

## JULY DINNER MEETING

Tuesday, July 21, 2015

SPECIAL SUMMER LOCATION:

Langley Golf & Banquet Centre 21550 44 Ave., Langley

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Registration and Networking: 5:00 pm to 6:30 pm.  
Dinner and presentations to follow.

**RESERVATIONS REQUIRED BEFORE  
5:00 PM ON FRIDAY, JULY 17**

Members: \$35<sup>00</sup> + GST ~ Non Members: \$50<sup>00</sup> + GST  
p: 604-530-6656 e: info@langleychamber.com  
w: www.langleychamber.com

*Greater Langley Chamber of Commerce Cancellation Policy:  
Event payment is due upon registration. No cancellations,  
refunds or credits after 12:00 pm on Monday, July 20, 2015.*

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## PRESIDENT'S REPORT

# New President will put Langley First

I wish to thank the Membership for the opportunity to represent the Greater Langley Chamber of Commerce as President of the Board for the next two year term. Congratulations to the new Board of Directors that was elected at the 84th Annual General Meeting, and thank you to those who have completed their terms. Your commitment of volunteer time, energy, resources, and expertise has been greatly appreciated.



My first official duty was to recognize and express our gratitude to Kristine Simpson who has tirelessly carried out the duties of President during the past two years. Under her leadership we have managed to address numerous concerns relating to business in our community, the Province and in Canada. We have also continued to work towards and are on target with our long term strategic and succession plans. Under her guidance and leadership we were able to maintain the Chamber's membership and explore options to improve services to our members. We have examined our operations through a very close lens and through this prism we have made tough decisions to ensure the Chamber remains both vibrant and relevant.

I look forward to the year ahead and give you my commitment to carry on the good work that has been done by Presidents and Boards for the past 84 years! Working with the Board of Directors and staff, I will continue to seek input from our members to make

positive change in our organization and to address challenges facing our business community. A couple of personal goals I will pursue are encouraging our members and the public to **consider Langley first and to grow our business community by shopping locally**, improved communications to our members on our advocacy efforts as the Voice of Business in Langley, and examination of our events and programs to ensure we continue to meet the needs of all of our existing members and to encourage increased participation from our growing business community. On June 26th, the Board of Directors participated in a day long Strategic Planning Session to identify issues affecting the health, prosperity and well-being of Langley businesses, and develop a strategy to make recommendations for change at all levels of government. As municipal boundaries disappear with regional growth and development, we will continue to work with Chambers throughout our region to strengthen the Voice of Business and provide more networking and promotional opportunities for our members. We also look forward to working in partnership with our Member of Parliament, MLAs, and Mayors and Councils to promote Langley as a great place to live, play, give birth to babies, and conduct business.

In closing, I would once again like to express our thank you to the previous Board Members and Committee Volunteers for your dedication of time and expertise. I look forward to working with the 2015/2016 Board of Directors, our membership, and our staff to continue to grow the Greater Langley Chamber of Commerce, and strengthen the Voice of Business for our two Langleys..

*Scott Johnston, President*



Wednesday, July 22, 2015

## Come Discover the New Greater Langley Chamber of Commerce



*The Greater Langley Chamber of Commerce has moved into a new space and the staff and Board of Directors want you to stop by for a visit! Join us for a meet and greet with the 2015/2016 Board of Directors and staff. Tour the Chamber's new office space. Learn what the Chamber has planned for the upcoming term. And enjoy complimentary refreshments. We hope to see you on the 22nd!*

4:00 pm to 6:30 pm

Greater Langley Chamber of Commerce Office (#207, 8047 199 Street, Langley)

This event is **FREE** for guests to attend but an RSVP is appreciated:  
604-371-3770 / info@langleychamber.com / www.langleychamber.com



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## Introducing Your 2015/2016 Chamber Board of Directors



### President – Scott T. Johnston, Campbell, Burton & McMullan LLP

Scott is a Partner of Campbell, Burton & McMullan LLP and a business lawyer serving the Langley community. Scott has over 15 years' experience as a solicitor advising clients in corporate/commercial, commercial real

estate, banking and secured lending, leasing, residential purchase and sale, and mortgage matters. A resident of Murrayville, he has served the Greater Langley Chamber of Commerce as a Director (2011 to 2012), Community Director

for Langley City (2012 to 2014), Chair of the U40 Young Professionals Committee (2013 to 2015), and as Vice-President (2014 to 2015). Scott has also volunteered as Legal Counsel to the Langley 2014 BC Seniors Games Society.



