



# MISSION REGIONAL CHAMBER OF COMMERCE Business TRACK

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APRIL 2019

## We have revamped the Business Excellence Categories

### CALLING ALL BUSINESSES!

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.

#### Nominate a Business or Organization to be recognized by the Community!

The Mission Business Excellence Awards is one event we utilize to nurture business community growth, discussion and exposure within the Lower Mainland. Taking time to recognize our valuable professionals within our community is vital to its continuous growth and success. This is the event of the year to shout out Businesses or Business Leaders that actualize superior workplace practices and values.

9 distinct categories

#### Step 1: The Nomination Process

##### May 1st 2019 - August 31st 2019 - Nominate Me Program

This process will be open to the public between May 1st 2019 and August 31st 2019. This is where we ask you (the experts), to let us know who the business leaders are in the community!

The 9 categories, outlined below, to nominate for the 2019 Awards. We ask that you submit these nominations via our website, or by written form. Every business who receives a nomination will receive an official letter of congratulations, their categories judging package (to be complete by October 31st), and the Chamber team will send out a virtual cheer!

We play fair. Each nomination will be reviewed to ensure they qualify for the category chosen. All nominees must have their judging packages completed by October 31st 2019. If a business is nominated in multiple categories, the business may choose a maximum of 2 categories to compete in.

#### Customer Service Excellence

The Customer Service Excellence Award is presented to a business who exemplifies superior Customer Service and Care. Demonstrating outstanding customer retention, an exceptional knowledge of their products, and/or services, and exceeds their customers' expectations repeatedly, within the Mission community.

#### Educational Leader

The Educational Leader Award will be presented to a business who emanates educational leadership by providing opportunities and encouraging their employees to participate in perpetual learning and continuous professional and personal development.

#### Employer of the Year

Employer of the Year Award will be presented to a business leader who is recognized for continuously maintaining a superior work environment and culture. This business, champions their commitment to fostering employee engagement, promoting a healthy work-life balance, embracing



diversity, and maintains and/or exceeds, employment standards and safety policies.

#### Established Business of the Year

An Established Business that has been in operation for no less than 6 years, that continues a strong and dominating presence in the Mission Business Community. This award recognizes the significant contributions to the economic health of the community, business growth, development of fresh and revitalized business practices, and continuous contribution to the local community.

#### Local Contribution

A Business that demonstrates significant local focus in their day to day operations. This includes Businesses or leaders who exemplify qualities of Community Awareness. Be it through local manufacturing, retailing/ utilizing products and/or services produced locally and encouraging community involvement.

#### Marketing & Communication

A business or organization which is innovative in their approach to marketing and promoting their product or service effectively. Utilizing media and communications on all levels, including personalizing marketing with digital tools, data, and approaches, to build reputation, drive strategic growth, and enhance their business, improving engagement with customers and prospects.

#### Non-Profit Organization of the Year

A registered society that is active in the local community by making a positive contribution to the social, cultural or economic well-being

of the Mission area. This organization shows leadership, demonstrates outstanding contributions, active collaboration and engagement with others beyond who they serve, while maintaining a good relationship with their internal and external partners.

#### Small Business of the Year (1-5 years)

An emerging or existing innovative small business with 20 or fewer employees that has been in operation between one and five years, and exemplifies entrepreneurial spirit and vision, exceptional leadership with new products, services, or processes. Is recognized by their peers for their competitive edge, professional integrity, excellence in customer service, and their success.

#### U40 Entrepreneur of the Year

The U40 Entrepreneur of the Year recognizes the outstanding achievement of those under the age of 40, who have successfully built their organization. This person has gained an expanding positive reputation and strong interpersonal, career, and business potential within the community.

#### Step 2: The Voting Process

##### September 15th 2019 - October 31st 2019

This is where YOU get to be the judge!

Public voting will take place on our website (fillable link) from September 15th 2019 until October 31st 2019. We will list all the Business Excellence nominees in their appropriate categories using a single choice survey system. Only one vote per IP address is allowed.

Vote for the business you believe excels at what they do! The Top 3 businesses in their respective categories, chosen by YOU will go on as Finalists!

