



Canadian  
Chamber of  
Commerce

Chambre de  
Commerce  
du Canada

# connections

get plugged into your network

April 2019

## Spring policy report update

Numerous reports and policy updates have flown out of our offices this spring. We wanted to flag these recent reports for you:

### *Cultivating Competitiveness: Turning Agri-food Regulatory Reform Promises into Action* (April 2019)

In this recent report from our *Regulate Smarter* series, we outline how the success of Canadian farmers and food manufacturers is connected to the performance of the regulatory systems that govern their activities.

### *Check Engine Light: Climate Policy Overheats Transportation Costs in Canada* (April 2019)

This report highlights the need for flexible and reduced regulatory burdens to minimize the impact of climate policy on the competitiveness of Canada's transportation sector.

### *The Unsavory Pancaking of Canada's Climate Regulations: A High Cost Climate Strategy Canadian Businesses Find Hard to Swallow* (March 2019)

Climate change is a defining issue of our times and Canadian businesses are prepared to play a role in combatting it, however that willingness is eroding, due to the prohibitive costs Canada's climate policies have imposed on businesses across the country.

### *50 Years of Cutting and Pasting: Modernizing Canada's Tax System* (February 2019)

The last time Canada undertook a comprehensive review of its tax system, humankind had yet to set foot on the moon. In the five decades since, repeated cutting-and-pasting has left Canadian taxation uncompetitive, cumbersome and inefficient.

Aaron Henry, our director of natural resources and environmental policy, has shared an *update of advocacy activities* on climate and natural resource files. This update can be shared with your members - especially those who have a vested interest in these activities.

All of our publications, including our highly popular *Five Minutes for Business*, are shareable with your members - just give us the credit!

**Upcoming ...** in early May we will release our election platform for your use as federal election activities heat up!

And... To keep you in the loop as we move through 2019, we are also sharing a *quarterly calendar* of activities so that you can plan better based on what you'd like to participate in.

Updates to the calendar will be made on an ongoing basis. Please check in periodically. The *link* will not change.

## A friendly reminder regarding document certification

For the benefit of chamber executives who are new-ish to their

roles, we'd like to send this friendly reminder regarding document practices and processes.

Governments around the world rely on chambers to verify origins of overseas exports because of their confidence in the integrity of the process.

With various online certificate of origin platforms becoming available, it is important that chambers across the country **not** contract out the use of their stamps. Allowing others to act using your stamp and your name could potentially leave your chamber legally liable and at risk of being discredited as a responsible and trusted issuing body.

As a user of an online issuing platform, we hold ourselves accountable to specific guidelines designed to ensure the integrity of the process.

The standards that we have developed and that we recommend to others offering online certificates follow are:

- Responsibility for using the stamp must remain with the chamber.
- Companies must be vetted and confirmed to be registered and operating in Canada.
- The origin of the goods must be confirmed with supporting documentation.
- The platform must enable you to approve or reject each document on a case-by-case basis.

What each chamber does in the process of certifying documents has implications not only for your own chamber but also for the reputation of all other chambers in Canada.

Adhering to these basic guidelines will help safeguard the chamber network's reputation as an industry leader and to maintain our position as a truly reputable network.

If you are approached by a vendor of online certifications and have questions regarding the services offered or on certification best practices, please contact Anick DeSousa, our director of services, [adesousa@chamber.ca](mailto:adesousa@chamber.ca).

If you are curious about best practices for document certification, we have a webinar for you!

Join our doc cert experts on June 4 at 1p.m. ET as they walk you through current best practices for document certification. Register for this webinar at <https://certbestpractices2019.eventbrite.ca>.

## Workplace Integrated Learning | Webinar Part One April 25 2019 | 1 p.m. ET

The most successful organizations across Canada implement

strategies and direct resources towards work-integrated learning (WIL) initiatives. The federal government's recent budget had several work-integrated learning funding announcements and there is a general "WIL buzz" in the skills and education circles.

