



Business Report

RICHMOND CHAMBER OF COMMERCE MONTHLY NEWSLETTER

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Now's your chance to talk about those who deserve recognition! Nominate an outstanding business, your own or someone else's. There are Over 13,000 potential nominees in the Richmond Business Community.

Do you know 9 worthy candidates?

The Richmond Chamber of Commerce and the City of Richmond proudly celebrate the 32nd Anniversary of the Richmond Business Excellence Awards on Wednesday, November 4, 2009. This annual event celebrates the achievements of exceptional local businesses, by bringing the business community together for an exclusive gala dinner November 4th. The awards recognize businesses that have achieved excellence in the community through their own abilities, efforts and initiatives.

How does a business demonstrate excellence?

In keeping with the values of the Richmond Chamber of Commerce recipients of a Business Excellence Award are businesses or businesspersons that display a significant and sustained commitment to positive business development, economic growth and diversity the City of Richmond.

AWARD SELECTION

Award selection is based upon the following criteria:

- Demonstration of how the Association exemplifies innovation;
- Explanation of how the Association demonstrates vision in the development of new services;
- Explanation of how the Association has demonstrated the ability to take risks;
- Other noteworthy contributions and accomplishments.

Judges for the Chamber's Business Excellence Awards are established members of the Chamber and local business community. Identities of the judges will be kept confidential.

Richmond Chamber of Commerce Business Excellence Awards

Celebrating Richmond's Best Businesses!

Oscar Wilde once said, "The only thing worse than being talked about is not being talked about." So, who's talking about your business? Or maybe a great business you know?

AWARD CATEGORIES

Young Entrepreneur of the Year Award

Honours an entrepreneur under the age of 40 as of August 31, 2009 who excels in business, exemplifies leadership and entrepreneurial skills and demonstrates exceptional vision that contributes to business success.

New Business of the Year Award

Honours a new business (2 years or less from the date of incorporation or first day of operation) that has achieved outstanding business performance in a short period of time, demonstrated exceptional promise for continued growth and served as an inspiration for other new businesses.

Business of the Year Award 1-25 Employees

Honours a business that demonstrates continual business excellence through positive business growth, exemplifies superior customer service, and embraces an outstanding commitment to quality.

Business of the Year Award 26-70 Employees

Honours a business that demonstrates continual business excellence through positive business growth, exemplifies superior customer service, and embraces an outstanding commitment to quality.

Business of the Year Award 70+ Employees

Honours a business that demonstrates continual business excellence through positive business growth, exemplifies superior customer service, and embraces an outstanding commitment to quality.

Hall of Fame Award

Honours a business that has been in continuous operation for

25 years or more and demonstrates leadership in the region; shows vision, displays a sustained and significant commitment to the prosperity of Richmond, and serves as a positive role model in the business community.

Newsmaker of the Year Award

Honours a Business or Business Person who was involved in a newsworthy event since August, 2008.

Outstanding Workplace of the Year Award

Honours a business that excels while demonstrating a commitment to a healthy work environment through practices and initiatives that benefit employees physically, intellectually and/or emotionally.

Outstanding Customer Service of the Year Award

Honours a business of any size demonstrating exceptional customer service in any of the following areas of business: wholesale and retail trade, purchasing and distribution, transportation and brokering, professional services, communications and financial.

More information, including nomination forms, criteria and categories can all be found online at www.richmondchamber.ca, download the PDF form in the category you have selected from and send it by mail to: Business Excellence Awards, Richmond Chamber of Commerce, Suite 101 - South Tower, 5811 Cooney Road, Richmond, B.C. V6X 3m1, by fax to 604-278-2972 or by email to caroly@richmondchamber.ca. Deadline for nominations has been extended to Tuesday September 8th, 2009 @ 4:30pm. The winners will be announced during the Business Excellence Awards dinner on November 4th, 2009.

CALENDAR OF EVENTS

Proudly serving the Community since 1925

SEPTEMBER 2009

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

THURSDAY, SEPTEMBER 10

Conducting Effective Meetings Seminar
Co-Presented by The Richmond Chamber of Commerce and John F. Noonan, PRP, CGA, A Professional Registered Parliamentarian. Conducting Effective Meetings with Robert's Rules of Order Seminar For Community/Association Leaders. Time: 9:00 am - 4:00 pm at the Four Points by Sheraton, 8368 Alexandra Road. Members \$153.00 + GST = \$160.65 Non-Members \$170.00 + GST = \$178.50 Includes: 2 Refreshment Breaks, Light Lunch, All Training Material a complimentary copy of Robert's Rules of Order Newly Revised. For more information about the facilitator check this website: www.registeredparliamentarian.com

TUESDAY, SEPTEMBER 15

HST Business Impact Seminar
Please see Page 21 for full details.

