium lines.
- 203 new SkyTrain cars (108 new, 95 replacement) for Expo and Millennium lines.
- Increased Canada Line service during rush hours, evenings, and weekends starting in 2020.

#### Light Rapid Transit

 Construction of Surrey-Newton-Guildford LRT Line along 104 Avenue, City Parkway and King George Boulevard.

#### Road

• \$75 million for rehab and upgrades to the Major Road Network.

### HandyDART

- 249,000 additional HandyDART trips.
- Project development and early works for the Surrey-Langley Line.
- Planning for a potential Burnaby Mountain Gondola.
- Planning for rapid transit to UBC Point Grey campus.

#### Investment plan funding finalized

The Government of British Columbia has committed to funding 40% of the capital costs of Phase Two of the Mayors' Council 10-Year

Vision. In addition, the Government of Canada, through the Public Transit Infrastructure Fund, is also making significant investments in public

In order to assist the region in funding the Investment Plan, the Province of BC will commit to introducing legislation by spring 2019 to enable the region to increase the motor fuel tax in Metro Vancouver by up to 1.5 cents per litre — an increase of about one per cent based on current fuel prices. This tax hasn't been increased since 2012.

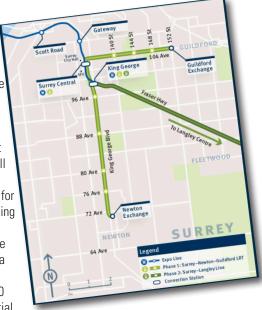
The Mayors' Council has determined that the region's portion of the Plan will be funded through:

- Increased revenue from ridership growth: \$1.6 billion of the region's share will be funded through increased fare revenue from higher ridership resulting from service expansion.
- Fares: Five to 15 cents increase to adult transit fares, part of a 2% increase to all fares over two years beginning 2020.
- Parking Tax: 15 cents per hour increase for an average \$5 per hour parking, increasing the parking sales tax from 21 to 24%.
- Property Tax: \$5.50 increase per average household each year or about 46 cents a month, beginning 2019.
- Development Cost Charge: \$300 to \$600 increase, to the charge on new residential

units depending on type of dwelling, relative to the Phase One Plan.

Learn More: 10-Year Vision for Metro Vancouver Transportation https://www. translink.ca/About-Us/Media/2017/March/ Phase-Two-Project-Update.aspx

The Surrey Board of Trade Transportation Team review all plans and provides input to TransLink on a regular basis. To join, contact Jasroop at government@businessinsurrey.com.



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# Surrey's Gang Violence Task Force Report Launched



The Surrey Board of Trade was pleased to be on the Task Force as it researched and debated various strategies on how to tackle Surrey's challenges with gangs. Former Chair Dr. Greg Thomas said there were many ways to approach prevention and remediation. "I am pleased with the launch of the report," he said. "There is still so much to be done, but this is a very good start."

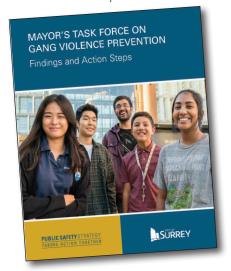
The Task Force reviewed current programs to determine their effectiveness and looked at

others that are doing well in other jurisdictions. The Action Steps that are included in the report include:

- Implement a Middle Years Table to refer at-risk children and families for appropriate interagency interventions and services.
- 2. Strengthen prevention program coordination, access and evaluation.
- Partner with the Federal and Provincial Governments to develop a comprehensive neighbourhood specific prevention program.
- 4. Support CFSEU-BC and the Surrey RCMP in informing citizens of the risks related to gang life
- 5. Expand and integrate the CFSEU-BC Gang Intervention, Exiting and Outreach services and widen the target population to support youth and adults to exit the gang lifestyle.
- Support the Surrey RCMP in developing and implementing an Inadmissible Patron Program.
   "We will continue to engage with the City and with the RCMP wherever opportunities exist,"

said CEO Anita Huberman. "A safe and secure city is one that promotes economic growth. Our members expect us to advocate for this, and we will continue to do so as it will not only benefit the business community, but the population at large."

For more information contact Anita@businessinsurrey.com.



# Advocacy Win: New Tool Enacted to Protect BC Chamber Network Brand

After meeting with representatives from the Richmond and BC Chambers of Commerce, Honourable Jinny Sims, Minister of Citizens' Services, acted swiftly to bolster the Chamber brand across British Columbia.

