



GVBOT APPLAUDS CUTS TO MERCHANT CREDIT CARD FEES

Reduction could result in annual savings of \$250M for Canada's small businesses

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SOUNDING BOARD



THE OFFICIAL PUBLICATION OF THE GREATER VANCOUVER BOARD OF TRADE AND ITS MEMBERS | SEPTEMBER 2018 | VOLUME 58 / ISSUE 8 | BOARDOFTRADE.COM

Board of Trade to host Ellen DeGeneres this fall

EVENTS | A limited number of tickets still available for highly anticipated event at Rogers Arena on Oct. 19

The one and only Ellen DeGeneres will be coming to Vancouver for a moderated Q&A conversation on Friday, Oct. 19, at Rogers Arena presented by TD Bank and hosted by the Greater Vancouver Board of Trade.

Ellen DeGeneres continues to deliver uplifting, inspiring, and hilarious experiences for her fans. Her distinctive comedic voice and infectious personality have earned her recognition as a household name and a global entertainer. A Conversation with Ellen DeGeneres will highlight her one-of-a-kind sense of humor, warmth, and kindness.

"We are thrilled to have an opportunity to host Ellen in Vancouver this fall for a candid discussion on her life, career, success, and overcoming adversity," said Hon. Iain Black, President and CEO of the Greater Vancouver Board of Trade.

"Ellen has been consistently ranked in our Member surveys as a top choice for taking our stage," added Black.



"We are very excited to be hosting this inspirational and uplifting evening with one of the world's most eminent media personalities. Her own history, and her phenomenal success building her brand, shared in her own words, will surely offer many valuable insights for our Members."

"At TD, we are extremely proud to be the presenting sponsor helping to bring Ellen to Vancouver," said Mauro Manzi, Senior Vice President – Pacific Region, TD. "Ellen is more than just a comedian and entertainer. Like TD, she's also a strong supporter of women, diversity and inclusion, the LGBTQ2+ community and other humanitarian causes. We look forward to her appearance in October."

The Ellen DeGeneres Show upholds its reputation as a leader in the daytime talk show genre with unparalleled celebrity interviews, musical performances, topical stories, extraordinary human-interest guests, and

sought-after viral sensations worldwide. The Ellen DeGeneres Show has earned an impressive total of 59 Daytime Emmy® Awards since its inception in 2003, including 10 for Outstanding Talk Show/Entertainment, crowning it the record holder in this category.

Through the power of media, Ellen has created an unparalleled connection with people around the world. Her accomplishments as an entertainer and philanthropist have established her as one of the most respected and admired figures today.

Tickets for this event are nearly sold-out. However, the Greater Vancouver Board of Trade has access to some of the best seats in the house that are not available to the general public. This includes group ticket packages for companies interested in bulk purchases. **SB**

For more information on ticket availability, send an email to ellen@boardoftrade.com.



Powering our province

BC Hydro's new President Chris O'Riley prepares to give his first Board of Trade address later this month

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A blueprint for growth

YVR breaks ground on a multi-year expansion plan, including 75 projects and \$9.1 billion in investments

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Director spotlight

Q&A with Bridgitte Anderson, General Manager of Edelman Vancouver and new Director of the Board of Trade

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Photo highlights from GVBOT's 2018 Pro-Am Golf Tournament

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The importance of investing in employee well-being

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2 EVENTS AND SPEAKERS

TRADE | A regional export strategy

World Trade Centre Vancouver to unveil new report during NASCO Continental Reunion on Sept. 27



Later this month the Greater Vancouver Board of Trade's subsidiary, World Trade Centre Vancouver, will unveil its signature research initiative, the *Regional Export Strategy*.

This new report will offer a comprehensive analysis of our region's gateway and identify export opportunities around the world for B.C. businesses.

Developed in partnership with the Conference Board of Canada, this unique piece of work will provide industry and government with an understanding of our priority markets, sectors, and opportunities to both enhance international trade and strengthen our gateway.

