



# SOUNDING BOARD



THE OFFICIAL PUBLICATION OF THE GREATER VANCOUVER BOARD OF TRADE AND ITS MEMBERS | AUGUST 2018 | VOLUME 58 / ISSUE 7 | BOARDOFTRADE.COM

## B.C. government spinning its wheels on ridesharing

TRANSPORTATION | GVBOT releases revised ridesharing and taxi modernization report and recommendations

The Greater Vancouver Board of Trade was disappointed by last month's announcement that British Columbia will not introduce ridesharing services until Fall 2019 at the earliest.

In February 2016, the Board of Trade issued a report entitled *Innovative Transportation Options for Metro Vancouver*, which thoroughly outlined specific steps that the provincial government could take to immediately begin modernizing our traditional taxi industry while paving the way for ridesharing.

One year later, during the 2017 provincial election campaign, we were encouraged to hear all three major parties pledge to introduce ridesharing services by the end of 2017.

It is our organization's firm view that the provincial government's latest announcement is yet another unnecessary delay, which ultimately hurts local residents, our economy, and our reputation with international visitors.

"For years, our province has



been spinning its wheels on ridesharing and the modernization of the taxi industry," said Hon. Iain Black, President and CEO of the Greater Vancouver Board of Trade, in a statement on July 19.

"Today's announcement perpetuates the taxi monopoly while only partially addressing the underlying problems that the industry requires to be fixed,

with no firm timelines in place. In the meantime, we continue to resist the inevitable adoption of 21st-century technology, to the ongoing embarrassment of Vancouver as an international city."

Coinciding with the government's announcement, the Greater Vancouver Board of Trade has released a revision of our 2016 assessment of ridesharing in

British Columbia. This revised report, *Ridesharing and Taxi Modernization: An Achievable Balance*, outlines how ridesharing has been successfully adopted in jurisdictions across Canada while also balancing the needs of the traditional taxi industry.

In total, 35 jurisdictions across Canada have or are in the process of regulating ridesharing.

Greater Vancouver remains one of the largest urban regions in North America without such services. Key jurisdictions analyzed in the Board of Trade's new report are Brampton, Mississauga, Toronto, Calgary, Edmonton, and Quebec.

In addition, the report reiterates the Board of Trade's four recommendations to government on how to move forward, as were first outlined in February 2016.

The Greater Vancouver Board of Trade is a proud founding member of the Ridesharing Now coalition, formed in February 2018, which also includes groups such as the British Columbia Restaurant and Food Services Association, Mothers Against Drunk Driving, BarWatch, Vancouver Pride Society, BC Tech Association, Downtown Vancouver Business Improvement Association, Urban Development Institute, CNIB, BC Epilepsy Society, and many more. **SB**

Read the full report at [boardoftrade.com/ridesharing](http://boardoftrade.com/ridesharing).



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## INDUSTRY | Creating balance and sustainable relationships

### A recap of the 8<sup>th</sup> annual Indigenous Opportunities Forum presented by CN

CN was proud to present the Greater Vancouver Board of Trade's eighth annual Indigenous Opportunities Forum that took place on June 22, 2018 — one day after National Indigenous Peoples Day.

Every year, this event gathers professionals from various fields of expertise who are looking to learn about opportunities as well as gain insightful and practical tools on how they can improve their relationships with Indigenous communities.

This year's theme was Creating Balance, with a focus on partnerships, procurement and progress. It also explored the important role Indigenous peoples are playing in British Columbia's economy. The forum featured case studies of businesses and Indigenous communities working collaboratively for mutual prosperity and progression, which embodies perfectly CN's Aboriginal Vision and Strategy.

Keynote speaker, David Jimmie, Chief and CEO Squiala First Nation, President of Sto:lo Nation and of the Ts'elxweyqw Tribe, Vice-chair of the New Relationship Trust, Director of the

Chilliwack Chamber of Commerce and Co-chair of the National Committee on Fiscal Relations for the Assembly of First Nations, started the day by explaining the dynamics of working for a First Nation community. While First Nation communities and entrepreneurs are advancing in areas of economic development, priorities vary from Nation to Nation and the key for potential and successful partnerships is to understand this existing diversity.

