



Mission Chamber of Commerce BusinessTRACK

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2017 Business Excellence Awards planning has begun!

The Events Committee at the Mission Regional Chamber of Commerce are busying once again putting together the details for the next Business Excellence Awards. Coming off a very successful new event structure implemented in 2016 and an outstanding awards night held this past February, the organizers of this year's event are very excited to see even

more local participation in the awards. To begin they have opened the Nomination process as of May 1st to the community, encouraging members to vote for their favourite business in one of six categories. All nominations will be announced in early September and the community will have their chance to vote on the nominees in November.

"This is a year-long planning process to get the nominations, celebrate the nominees, complete the judging and then host the final awards night." Says Committee Chair, Alana Martens. "We are very excited to bring this event back this year and continue to make improvements as needed to ensure this event is a success for the entire community," Martens adds.

NOMINATE A BUSINESS OR ORGANIZATION TO BE RECOGNIZED BY THE COMMUNITY

Nominations Close on Monday July 31, 2017

Know a Mission Business, Community Organizations, Service Club or Sport Organization that goes above and beyond?

Want them to be recognized for how they make a difference?

Nominate a Star Performer today in one of the six new Business Excellence Awards. Nominations will be collected only until July 31st, then the community will have a chance to vote.

Take a moment and nominate today!

CALLING ALL BUSINESSES!!

Get Nominated for a Business Excellence Award & be recognized by the Community!

Are you innovative? Or are you new and growing? Or does your local focus drive your business model? Do customers rave about your service? Or do you make a difference to the community?

GET RECOGNIZED!

It's that time of year where we want to start recognizing the wealth of businesses in our neighborhood that have highlighted innovation, exceptional customer care, a support of our local community or that entrepreneurial spirit.

All you need to qualify: Operate a business in Mission BC and receive one nomination in **any of the following categories:**

THE BIG BANG - An established business that continues to have a strong presence by developing or creating new business programs, platforms and opportunities while continuing to be a contributor to the local community.

POWER OF SMALL - An emerging or existing innovative small business that exemplifies entrepreneurial spirit and vision with new products, services or process

LOCAL FOCUS - A business with significant local focus in their enterprise; be it through manufacturing product locally, or retailing/utilizing products and/or services produced locally and community involvement

CUSTOMER FIRST - A business that demonstrates special consideration for their customers; ongoing employee training and a high level of understanding and commitment to service excellence. The hallmark of this award is to offer a friendly, honest, innovative, approachable customer service on a consistent basis

COMMUNITY BUILDER - A nonprofit, club or organization that is active in the local community by making a positive difference, involving active collaboration and engagement with others beyond who they serve.

EDUCATIONAL LEADER AWARD - The University of the Fraser Valley presents this award in recognition of a business or leader who exemplifies educational leadership, encouraging employees to participate in on-going lifetime learning.

So get those highly valued customers to tell us why they keep coming back. The nomination process is simple, just hand in a completed copy of the form to admin@missionchamber.bc.ca or direct them to our website at www.missionchamber.bc.ca **"Nominate Me"**. For further information or to arrange a **"Nominate Me"** package delivery contact us at 604-826-6914 or email: admin@missionchamber.bc.ca

Nominations are open until July 31, 2017.

What happens when YOU'RE Nominated?

You will receive a letter, and a sticker noting your nomination by September 1, 2017. You will be asked to fill out a judging questionnaire that allows the judges to make their independent assessment of you. You will also be asked to supply a 150 word organizational bio and your logo or photo of your business or organization.

All nominees will be highlighted in the Business Excellence Pre-Awards inset in the Mission City Record as well as on the Chamber website and social media.

The Community Votes!

For two weeks in November the community will have an opportunity to vote for you on-line through our media sponsor the Mission City Record. These votes combined with the judges' scores will determine the winner.

Won an Award?

Winners will be announced at the 2017 Business Excellence Awards Celebration in February (2018). Winners will be highlighted in a 4 page color insert in the Mission City Record with over 10,000 circulations, telling the story of their success. Winners and their stories will be promoted in the Chamber newsletter during the rest of the year, have access to promote themselves at Chamber luncheons, and be celebrated over the next six months on the Chamber website, social media and e-newsletters.