### Vice-President – Jack Nicholson, Otter Co-op

Jack has spent 25 years in retail. He is the general manager of a diverse and growing \$200 million per year retail store and

an active member of the Greater Langley Chamber of Commerce. He is also on the executive of the Aldergrove Rotary and is President Elect

for 2015/2016. He is a past member of the Board of Directors for Meals on Wheels Langley.



### Secretary-Treasurer – Paul van Koll, Deloitte LLP

Paul is a Manager in Assurance & Advisory at Deloitte. Over the past six years, he has developed an expertise in financial reporting for various types of

organizations. Paul obtained a Bachelor of Commerce degree in August 2009 and became a designated Chartered Accountant in January 2012. Paul is currently the Treasurer

for posAbilities Association of British Columbia, and is the co-chair of the Greater Langley Chamber of Commerce U40 Committee.



### Past President – Kristine Simpson, CPA-CA, BDO Canada LLP

Kristine Simpson is Partner with BDO Canada. She received her CA designation in 1999 and wrote her Uniform Final Examination in 1996. Kristine was born and raised in Surrey, BC and has lived in the Township of Langley for the past 17 years with her husband and two children.

Kristine is an assurance Partner assisting non-profits, private businesses and public sector organisations. She has been involved with many of the region's major transportation and health care public-private partnerships. Kristine has been a Board Member since 2009 and served as the Treasurer

from 2010 to 2012. She has been an active participant in the advocacy efforts over the last three years, including working collaboratively with our neighboring chambers and the BC Chamber of Commerce. Kristine was recently elected to the BC Chamber Board of Directors.

### COMMUNITY DIRECTORS

#### ALDERGROVE

Scott Waddle, Precision Auto Service Ltd.

#### LANGLEY CITY

Mike Morrison, Envision Financial

#### NORTH LANGLEY

Rick Barnett, Valley First Aid Ltd.

#### SOUTH LANGLEY

Brad Kiendl, HSBC Bank of Canada

### DIRECTORS AT LARGE

Claude Choquette, Audacious Living Inc.

Jane Fee, Kwantlen Polytechnic University

Tammy Rea, TD Canada Trust

Janis Ryder, Trinity Western University

Garth White, Avison Young Commercial Real Estate

Sherri-Lee Woycik, Social Media Minder



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## GLCC ADVOCACY UPDATE

### Collection of Duty and Taxes at Canada/US Border

The Mission of the Greater Langley Chamber of Commerce is to foster a positive business environment by providing members with leadership, advocacy and services of value. Executive Director, Lynn Whitehouse, and select Board members recently submitted four resolutions at the BC Chamber Annual General Meeting in Prince George and all were successful at receiving support of the majority. Over the next few issues of The Chamber Voice newsletter, we will be sharing these resolutions so you can learn more about how the GLCC supports our community, and advocates on behalf of our members. If you have any questions about the Chamber's advocacy efforts, please feel free to call Lynn at 604-371-3770.

Cross-border shopping by Canadians in the United States was an estimated \$4.7 billion in 2006. Since then, annual increases have taken the total to \$8.0 billion in 2012, 72% higher than 2006<sup>[1]</sup>. The impact on B.C. retailers, particularly in border towns, is costing the economy billions of dollars which could be minimized if duties were enforced at the border.

Approximately three-quarters of Canadians live within 160 kilometres of the Canada-US border. Therefore, many consumers use their relatively easy access to the United States as a shopping option. This is especially true in the lower mainland/Metro Vancouver area of British Columbia for those living along the border. A study conducted by the Business Council of BC indicated same-day trips to the U.S. increased by more than 143 percent in BC between 2009 and 2012. Under the laws, there are no personal exemptions permitted for same day cross border shoppers. Assuming 95% of day-trippers return with a full tank of gas, at an average of \$70, and \$80 worth of goods, there is a significant impact on B.C.'s economy due to lost profits and tax collections (GST, PST, gas taxes, etc.).