To discuss the theme of this year's forum, three panels of experts addressed partnerships, procurement, and progress respectively. The first session addressed partnership and explored innovative best practices in which holders, community stakeholders and industry each play a part in building prosperous, sustainable, and inclusive working relationships. Participating in this session were Tammy Harkey, Chief Harvey McLeod of Upper Nicola, Mary Point, Cheryl Robinson and Flavio Caron moderated the session. The panel discussed a diverse range of partnership models



Chief David Jimmie gives the keynote address on June 22. | MATT BORCK

and best practices.

The second session focused on procurement, which has been an important topic since Indigenous businesses are underrepresented in the supply chains of most Canadian corporations and Governments even though Indigenous business is thriving. This panel explored procurement projects in British Columbia by including businesses and Indigenous groups covering best practices in procurement, building mutually beneficial relationships and how they are mapping the way forward. Participating in this session were George Hemeon, Dave LaVallie, and Peter Martell.

The third and last session explored the progress made in

Indigenous communities in terms of technology, education, and advocacy. The panel shared insights on how their respective organizations are moving the dial on innovation in their fields, and the social impact they are having in Indigenous communities. Participants of the panel were James Delorme, Keith McIntosh, and Adina Williams, with BIV's Hayley Woodin as the moderator.

Lastly, a special speaker, David (Wugadusk) Isaac, President of W Dusk Energy Group made a presentation on how First Nations across Canada are leading the way into the Third Industrial Revolution. He talked about his work with Indigenous communities to harness the power of their

renewable energy resources in tandem with broader community development initiatives like planning, food systems and infrastructure development.

In the past years, CN has been actively involved in developing not only its relationships in a respectful and mutually beneficial way with Indigenous communities across Canada, but also employment and business opportunities.

Having adopted its Aboriginal Vision and Strategy in 2013, CN's work with Indigenous peoples focuses on five pillars: Engaging smartly and respectfully with aboriginal communities, promoting employment opportunities, increasing employee engagement, identifying and fostering business opportunities, and increasing smart stakeholder engagement.

The eighth Indigenous Opportunities Forum theme of "creating balance" and CN's Aboriginal strategy are well aligned and to achieve this balance, CN will keep working daily on building sustainable relationships and economic reconciliation with Aboriginal communities. **SB**

Article submitted by CN. For more information on the company's Aboriginal Vision and Strategy, visit [cn.ca/aboriginalvision](http://cn.ca/aboriginalvision).

## UPCOMING EVENTS

See our full events calendar at [boardoftrade.com/events](http://boardoftrade.com/events)

Is there a speaker you'd like to hear from or topic you'd like explored? Make a suggestion at [boardoftrade.com/suggest](http://boardoftrade.com/suggest)

TUESDAY, AUGUST 21, 2018

### Exploring opportunities to grow B.C. tourism

11 a.m. – 12:30 p.m.

Vancouver Club — Grand Ballroom  
915 West Hastings Street

#### Steve Sammut

President, Rocky Mountaineer

#### Ty Speer

President and CEO, Tourism Vancouver

#### Tracy Eysens

CEO, Indigenous Tourism BC

MODERATOR

#### Marsha Walden

President and CEO,  
Destination British Columbia

**Presenting Sponsor:** Vancouver International Airport

**Supporting Sponsors:** Air Canada, Rocky Mountaineer

**Event Partner:** Stagevision

WEDNESDAY, AUGUST 29, 2018

Leaders of Tomorrow

### Discovery Series: Career Fair and Lessons in Leadership

5:30 – 7:30 p.m.

Sheraton Vancouver Wall Centre  
— Pavilion Ballroom  
1088 Burrard Street

#### Karm Sumal

CEO and Co-Founder, Daily Hive

**Presenting Sponsor:** Chartered Professional Accountants of British Columbia

**Platinum Program Partner:** BCIT Business

**Gold Program Partners:** London Drugs, SFU Beedie School of Business, Langara School of Management

**Preferred Media Partner:** Daily Hive Vancouver

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- Grant Thornton LLP
- Scotiabank
- STRIVE Recruitment
- Swim Recruiting
- Targeted Talent

TUESDAY, SEPTEMBER 11, 2018

### Ascent in Action: A Conversation with Vail Resorts CEO Rob Katz

11:15 a.m. – 1:30 p.m.

Coast Coal Harbour Hotel  
— Coal Harbour Ballroom  
1180 West Hastings Street

#### Robert A. Katz

Chairman of the Board of Directors and CEO  
Vail Resorts

FRIDAY, SEPTEMBER 14, 2018

### Building British Columbia: BC Hydro's plans to power our province

11:30 a.m. – 2 p.m.