Get noticed! Get nominated! Get recognized!



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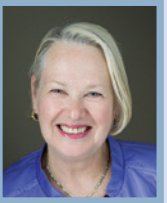
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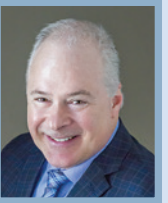
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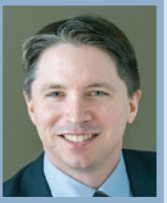
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MAY 2017 President's Report

I never stop being impressed by the involvement and tenacity of not only our business community and local leaders, but the general citizenry of our community. As I write this report we have just seen the completion of the provincial election, and the streets, shops and water coolers are still abuzz with conversations about our future, ideology, public policy and people's general interest about what they believe is right and important for our province and our local community. It reminds us all of the importance and the significance of the gift which is our democracy. For some, this immersion and involvement into politics and public policy is a "once every few years" activity; when we are in the midst of an election cycle. However, for others, this grasp on advocacy and the right we have as citizens to the accessibility of our democracy is an ongoing endeavor. As for your Chamber of Commerce, we are firmly planted in the

latter category. As a matter of fact, advocacy is the first of our three guiding principles.

I genuinely applaud the candidates who stepped forward in this provincial election, and I thank everyone who participated in the business community's All Candidate's Forum which our Chamber hosted at the Clarke Theatre. I also thank, and tip my hat to, everyone who took the time to educate themselves and others on the current issues and challenges we are facing, and continue to face as a community and a society as a whole. True, it will take two more weeks before we see the final results of this historically close election and I along with many others are dangling on the edge of my seat! In the interim I am pleased to congratulate the newly elected leaders in our two ridings, and assure them of the Chamber's ongoing commitment to being the voice of business and a strong advocate for

the betterment of our community. We are truly partners in the pursuit of great prosperity for all.

To this end, the coming days, weeks and months are shaping up to be very busy for the Staff, Board and Members of the Chamber. Currently we are planning, re-planning and fine-tuning provincial policy recommendations to bring forward at the BC Chamber of Commerce AGM happening later this month in beautiful Victoria. We are also preparing for several events coming very quickly including our dinner on May 18th with special guest speaker Jonathan Christian, focusing on Digital Marketing. Our last five events have been completely sold out and I am sure this dinner will be as well... to date this event



David Sawatzky
PRESIDENT

is already 70 per cent sold! Also, please don't forget that our chili cookoff is scheduled for June 4th and registration is now open for this year's Epic Night Golf Event - you don't want to miss it!

Chamber Dinner with Jonathan Christian 70% SOLD TO DATE

Join Mission Chamber members for our first Dinner event of 2017. Network with fellow members, enjoy a fabulous baron of beef dinner (said to be world famous!) and be captivated by guest speaker Jonathan Christian, founder of We Make Stuff Happen, an innovative BC-Based Digital Marketing and Training Agency that helps businesses and non-profits around the world tell their story online and on the ground.

Known by his Team as the "Chief Imagination Officer," Jonathan was born an enthusiastic and creative entrepreneur. His passion for Social Media began in 2008 after suffering a life-threatening neck injury resulting from a major car accident. On his long road to recovery, he fully immersed himself into the world of Social Networking

and Content Marketing and emerged an expert in leveraging the online sphere to maximize business results. With a big picture approach to business development and brand storytelling, he and his team at We Make Stuff Happen have successfully trained over 500 businesses in the art of Social Media & Content Marketing.

Highly skilled at guiding entrepreneurs toward a more robust online presence through social media engagement, Jonathan leads a series of online educational programs, as well as regularly speaking both nationally and internationally on how businesses can maximize their impact and online presence. Through his Social Media Online VIP, Mastermind Training Programs and Online Bootcamps, as well as through his Inner Circle

Membership and regular live Social Media Meetups, Jonathan is committed to empowering entrepreneurs, non-profits and businesses on how to successfully maneuver the ever-changing landscape of the Social Space.