Minister Sims has introduced a protocol effective immediately wherein any organization which wishes to register in BC under either the name "Chamber of Commerce" or "Board of Trade" will first require consent from the BC

Chamber of Commerce, a practice common in many other provinces.

"We're pleased to announce this advocacy win for our Chamber network, which was championed by the Richmond Chamber of Commerce," said Val Litwin, President and CEO, BC Chamber of Commerce. "As the gatekeeper of the Chamber and Board of Trade brand, we can protect the integrity of our network and focus on our purpose: to know

what's on BC's mind."

"The Surrey Board of Trade applauds this move to protect the chamber brand," said CEO Anita Huberman. "We thank Minister Sims for understanding the challenges and acting quickly."

At issue was the ability for organizations to register as a "Chamber of Commerce" or "Board of Trade" provincially under the Societies Act, rather than registering under

the Federal Board of Trade Act. Across Canada, only one federally recognized Chamber of Commerce is permitted per district.

Over the years, organizations that don't engage in traditional chamber activities have still incorporated as chambers proper. Many of these groups do not adhere to the non-partisan nature of the Chamber movement and are causing brand confusion in communities.

# SBOT Pleased with Pattullo Bridge Replacement

The Surrey Board of Trade is very pleased with the BC Government announcement that a request for qualifications (RFQ) has been released to identify a contractor to design, build and finance a new Pattullo Bridge.

"However, the Surrey Board of Trade asks the BC Government to re-consider the proposed 4-lanes and open the new bridge with 6 lanes already in place. This is to accommodate projected population growth in the region," said Anita Huberman, CEO, Surrey Board of Trade. "We must prepare for the transportation infrastructure needs for our economic future. And that will come sooner than most people anticipate. It always does."

The re-build of the Pattullo Bridge by the BC Government for an estimated construction cost of \$1.377-billion bridge to replace the aging Pattullo Bridge has been a long-awaited infrastructure ask by the Surrey Board of Trade.

When businesses are not impeded by constant upgrades, repaving, and traffic congestion, they can grow. Wider lanes with a median barrier will not only ease the flow

of traffic but reduce the collision rates on the bridge.

"The Surrey Board of Trade will continue to support the Ministry of Transportation and Infrastructure in ensuring that the construction of a new bridge aligns with the needs of businesses and provides an avenue to grow the city's economy."

As part of a competitive procurement process, the RFQ is an invitation for bidders to submit their qualifications. The RFQ will close in September 2018. The Ministry of Transportation and Infrastructure will select up to three respondent teams to participate in the next phase of the competitive selection process, which is the request for proposal stage.

Construction is anticipated to begin in 2019. The new bridge is expected to be open to traffic in 2023. Once the new bridge is open, the existing Pattullo Bridge will be removed.

The Pattullo Bridge Replacement Project will be delivered, owned and operated by the Government of British Columbia.



Join the Surrey Board of Trade for an evening of networking and fun at our business networking receptions. Make new business connections, while enjoying drinks, appetizers, and great prizes. Best of all, it's free to attend!

Date Wednesday, September 12
Location PwC - 13450 102 Avenue,
Suite 1400, Surrey

me 5:30 - 7:30 p.m.



PwC Canada's Surrey office has been serving the Fraser Valley community for over 25 years. Their team takes the time to understand your husings peads Date Wednesday, September 20

Location Semiahmoo House Society

15306 24 Avenue, Surrey

Time 5:30 - 7:30 p.m.



Semiahmoo House Society provides services to people with disabilities and their families in Surrey and White Rock.

ate Wednesday, September 26

eation Four Points by Sheraton Surrey

10410 - 158 Street, Surrey

Time 5:30 - 7:30 p.m.



Four Points by Sheraton is a brand of upscale hotels targeted towards business travelers and small conventions. Date Thursday, November 22

Location Element's Casino Dragon Room
17755 60 Ave, Surrey

5:30 - 7:30 p.m.

Last y



Last year, the City of Surrey received more than \$4 million from the provincial government for hosting Elements Casino. That revenue was used to fund special projects in your community.

# PROFESSIONAL ADVICE

# The Politics of Succession

Founders, followers and sycophants



Mandie LaMontagne



Strong realtionships are founded on communication, understanding, shared values and trust.