Four Seasons Hotel Vancouver  
— Park Ballroom  
791 West Georgia Street

#### Chris O'Riley

President and COO, BC Hydro

**Presenting Sponsor:** Stantec

**Supporting Sponsor:** Lawson Lundell LLP

FRIDAY, OCTOBER 12, 2018

### Work + Wellness Forum

*Presented by Pacific Blue Cross*

#### The shift towards an employee-centric workplace

7:30 a.m. – 2:15 p.m.

Fairmont Waterfront Vancouver  
— Waterfront Ballroom  
900 Canada Place

**Title Sponsor:** Pacific Blue Cross

**Elite Sponsors:** TELUS, KPMG

FRIDAY, OCTOBER 19, 2018

### The Global Economy of the Future: A Conversation with Dominic Barton

11:30 a.m. – 2 p.m.

Location to be announced

#### Dominic Barton

Global Managing Partner Emeritus  
McKinsey & Company

MODERATOR

#### Kathy Kinloch

President  
British Columbia Institute of Technology

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## LEADERSHIP | 'This is our time to shine'

President and CEO Iain Black reflects on the past 12 months following the Board of Trade's 131<sup>st</sup> Annual General Meeting

BY IAIN BLACK

It's hard to know where to begin when summarizing the 2017-18 year of the Greater Vancouver Board of Trade.

Make no mistake — this has been a very intense year for our organization, with an unprecedented amount of activity in every corner of our office. It was invigorating, it was rewarding, and at times, it was exhausting. I'm exceptionally proud of the monumental efforts of our team over the past 12 months.

From our Membership department, to our Signature Programs department, to our Public Policy department, to our Events department, everyone worked to move small mountains this year and set the bar higher than ever before. The end result is one of the largest surpluses in our history and, perhaps more importantly, a buzz about our organization from coast to coast.

Clearly, we are doing something right and we have your attention!

Without question, one of our most obvious achievements in 2018 was securing two sold-out events with Former U.S. First Lady Michelle Obama, which generated an unprecedented amount of demand for tickets and thrust our organization into the international spotlight for a day. But, believe it or not, those historic events were just one in a series of many milestones we recorded this year.

For example, in 2018 we also hosted the largest Governors' Banquet in our history, successfully launched the Trade Accelerator Program for World Trade Centre Vancouver and trained dozens of local businesses on how to export their products and services, released the *Greater Vancouver Economic Scorecard 2018* — a public policy effort two years in the making — and more.

In terms of events, we hosted new B.C. Premier John Horgan and Finance Minister Carole James, as well as visiting Premiers Rachel Notley and Robert McLeod. We delivered policy forums that delved into the energy, transportation, and housing sectors, as well as emerging business issues such as inclusive hiring, cybersecurity, smart cities, the impending legalization of recreational cannabis, and the future of international trade under new U.S. President Donald Trump. The interest level in our events calendar has never been greater.

In our Membership department, we are pleased to announce the highest annual new Membership sales ever recorded. This is a direct result of our increased relevance on the street, our diverse

and dynamic events lineup, and our new tiered Membership model, which has enabled us to provide increased value to larger organizations that join us for more strategic reasons.

We also grew our year-end book of business for the first time in a decade. Remarkably, we achieved a one-per-cent increase in *both* first-year renewals and "second year+" renewals. This is truly outstanding because our renewal rates were already the highest in Canada among chambers of commerce. Notching up another percentage point is very hard to do, and proves to us that our Members see the value of their Membership in tangible ways.

Our four Signature Programs continued to hum along over the past year, with Member engagement pushing the programs to capacity. It is still my firm belief that these four programs, which focus on the professional development of young professionals, entrepreneurs, and women in business, are the "crown jewels" of the Greater Vancouver Board of Trade and set us apart from other business organizations.

On the advocacy front, we are the most engaged we have been during my seven years at the helm of the Board of Trade, which reflects heightened anxiety on the part of our Members — irrespective of their business size.

Whether it's the carbon tax increase, the corporate income tax increase, changes to personal income taxes for professionals, B.C.'s new employer health payroll tax, the federal government's small business tax rules, or increases to CPP contributions, business owners are feeling it from all angles, and they are looking for a champion that will defend their interests.

In addition, there is also a heightened sense of uneasiness about our ability to actually get projects and approved and built in this country. That is why we teamed up with other business organizations to found the Confidence in Canada coalition this past year, and why we spearheaded the Federation Flight to Alberta in May 2018.