The federal government has clearly acknowledged that day trips should not be exempted from taxes, as stated by Jim Flaherty "Our government has no plans to create an exemption for day trips under 24 hours as it would disadvantage retailers in border communities and elsewhere in Canada," but Border Services Officers continue to routinely waive taxes and duties on goods bought by travellers in the U.S. According to a briefing note for the Prime Minister prepared in June 2014, the border agency waives taxes when the value is below a certain threshold. The threshold was established by considering the cost for CBSA to process a traveller through the collection process, but the threshold is not publicly available. Collections may also be waived where the volume in collections results in unacceptable border processing delays, as determined by local management.<sup>[2]</sup> As these amounts are not tracked, there is likely a significant impact to the local economy, which is not being tracked or managed to ensure it makes economic sense.

The Chamber is sympathetic to the concern regarding unacceptable border processing delays and has no interest in increasing collection processes which cause impediments to the efficient flow of commercial traffic and processing.

A key barrier to consistent collection of duties and taxes are the conflicting responsibilities of the border personnel.



The border personnel are managing revenue collection, service to the public (wait times), interdiction of inadmissible persons and goods, and the facilitation of legitimate trade and travel. Local management have the authority to adjust priorities and have several options available to them in order to meet these objectives, including opening more lanes, planning shift schedules, scheduling overtime, etc., but many of these

options require increased resources and costs.

The priorities of personnel include the security and safety of our nation, therefore collection of duties and taxes are by default a lower priority.

A consistent pattern of non-collection of taxes and duties at the Canada/US Border creates a further incentive for residents to choose cross border shopping. This puts Canadian retailers at an unfair disadvantage and results in a significant economic loss to border communities.

#### RECOMMENDATION

The Chamber recommends that the Federal Government:

1. Examine current policies and protocols to identify and implement efficiencies to enable consistent collection of prescribed duties and taxes while maintaining the free flow of commercial traffic.
2. Research implementation of a self-reporting model (similar to Nexus) whereby the reporting onus will be placed on the individual, and Border Personnel will continue to be responsible for performing random checks.
3. Increase penalties and restrictions whereby non-compliant residents will incur penalties that are sufficiently onerous to deter abuse of the process and offset costs of enforcement, and abusers of a self-reporting model would become ineligible.

~ Submitted by the Greater Langley, Abbotsford and Penticton & Wine Country Chambers of Commerce

[1] Stats Canada Study: Cross-border Shopping 2004 to 2012

[2] According to the briefing note obtained by the Canadian Press under the Freedom To Information Act

## MARK YOUR CALENDAR! Upcoming Chamber Events

**July 21**

Summer Dinner Meeting

**July 22**

Chamber Office  
Open House

**July 23**

How to Protect Your  
Langley Business  
Lunch & Learn

**August 19**

Small Business Strategies  
for USA Marketing  
Lunch & Learn

**October 29**

Business Excellence  
Awards

For event and  
registration details:

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[events@langleychamber.com](mailto:events@langleychamber.com)  
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Campbell Burton & McMullan LLP  
VICE-PRESIDENT ~ Jack Nicholson, Otter Co-op  
SECRETARY-TREASURER ~ Paul van Koll, Deloitte LLP  
PAST PRESIDENT ~ Kristine Simpson, BDO Canada LLP

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LANGLEY CITY ~ Mike Morrison, Envision Financial  
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GARTH WHITE, Avison Young Commercial Real Estate  
SHERRI-LEE WOYCIK, Social Media Minder

Thank you!

THANK YOU to Langley Golf and Banquet Centre for their support in hosting this year's Board Planning Retreat.

And THANK YOU to Cascades Casino Resort for providing accommodations for our facilitator.

Join the Chamber  
604-530-6656  
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New Member Spotlight

Please Join us in welcoming the newest Chamber members!

Pictured:  
Keller Williams Black Diamond Realty.

Not pictured:  
A. Ronald Klarenbeek - Royal LePage,  
The Hearing Station, Infinity OnLine  
Counselling and Tutoring Services and  
RWH Design, and Remcan Projects LP.



