

## RCC announces new Board of Directors



Mayor Malcolm Brodie is shown swearing in the new RCC Board.

One hundred business leaders representing the Richmond Chamber of Commerce gathered in the Sheraton Vancouver Airport Hotel June 21st, 2011 for the Richmond Chamber of Commerce Annual General Meeting & Conference to elect the new Board of Directors.

Tony Kwan, the recent Chair of Richmond Chamber of Commerce presented a summary of the Chambers accomplishments over the past year. Topics included the Chambers new communication strategy and strengthened business links to China.

Those in attendance were treated to a powerful presentation from Keynote Speaker Doug McCann (past

President of Ikea Wholesale, North America) on 'Growing Leadership — Growing Results'.

Tony commented "It has been an extremely busy and exciting year for our Chamber. Our board and our staff have worked hard to advocate for Richmond businesses and we expect continuing local and International interest in business opportunities which will benefit chamber members and the Richmond business community."

The Richmond Chamber of Commerce is pleased to announce the following Board for 2011/2012.

### Executive

**Lisa Wong**, Chair, Partner, Beavis, Wong & Associates

**Barry Grabowski**, Vice Chair, Partner, Cohen Buchan Edwards  
**Rob Akimow**, Corporate Secretary, Sales Consultant, *The Richmond Review*  
**Brian Williams**, Corporate Treasurer, President, Ashton Service Group  
**Tony Kwan**, Immediate Past Chair, Partner, Pryke Lambert Leathley Russell LLP

### Directors

**Mike Karamanian**, Digitech Renewable Printer Cartridges for One Year Term  
**Bonnie Chiu**, Maple Freight Partnership for One Year Term  
**Howard Harowitz**, Howard Harowitz Consulting Ltd. for One Year Term  
**Dana Westermarck**, Oris

Consulting Ltd. for Two Year Term

**Lori Chalmers**, *Richmond News* for Two Year Term

**David Coons**, Trinity Western University for Two Year Term

**Todd Laycraft**, TD Commercial Banking for Two Year Term

**John Miles**, Vancouver Airport Authority for Two Year Term

Returning Board Members who have One Year remaining are:

**Colleen Chambers**, TSX Toronto Stock Exchange  
**Gerard Edwards**, Incisive Marketing Inc.

### Board of Governors

**Raymond J Segat**, Chair Board of Governors, Vancouver Airport Authority

## Upcoming Events

July

WEDNESDAY, JULY 13

### Strictly Networking Breakfast 2011

Richmond Country Club, 9100 Steveston Hwy. Registration & Breakfast 7-7:30am and Networking 7:30-9am. Tickets: Members \$15 plus HST. Non-Members \$25 plus HST. Reservations required.

TUESDAY, JULY 19

### Annual BBQ Lunch

It's Patio Time – Join us Poolside for the Annual BBQ Buffet Luncheon Sheraton Vancouver Airport Hotel 7551 Westminster Hwy., Members \$40 + HST. Non Members \$50 + HST. Registration: 11:30 am. BBQ Noon-1:30pm. Reservations required.

TUESDAY, JULY 26

### Business After 5 TBA

Join us for a great "Members Only" Networking experience with our hosts TBA 5-6:45pm. Reservations required.

August

WEDNESDAY, AUGUST 10

### Strictly Networking Breakfast 2011

Richmond Country Club, 9100 Steveston Hwy. Registration & Breakfast 7-7:30 am. Networking 7:30-9am. Tickets: Members \$15 + HST. Non-Members \$25 + HST. Reservations required.

TUESDAY, AUGUST 18

### The Power of Email Marketing Seminar & Breakfast Part 1

Build the relationships that are critical to your business success with easy, inexpensive, and highly effective Email & Social Media Marketing! Richmond Country Club, 9100 Steveston Hwy. Registration & Breakfast 7:30am. Seminar 8:15-10am. Tickets \$18 + HST = \$20.16 Reservations required.



Richmond Chamber of Commerce

### The Richmond Chamber Of Commerce • Published Monthly

The Richmond Chamber of Commerce has been "Proudly serving our community for since 1925". In partnership with the *Richmond Review* the Chamber produces *Business Report* once per month. The statements and views expressed in this monthly publication are not necessarily those of the publisher. This publication's intent is to keep Chamber members and prospective members informed on important information, events and educational items. The Richmond Chamber of Commerce is located at Suite 101 - South Tower - 5811 Cooney, Road, Richmond, BC, V6X 3M1.