In short, this is our time to shine.

Over the past seven years, we have done a great deal of work to reinvent this organization, rebuild our relevance, and realign our public policy priorities. Armed with the results of *Scorecard 2018* — hot off the press! — our public policy team will now be put to the test.

We will make it our mission in 2018-19 to respectfully engage with all levels of government and share our advice, accolades, and concerns with elected officials

as they navigate the important decisions about collecting and spending your tax dollars and positioning our economy for success.

We have a lot of work ahead of us. Rest assured that we recognize it, we are on it, and we have the talent to get the job done.

We have your back. **SB**

Hon. Iain Black is President and CEO of the Greater Vancouver Board of Trade.



Board of Trade President and CEO Hon. Iain Black. | MATT BORCK

### Designing a B.C. specific health benefits plan is like deciding where to fish for Tye salmon.

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Jason Welch, Director, Group Underwriting

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# SOUNDING BOARD

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**ABOUT THE PUBLICATION**

Sounding Board is the Greater Vancouver Board of Trade's official publication, distributed to all its Members, as well as all subscribers of Business in Vancouver newspaper. Sounding Board is published 11 times per year by Business in Vancouver Media Group in partnership with the Greater Vancouver Board of Trade. The newspaper is read by business leaders and elected officials across B.C. and beyond, with a conservatively estimated total readership of 37,500.

**ABOUT THE BOARD OF TRADE**

The Greater Vancouver Board of Trade is Western Canada's most active and influential business association. We accelerate business success through our advocacy and public policy initiatives, our four Signature Programs for professional development, and our 100+ events each year, which educate and connect our region's business community. We engage with decision-makers to develop our region as a vibrant hub for commerce, trade, travel, and free enterprise. And we've been doing it with tangible results, for more than 130 years.

**MISSION STATEMENT**

**OUR PURPOSE** is to support sustainable prosperity throughout the Greater Vancouver region.

**OUR VISION** is to be an active, innovative, trusted, credible business organization, known for influencing decision-makers, and educating, connecting with, and engaging our communities.

**OUR MISSION** is to provide leadership, information and connections, and public policy support that help ensure the Greater Vancouver region is competitive and the preferred Pacific Gateway for trade, commerce, and travel.

**WE ARE** informed, respectful, principled, collaborative, and professional.

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## LEADERSHIP | Using our collective power

New Board of Trade Chair Lori Mathison outlines her three priorities for the Board of Trade's 2018-19 year

BY LORI MATHISON

I am absolutely honoured to step forward as the 2018-19 Chair of the Greater Vancouver Board of Trade.

Let's pause to consider what it means to be a Board of Trade. Traditional definitions describe a board of trade as an organization of the principal merchants, manufacturers, and tradespeople of a city, for the purpose of furthering its commercial interests, including promoting trade, and generally advancing the prosperity of the place as an industrial and commercial community.

These definitions highlight that although our organization has a legal form, it is the *people* — the Members — who constitute the Board of Trade. Our committed volunteers and staff work on behalf of our Members, on *your* behalf, to drive the growth and competitiveness of the Greater Vancouver region.

And the Greater Vancouver Board of Trade is fortunate to have the strength and resources to make a significant impact. We are the largest business association west of Toronto. The employees of our Members comprise one-third of B.C.'s workforce. We operate one of the largest events programs in the country, providing a platform for national and international thought-leaders who enlighten and inform B.C.'s business community. We mobilize our Membership by providing professional and career development opportunities through our four Signature Programs. By acting together, we the Board of Trade have been able to effect remarkable change for the region.

I am so honoured to follow in the footsteps of some of some region's most influential business leaders who have served as the board Chair with passion and commitment, and who have made a deep impact on our community. These individuals include Wendy Lisogar-Cocchia, Ken Martin, Elio Luongo, Janet Austin, Tim Manning, Robin Silvester and Anne Giardini, to name the most recent.

Under the inspiring leadership of Immediate Past Chair Anne Giardini, the Greater Vancouver Board of Trade has once again had an outstanding year in 2017-18.

Thank you Anne for your vision, wisdom, and drive to make the Greater Vancouver region prosper. This was a year that we are all very proud of, and we thank you for your exceptional



Lori Mathison

leadership.