Watching the TV show "Modern Family" is a current day study of the politics of succession. The Pritchett-Dunphy-Tucker clan is a large, blended family with Jay Pritchett as the patriarchal leader. Three generations that have frequent misunderstandings due to differing life experiences. Claire Dunphy took over the family custom closet-making business when her father

Jay retired; transition from father to daughter suffers many setbacks. The show illustrates many of the generational clashes that many families face.

Business clients, in blended families with their second or third spouse, are often at pains to ensure children of a first marriage are provided for, and even more determined to ensure the original or previous spouse doesn't get their hands on any more money than they got the first time around. Often clients have concerns to ensure that their legacies to their children are not vulnerable to attack if those children go through a relationship breakdown or divorce. Are you fluent in Political Correctness? Do you speak Conversational Controversial?

Discussions involving topics like religion and politics are known for bringing about passionate responses and widely diverse opinions, and the occasional 'agreement to disagree.' So, it stands to reason that avoidance may be an effective practice for the conflict adverse or those looking to dodge uncomfortable conversations. However, if there is truly a time and place for everything then with whom and where should we be having these deep and meaningful moments?

For business and the workplace, having all key stakeholders capable of engaging in these kinds of conversations, along with the capacity to share and respect the views of others, is critical to building successful transition and succession plans, not to mention a socially stable and responsible organization. In "Modern Family," Claire struggles to gain legitimacy in the eyes of other workers who see her as the intruder; the boss's daughter rather than the rightful heir to leadership. Opposing factions then develop in the company workplace.

Strong relationships are founded on communication, understanding, shared values, and trust. Those same relationships are then flavored and made more colorful through the diversity of culture, language, practice, generation and celebration. Organizations with a diverse workforce, strong relationships, and effective communication structures are far more likely to be successful, than those without.

In this light, business owners and leaders can see the importance of discussing world events, religion, politics, and even lifestyle choices, into the fabric of the organization and workforce. Strategically, having a sound understanding of current events, both local and global, enables an organization to be better prepared for both short and long-term plans.

A common challenge for business owners in transition, is the process of succession to the next generation (family or otherwise). Where the company founder may be of a certain mindset and perspective based on the socioeconomic, governmental, or cultural practices in place when they first began the business - the next generation is quite different. When Claire settles into her role and is accepted by the employees, Jay feels like his legacy at the company is being minimized and forgotten.

After less than a year in retirement, Jay returns to the company as an employee. This proves problematic as he keeps interfering in Claire's leadership decisions. Once again there is a workplace division into factions and ensuing morale problems. Jay and Claire did not have a succession plan with a clearly defined exit strategy that would have allowed all parties including the employees to understand and embrace what needed to happen.

In a snapshot the three largest groups in today's workplace and characterized through common traits include:

- Boomers (b.1946-64), explore | optimistic | work-centric
- Gen-Xers (b.1964-76), individualistic | flexible | skeptical of authority
- Millennials (b.1977-93), tech-comfortable | family-centric | optimistic

The question is now, "What to do when positions on the aforementioned controversial topics, become hot points in a business decision"? What happens when someone wants to make a change? How does a business owner facilitate the smooth transition from one group to another, or inter-generational harmony?

As Jay Pritchett says, "I've always seen life like a series of doors. Sometimes you get to choose the door you go through, sometimes you don't get that choice. But you still gotta walk through. So, you can either go kicking and screaming, or walk through with your head held high."

While there is no simple answer, creating an organizational structure that encourages and welcomes conversations, and physically building the process into decision making or conflict resolution protocols, can be a strategically smart first step. As is engaging or partnering with a professional in organizational development or human resources to develop strategic people and manpower plans or a Family Business Advisor to assist in facilitating conversations around business or estate transition.

Mandie LaMontagne is a Principle with The Intueri Group. www.IntueuriGroup.com

# Does the Tail Wag the Dog in Your Company?



Tony Malyk

I see this situation regularly in small businesses. An employee, which is often a key employee, refuses to follow company procedures and dictates how they will do their job.

The company is handcuffed because the business owner is afraid to hold the employee accountable and/or reprimand them for not following company policy. The employee knows the owner is afraid to act and continues their

behavior in a cat and mouse game that dares the owner to do something. Unfortunately, the employer rarely acts on the dare.

What is the harm if the employee is a high performer and they bring results? Allowing this to happen can hold back the entire organization and have an adverse effect on company culture.



What is the harm if the employee is a high performer and brings results?