WEDNESDAY, SEPTEMBER 23

Small Business Strategies for Marketing to the USA
Limited Seating! Presented by: Jonathan Sparks, Trade Officer, TradeStart, Vancouver BC and Jim Pettinger, President, International Market Access Inc. Richmond BC & Ferndale, Wash. Richmond Chamber Boardroom, 101 ST 5811 Cooney Road. Registration 7:45 am Seminar with refreshments 8:00 - 10:00 am. Tickets: \$35.00+GST

THURSDAY, SEPTEMBER 24

Strictly Networking Breakfast 2009
Limited Seating! Richmond Country Club, 9100 Steveston Hwy. Registration & Breakfast 7:00 am - 7:30 am & Networking 7:30 am - 9:00 am Tickets: Members \$15.00+GST Non-Members \$25.00+GST

RICHMOND CHAMBER OF COMMERCE
"Proudly serving our community since 1925". For more information and to reserve for the events, please phone 604-278-2822. Email: rcc@richmondchamber.ca or please check our website: www.richmondchamber.ca

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Tips to protect against ID theft and the issues arising when theft happens

Summer is time for the holidays, but guess what - crooks don't take holidays. There is prime picking while people are relaxed and distracted. So, while you're out and about enjoying yourself, don't forget that your personal security is up to you.

Some tips:

When you order cheques, have only your initials (instead of first name) and last name put on them. If someone takes your checkbook, they will not know if you sign your cheques with just your initials or your first name, but your bank will know how you sign your cheques.

Do not sign the back of your credit cards. Instead, put 'PHOTO ID REQUIRED'.

When you are writing cheques to pay your credit card accounts, DO NOT put the complete account number on the 'For' line. Instead, just put the last four numbers. The credit card company knows the rest of the number, and anyone else who might be handling your check won't have access to it.

Put your work phone number on your cheques instead of your home phone. If you have a post office box, use that instead of your home address. If you do not have a PO box, use your work address.

Photocopy the contents of your wallet. Do both sides of each license, credit card, etc. You will know what you had in your wallet and

all of the account numbers and phone numbers to call and cancel. Keep the photocopies in a safe place.

Obviously, also carry a photocopy of your passport when travelling at home or abroad.

If your wallet with credit cards is stolen, there are three critical things to do immediately:

Cancel credit cards immediately. To make this easy, have the toll free numbers and your card numbers easily available so you know whom to call.

File a police report immediately in the jurisdiction where your credit cards, etc. were stolen. This proves to credit providers you were diligent, and this is a first step toward an investigation.

But here's what is perhaps most important of all: Immediately call the two national credit reporting organizations to place a fraud alert on your name and Social Insurance Number.

I had never heard of doing that until advised by a bank that called to tell me an application for credit was made over the Internet in my name. The alert means any company that checks your credit

knows your information was stolen, and they have to contact you by phone to authorize new credit. By the time I was advised to do this, almost two weeks after the theft, all the damage had been done. There were records of all the credit cheques initiated by the thieves' purchases, none of which I knew about before placing the alert.

Since then, no additional damage has been done, and the thieves threw my wallet away. This weekend someone turned it in, so the call seems to have done the trick.

Here are the numbers you always need to contact when your wallet and id has been stolen: Equifax Canada: 1.877.249.2705; Trans Union: 1.877.525.3823.

We pass along jokes on the Internet; we pass along just about everything. But if you are willing to pass this information along, it could really help someone that you care about.

George Greenwood, President, Canadian Identity Resources Inc. George has just launched his new book: Stolen Lives. Find out more at www.itcan-thappentome.ca

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Insurance for Small Business — Chamber Group Insurance works

What's a small business to do? Larger firms suck up potential employees like a vacuum by offering benefits and wages you can't offer, and your staffing levels are way below what you need for success.

To attract and retain employees in the current competitive market you need to offer more benefits or flexible working conditions. Pundits say that would help keep current employees happy and attract more talent to your team. But with your small size and limited resources, you see that as an impossible dream. The cost is just too high for an individual small business to offer many of the benefits you know could help.

Well, all is not lost. One of the prime benefits you can offer is health and life insurance. What was once the domain of bigger companies or public sector employers is now within the reach of even the smallest business; the sole proprietor who wants to protect him/herself and his/her income.

In larger organizations, the risk for many benefits can be spread across the company to reduce the cost/employee. As we move to a more entrepreneurial economy, there are more and more small businesses that can't do that. That's why belonging to a large organization like the Richmond

Chamber of Commerce makes so much sense. Benefit providers see that pool of members and see how they can spread their risk across the organization, rather than through just one business.