For more details about all Chamber members please visit  
www.langleychamber.com for a complete Membership Directory.

Greater Langley Chamber of Commerce 2014/2015 Year in Review

July 2014  
• Dinner Meeting  
Guest Speaker:  
Darcy Rezac re:  
The Connectedness  
Code – Seven Steps  
to Developing a  
Connected Mindset

September  
• Dinner Meeting  
Guest Speaker:  
Anne Murray,  
Vice President  
of Marketing &  
Communications  
for the Vancouver  
Airport Authority  
re: Connections That  
Work  
• Introduced 8 new  
members  
• Open Late for  
Business: Sunridge  
Gardens  
• U40 Monthly Mingle  
at Earls Kitchen +  
Bar - Langley

October  
• Dinner Meeting  
featuring a debate  
between the  
Municipal Mayoral  
Candidates from  
the City of Langley  
and the Township of  
Langley  
• Introduced 8 new  
members  
• Hosted the 18th  
Annual Celebration  
of Excellence  
to recognize  
45 outstanding  
businesses,  
organizations and  
business people in  
Langley  
• Hosted the City and  
Township of Langley  
Municipal All  
Candidates Meetings  
• Open Late for  
Business: Mercedes  
Benz Langley  
• U40 Monthly Mingle  
at Earls Kitchen +  
Bar - Langley  
• Participated in the

Fraser Valley Small  
Business Information  
Expo

November  
• Dinner Meeting Guest  
Speakers: Frank  
Bucholtz, editor of  
the Langley Times  
and Bob Groeneveld,  
editor of the Langley  
Advance re: Medial  
Panel – Municipal  
Elections from the  
Editor's Desk  
• Introduced 13 new  
members  
• Open Late for  
Business: OpenRoad  
Infiniti  
• U40 Monthly Mingle  
at Earls Kitchen +  
Bar - Langley  
• Partnered with  
other Fraser Valley  
Chambers to present  
the 4th Annual Fall  
Business Showcase

December  
• Dinner Meeting  
Entertainment: Steve  
“Elvis” Elliot  
• Presented the HD  
Stafford Good Citizen  
of the Year Award to  
Bev Dornan  
• Introduced 11 new  
members  
• U40 Monthly Mingle  
at Earls Kitchen +  
Bar Langley

January 2015  
• Dinner Meeting Guest  
Speakers: Mike Buda,  
Executive Director of  
the Mayors Council;  
and Debaters Bill  
Tieleman and Jordan  
Bateman re: Plebiscite  
2015  
• Introduced 13 new  
members  
• Lunch & Learn: Build  
Your Business with  
Constant Contact  
• Open Late for  
Business: Langley  
Senior Resources  
Society

• U40 Monthly Mingle  
at Townhall Public  
House

February  
• Dinner Meeting  
Guest Speaker:  
Cliff Stewart,  
Vice President of  
Infrastructure for Port  
Metro Vancouver  
re: Facilitating Our  
Nation's Trade while  
Addressing Local  
Impacts  
• Introduced 12 new  
members  
• Lunch & Learn: Stop  
Lecturing and Start  
Communicating  
• Open Late for  
Business: Pharmasave  
Langley City  
• U40 Monthly Mingle  
at Sammy J's Grill +  
Bar  
• Hosted a Langley  
City Networking  
Open House to  
introduce the  
community to the  
Chamber and their  
Community Director

March  
• Dinner Meeting  
Guest Speakers: Mark  
Warawa, Honourable  
Rich Coleman,  
Honourable Mary  
Polak, Jack Froese  
and Ted Schaffer re:  
Langley Leadership  
Panel

• Introduced 10 new  
members  
• Hosted a Not-for-  
Profit Networking  
Hour before the  
March Dinner  
Meeting  
• Lunch & Learn:  
Putting the Pieces  
Together – How to  
Protect Your Langley  
Business  
• Open Late for  
Business: CEFA  
Early Learning  
Willowbrook  
• U40 Monthly Mingle

at Earls Kitchen +  
Bar Langley  
• Hosted a North  
Langley Networking  
Open House to  
introduce the  
community to the  
Chamber and their  
Community Director