### CHAMBER PARTNERS:

Beavis, Wong & Associates  
 Vancouver Airport Authority

### SIGNATURE SPONSOR:

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For more information and to reserve for the events, please phone 604-278-2822; Email: rcc@richmondchamber.ca or see us online: richmondchamber.ca

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## Welcome New Members

- |   |   |   |
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| <p><b>Amron's Gourmet Meats Ltd.</b><br/>170 - 8180 No.2 Road<br/>Richmond, BC V7C 5K1<br/>Phone: (604) 277-8682<br/>Contact: Gurjeet Chahal</p> <p><b>eHome Holidays</b><br/>1081 - 8700 McKim Way<br/>Richmond, BC V6X 4A5<br/>Phone: (604) 278-1668<br/>Contact: Steve Wong</p> <p><b>Flying Butler Direct</b><br/>111 - 10451 Shellbridge Way<br/>Richmond, BC V6X 2W3<br/>Phone: (604) 273-5802<br/>Contact: Larry Moss</p> <p><b>Fremar and Associates Consulting</b><br/>4240 Blundell Road<br/>Richmond, BC V7C 1G8<br/>Phone: (604) 928-9050<br/>Contact: Mark Mansfield</p> <p><b>J.A.Smith Business Solutions Group</b><br/>1066 West Hastings Street,<br/>20th Floor<br/>Vancouver, BC V6E 3X2<br/>Phone: (604) 601-5249<br/>Contact: Joyce Smith</p> | <p><b>Linxus Travel Ltd</b><br/>112 - 10451 Shellbridge Way<br/>Richmond, BC V6X 2W8<br/>Phone: (604) 284-5127<br/>Contact: Johnson Lin</p> <p><b>Mava Foods Ltd.</b><br/>2220 Vauxhall Place<br/>Richmond, BC V6V 1Z9<br/>Phone: (604) 273-5455<br/>Contact: Marcus Von Albrecht</p> <p><b>Bayou Brewing Club</b><br/>120 - 3771 Jacombs Road<br/>Richmond, BC V6V 2L9<br/>Phone: (604) 270-9965<br/>Contact: Michael Harvey</p> <p><b>Neville DeGrance Consulting Inc.</b><br/>3051 Pleasant Street<br/>Richmond, BC V7E 2N8<br/>Phone: (604) 229-0699<br/>Contact: John Frazer</p> <p><b>Rejoice Logistics (Canada) Inc.</b><br/>300 - 6411 Buswell Street<br/>Richmond, BC V6Y 2G5<br/>Phone: (604) 204-2668<br/>Contact: Helen Zhang</p> | <p><b>Steveston Eco Tours Ltd.</b><br/>216 - 8291 Park Road<br/>Richmond, BC V6Y 1T3<br/>Phone: (604) 377-5964<br/>Contact: Bruce Livingston</p> <p><b>SunCentral Inc.</b><br/>160 - 5940 No.2 Road<br/>Richmond, BC V7C 4R9<br/>Phone: (604) 628-3348<br/>Contact: Kamal Athwal</p> <p><b>Take 5 Cafe (Richmond Centre)</b><br/>1305 - 6551 No.3 Road<br/>Richmond, BC V6Y 2B6<br/>Phone: (604) 232-9020<br/>Contact: Jimmy Qian</p> <p><b>Leader Cold Storage Ltd.</b><br/>3900 Viking Way<br/>Richmond, BC V6V 1N6<br/>Phone: (604) 270-6554<br/>Contact: Scott Wilson</p> |
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• 1998 BC Triple A MVP with Richmond High

**Chad Clifford - Head Coach**  
• BC 1999 MVP  
• NCAA Div. 1 St. Francis Univ.  
• CIS Div. All Star  
• Graduate of UBC Human Kinetics

## DRIVE Basketball Summer Camps 2011

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# Hey, we asked...

## Dueck Auto Group

**GREGORY B. KEITH**  
of Dueck  
Richmond

### How long in the business?

■ Our Company, Dueck GM is actually celebrating our 85th Anniversary this year. Our family purchased our Marine Drive location in 1987, and we subsequently acquired our Downtown store on Terminal Avenue in 2001, and our Richmond store in 2005. I joined the business full time in 2005, after graduating from the University of Denver and Northwood Dealer Academy, and playing a little hockey.

### Why this business?

■ The Car business is truly in my blood! My parents opened their first dealership in 1980 the year I was born, Keith Pontiac Buick in Okatoks, AB. In order to make it successful my mother took on numerous jobs at the store, including driving

the parts delivery truck. Literally, 3 days after I was born she had bundled me up, and took me with her to making parts deliveries around Calgary. I have grown up around the business, spending many summers working in all the different departments, so it was a very natural transition when I retired from hockey.