The Chambers of Commerce Group Insurance Plan offers programs for small businesses with 1-50 employees. Rates are kept reasonable by pooling together members of Chambers of Commerce/Boards of Trade across Canada. That reduces the risk for the plan. Beavis, Wong & Associates represent that plan through the Richmond Chamber of Commerce.

The packaging is flexible enough to meet the needs of varied clientele across industry sectors, and businesses can customize their insurance plan to suit their own needs.

With medical, dental, disability, and even retirement plans, you can attract employees who are looking for better benefits. Programs like the Chambers of Commerce Group Insurance can help you save money in the process. For more information on this and other benefits offered through the Chamber of Commerce, visit www.richmondchamber.ca and stay in the competition for top talent in your industry.

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Richmond Chamber of Commerce

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Vancouver, BC V6G 2Z6V6G 2Z6
Phone: (604) 688-5710
Contact: Ronald McIntyre

Richmond Arts Coalition
6500 Gilbert Road
Richmond, BC V7C 3V4V7C 3V4
Phone: (604)-247-4971
Contact: Suzanne Haines

En Francais! Services Inc.
P.O. Box 36506 Seafair
Richmond, BC V7C 5M4V7C 5M4
Phone: (778) 297-1303
Contact: Frederika Renaud

Rob Howard, MLA - Richmond Centre
300 - 8120 Granville Ave.
Richmond, BC V6Y 1P3V6Y 1P3
Phone: (604) 775-0754
Contact: Rob Howard

Happy Accessories Ltd.
6884 No. 3 Road
Richmond, BC V6Y 1N1V6Y 1N1
Phone: (778) 846-9910
Contact: May Jiang

Taste of Italy Catering
1133 - 13700 Mayfield Place
Richmond, BC V6V 2E4
Phone: (604) 231-1655
Contact: Carmela Perone

Jireh Lumber Inc.
9380 Pendleton Road
Richmond, BC V7E 6L1V7E 6L1
Phone: (604) 244-7145
Contact: Marcus Leung

Thrifty Car Rental
790 Southwest Marine Dr.
Vancouver, BC V6P 5Y7V6P
Phone: (604) 276-1840
Contact: Ali Dharamshi

Peschisolido and Company
600 - 5900 No. 3 Road
Richmond, BC V6X 3P7V6X 3P7
Phone: (604) 231-3788
Contact: Joe Peschisolido

Trillionman International Trading Corp.
600 - 5900 No.3 Road
Richmond, BC V6X 3P7
Phone: (604) 233-0226
Contact: Wendy Man

Purple Lotus Flowers Ltd.
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The Fair At the PNE Vancouver
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The Fair at the PNE Presents: Celtic Legends

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Celtic Legends combines vigorous Irish dance with the traditional sounds of Irish folk music for a truly breathtaking performance. Finding its spirit and soul in the roots of Ireland's history, this Celtic performance personifies the grace of the dance with the rhythm of the music. The upbeat tempo of the tap dance and live music from traditional Irish fiddles, pipes, accordions, guitars and whistles will keep you mesmerized. Don't miss Celtic Legends as they make their Fair at the PNE debut.

Shows Daily: 12:30pm, 2:30pm & 6pm. Special 4pm show on weekends (Fri-Sun and Labour Day Monday)

Celtic Legends

www.pne.ca

Black Press




Business Impact Seminar
Learn how the Harmonized Sales Tax will affect your business.

The Richmond Chamber of Commerce and KPMG are proud to host a special event that analyzes how companies that do business in B.C. will be affected by the province's plan to harmonize its provincial sales tax with the federal GST.

Announced on July 23 of this year and scheduled to be implemented on July 1, 2010, the harmonization will affect virtually all industries in a variety of ways. Businesses will have to adjust their accounting systems and operations to prepare for the change.

Patrick Banham, Senior Manager, Indirect Tax, for KPMG will be the keynote speaker. Patrick will provide an overview of the questions and issues surrounding the harmonization. After his talk, there will be a live Q&A session to address specific questions of how the HST will affect your business.

Date and Location: Wednesday, Sept, 2009, Registration at 7:30am Breakfast 8:00am - 9:30am at the Sheraton Vancouver Airport (formerly the Best Western Richmond Hotel) - 7551 Westminster Hwy.

Tickets: Members \$35+ GST and Non-Members \$45+ GST for. To register for this event, call the Richmond Chamber of Commerce at 604.278-2822 or sign up online at <http://www.richmondchamber.ca/events1.html>

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