Members of the local business community are invited to join us Sept. 27 for a briefing on the *Regional Export Strategy*.

Attendees will learn about the importance and economic footprint of B.C.'s Gateway sector and will have the chance to connect with delegates from the North American Strategy for Competitiveness (NASCO) Reunion — a North American-wide conference focused on NAFTA, border management, and mobility.

In addition, graduates of World Trade Centre Vancouver's Trade Accelerator Program will also be in attendance, with a special Export Plan of the Year Award being presented to one deserving local company.

Don't miss this unique event where you will meet industry experts from across Canada, the United States, and Mexico. **SB**

Learn more and register today at boardoftrade.com/nasco.

ENERGY | Powering our province

BC Hydro's new President Chris O'Riley will give his first GVBOT address on Sept. 14

British Columbia has benefitted from clean, reliable, and affordable electricity for decades. Much of that is due to the foresight of leaders who took advantage of the hydroelectric potential of our rivers and harnessed it to build a province.

Our hydroelectric backbone has made B.C. prosper. It has supported the business of B.C. — not just commercially or industrially, but British Columbians' everyday business, their daily lives.

Whether it's enabling industry, renewable energy development, the automation of our homes, or the electrification of our vehicles, BC Hydro continues to play a big role in encouraging and supporting growth in B.C. and building this province.

Today, hydroelectricity is potentially even more important given the value of clean energy. As we look to the future of B.C.'s energy needs, it's all about laying the foundation for the future economy by powering new development with clean energy and capacity.

On Sept. 14, BC Hydro's new President and Chief Operating Officer, Chris O'Riley, will give his first official address to our region's business community at the Greater Vancouver Board of Trade. In his remarks, O'Riley will discuss BC Hydro's plans to build the future of B.C. and respond to the province's changing energy needs.



Chris O'Riley

O'Riley was appointed President and Chief Operating Officer of BC Hydro in July 2017. Prior to his appointment, he built his career at BC Hydro, starting as an engineer-in-training fresh out of university in 1990.

During his 28-year career, O'Riley has held positions throughout the organization and across the province, including roles in Generation, Customer Care, Capital Projects, Powerex and Corporate Risk. He joined the executive team in 2007 and had served as BC Hydro's Deputy Chief Executive Officer since 2015. **SB**

Tickets for this event are on sale now at boardoftrade.com/bchydro2018.

UPCOMING EVENTS

See our full events calendar at 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

TUESDAY, SEPTEMBER 11, 2018

Leaders of Tomorrow

2017-18 LOT Graduation and New Student Welcome

5:30 – 7:30 p.m.

Coast Coal Harbour
— Ballrooms A and B
1180 Hastings Street

Kirsten Sutton

Vice President and Managing Director
SAP Labs Canada and Head of Engineering
SAP Jams

Presenting Sponsor: SAP

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Preferred Media Partner: Daily Hive Vancouver

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

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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

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THURSDAY, SEPTEMBER 27, 2018

World Trade Centre Vancouver

Regional Export Strategy

12:15 – 2:15 p.m.

Vancouver Convention Centre
— East Building
999 Canada Place

Austin Nairn

Executive Director
World Trade Centre Vancouver

Shane Sondermann

Marketing & Business Development Manager
SunRype Products Ltd.

Kari Yuers

President and CEO, Kryton International Inc.

Presented by: World Trade Centre Vancouver

Project Funded by: Province of British Columbia, Greater Vancouver Board of Trade

Supporting Sponsor: Tourism Vancouver

WEDNESDAY, OCTOBER 3, 2018

Modernizing Payment Systems:

A vital step to strengthen Canada's global competitiveness

8 a.m. – 9:30 a.m.

Fairmont Hotel Vancouver
— Pacific Ballroom
900 West Georgia Street

Justin Ferrabee

Chief Operating Officer
Payments Canada

In Collaboration With: Payments Canada

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

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ADVOCACY | GVBOT applauds reduction in merchant fees

Change to credit card fees could result in annual cost savings of \$250 million for Canada's small businesses

The Greater Vancouver Board of Trade applauds the Government of Canada's recent announcement that the major credit card companies operating in Canada have agreed to reduce their fees charged to merchants by 10 basis points, to an average rate of 1.4 percent annually, effective in 2020.