### How do you try to stand out from the competition?

■ We truly believe that the most important thing, more important than making a quick sale, is to create a relationship with each

and every one of our customers. We strive to give every person who comes through our door, no matter what department they come to, a positive, personal experience. This requires a commitment from each and every one of our employees. We recognize that each customer is unique with unique needs, and by creating a relationship, we can be responsive to those needs on an ongoing basis. We have customers that have initially come to us, and now their children and grandchildren are coming to us. That kind of loyalty must be continually earned. We know that our customers have numerous choices when it comes to purchasing and caring for their vehicles. We want to be the first place they think of and come to for all their automotive needs.

### Where do you see your business in 5 years

■ Grow our organization add another dealership somewhere, states or here, increase our growth and sales, and

10% per year. Looking to continue involvement in serving the communities in which we are located and look forward to having more dealerships.

### What do you do to de-stress?

■ I have always enjoyed getting out on a boat or a Harley and just driving with no destination in mind. Recently a good friend of mine has introduced me to cycling. In all cases - no phones or computers just my IPOD with some country music playing.

### Name a business leader you admire and why?

■ Absolutely without question I admire my father for everything he has accomplished in the car business. He has single-handedly grown his business from a small rural dealership on the outskirts of Calgary into one of the largest General Motors Dealership groups in the country. I learn something new from him every day, and although we do have minor different views from time to time, we stay best friends.

### Are you and your business on social media and if so which?

■ Obviously, in this day and age, it is a necessity to engage your customers in new and exciting ways. While social media has not yet proven to be a direct way to sell our vehicles, it is a great marketing tool to create brand awareness and excitement, to define our image and values, and it's a great tool to introduce our brand and products to a new and constantly changing demographic.

### Have you or your business received any awards?

■ We have received many awards, most notably to us is that we are a 19 time recipient of GM's Triple Crown Award, which is not just awarded for sales and service performance, but for excellence in customer satisfaction. Striving to achieve this goal every year, keeps us focused on the most important part of our business, the customer!

## New legislation allows property tax exemptions

Designated commercial property owners in Richmond's Brighthouse area may be eligible for a partial exemption on their 2012-2016 property taxes, after new provincial legislation was approved last week.

The legislation was created to provide relief to property owners in the Brighthouse area, who have seen extraordinary increases in their property assessments since 2005, with some cases exceeding 300 per cent. The resulting property tax increases threatened to force many local business to close or relocate, putting hundreds of local jobs at risk.

The City of Richmond can now approve partial tax exemptions on both the municipal and provincial (school) portions of the overall property tax bill.

"This is an exceptional situation where many property

owners were facing huge increases due to a unique combination of factors beyond anyone's control," said Richmond Mayor Malcolm Brodie. "The huge increases were putting many jobs at risk, which would be a blow to our local economy. We're thankful to the Province, particularly Richmond Centre MLA Rob Howard and his predecessor Olga Ilich, for working with us to address this issue."

There will be a number of conditions that a business property within the City Centre area will have to meet in order to qualify for the tax relief. Terms of how the exemption will be applied are yet to be finalized.

The bylaw that establishes the exemption program and application process will be in front of Council soon, with an expected application deadline of Sept. 16, in order to qualify for a 2012 tax exemption.

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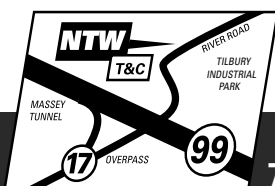
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## Richmond Peace Event

和平的話語

**Guest speaker, Charan Anand**, will speak about Prem Rawat's message of inner peace & the worldwide humanitarian work of TPRF.org (The Prem Rawat Foundation).

**Prem Rawat directs his message** at each individual, independent of their beliefs, circumstances, or background.

**His vision is far-reaching but simple.** He wants to bring peace to humanity, individual by individual.



*"If you want to light a room,  
you light the lamps.  
Each lamp is a human being.  
If you want peace on this earth,  
you will have to light these lamps  
called human beings."*

**Ralph Fisher Auditorium — Richmond Hospital  
7000 Westminster Hwy (at Gilbert Road)  
7 - 8:30 pm, Thursday June 30, 2011  
Doors open: 6:30 pm**

**This is a Free Event open to Everyone  
Interested in Personal Peace and Global Peace.**

「從一方面來說，我們在尋找和平，是多麼不可思議的事啊！  
但是如果我告訴你，和平也在尋找你呢？」  
more info: 有關普仁羅華的教導之資訊: www.WOPG.ORG

the richmond  
REVIEW

## Business Myth #1

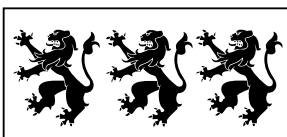
I should only charge what I am comfortable with for my product/service.