JOIN US FOR DINNER WITH JONATHAN CHRISTIAN ON MAY 18TH!

LOCATION: Mission Golf & Country Club,
7983 Nelson Street
DATE: Thursday, May 18th, 2017

TIME: 5:30pm - 7:30pm
PRICE: \$30 Members
\$35 Non-Members

Book your spot today online
missionchamber.bc.ca or by
calling 604-826-6914



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Vince Arsenault of Arsenault Tree Service with his father Ray, recipients of the Mission Regional Chamber of Commerce 2016 Customer First Award.s.

Spotlight on Excellence: Arsenault Customers Keep Returning for Quality Tree Service, Satisfaction

by RICK RAKE,
Click Media Works

Arsenault Tree Service based in Mission still sees customers from its humble beginnings 20 years ago because high quality service, and a goal to help clients make educated decisions about the proper care and maintenance of their trees, always leads to a job well done.

"The business was started by my father, Ray, in 1997," said owner Vince Arsenault. "We started with just a single pickup truck that the brush and debris would be piled in. Shortly after we upgraded and got a chipper and larger chip truck. Now we have bucket trucks, high capacity wood chippers and other versatile equipment to help us be more effective," he said.

The family-owned and operated business was honoured to receive the Mission Regional Chamber of

Commerce 2016 Business Excellence Customer First Award. "It is so rewarding to know that people take notice of the service we provide," said Vince, adding that it is the company's goal always to exceed expectations.

Customers are not only from Mission but throughout the Lower Mainland. And in establishing itself as the go-to tree care provider in Mission, "we have been the busiest we have ever been in our 20 years in business."

Vince said his company is one of the most qualified tree care providers in the Fraser Valley. Qualifications include Certified Utility Arborists, ISA Certified Arborists, ISA Certified Tree Worker Climber and ISA Tree Risk Assessment Qualified. "We are career arborists, not tree cutters." There is a big difference between the two, he said, adding that it is rare to find a smaller, locally-based business with this level of qualifications and certifications.

Vince is the only ISA Certified Arborist and Tree Risk Assessment Qualified individual offering tree care in Mission.

Arsenault Tree Service (www.arsenaulttreeservice.ca or call 604-820-8842) also focuses on education by attending programs and certification-required workshops supported by the International Society of Arboriculture, and by sharing tree maintenance advice with clients. Safety is also paramount.

Vince, formerly a licensed property manager, became involved in the family business when his father needed help running it.

He said earning the trust of customers is key, and having the Chamber endorse them "really helped our business grow."

UPCOMING EVENTS

May 18th

70% SOLD - CHAMBER MONTHLY

DINNER with Jonathan Christian

Join us for the year's FIRST Dinner Meeting with special guest Jonathan Christian, Social Media Strategist, Author and Speaker. Space is limited, book early!

Place: Mission Golf & Country Club

Time: 5:30pm-7:30pm

Price: \$30 members

\$35 non members

May 30th

LAST CHANCE - INDIA INFO SESSION -

Take traveling to India off your bucket list this year.

Join us for our FINAL info session and learn about this incredible 11 day all inclusive, full guided holiday to India leaving September 24th - October 4th, 2017. Space is limited for the trip; deadline to book is June 15th. This amazing tour is open to EVERYONE! Rates as low as \$2895* for a trip of a lifetime including air/

hotel/meals/transportation and tours.

Place: Mission Chamber Boardroom

Time: 5:30pm

May 31st

GOOGLE WORKSHOP

Managing your Google Business Listing. Join award winning google trusted photographer, Jody Wall as he covers how to take control and manage your business listing on Google Search, Maps and G+. This 2hour workshop will teach you how to manage your listing, increase your brand exposure and become more active on google search and maps.

Pre-registration required

Time: 6:30-8:30pm

Location: Mission Chamber Boardroom

34033 Lougheed hwy

Cost: \$50 for Members /

\$75 for Non-Members

Register online. Space is limited.