Allowing this to happen creates a two-tier system where there is one set of rules for high performers and another set for the rest. This can cause dissention as the rest of organization sees the favoritism and pulls back their efforts and their productivity not to mention refusing to follow procedures themselves citing the actions of the key employee.

Once all efforts to work with the employee to motivate and inspire them to follow company procedures have failed the leader must act. They must begin to reprimand the employee to comply and failing that termination must be considered and acted on. Am I crazy? How dare I suggest firing a key employee.

There are two laws that must be followed: 1. No employee is more important or bigger than the company; and, 2. Never put your company in a position that an employee becomes so important that leaving would have a significant adverse effect on the business

Here are a few things you can do to prepare for the possible termination of the key employee and to prevent another key employee from taking hold of your business. First, always have redundancy in your business. There should be someone to back up every position. Just as stage productions have understudies in case an actor becomes sick or is on a day off the same should be done in your business. Your business

should not be stifled because one person is not available.

Second, if the key employee is in sales or customer service have a team system where if one person is gone the customer knows who else on the team they can call so the transition is seamless. In the case of very large customers, it is imperative that management has a relationship with that customer to ensure the organizational relationships continue.

Thirdly, have a CRM or workshare platform that allows for easy sharing of information.

If you prepare and structure your business properly losing the key employee should have a negligible if any negative effect on your business. The positive outcome is that the rest of the organization will "get the message" and will follow procedures and will often band together to pick up the slack producing better net outcomes. In other words, your organization will be better off.

Tony Malyk is a Certified Professional Business Coach. He can be reached at 604.374.5934 or by email at tony@empoweredbusiness.ca

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# Surrey Board of Trade Pleased with Childcare Fee-Reduction Initiative

Katrine Conroy, Minister of Children and Family Development, and Katrina Chen, Minister of State for Child Care, have issued the following joint statement to celebrate reaching a milestone under the Child Care Fee Reduction Initiative:

"After just four months, the new Child Care Fee Reduction Initiative has been embraced by both parents and providers. So far, nearly 3,000 providers have applied for the initiative, with 87% of those now approved. This means more than 50,000 licensed child care spaces are now receiving funding."

The Surrey Board of Trade's Social Policy
Team is proactive in the development of policies
for not only businesses, but for society as a
whole to enhance livability. The team, a group
of Surrey Board of Trade volunteers, tackle
many non-traditional issues such as children
and families, homelessness, poverty, health
care, the integration of marginalized people,
and public safety — all through a business
lens — to ensure that all benefit form a strong
economy.

"Ensuring that families can access affordable childcare creates a strong economy by allowing parents to enter the workforce," said Anita Huberman, CEO of the Surrey Board of Trade. "When families win, we all win. There is of course more work to do to increase the sustainable continuum of child care spaces that

Surrey needs.

The Surrey Board of Trade is a member of the Surrey Child Care Task Force whose mandate is to find solutions to the chronic challenges that Surrey faces:

- · Lack of affordable child care;
- Insufficient child care spaces to meet existing needs and future growth;
- Limited out of school care or in proximity to schools:
- Severe shortage of early childhood educators;
- Quality concerns of Early Childhood Education (ECE) training programs
- Limited local opportunities to receive ECE training programs;
- Limited space for children with financial or accessibility challenges;
- Limited capacity of local systems to support a child care system;
- Gaps in support programs;
- Historical, lack of senior government investment in a comprehensive child care system; and
- Limited capacity for not for profits to deliver child care services.

For more information on the press release go to: https://news.gov.bc.ca/releases/2018CFD0053-001623. For more information on the Social Policy Team, or to join, contact Jasroop at government@businessinsurrev.com

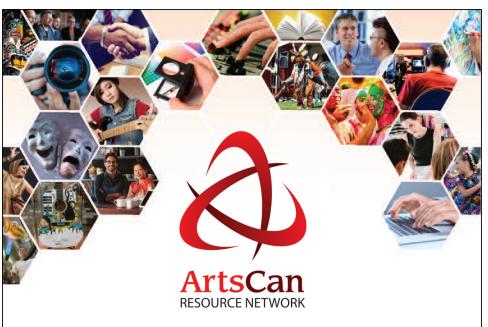


At the annual **SBOT's Mayor's Art Awards**, several very familiar faces were recognized for going above and beyond in helping to develop Surrey's creative economy. SBOT was proud to acknowledge L-R: Hannah Lohnes, Surrey Little Theatre, winner of the Legacy Award; Grant Murray, Concord Pacific Development, winner Philanthropy Award; Surrey Mayor Linda Hepner; Ellie King, Royal Canadian Theatre Company, winner Cultural Ambassador; and Geoff Giffin, Peninsula Production Society, winner of the Arts and Innovation Award. Save the date for next June's awards breakfast!