As your new Chair, I will lean on my background and experience as a CPA, as a tax lawyer, as the CEO of the Chartered Professional Accountants of British Columbia, and also my many years as a volunteer with the Greater Vancouver Board of Trade, in particular as an advocate for fiscal policy change as a Member of the Government Budget and Finance Committee and as a Member of our Policy Council.

**Priorities for the year ahead**

Our organization has an earned an outstanding reputation as a non-partisan change-maker. We educate, convene and collaborate to make a difference. We will use these strengths to effect change in 2018-19.

*Scorecard 2018* highlighted that attracting and retaining talent is necessary for our region, particularly for the knowledge economy sectors on which the region will rely in the coming years. Our priorities for 2018-19 centre around ensuring that we have an engaged, committed, financially literate and politically literate business community.

In particular, we will focus on three areas:

1. Solutions to housing affordability in our region.
2. Democratic engagement.
3. Continuing to advocate for favourable fiscal and economic conditions to allow our region to prosper.

Let me provide a little more detail on each of these areas.

**Housing affordability**

*Scorecard 2018* took a close look at a number of social metrics — reflecting how we are performing different measures of socio-economic, environmental and quality-of-life attributes.

Our region is generally safe, clean and boasts high levels of democratic engagement. We are proud to be part of a community that is diverse, that is built on the strength of our Indigenous

people, and that embraces immigration and new talent to the region.

However, I know that housing affordability, with the resulting impact on short-term rental pricing, is the one area that we can all agree needs to be fixed. The complexity of the problem cannot be overstated and solutions require the interaction of all levels of government, oversight bodies, and the private sector. And we must imbed transportation in the equation, to enable access to affordable housing. We believe that the Greater Vancouver Board of Trade's educated yet politically neutral position can help to lead and align solutions for the benefit of the region.

**Democratic engagement**

Our second priority area will be to educate and engage our Members on the various election issues that we will be facing. Municipal elections and a referendum on electoral reform are imminent, with a federal election and potential provincial election on the horizon. We are a non-partisan organization, but part of our commitment to you, our Members, is ensuring that you are informed and engaged in respect of these important decisions that will impact the region for generations.

**Regional prosperity**

Our final priority is to continue to advance policies and initiatives aimed at driving economic growth and prosperity to the region. Our region should prosper — we have an enviable position, as the gateway to the Pacific Rim and with well-developed infrastructure as a transportation hub. However, as noted in *Scorecard 2018*, Greater Vancouver must sharpen its competitive pitch, and back it up with substantial analysis, to demonstrate that the region is a globally desirable and competitive place in which to do business and live.

Again — we educate, convene and collaborate — and by using these well-honed skills we will move the dial on housing affordability, democratic engagement and regional prosperity.

I look forward to working with all of you to continue to advance Greater Vancouver by using our collective power to be a change-maker. **SB**

Lori Mathison is 2018-19 Chair of the Greater Vancouver Board of Trade. She also serves as President and CEO of the Chartered Professional Accountants of British Columbia.

## LEADERSHIP | From 'mathlete' to C-suite

### Q&A with GVBOT Director and Goldcorp CEO David Garofalo

**Give us your elevator pitch and tell us what you do.**

I procure and develop very talented people to make the most of the assets entrusted to us by our shareholders.

**Where is your hometown and how did it shape you as an individual?**

I was born and raised in North York (now the north end of Toronto), living on the same street with many of my cousins, raised by my Italian immigrant parents, aunts, and uncles. It was probably the homemade pasta but four CEOs and some teachers, lawyers, accountants, and doctors came out of that group of cousins.

**What was your first job?**

I was a popcorn vendor at the old Exhibition Stadium when the expansion Blue Jays major league baseball team first took flight. I wasn't much of a vendor but I got to see a lot of games for free.

**What is the most important lesson you learned from your parents?**

Not to take any days off or coast at work. They didn't have that luxury as labourers and it taught me that what I do beats doing real working for a living.

**Why did you join the Greater Vancouver Board of Trade?**

To meet and socialize with Vancouver-area business leaders and entrepreneurs. Vancouver punches well above its weight in creating and nurturing new businesses and I continue to learn a lot from the brilliant business people in this city.

**How do you think our region will be different 10 years from now?**

I hope that the city will be much more intensively and vertically developed with vastly expanded public transit and more affordable housing integrated into new residential development within the city. Urban sprawl with under-investment in transit has made Toronto far less livable and I would hate to see our beautiful city fall into the same trap.