June 4th

ANNUAL CHILI COOK-OFF

Join the Chamber of Commerce for our Annual Chili Cook off event and compete for the coveted Chili Champion Trophy! This year we are joining in the fun at the 125th Heritage Picnic and bringing our Chili for the masses!!

Register your team today!!

Cost: \$25 to register a team,

\$10 for chili sampling!

Place: Heritage Park

Time: 11:30am-2pm

Register online

To REGISTER for these events visit our website at missionchamber.bc.ca or call 604-826-6914 or e: member_services@missionchamber.bc.ca



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Josie Huttema Design

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Google My Business Workshop



Mission Regional Chamber of Commerce & Infinus Technology presents:

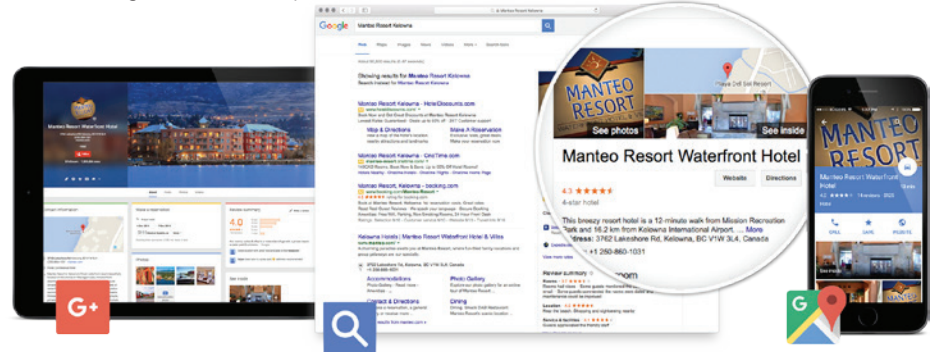
Managing your Google My Business Listing

Ensure your business is accurately represented online!

May 31st 6:30pm - 8:30pm

Mission Visitor Info Centre - Cost \$50 - \$75 for non members

Join award winning Google Trusted Photographer and Google My Business expert, Jody Wall as he covers how to take control and manage your business listing on Google Search, Maps and G+. In this 2 hour workshop, you will learn how to take control and manage your listing, as well as how being active on your listing can dramatically increase your brand exposure on Google Search and Maps.



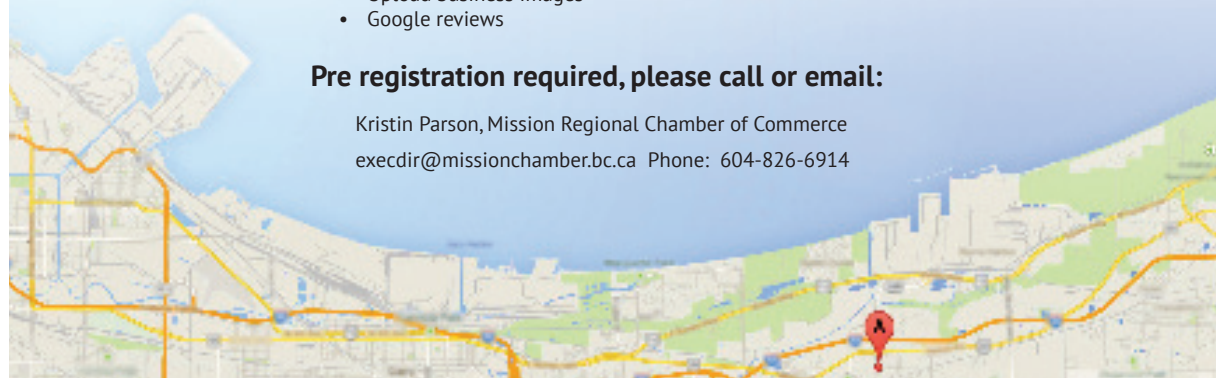
LET'S PUT
OUR CITIES
ON THE MAP

Workshop topics will include:

- Key Google Trends
- What is Google My Business
- Claim/Verify your listing
- Visually optimize listing with logo and branding
- Making sure location is correct
- Update address, phone, email, website etc.
- Update business hours
- Upload business Images
- Google reviews

Pre registration required, please call or email:

Kristin Parson, Mission Regional Chamber of Commerce
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CHAMBER BRINGS NEW EXPLORE MISSION APP TO LIFE!!