#### September 28, 29 & 30

Prepare for a city-wide celebration of cultural and artistic diversity commemorating the City of Surrey's 25th Anniversary. To find out more or to be involved, go to arts4allfestival.com.



## We advocate for all things creative.

**FOR ARTISTS:** ArtsCan is building an innovative, searchable online directory where opportunities can find you, whether or not you have a website.

**FOR COMMUNITY:** Creativity is a powerful means of personal expression and healing. ArtsCan is pitching a big, diverse, inclusive tent and everyone is welcome.

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

CONTACT • INQUIRE • JOIN at www.ArtsCan.ca





# SBOT MEMBER ANNOUNCEMENTS, AWARDS AND EVENTS

#### **ANNOUNCEMENTS**



# Hamilton Duncan Armstrong & Stewart Law Corporation held an epic cupcake battle where staff competed for the best looking summer cupcake. Each vote required a donation for the Surrey Food Bank. There were over 100 beautifully designed cupcakes to eat and funds raised for a great cause. www.hdas.com

The **Landlord Registry**™ by **LandlordBC** is now available in Punjabi and Mandarin. The translated Landlord Registry™ online course is a quality assurance initiative geared towards improving the rental housing industry in British Columbia. The translation of this project was funded by the Real Estate Foundation of BC grant. www.landlordregistry.ca

**Jas Salh,** Investment Advisor/HollisWealth, welcomes **John Haviland**, Associate Advisor, to her team.

The **Canadian Association of Medical Cannabis Dispensaries** (CAMCD) announced that Heather Tayler is stepping down as their Executive Director. Rielle Capler will be their interim Executive Director until a new one is found. www.camcd-acdcm.ca

The **Lower Mainland Down Syndrome Society** announced that they have a new home. As of August 20, they can be found at 481 – 13320 78 Ave., Surrey. www.lmdss.com

**Happiness at Home Health Care** announced that **Mary Moravec**, Director, Marketing and Communications, has been appointed a member of Better Business Bureau Mainland BC Board of Directors. Mary is now an Officer (Secretary) to the Board. happinessathome.ca

At the recent **Soroptimists of Surrey/Delta's** *Live Your Dream* luncheon, several scholarships were presented to women who are sole supporters of their family. These women are upgrading their education to improve their future employment prospects. Over 100 guests cheered them on.

**Spark Plug Strategic Communications,** a Surrey public relations firm, is donating media relations and website content services to SurreyCares Community Foundation to spark engagement with the public and societies about the SurreyCares grants and awards. surreycares.org, www.sparkplugprstrategies.com

To celebrate **Park'n Fly's** 30th birthday, the team raised over \$5000 to donate to *Dreams Take Flight* for two children to go on a flight of a lifetime. Another birthday gift is to **Ronald McDonald** House who will receive a new stainless-steel commercial grade refrigerator.

**Neuromotion Physiotherapy** (Surrey) thanks **JP Forest**, a brain injury survivor, for his generous gift of \$10,000 to the Project Lokomat campaign. Statistics indicate that 100,000 Canadians will experience a brain injury each year and need complex, and often long term care, as part of their recovery. Donations are always needed. www.projectlokomat.com



Kwantlen Polytechnic University (KPU) welcomes Brian Moukperian as the university's new Dean, Faculty of Trades & Technology, located in the Cloverdale campus. He comes with 17 years of experience as Dean of the School of Transportation at Southern Alberta Institute of Technology, and a prior 10 years as Director, Integrated Manufacturing and Training, Niagara College. Kpu.ca

**Perminder Chohan** has recently acquired two offices within the Desjardins network, one of which is on King George, Surrey. He was also chosen to be a keynote speaker at the Global Entrepreneurship Forum, held at the UN Headquarters in New York

**Douglas College** is launching a third business degree this fall. The Bachelor of Business Administration in Management allows students to specialize in one of six concentrations. The BBA Management joins the current BBAs in Financial Services and Accounting. https://www.douglascollege.ca/programs-courses/faculties/commerce-business-administration/business-administration-degree

#### **AWARDS**

**Surrey Libraries** announce that Youth Services Manager, **Sara Grant**, was awarded the 2018 Council of the Federation Literacy Award for BC for her innovative programming and her department's reach of over 100,000 children and their families.