### Business Fact:

The market is usually the most reliable indicator of what you should charge for your product or service. Don't set pricing based on what you feel comfortable charging. Charge what your customers feel comfortable paying.

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# Around The Chamber

**KPMG Enterprise joins PROFIT Magazine** on the hunt for Canada's Future Entrepreneurial Leaders. KPMG Enterprise is proud to be the founding national sponsor of the Future Entrepreneurial Leader (FuEL) Awards. Support young entrepreneurs Visit [www.fuelawards.ca](http://www.fuelawards.ca) or [www.prixfuel.ca](http://www.prixfuel.ca) to nominate a young entrepreneur and vote for your favourite candidate. The application deadline is June 30.

From Aug 1-5, the **Canadian Junior Girls National Golf Championship** will be held this year at Quilchena Golf & Country Club in Richmond BC. They are expecting golf teams, coaches and their families from all ten Provinces and from the United States. The Richmond Chamber of Commerce supports this project and if any Richmond Chamber Members are interested in supporting this event either financially or "in kind" or would like volunteer please contact our office for further information at 604-278-2822 or email [rcc@richmondchamber.ca](mailto:rcc@richmondchamber.ca)

**City Centre Summer Music, Movies And More!!** This summer join us every Wednesday night, starting July 6th until August 17th, for a special concert series at Garden City Park. This is a FREE family event that includes LIVE entertainment, arts & crafts face painting and more! Bring your blankets, a picnic and enjoy a beautiful evening in

the park. Also, join us for City Centre's Movie Night on Friday, July 15, at Minoru Park from 7-11pm. City Centre in partnership with Vancity and Fresh Air Cinema, presents a FREE "unforgettable night with the stars under the stars" Come and enjoy food, bouncy castles, games, face painting, followed by an outdoor movie on a giant screen! There is something for everyone at this FREE outdoor event! Bring your lawn chairs, flashlights and blankets. The movie is TBA. Stay tuned for more details! For more information check out <http://www.facebook.com/rccca>

**The Better Business Bureau** serving Mainland British Columbia has elected Colin MacPhail of the British Columbia Automobile Association as the new Chairperson for its Board of Directors. The Better Business Bureau also announced several new Directors, including John Mitten, Poulin's Pest Control, Mike Ng, Vancity Savings Credit Union, Jim Scott, Vancouver Police Department, and Andrew Turner and Heather Riley, Telus. For long-term commitment to the Better Business Bureau and continued support of its mission to be the leader in advancing marketplace trust, the BBB appointed David Crawford, Edgemont Moving & Storage, and Elaine Hay, Campbell Edgar Inc., as Governors of the Bureau. For more information visit [www.mbc.bbb.org](http://www.mbc.bbb.org)



Kenneth Goosen, P.Eng.



Howard Jampolsky



Tamara Vrooman

Chair Mary Jordan, on behalf of the Board of Directors of Vancouver Airport Authority, is pleased to announce the appointment of three new directors: Kenneth Goosen, P. Eng., appointee of the Association of Professional Engineers and Geoscientists of BC; Howard Jampolsky, the appointee of the City of Richmond; and, Tamara Vrooman, appointee of the City of Vancouver.

The Board of Directors sincerely thanks retiring directors Graham Clarke; Peter Dhillon; Philip Owen, C.M.; and John Watson, P. Eng. for their valuable contributions to YVR's success.

The Airport Authority is a community-based, not-for-profit organization that operates Vancouver International Airport (YVR), Canada's second busiest airport. YVR served 16.8 million passengers in 2010 and handled more than 293,000 aircraft landings and take-offs. The Airport Authority is committed to creating an airport that British Columbia can be proud of: a premier global gateway, local economic generator and community contributor.



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## IMPORTANT SAFETY RECALL

### American Harvest Gardenmaster FD-1020 Food Dehydrator recalled due to fire hazard

Model FD-1020 Dehydrators manufactured in June and September 2009 and **sold from July 28, 2009 through January 10, 2011** include an electronic control module that may contain a defective capacitor which can fail and lead to overheating, smoke and fire.

**Immediately stop using the recalled product and contact NESCO for instructions on exchanging the electronic control module for a new one.**

If you have purchased this product from London Drugs, please return it for a refund. For additional information call (800) 726-4457 between 8:00 a.m. and 5:00 p.m. central time (Monday through Friday), or logon to [www.nesco.com](http://www.nesco.com)

London Drugs regrets any concern or inconvenience this may cause our customers.

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