**What is your creative outlet?**

Road cycling gets my creative thinking going and keeps my fitness up.

**What is the most difficult thing you have ever done?**

Cliff climbing in the sacred valley in Cusco, Peru. I did not plan on doing it when I woke up that

morning, especially with my healthy fear of heights, but the opportunity presented itself and I couldn't resist.

**What is the most out-of-character thing you've ever done?**

Wearing a very shiny gold polyester suit (\$30 online purchase from China) and taking a pie in the face for BC Children's Hospital. I certainly got a lot of stares walking down the street to the event but we raised a lot of money for a great cause.

**What were you like in high school?**

One word: mathlete.

**What advice would you give your younger self?**

Lose the afro and mustache. (The '80s were such an unfortunate decade for hair.)

**What was the first concert you ever saw? And the most recent?**

Roxy Music and Def Leppard, respectively.

**Are there any songs that have a special meaning to you?**

Anything Elvis sang but "Suspicious Minds" and "Kentucky Rain" are near the top of the list.



David Garofalo

Vancouver punches well above its weight in creating and nurturing new businesses



If you could be anywhere else right now, where would you be and why? Osoyoos. Not being from B.C. originally, I had no idea how awesome that part of Canada is. Hot dry weather, warm lakes, beautiful mountains and great wineries all in one place.

**What is your favourite vacation spot and why?**

Safari in Kenya and Tanzania. "Glamping" in an unbelievable beautiful setting while chasing fascinating species of animals is hard to beat.

**What is on your bucket list?**

Gorilla sanctuary in Rwanda.

**If you could have lunch with one famous person, who would it be? (And what would you ask them?)**

I actually just had a lunch with Carlos Slim in Mexico City. He just entered into a joint venture in Mexico with Goldcorp so it was my great fortune to sit down with him for three hours and pick his brain.

**If you could witness any event of the past, present, or future, what would it be?**

The "Elvis In Hawaii" concert, 1973. **SB**

David Garofalo is President and CEO of Goldcorp.

The Greater Vancouver Board of Trade is fortunate to have 36 of our region's top executives and business leaders on its board of directors. Learn more about these exceptional individuals at [boardoftrade.com/directors](http://boardoftrade.com/directors).



## Ascent in Action: A Conversation with Vail Resorts CEO Rob Katz

Tuesday, September 11, 2018 | 11:15 a.m. – 1:30 p.m.

Coast Coal Harbour Hotel, 1180 West Hastings Street



**Robert A. Katz**

Chairman of the Board of Directors, CEO, Vail Resorts

Join us for a special presentation by Rob Katz on the transformative addition of Whistler Blackcomb to Vail Resorts' growing network of unique destinations.

Learn more about Vail Resorts' commitment to delivering the Experience of a Lifetime, and how a business model built on leadership, data and sustainability creates resiliency for communities and a competitive advantage for North America's highest valued travel and leisure company.

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## Exploring opportunities to grow B.C. tourism

Tuesday, August 21, 2018 | 11 a.m. – 12:30 p.m.

Vancouver Club, 915 West Hastings Street

The economic significance of the tourism industry is undeniable.

It is one of the fastest-growing sectors around the globe, with the number of international travellers projected to reach 1.8 billion by 2030. Here in British Columbia, tourism is a critical economic driver that brings a host of social and cultural benefits to our communities.

The *Greater Vancouver Economic Scorecard 2018* identified international tourism as a promising source of potential economic growth in our region. To fully leverage this opportunity, the tourism industry in B.C. needs to continue building strong brands, embracing innovative solutions, and exploring new strategies and opportunities.

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## IN FOCUS | Photos from recent events and activities at the Board of Trade



Outgoing Chair Anne Giardini (left) passes the ceremonial gavel over to Incoming Chair Lori Mathison on June 26, 2018, during the Greater Vancouver Board of Trade's 131<sup>st</sup> Annual General Meeting. In her first act as Chair, Lori Mathison spoke to Members about her three priorities for the organization in 2018-19, which include housing affordability, democratic engagement, and regional prosperity. Read more about Lori Mathison's vision for the year ahead in her Chair's Message on page 4. | MATT BORCK



Members of the Greater Vancouver Board of Trade flip through the 2018 Annual Report during the AGM on June 26. The report is now available at [boardoftrade.com/annualreport18](http://boardoftrade.com/annualreport18). | MATT BORCK



Sean Finn, Executive Vice President of Corporate Services and Chief Legal Officer at CN, shares insights on his company's \$340-million investment in B.C. during a June 25 event. | MATT BORCK



Members of the Company of Young Professionals rolled up their sleeves and volunteered for the Great Canadian Shoreline Cleanup on June 9, a national initiative spearheaded by the Vancouver Aquarium and WWF Canada.



