



Mission Chamber of Commerce BusinessTRACK

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OCTOBER 2017

CHAMBER CONDUCTS 2nd ANNUAL BUSINESS WALK



Business WALK 2017

The Mission Regional Chamber of Commerce partnered with members of the business community for their 2nd Annual Business Walk in July & August. Volunteers from Community Futures North Fraser, Work BC-Mission, Mission Downtown Business Association, The Mission Record and District of Mission Economic Development, along with the MRCC Board and staff came together to conduct this year's Business Walk. The purpose of the Business Walk is to establish a connection with local businesses, and to identify action where appropriate, issues and opportunities as a means to assist businesses to stay in the community and grow.

The full report is now available on the mission chamber website and has been forwarded to all participants and given to the District of Mission city Council to highlight some of the needs of the local business community.

Here are just some of the highlights of the results.



Business owners and managers were eager to share their experiences with volunteers in this year's Business Walk



Top Three Issues Businesses Face in Mission

1. Finding skilled labour and retaining quality employees.
2. Struggles in regard to handling growth and expansion.
3. (Tied for 3rd) Brand recognition, amount of foot traffic and parking space.

Businesses are seeing a change in clientele, most presume it is to do with the change in real estate. There is also a great mixture of non-local and local consumers in the Mission area, which is always great to see.

Key Findings

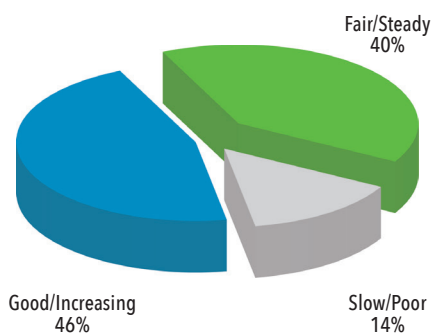
- Online marketing is more popular and commonly used by local businesses in comparison to traditional methods of advertisement.
- The changing real estate market has brought in new clientele into our community.
- Businesses have reported rising lease rates as a major impact on how they do business.
- A significant number of Mission businesses reported that they receive traffic of non-local and local customers.
- Over half of Businesses reported having an increase in profits based over the year prior.

- Challenges Mission Business owners reported include:
 - Finding skilled labour and retaining quality employees.
 - Struggles in regard to handling growth and expansion.
 - Brand recognition, amount of foot traffic and parking space were significant issues in growth of some of our local business.
 - Online competition and global factors are increasingly becoming more significant in its impact on local business.
 - A few mentioned other challenges such as homelessness, seasonal, locals going out of town and lack of space.
- Lack of skilled workers especially in trades is still a notable challenge.

Thank you to all of the Businesses that participated in the 2017 Business Walk. We have started the Walk about Wednesdays in 2017 followed by the demand seen in the 2016 Business Walk. These Walk about Wednesdays are the same idea as the Business Walk of visiting local Mission Businesses and identifying where they can be continuously supported, except throughout the year. Hope to visit you soon!

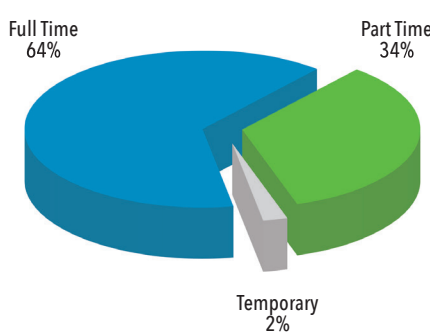
Full Business Walk Survey Report available online at missionchamber.bc.ca/solutions

Current State of Business Compared to the Same Time Last Year

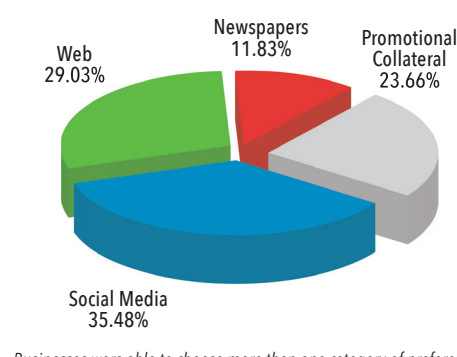


Total Employees Based on Surveyed Locations

Total employees: 841

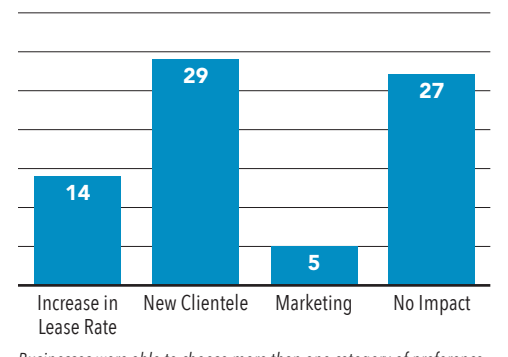


Marketing Channels Used to Reach Customer Base



Businesses were able to choose more than one category of preference

Cost of Real Estate Effect on Business



Businesses were able to choose more than one category of preference

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OCTOBER 2017 President's Report