The federal government estimates that the cost savings to small businesses amounts

to \$250 million per year over the five-year term of the arrangement.

In a testament to the teamwork of the Chamber network, the Kitsilano Chamber of Commerce, championed by the Greater Vancouver Board of Trade, led the move to press for reduced merchant fees on small businesses, bringing resolutions to the BC Chamber of Commerce and Canadian Chamber of Commerce in

2013. They were subsequently renewed at the 2016 AGMs.

"We are pleased that the federal government is listening to small businesses, and has worked with the major credit card companies to alleviate some of the costs facing small businesses operating in Canada," said Hon. Iain Black, President and CEO of the Greater Vancouver Board of Trade.

"This is a positive step, and a win for the entire Chamber



and flexibility, so that small business customers understand the full cost and obligation when they sign on as merchants with one of the major credit card companies."

Canadian merchants currently pay some of the highest credit card and related fees in the world, totaling an estimated \$5 billion in fees each year. **SB**

movement, but there are still further steps to take," Black added. "For one, as the Canadian Chamber resolution states, we call for greater transparency, disclosure

To read the Board of Trade's 2016 Canadian Chamber resolution, which was co-sponsored by the Greater Langley Chamber of Commerce, visit boardoftrade.com/cc2016.

GATEWAY | YVR breaks ground on expansion projects

A total of \$9.1 billion to be invested into the airport under its 20-year blueprint



Fiona Famulak, President of the Vancouver Regional Construction Association, B.C. Premier John Horgan, and Vancouver Airport Authority CEO Craig Richmond take part in a groundbreaking ceremony. | YVR PHOTO

Earlier this summer Vancouver International Airport (YVR) broke ground on a number of capital construction projects to enhance the airport experience and improve YVR's competitive position as a world-class connecting hub. The projects are part of YVR's multi-year expansion plans that will see the airport complete 75 major projects, totaling \$9.1 billion over the next 20 years.

"We are experiencing record growth at YVR as we deliver on our mission to connect British Columbia proudly to the world and these ambitious expansion projects will further position YVR as a world-class connecting hub," said Vancouver Airport Authority President and CEO Craig Richmond. "As we build the airport of the future, our focus is to move people and goods efficiently, while continuing to delight people with a wide range of offerings, amenities and outstanding customer service."

YVR is one of the fastest-growing airports in North America. It welcomed a record 24.2 million passengers in 2017 and is forecasting 32 million passengers by 2022. About 327,000 tonnes of cargo are expected to move through the airport by 2020. These newest

construction projects will improve the speed with which people and goods move through the airport.

YVR plays a significant role in the local, provincial, and national economy—creating jobs and driving business activity. The airport supports 24,000 jobs on Sea Island and more than 100,000 jobs across British Columbia. YVR's operations — together with tourism and cargo — contribute more than \$16 billion in total economic output, \$8.4 billion in GDP and \$1.4 billion in government revenue across British Columbia. Each new flight through YVR creates hundreds of jobs and contributes millions of dollars in economic benefit to the province.

The expansion projects will have significant economic and employment benefits in the region. By the end of 2018, construction activities at YVR will create nearly 2,500 full-time construction jobs on Sea Island and hundreds more off-site. Much of the work will be done in the province, offering a significant number of jobs for British Columbians. **SB**

Learn more about YVR's key projects to enhance the airport experience at yvr.ca/construction.

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Suzanne Solven, Executive Director, Audit, Investigations and Quality Assurance

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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 | Preparing for the 2018 Local Elections

Chair Lori Mathison announces the release of GVBOT's Local Election Dashboard and Handbook

BY LORI MATHISON

On Oct. 20, 2018, voters across British Columbia will head to the polls for the 2018 General Local Elections.