**Level4 Technologies** has ranked 109 of the world's 501 most strategic and innovative managed services providers, according to Channel Futures' 11th Annual MSP 501. The MSP 501 recognizes top managed services providers based on recurring revenue, growth, and other factors. www.level4.net

**Jas Salh,** Investment Advisor/HollisWealth, was voted Best Financial Advisory by Peach Arch News Readers Choice Award 2018 for the third year in a row.

#### **EVENTS**

September 16 – The *Annual Terry Fox* run will take place in various locations throughout Surrey, 8:00 a.m. registration, 9:30 a.m. run. **Live Well Exercise Clinic,** organizer of the Fraser Heights Run, reminds everyone to either donate or walk/run/wheel at a run near them. Contact Sue Hodson, www. livewellclinic.ca, or go to http://www.terryfox.org/run/find-a-run-site/

September 20 – **DIVERSEcity** will celebrate its *40th Anniversary* with an event featuring special guests, food, and entertainment. 6:00-9:30 p.m., Eaglequest Golf Course, 7778 – 152 Street. www.dcrs.ca

September 28 – **Laurel Place** is holding their annual *Black Tie* networking event featuring Steve Elliott as Elvis. Tickets start at \$35/each, snacks included. 6:00-9:00 p.m. 604-582-6336, info@laurelplace.ca

October 11-13 — Burns Bog Conservation Society, in association with Kwantlen Polytechnic University, is hosting the *Peatlands for People Revisited* conference. Keynote speaker is Dr. Hans Joosten from University of Greifswald, Germany, and the International Mires Conservation Group, and closing with the society's 30th Anniversary Celebration on October 13. www.burnsbog.org/Conferenceandcelebration/

October 25 — **Neil Squire Society** celebrates National Disability Employment Awareness Month by recognizing inclusive employers in Surrey, Delta, and White Rock communities at their annual *Inclusive Employer Award Dinner*. Learn more about the business case and benefits of hiring persons with disabilities. Surrey Arts Centre, 5:00-8:30 p.m. employerawards.ca, neilsquire.ca



November 9 – **Kwantlen Polytechnic University** welcomes high school students to make the most of their Pro-D Day at our Surrey campus Discovery Day. Know someone in high school? Have them register now to experience a day in the life of a KPU student. kpu.ca/discoveryday

#### **WORKSHOPS**

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

Register for any of the workshops with info@ businessinsurrey.com or 604.581.7130. Except where noted, all workshops will be:

**Time:** Registration 7:45 a.m., Program 8:00–10:00 a.m. **Location:** SBOT Conference Room, 101 14439 104 Ave, Surrey

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

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

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

# Tuesday, September 25, 2018 Provincial Government Procurement Workshop with Minister Jinny Sims

A new procurement strategy is being introduced to change the way the BC government buys goods and services and make it easier for businesses to access opportunities. The Surrey Board of Trade invites you to take part in this government procurement workshop from 7:30 - 9:30 a.m. at Eaglequest Golf Course. The Honourable, Jinny Sims, Minister of Citizens' Services, will discuss the BC government's strategy to modernize the way they buy goods and services and how your business can take advantage and access new opportunities. *Continued on page 22* 

# SAVE THE DATE!



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# Friday, September 28, 2018 CRA Serving You Better

The Canada Revenue Agency (CRA) will be launching the 2018 Serving You Better (SYB) consultations with small and medium businesses this Fall. The in-person roundtable sessions will be facilitated by CRA senior executives, who want to hear first-hand what businesses want and need most. The 2018 consultations will focus the discussion on 'CRA's digital services, making tax information easier to access, understand and use; clarifying information about payment options; and improve services related to the audit, collections and appeals process.

#### Thursday, October 11, 2018 Creating a Culture of Feedback: Why Feedback Alone Doesn't Work and What to do About It

Giving Feedback alone doesn't work. There is a better way! In this workshop, facilitated by Dr. Jim Sellner, Vice President of Learnings and Applications for Vivo Team Development, you will discover the power of the three "F" words to inspire and engage people to improve their performance.