I find myself writing this month's message on the heels of our Canadian Chamber AGM and Conference which was held a few short weeks ago in Fredericton NB. I have been asked to extend warm greetings from Canadian Chamber of Commerce Executive, as well as many of our sister and brother Chambers of Commerce across the country. It is truly a strong network we belong to, and I am proud to say that our chamber presents itself well and is very effective on this stage.

Our Executive Director, Kristin Parsons and I attended the annual conference this year for many reasons; to propose policy change, build strategies and explore learning opportunities within our network, share best practices for our common good, speak directly with federal politicians about various topics on behalf of our members, and especially to collaborate and organize our advocacy efforts on a national level. This year's conference not unlike so many before it was very productive. Our co-authored policy resolution regarding the Canada Summer Jobs Program was passed by the national delegates with an overwhelming majority and stimulated much discussion about how to best help the government understand the challenges

facing businesses within the current system. Another success in Fredericton for our chamber, was the roll-out of our national postcard campaign which easily allows businesses to make their voices heard regarding the tax changes proposed by the Federal Government for SME's. Further to this, during our conference, our delegation was also afforded an opportunity to meet directly with the Federal Finance Minister, Bill Morneau, where we emphatically expressed our members concerns about these small business tax changes he and his government are proposing.

All in all, this conference, as well as the ongoing advocacy efforts which continue to occur through the perseverance of our Government affairs committee, will keep our members' concerns top of mind with all levels of government, which hopefully in time will bear the fruit of more balanced government policies — enhancing our business community's ability to be more competitive and provide the best footing possible for business to be a strong pillar of our thriving community.

Looking beyond advocacy and the recent national conference, October is Small business month and seemingly the perfect time to vote for your favorite local



David Sawatzky
PRESIDENT

businesses nominated for a 2017 Business Excellence Award. In addition, we will also be hosting a nominee's lunch this month to celebrate all of the successful businesses given the nod to this prestigious honour in our community. Like most of our events, this luncheon will certainly sell out, please contact the Chamber office to secure your tickets today!

MEMBER POLICY FORUM coming Oct 26th

Join the members of the Government Affairs Committee with the Mission Regional Chamber of Commerce for a conversation about what important business issues need to be addressed at the Provincial & Federal Level in 2018 and help in creating the basis for the advocacy efforts of the committee for the 2018 year.

Over the past 3 years with the help of the MRCC Membership, the Government Affairs committee has successfully supported or brought forward the following policies to government:

- Fraser River Management
- Remediation Standard on Illegal substance affected homes
- PST On In-Kind Donations
- Changes to the Canadian Summer Jobs Grant program
- The committee are currently working on the following policies:
- Tax fairness for the Sport Entertainment Industry
- BC Utilities minimum notice period for rate increases
- Bottle Deposit Fairness
- Taxation on Employee Sponsored health benefits

This is a great opportunity to bring your own concerns forward or learn more about the current committee work and lend your own voice to the table. Light snacks will be provided.

DATE	Oct 26th 2017
LOCATION	Mission Chamber Boardroom at 34033 Lougheed Hwy
TIME	11am-1pm
COST	Free to MEMBERS



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Lacey Developments Ltd. team members, with owners Erik and Lesa Lacey, receive the 2016 Mission Regional Chamber of Commerce Business Excellence 'Big Bang Award'.

Spotlight on Excellence: Contracting customers hit jackpot with 'Big Bang Award' recipient: Lacey Developments Ltd.

by RICK RAKE,
Click Media Works

Lacey Developments Ltd. is a family-run business with deep roots in the community and a track record of excellence famous for successfully turning clients' construction dreams into reality.

From custom homes and renovations to commercial offices and restaurants and First Nations projects, the Deroche-based company owned by Erik and Lesa Lacey has customers using words like meticulous, conscientious, reliable, humble and trustworthy to describe them.