#### Step 3: The Judging Process

##### November 1st 2019 - January 17th 2020

Once the Finalists are determined, and their judging packages are received, each package will be copied and given to our panel of judges for review. The judges will be comprised of our Board of Directors, long time members and engaged community volunteers. Finalists will be announced during the beginning portion of November 2019.

The finalists will be brought in to sit with the panel and answer a few questions to aid in determining the winners. The Finalists will have the opportunity to voice why they believe they are the best candidate to win the award. The judges will score each Finalist based on the criteria of the specific award category, identify the winners in each category, and hand those results over to the Chamber Team. The results will remain anonymous until the time of the awards presentation.

During the interview with the judges, there will also be a videographer to ensure transparency, and to create a video for each category, highlighting these incredible stories, to be played at the Awards Ceremony.



## We are excited to support the New U40 Business Excellence Award Category

Proud Winners  
of the Marketing  
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Award 2018



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# BusinessTRACK

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## President's Message

It's been quite a busy month in my new role as President and we've made some good strides on many fronts. We invited MLA Bob D'eith and MLA Simon Gibson to give us a brief update on the provincial budget and we allowed an opportunity for our members to ask questions. The Chamber also hosted Chris Hartman from Polygon who informed our membership on the work they're proposing up in the Silverdale area and looks as though we're going to welcome close to 10,000 new residents to Mission upon completion. We also have an update on the work done by the Chamber regarding the proposed Employment Standards Act.

Two weeks ago we spoke to MLA Bob D'eith and requested a meeting with the Honourable Minister Harry Bains regarding the changes to the ESA for statutory holiday pay;

requiring an employee to work 15 consecutive days in a 30 day month period and being eligible for regular pay on a stat holiday, changing to 16 days worked consecutively in a 60 day period and receiving pay on a stat holiday. This change would have affected business and the community on a whole. The good news is, the Honourable Minister received our request from MLA D'eith and took our changes in consideration and did not make the changes. This is a huge win not only for our business community but the community of Mission in a whole, we may be small but we are mighty. Thank you to all those businesses that sent in your letters, we were heard in Victoria!

I am also in the process of meeting with our Economic Development Office regarding how we could



**Raj Patara**  
PRESIDENT

work together to tackle the concerns of qualified employees for our businesses, and how to retain them. Stay tuned!

Please be assured we look forward to working hard on your behalf to advocate to all levels of government. Thank you.



## Corporate Sponsor of the Month



Feel like having some fun? Want to play bingo? Perhaps try out a slot machine? Or do you just need a bite to eat and a place to catch the game? What are the chances you can find one place where you'll be able to do any or all of these things and more? You've found one!

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Glen Flett and Sherry Edmunds-Flett of Emma's Acres are the recipients of 2018 Mission Regional Chamber of Commerce Business Excellence Community Builder Award sponsored by Fortis BC.

## Spotlight on Business Excellence

### Emma's Acres builds community, turns inmate pain into healing with strong partners, support

by Rick Rake  
CLICK MEDIA WORKS

Glen Flett of Mission for years enjoyed the mentorship of family friend Rev. Emma Smiley, a doctor of theology who was murdered in Victoria by a teenager in 1983.

Even after his own years of incarceration, Glen always remembers what Emma Smiley used to say: "Live life lovingly."

Glen and his wife, Sherry Edmunds-Flett operate an eight-acre farm named after Rev. Smiley called Emma's Acres. Located in Mission at 34890 Cemetery Avenue, the farm offers offenders an opportunity for a better life, growing vegetables, herbs, fruits and flowers without chemical pesticides.

"We've engaged offenders, most on passes, since 1992. L.I.N.C. (Long-term Inmates Now in the Community) is the

name of our non-profit registered charity. We bring people together, including victims of violent crime. We have a lot of offenders who have done volunteer work who have gone on to be friends with many people in Mission. We turn pain into healing," said Glen.

For their work on creating food for non-profits and partnering with groups like Communities in Bloom, VanCity, the Correctional Service of Canada, Aviva Community Fund and the District of Mission, Emma's Acres is the 2018 recipient of the Mission Regional Chamber of Commerce Business Excellence Community Builder Award.

L.I.N.C. also hosts the largest free clean and sober community Christmas dinner in Mission, has a history of volunteering with the Mission Soapbox Derby and is a part of the Mission City Farmers Market.