#### Tuesday, October 16, 2018 Corporate Tax Strategies

Join Scotiabank's Wealth Management team as they touch on key hot-button business topics like corporate tax planning, estate planning with corporate assets, holding passive investments, and business income. In this interactive session you will learn about the pros and cons of multiple wills, Individual Pension Plan (IPP), how business owners can do more than just RRSP for their retirement plan. You will also learn the federal government rules and top strategies from experts on the new \$50,000 Passive Corporate Income Tax.

#### Tuesday, October 23, 2018 Accessing Skilled Labour

Do you have a labour shortage for your business? Do you want to gain access to a pool of relevant skills and bring Canadian newcomers to your workplace? IEC-BC, a Surrey Board of Trade Workforce Development Partner, has created BC Job Connect — a FREE customized online talent portal that effectively connects BC businesses to job-ready newcomers. Join us for this FREE webinar to learn about the benefits of this tool and the many ways it can help you find the workers with the skills, energy, and attitude that you need.

#### Thursday, November 1, 2018 Cyber Crime and the Human Firewall

The internet has been a life-changing technology that has allowed us to communicate in seconds with people on the other side of the world, make purchases in an instant and locate the best place to eat with a click. It has also been a way for crime and attacks not only against us as individuals but on cities and countries. Oliver Perez of MultiTrends ITNet services, a cybersecurity and Cloud Provider, will help you learn about how to protect yourself and your company from cybersecurity attacks and how to build a human firewall.

#### Wednesday, November 14, 2018 Making Wellness a Priority

Mental health is one of the hottest topics of 2018 and there is no doubt that every aspect of our lives is affected by how we feel. Come and enjoy this opportunity to learn about mental health and explore what we can do to boost your mental wellness. This workshop will help you expand your knowledge on mental health, define stress and identify sources, and

develop ideas for stress management.

# Wednesday, November 28, 2018 Writing Persuasive Marketing Content Quickly and Confidently

If you're an entrepreneur, small business owner or marketing professional, chances you are also a writer. As demands to create valuable marketing content increase — emails, social media posts, online content — many of us find ourselves writing every day. In this hands-on workshop, facilitated by Kim Whidden, an accomplished copywriter and content marketing expert, you will gain practical approaches to writing persuasive, engaging marketing copy. Learn a simple framework to create effective marketing content quickly and confidently. (Hint: it's not all about the grammar.)

#### MEMBER ANNOUNCEMENTS

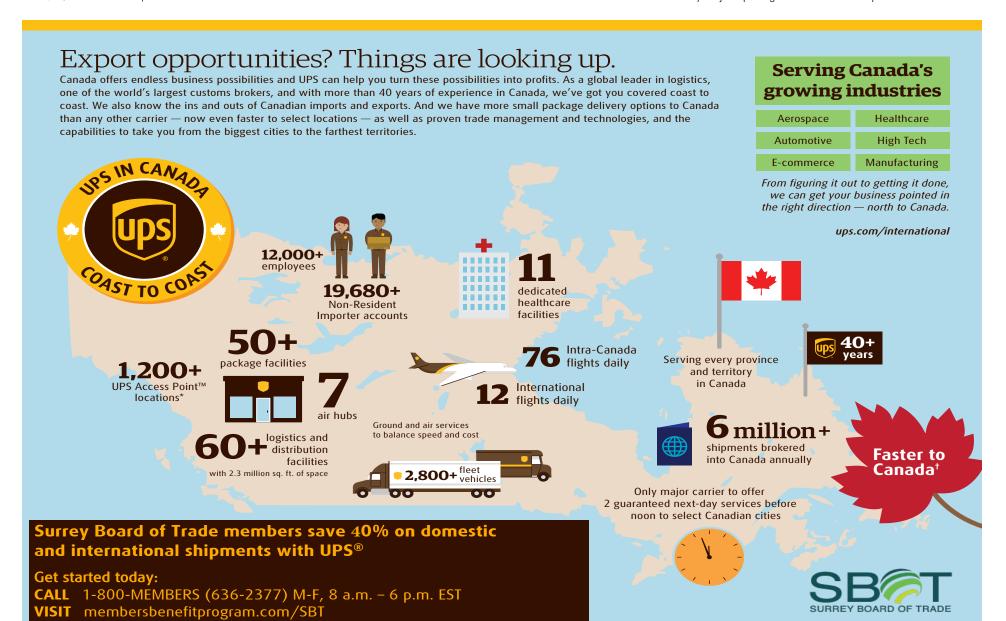
To post your news here, contact anne@businessinsurrey.com Ask Anne how you can enhance your announcement or take advantage of content marketing opportunities to over 15,000 Surrey Business News readers.