"We still can't believe we were so fortunate to find this company that delivered all our dreams for our home," said one delighted customer in a Lacey testimonial. "Did we hit the jackpot?"

Add this to the company's volunteer support ranging from the Blessings

in a Backpack food program for local children, aiding wildfire efforts, serving on community and home builders groups and reaching out to myriad non-profits, it's fitting the company and its amazing team of 35 employees are the recipient of the 2016 Mission Regional Chamber of Commerce "Big Bang" Business Excellence Award.

"It means a lot to us to be recognized by our peers," said Lesa, adding that the 18-year-old company was a finalist in the national and provincial Canadian Home Builders Association (CHBA) awards and is a winner of the 2016 CHBA Housing Excellence Award for Best Whole Home Renovation. In 2017 the team recorded five wins in the CHBA Fraser Valley Housing Excellence Awards, including Renovator of the Year.

Erik formed the company after graduating from Hatzic Secondary School. On the team now are craftsmen

with three to 11 years experience, four Red Seal carpenters, and apprentices, many who have come through Riverside College based in Mission. Plumbing, framing, painting and machining are all part of their in-house repertoire.

"We are there with the clients from the permit stage to the finish. We enjoy seeing their vision come to life," said Lisa, the company's business manager.

"We are focusing our work now in the Fraser Valley area, but we have done full service contracting offering beautiful custom residential and commercial construction from Mayne Island to Whistler," she said.

To contact Lacey Developments Inc., call 604-826-2215, email lesa@laceydevelopments.com or click on their website at www.laceydevelopments.com.

CHAMBER EVENTS

October 12th
SAVE THE DATE
ROUNDTABLE WITH
MLA SIMON GIBSON

Join us in a roundtable discussion with Mission's MLAs Simon Gibson. Have the opportunity to question your elected representatives on provincial policy & initiatives that affect your organization while learning from others what impacts their business. Only 20 seats available!
Place: Mission Regional Chamber of Commerce
Time: 8:00am-9:00am
Price: FREE for members, light breakfast provided

October 19th
SAVE THE DATE
BUSINESS EXCELLENCE
AWARDS NOMINEE LUNCHEON

Come together as a community to celebrate the businesses who have had an astounding 2017 year!

This event will give nominees a chance to be recognized for their achievement, with no cost to them. Please be sure to book your spot today! There will also be special guest Scott Armstrong of Scott Armstrong Limitless. We are excited to have Scott return to the Mission Chamber to speak, he is definitely not someone you want to miss hearing in person!

Place: Best Western
Time: 11:30pm-1:30pm
Cost: \$25 members
\$35 non-members
Free to Nominees (2)

October 26th
SAVE THE DATE
MEMBER POLICY FORUM
Date: October 26th
Time: 11am-1pm
Place: Mission Regional Chamber of Commerce

November 16th
SAVE THE DATE
ROUNDTABLE WITH
MP JATI SIDHU

Join our local MP Jati Sidhu for a members roundtable discussion on topics that are affecting business in Mission. The topic will be on marijuana and its effects on the business community. Bring your concerns, questions and feedback to be addressed by our local Federal representative.

Place: Chartwell Cedarbrooke Chateau
Time: 8:00am-9:30am
Cost: FREE for member
SPACE LIMITED

December 1st
SAVE THE DATE
CANDLELIGHT PARADE

Santa Claus comes to Mission December 1st! The free fun rolls out at 7:30pm when the Mission Regional Chamber of Commerce hosts its 34th Mission Candlelight Parade. Reminder that the roads start to close down at 5pm

Horne St to Park St along the Loughheed Hwy heading West

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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2017 CHAMBER TEAM

"Membership has its benefits!"



Kristin Parsons
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Jo-Anne Chadwick
Office Administrator and Tourism Services Manager
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Janessa Derksen
Membership Engagement and Events
Member_services@missionchamber.bc.ca



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OCTOBER 19TH 2017 11:30AM -1:30PM



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• Divorce & Family Law
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• Wills & Estate Planning
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Here's the advantage of the Chamber Plan

By pooling your claims, 100% or more of each premium dollar is used to pay claims, which means, if your claims exceed the amount of premiums you have paid, the Chamber Plan will subsidize the shortfall. The Chamber Plan spreads the risk between all Firms across Canada; it is a Not-For-Profit Corporation with more cost effective administration therefore the plan can afford to pay out more than you pay in. For Firms with less than 10 employees your claims experience will not be used to determine your premiums.

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