Glen can spend hours talking about the correctional system in Canada. He believes in transformative justice knowing firsthand the journey of turning isolation and pain into wholeness. It was Rev. Smiley's belief in Glen, and his faith, that he said gave him the strength to overcome the hardening nature of prison.

With the support of former Mission Mayor Ted Adlem, and grants from Community Action Initiative and Vancity's enviroFund, Emma's Acres was created on District of Mission land for a \$1 yearly lease in 2013.

There is so much more to the story of Emma's Acres, what it does, and its many awards. Glen and Sherry are always happy to share it.

## Chamber Events

May 10 – June 14

Thursday, May 16, 2019

**Chamber Luncheon:  
Story of Entrepreneurship**

Share a meal with us and local entrepreneur, Jay Matte of Locomotive Clothing & Supply, as he tells the story of how he grew his business from concept to multi-business platform.

Place: Best Western PLUS Mission City Lodge  
Time: 11:30am-2:00pm  
Price: \$32 MEMBER RATE  
\$40 GUEST RATE

Thursday, June 13, 2019

**Chamber Luncheon:  
Summer Kickoff @ Xá:ytem!**

This event will include a historical tour of Xá:ytem with Cultural Advisor and Historian, Sonny McHalsie, sponsored by Vancity, a traditional salmon bbq meal, and a presentation by LOCO BC on the importance of local business and how to get involved in an upcoming BC Buy Local campaign in Mission.

Place: Xá:ytem Interpretive Centre  
35087 Lougheed Hwy, Mission  
Time: 11:30am-2:30pm  
Price: \$38 MEMBER RATE  
\$45 GUEST RATE

June 24, 2019 – June 29, 2019

**Business Walk 2019**

Business Walk is a business retention and expansion program designed to connect and identify with businesses in our community. The Mission Chamber team and volunteers will be hitting the streets, visiting over 150 local businesses. By engaging with business in town we can take appropriate action on solving issues and identifying opportunities to assist businesses to stay and grow in the community.\*

Time: 9:30am-1:30pm

Friday July 5, 2019

**Business After Hours:  
MISSION RACEWAY PARK**

At this Business After Hours you will enjoy the true VIP treatment of watching the races from the towers and seeing the action up close! This vibrant, thrilling after hours mixer provides members and prospective members an exciting opportunity to meet face to face, and connect with the Mission Business Community!

Place: Mission Raceway Park  
32670 Dyke Road, Mission  
Time: 6:00pm-8:30pm  
Price: FREE for Members!

Free first time for non-members considering membership

To REGISTER for these events, or for more information, please visit our website at [missionchamber.bc.ca](http://missionchamber.bc.ca) or call 604-826-6914 or email: [events@missionchamber.bc.ca](mailto:events@missionchamber.bc.ca)

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## Welcome to our New Members

### Satin Laser Spa

Mission, BC V2V 6G3  
(604) 259-2193  
Unit 16  
7-32540 Logan Ave  
www.satinlaserspa.com

### Fraser Valley Bandits

Abbotsford, BC V2S 8H8  
(604) 743-5066  
33800 King Rd  
www.thebandits.ca



**WHO'S ON YOUR TEAM?**

Join the Mission Chamber of Commerce during MAY to find out what business teamwork is all about and received 16 months for the price of 12

**MAY IS NOW HERE, AND THAT MEANS SO IS MEMBERSHIP MAY MANIA!**

An annual celebration for businesses that are Chamber Members and new businesses that join the Chamber community.

The Mission Regional Chamber of Commerce is offering businesses that join as members during the month of May; 16 months membership for the price of 12. That is over approximately \$75 of savings.

Already a member? Members that refer businesses that become members will receive \$25 credit on their membership account, that's a free luncheon! Of course your credit, your decision, so feel free to use it on your membership, events, or marketing agreements.

**THE CHAMBER OFFICE IS RELOCATING UPSTAIRS IN MAY**

The Mission Regional Chamber of Commerce, effective May 14, will begin operating from the top floor of the Chamber Office Centre - 34033 Lougheed Hwy

Thank You!  
The Chamber Team




Contact Janessa Derksen  
connect@missionchamber.bc.ca

**FREE 6-Month RENTAL**  
\*Certain conditions apply

**Member Benefits**

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