Members of the Greater Vancouver Board of Trade's four Signature Programs mingle on the picturesque lawn of Brock House during a summer mixer and cocktail party on July 4. | VISION EVENT PHOTOGRAPHY



SFU President and Vice-Chancellor Andrew Petter takes part in an audience Q&A moderated by the Honourable Janet Austin, Lieutenant Governor of British Columbia, on May 30 following Petter's annual address to the region's business community. | MATT BORCK

Did you know the Greater Vancouver Board of Trade hosts over 100 speaker events, seminars and networking receptions each year?

More photos at [facebook.com/boardoftrade](https://www.facebook.com/boardoftrade)

## EMPLOYMENT | Eliminating bullying, harassment, and violence in the workplace

The vital role that HR professionals play in the era of the #MeToo movement

BY ANTHONY ARIGANELLO

**B**ullying, harassment and sexual violence have no place in today's workplace. Yet, according to a survey conducted for the federal government, 10 per cent of respondents say harassment is common in the workplace. Another 44 per cent say while not frequent, it happens.

Most respondents agreed that incidents are under-reported and often dealt with ineffectively. Data collected by our peer association in Québec shows that 60 per cent of organizations surveyed received complaints related to harassment.

This cannot continue. The issues underlying bullying, harassment and violence in the workplace, including challenges faced by victims in the complaints process, have a direct impact on mental health, absenteeism and loss of productivity. How can British

Columbians, or any workers across the country, contribute to the organizations that employ them if they don't feel safe?

The federal government is showing leadership with the recent introduction of Bill C-65 that will address ways to deal with bullying, harassment and violence. Members of Parliament and Senators who voted on the legislation will be themselves subject to Bill C-65. The long-standing "whisper culture" will be no more.

As the legislation makes its final way through Parliament, we urge all employers to ensure policies and best practices are in place for the investigation of complaints to be clear, simple, impartial and performed by qualified professionals. The concern continues to be that victims feel supported particularly when complaints are launched against supervisors and employers — especially in smaller workplaces like "the



Anthony Ariganello

Hill" and the majority of businesses in B.C.

The #MeToo movement has started a widespread, public conversation on bullying, harassment and violence. The movement has created an environment where individuals feel safer to lodge complaints and expect these complaints to be dealt with. But each time this happens, high personal and business costs result and productivity suffers. Employers need to do better.

As those who are on the front lines and most likely to deal with complaints of bullying,

harassment and violence in the workplace, HR professionals can play a vital role in the process. Consider that HR professionals have access to the most sensitive employee information and can make a significant financial impact in a company. Or, consider that an improperly conducted investigation can leave the company open to public relations nightmares and, even more concerning, legal liability.

Those of our members who hold the Chartered Professional in Human Resources (CPHR) designation are especially qualified to navigate the complex and critical nature of harassment claims and investigations. Committing to a high standard of ethical behavior and holding to a code of ethics, CPHR designates are also asked to annually complete mandatory Continuing Professional Development requirements to keep skills and knowledge both relevant and current.

As demonstrated by Bill C-65, labour and employment law is one area of human resources that is continuously changing. CPHR BC & Yukon offers

numerous one-day legal symposiums throughout the province, starting with Victoria and Prince George in September.

These symposiums provide expert commentary on hot-topic legal issues, case law updates and forecasted trends that are relevant to HR professionals, including the B.C. Personal Information Protection Act and the B.C. Workers' Compensation Act. This ongoing learning requirement is a key component of the designation and essential for CPHR designates to keep their knowledge up-to-date such as with the status of Bill C-65, outcomes of the #MeToo movement and anti-harassment policies.

While organizations touched by Bill C-65 may only represent a fraction of B.C.'s workplaces, it is tone-at-the-top that matters. The federal government is sending a strong message and it's one that all British Columbian employers should heed. Is your organization prepared? **SB**

Anthony Ariganello is President and CEO of Chartered Professionals in Human Resources of British Columbia & Yukon. For more information, visit [cphrbc.ca](http://cphrbc.ca).

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