In preparation for the upcoming election campaign, the Greater Vancouver Board of Trade surveyed our Members, in partnership with the Mustel Group and FleishmanHillard HighRoad, to understand the most pressing concerns on the minds of citizens and businesses across the Lower Mainland.

Survey results will be released this week on September 5, 2018, and will be posted on our 2018 Local Election Dashboard which will be updated throughout the coming campaign. Watch for updates at boardoftrade.com/localelections.

The most significant issues identified by our Members are regional in nature — cutting across electoral boundaries. They span from housing affordability to transportation, human capital to business competitiveness.

Many of the findings in the survey were supported with quantitative evidence in the *Greater Vancouver Economic Scorecard 2018* — a comprehensive analysis of the competitiveness of our region as a place to work and do business, which we released in partnership with the Conference Board of Canada earlier this year.

The findings of the survey and *Scorecard 2018* provide the foundation for the Greater Vancouver Board of Trade's *Local Election Handbook*, which will also be released on September 5.

The Handbook will highlight the key issues and priorities of



Lori Mathison

our Members. We anticipate that this resource will inform the current and incoming councillors and mayors, civil servants, and regional bodies about the priorities in our region.

The Handbook is divided into four key sections. The first section "Housing" addresses the fact that Greater Vancouver is amidst a housing crisis. The lack of housing affordability in our region is severely hampering the ability of businesses to attract and retain talent, affecting productivity and growth.

Second, the Handbook addresses "Transit and transportation." Coupled with housing solutions, sound transit and transportation options can make our region an affordable place to live and do business. Moreover, given the significance of our region's role as Canada's Gateway to the Asia-Pacific, developing the necessary infrastructure and transportation will be critical to our national economic competitiveness.

Third, "Regional coordination and governance" advocates for improving coordination among local jurisdictions. This is not


only essential for successfully addressing our region's most pressing challenges but also for improving competitiveness on a global scale. It was the focus of the Special Lens chapter of *Scorecard 2018*, and is recommended reading for ideas on improving coordination and efficiency within our region.

The last section of the Handbook supports "Addressing the fiscal setting." Civic leaders are encouraged to consider the cumulative effects of the tax and regulatory burden, and the risks to the resilience of businesses — small, medium, and large — and the related consequences to our region's shared prosperity.

In addition, each week during the campaign period, a Member of the Greater Vancouver Board of Trade will post about a local election issue that affects them. The Handbook and blog posts will give voice to our Members in respect of these important decisions that will impact the region in the coming years.

Our hope ahead of the 2018 local elections is that the Handbook and our Election Dashboard inform our Membership, local candidates, and the voting public.

Do check back with our Election Dashboard, as content will be updated frequently. And thanks for engaging in the local elections. **SB**

 The Greater Vancouver Board of Trade's 2018 Local Election Dashboard will go live on Wednesday, September 5, at boardoftrade.com/localelections.

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.



Wednesday, October 3, 2018

Modernizing Payment Systems: A vital step to strengthen Canada's global competitiveness



Justin Ferrabee, Chief Operating Officer, Payments Canada

Come hear from Justin Ferrabee as he shares the gateway of possibilities that modernized payments will enable and how this transformation will positively impact our country's reputation for financial services — particularly commercial and commerce activity between Canada and Asia and Vancouver's position as a gateway in those payments interactions.

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LEADERSHIP | 'Allow yourself to fail and embrace those lessons'

Q&A with GVBOT Director and Edelman Vancouver GM Bridgitte Anderson

Describe what you do in 10 words or less.
I help companies promote and protect their brand and reputations.

Where is your hometown and how did it shape you as an individual?
I grew up in small and medium towns across B.C., from the north to the interior. I came to Vancouver when I was 20 and moved away a couple of times, but always returned here. I understand and appreciate the diversity of B.C. but my home now is in Vancouver.

What was your first job?
My first job was at Mr. Mikes Steakhouse in Merritt at the age of 13. I was a waitress and due to job cuts, I didn't last long. It was a great lesson in humility. Thankfully, they hired me back a few months later and I was grateful for the opportunity.