### ONGOING SURREY BOARD OF TRADE PARTNERS

Sheraton Vancouver Guildford Hotel 604.582.9288 Charter Bus Lines of BC 604.940.1707

#### **JOB POSTINGS**

Post your job openings at businessinsurrey.com.





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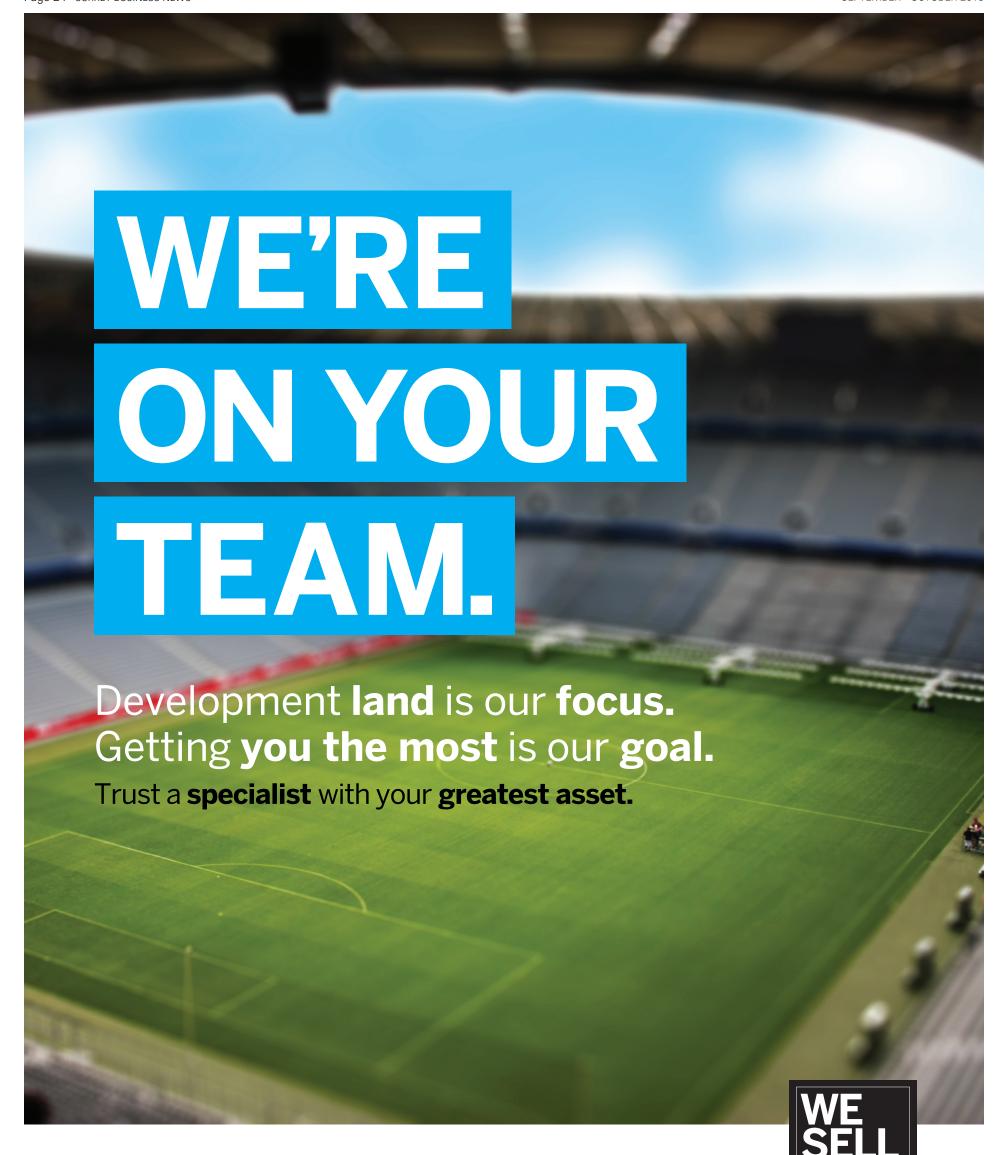
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