April  
• Dinner Meeting  
Guest Speaker: Peter  
Legge re: “If Only I'd  
Said That”  
• Introduced 14 new  
members  
• Lunch & Learn: 4  
Easy Tips to Increase  
Your Engagement on  
Facebook  
• Open Late for  
Business: Angels  
There For You Home  
and Health Care  
Services  
• U40 Monthly Mingle  
at MATCH Eatery &  
Public House  
• Participated in the  
8th Annual Fraser  
Valley Chambers  
of Commerce  
Business Showcase in  
Abbotsford  
• Hosted an Aldergrove  
Networking Open  
House to introduce  
the community to the  
Chamber and their  
Community Director

May  
• Dinner Meeting Guest  
Speaker: RCMP  
Superintendent  
Murray Power re:  
Policing in Langley  
• Introduced 5 new  
members  
• Lunch & Learn:  
How to Sell to the 4  
Personality Styles of  
Buyers  
• Open Late for  
Business: Deloitte  
LLP  
• U40 Monthly Mingle  
at Earls Kitchen +  
Bar Langley  
• Hosted Not-for-Profit

Volunteer Workshop:  
Recruitment,  
Recognition and  
Retention

June  
• Annual Chamber  
Golf Tournament at  
Pagoda Ridge Golf  
Course  
• 84th Annual General  
Meeting to elect and  
swear in the 2015/2016

Officers and Board  
of Directors with  
Guest Speaker: Ian  
Anderson, President  
of Kinder Morgan  
Canada re: Pipeline  
Permission – How  
Trans Mountain is  
Working Toward  
“Yes” One Handshake  
at a Time  
• Introduced 6 new  
members

• Lunch & Learn:  
The “Magic Profit  
Formula” Every  
Business Owner  
Should Know  
• Open Late for  
Business: The Langley  
Rams  
• U40 Monthly Mingle  
at Sammy J's Grill +  
Bar

2015 BUSINESS EXCELLENCE AWARDS

Nomination Form

Awards Evening: Thursday, October 29, 2015

Cascades Casino Resort Ballroom - 20393 Fraser Hwy, Langley

The Greater Langley Chamber of Commerce invites you to help us recognize businesses, organizations and business people who demonstrate outstanding innovation, growth, ethics, customer service and contributions to the community.

- Please provide reasons for nomination on a separate sheet. Optional - Include letters of support (3 maximum).
- All nominees must be conducting business within the Langley Trade Area
- Previous winners are ineligible for nomination in same category for 2 years following the year in which they have won.

Company Name

CEO / Owner

Business Address

Phone Number

Email

Nominated By

Phone Number

Email

DEADLINE FOR SUBMISSION OF NOMINATIONS: SEPTEMBER 1, 2015

☐ George Preston Memorial Business Person of the Year

Recognizes an individual who demonstrates outstanding business achievement through solid leadership, business ethics, community contribution and innovation.

☐ Entrepreneur of the Year

Recognizes an individual who has been in business no less than 1 year and no more than 5 years, and combines risk, innovation, leadership, skill and craftsmanship upon which to build and motivate.

☐ U40 Business Person of the Year

Recognizes an individual age 40 or under (as of Dec. 31, 2014) who has distinguished themselves by supporting business growth. The recipient inspires others with their business vision, leadership and achievement, and contributes to community programs either corporate or personal.

☐ Service Excellence

Recognizes a business that consistently provides outstanding customer service.

☐ Business of the Year (Small/Medium/Large)

Recognizes a business that demonstrates an overall high level of leadership in the community, shows continuous innovation and growth, and provides outstanding customer and employee service (including employee education and training).

☐ Environmental Leadership

Recognizes a business that exhibits a significant proactive concern for, and proven success with, conducting business processes in such a way as to leave the environment (water, earth, air) better off because of their products, services or business practices.

☐ Community Impact Award (For-Profit)

Recognizes a for-profit business that consistently contributes to the social and cultural well-being of the community.

☐ Community Impact Award (Not-for-Profit)

Recognizes a non-profit organization that consistently contributes to the social and cultural well-being of the community.

Please return completed forms to events@langleychamber.com.  
For more information visit www.langleychamber.com or call 604-371-3770.