What is the most important lesson you learned from your parents?
Thirst for learning. My mom has spent her life continuing her education, always striving to learn more and improve. She is not only my teacher, but my mentor and

thanks to her I am very much a lifelong learner in pursuit of knowledge and understanding.

Why did you join the Greater Vancouver Board of Trade?
To help my clients better understand and influence public policy affecting Greater Vancouver, to broaden my network and to contribute to my community.

How do you think our region will be different 10 years from now?
Greater Vancouver is becoming a large city and with that brings more complexities, such as affordable housing and transportation needs. I am hopeful that it will be easier to live and work here for all.

What qualities make someone successful?
Authenticity, integrity, and the ability to listen and problem solve with understanding.

Do you have any regrets from earlier in your career?
Not one. I am not a person to have many regrets anyway, but I definitely have no regrets when it comes to my career. It has been

a circuitous route to get to where I am now and I am immensely grateful for all of the opportunities that I've been given and the learning that has brought me here.

What were you like in high school?
I was involved in a lot of activities outside of class — student council, sports, and social and community initiatives. As a result, I wasn't the most academically focused, but I sure had fun.

What advice would you give your younger self?
There is no perfection. Allow yourself to "fail" and embrace those lessons.

What's the most out-of-character thing you've ever done?
Karaoke.

What achievement are you most proud of, and why?
I have teenaged children and I am enormously proud of the people they are, and the adults they are growing to become. I'd like to think I had a little to do with that!

What is your creative outlet?
I don't make nearly enough time for creativity but when I do, I love to grab my camera and head outdoors.



Bridgitte Anderson, ICD, D

What is something most people don't know about you?
I'm a fan of country music.

What was the first concert you ever saw? And the most recent?
Loverboy and Bryan Adams in the Kamloops arena. Carrie Underwood at the Grand Ole Opry.

What is the last TV show that you binge-watched?
The Handmaid's Tale. Please tell me there will be another season.

If you could have lunch with one famous person, who would it be? (And what would you ask them?)
Barack Obama. I would ask him about his biggest life lessons and what we can learn from them.

What is on your "bucket list?"
Travel – specifically Greece, parts of Italy I haven't been, Africa, Vietnam. Salsa dancing and being fluent in Spanish.

If you retired tomorrow, how would you keep busy?
Learning how to slow down. Travel and giving back to my community.

What is your favourite vacation spot and why?
Anywhere warm with sun, sand and water where I can unplug.

What does a perfect day look like?
Coffee and reading the paper on a deck in the sunshine, a run with my dog, reading a book and then cooking and entertaining for my family and friends.

What is the secret to happiness?
Fulfillment and being surrounded by family and friends. **SB**

Bridgitte Anderson is General Manager of Edelman Vancouver.

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.



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IN FOCUS | Photos from the GVBOT's 2018 Pro-Am Golf Tournament



Golfers wait to tee off at the 16th hole of The Ridge Course at Northview Golf & Country Club. As part of this year's tournament, Dueck Auto Group was offering a brand new Cadillac to the first golfer to sink a hole-in-one. Although a few players came close to the pin, no one was lucky enough to take home the grand prize! See the full photo gallery at facebook.com/boardoftrade. | MATT BORCK



The team from De Dutch served up their signature pannekoeken on the morning of July 10 as golfers arrived for the Greater Vancouver Board of Trade's 2018 Pro-Am Golf Tournament. | MATT BORCK



Representatives from the BCIT Alumni Association were giving away gifts and swag to golfers at the 18th hole. | MATT BORCK



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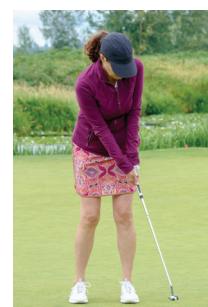


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HEALTH | The importance of investing in employee well-being

Pacific Blue Cross aims to share insights at upcoming GVBOT forum on Oct. 12

BY HEIDI WORTHINGTON

We are proud to partner with the Greater Vancouver Board of Trade as sponsor of the Work and Wellness Forum on Oct. 12 to discuss the shift towards an employee-friendly workplace that fosters a healthier, more productive workforce.