The Mission Chamber of Commerce has been busy working for the last year on the development of their new "Explore Mission" App and it's finally ready for market!

Launched in mid-March 2017, the Explore Mission App has already gained some impressive numbers with over 560 downloads and over 700 opens to date. The Chamber team has been slowly bringing the App to market in a soft launch to ensure the content and usability of the app is monitored and continuously updated to bring the best experience to the users.

The entire business community of Mission is featured on the new app and all community events, news, and local deals featured in an easy to use format. Any business can be listed for FREE and local businesses can post great deals on the app for a small fee. Advertising on the app is limited in order to maintain the function and usability of the app and create an experience that will keep our community members and visitors coming back many times again.

Download the ExploreMission App today and find all the ways you can "explore" our great community!

For advertising opportunities call Janessa at 604-826-6914 or email: member_services@missionchamber.bc.ca





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Take traveling to India off your bucket list this year on this fully guided, all inclusive adventure taking place September 24th to October 4th, 2017

FIND OUT MORE ABOUT THIS TRIP
FREE INFORMATION SESSION
Tuesday May 30th, 2017, 5-7 PM
Mission Chamber Boardroom

*\$2,895 per person - Non-members additional \$2000

SPACE FOR THE INFO SESSION IS LIMITED SO PLEASE REGISTER IN ADVANCE!



MISSION RECORD



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Relief is here... Temporary Drywall Support program in place

In late 2016, the Mission Regional Chamber of Commerce (MRCC) received concerns by the Fraser Valley Home Builders Association (FVHBA) about a tariff that was being applied to all imported drywall at a rate of over 248%. The MRCC brought the concerns forward to the BC Chamber and worked alongside the FVHBA and BC Chamber to express the concerns of the members to the Federal Government to push for a reduction in the tariff.

Due to the concerns raised from many stakeholders in Western Canada (including the MRCC), the Government of Canada asked the Canadian International Trade Tribunal (CITT) to conduct an inquiry into whether the imposition of anti-dumping duties on imported drywall from the United States into Western Canada was contrary to Canada's economic, trade or commercial interests. The CITT submitted their report to the Government and on February 27, 2017, the Minister of Finance announced that the Government is taking the following actions to respond to the recommendations made by the CITT:

1. A reduction in anti-dumping duties applicable to drywall imported from the U.S., effective February 24, 2017; and

2. The creation of a program to provide relief to Fort McMurray residents, builders and contractors in Western Canada, who were adversely affected by the higher cost of drywall resulting from the imposition of anti-dumping duties. Later named the "Drywall Support Program"

What is the Drywall Support Program?

A relief program for Western and Northern Canadian drywall contractors and builders, and residents of the Regional Municipality of Wood Buffalo whose homes were severely damaged or destroyed in the May 2016 wildfires. Western Economic Diversification Canada is administering a short-term Drywall Support Program for Western Canada. The Drywall Support Program will be open for applications at 12:00 p.m. (noon) Mountain Daylight time on **Monday, May 1, 2017 and close Wednesday, May 31, 2017.**



Who can apply?

Contractors and Builders

The Drywall Support Program will provide some relief to Western and Northern Canadian drywall contractors and builders who faced unexpected losses due to the duties imposed on imported drywall from the United States.

This checklist can help you determine if you are eligible to apply.

Eligibility Checklist

Contractors and Builders must ...

- ☒ Own a drywall contracting or building business in Western Canada, the Yukon or NWT;
- ☒ Have fewer than 500 employees;
- ☒ Have had fixed-price drywall contract(s) before Sept 6, 2016; and
- ☒ Have purchased drywall between Sept 6, 2016 and Feb 24, 2017.

Contractors and builders can find more information about eligibility and the application process in the Applicant Guide for Contractors and Builders available online at <http://www.wd-deo.gc.ca/images/cont/19338a-eng.pdf>

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