Today's organizations have entire departments dedicated to sifting through data to uncover what makes customers complete a transaction or share a product on social media. We all recognize the importance of a positive consumer experience, but what about the experience of the person taking the calls or making the sale? Businesses around the world are increasing their focus on the well-being of employees — and realizing the wide range of benefits.

It is no secret that workplace health can significantly impact the success of an organization.

Millions of Canadians spend a good portion of their waking hours at work, and by investing in employees, businesses are experiencing increased retention, higher productivity, and lower health-care costs. In other words, if you care about your company's bottom line, it is wise to invest in the health and wellness of your workforce.

Health and wellness strategies are also crucial if your organization aims to attract the best and brightest. With today's tight labour market and increasing competition for workers, businesses must place employees at the heart of their organization to remain competitive in the talent marketplace.

Considering both the mind and body has become more important than ever, as it is estimated that 20 per cent of Canadians suffer from mental illnesses, resulting in annual productivity losses of \$18 billion. The demographic shift taking place in our workforce,



Heidi Worthington

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with gig-economy millennials and aging boomers, means new workplace health strategies are in play. We've all heard about ping-pong tables and "walking meetings," and depending on your organization, they might be either a complete waste of money or a fast return on investment.

Just as an unhealthy workplace can contribute to chronic illness, there are opportunities in the workplace to influence lifestyle changes that can improve health, impacting both productivity as well as benefit costs. In fact, studies have estimated that for every \$1 invested in wellness programming, \$2.73 is saved in absenteeism costs.

As the province's largest provider of health benefits, serving one in three British Columbians, Pacific Blue Cross supports the goal of businesses increasing their focus on the well-being of employees and reaping the positive impacts. That is why we offer programs to support our members in all the stages of their health journey. From online resources focused on preventive wellness, to chronic illness management and

reintegration to the workplace, we look for ways to integrate wellness strategies with benefit programs that make sense for your staff, your organization, and your vision of success.

Through the Greater Vancouver Board of Trade's fourth annual Health Care Forum, we'd like to share the latest learnings of health and wellness strategies in the workplace. With rising health costs and evolving workforces, it is crucial to ensure that employees have a healthy work environment where they can feel their best, so they can do their best.

It's not only the right thing to do, it's good for business. **SB**

Heidi Worthington is Senior Vice President and Chief Revenue Officer at Pacific Blue Cross and Chief Operating Officer for BC Life, Pacific Blue Cross' Work & Wellness Division.

On Oct. 12, more than a dozen industry experts from across North America will speak at the Greater Vancouver Board of Trade's 2018 Work + Wellness Forum presented by Pacific Blue Cross. See the full lineup of speakers and register at boardoftrade.com/wellness.



Work + Wellness Forum
Presented by Pacific Blue Cross

The shift towards an employee-centric workplace

Friday, October 12, 2018 | 7:30 - 2:15 p.m.

Fairmont Waterfront Vancouver
900 Canada Place, Vancouver

Breakfast Keynote



Advocate for mental health at the workplace

Rona Maynard
Mental Health Advocate and Author

Morning Keynote



The price of ignoring employees' mental health

Dr. Andrew Miki, R. Psych
Founder and Chief Executive Officer,
Starling Minds Incorporated

Luncheon Keynote



Removing barriers and unleashing potential

Rick Hansen, C.C., O.B.C.
Founder and Chief Executive Officer,
Rick Hansen Foundation

Closing Keynote



Healthy body, healthy mind

Tommy Europe
Award Winning Fitness Coach, TV Host,
Grey Cup Champion, Best Selling Author

Panel Sessions

1 The importance of investing in employee well-being

2 Designing and implementing a health and wellness policy

3 Staying ahead: A changing workforce and the future of work

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