This webinar aims to shine a light on the range of workplace-learning opportunities available through our national association partners and how you can utilize those opportunities to improve efficiency and maximize output in your own organizations. Leah Nord, director of skills and immigration policy Leah Nord will be leading this webinar along with four of our national association partners: Colleges and Institutes Canada, Mitacs, Polytechnics Canada and Universities Canada.

You do need to [register](#) for this webinar.

### Thematic call for projects to support mid-career workers

The Future Skills Centre (FSC-CCF) announced a call for proposals to support mid-career workers with a deadline of May 2, 2019.

The FSC-CCF is seeking proposals for innovative projects that help fill gaps in training opportunities for mid-career workers. The Centre will work with successful project proponents to support efforts to generate forward-looking, responsive and evidence-informed solutions to better meet the needs of mid-career workers facing challenges in the labour market.

More information about the call for these projects can be found on this website: <https://fsc-ccf.ca/mid-career-workers-call/>. Or contact Leah Nord, [lnord@chamber.ca](mailto:lnord@chamber.ca), 1-800-661-2930 x2236.

### Survey says...

In February, we conducted a survey with chamber members. The response was good. Thirty four percent (34%) of you gave us valuable feedback. We wanted to share your feedback which is now available in our [survey summary](#). This summary includes recurring themes we heard from respondents and what action we have taken to date or will take over the coming months.

Access the summary [here](#). If you have any questions, be [in touch](#).

### First Data: your chamber partner for payment processing

Many people in the payments industry use the term Omni-Channel Payment Processing when speaking to merchants without always appreciating its true meaning. An Omni-Channel payment processing solution should provide the ability to accept payments in multiple ways (i.e., in store, by phone or over the internet) through one processing company and with one merchant account. Further, the user experience should be consistent and offer consolidated reporting and easy reconciliation tools.

First Data has announced Clover's first, big step forward in this direction. All existing and new merchants with a Clover Flex device in Canada will have the ability to process *Card Not Present* transactions via the Clover dashboard. For more information see the Clover sale document [here](#).

First Data's competitors often charge \$80/mth or more for *Card Present* & *Card Not Present* bundled solutions which often require separate merchant accounts, separate login, separate reporting and an inconsistent user experience.

If you are signed up to use the First Data program, your members' costs remain the same for Clover Flex which now comes with the virtual terminal included in the Clover dashboard. Don't forget about all the benefits of the Clover dashboard itself (i.e., real-time reporting, one year historical data, user friendly to access and filter information etc...). We included information on Clover in our most

recent mailing which should be hitting your in-basket shortly!

For more information on Clover, access the [information online](#) or contact [Mohamed Ali-Kessentini](#), our First Data rep.

### Do you know a deserving volunteer? Nominations are open for Canada's Volunteer Awards

Perhaps you know of an individual or business in your community that is an unsung hero. Nominations are open for Canada's Volunteer Awards and nominees can be individuals or groups, businesses, social enterprises or non-profit organizations and must meet specific eligibility criteria. Political and public advocacy work is not eligible.

For more info on the nominations and the guidelines for this award, refer to the Awards [website](#).

### Operation: Stand Proud

Suzanne Andrews from Quinte West Chamber (ON) passes along a challenge for all of you. Quinte West is the home to CFB Trenton (*a Royal Canadian Air Force base and hub for air transport operations in Canada and abroad*) and this project has its roots with that base. Organizers want it to spread across the whole country as communities come together, led by their chambers to show their support for the Canadian military.

On June 29, Leon's Trenton will be hosting [Operation: Stand Proud](#), an Official Guinness World Record Attempt for Largest Human Maple Leaf, with the help of its partners, as a show of appreciation for our Canadian Armed Forces. Proceeds from the event will support Soldier On, an not-for-profit Canadian Forces program committed to supporting veterans and serving members to adapt and overcome permanent physical or mental health injuries through physical activity and sport. The event is free to the public and will take place in Centennial Park, Quinte West, Ontario.

Operation: Stand Proud is a chance for Canadians to come together in a record-breaking display of Canadian pride and gratitude for our past and present service men, women and their families. Everyone is welcome to take part in this event, either by attending in-person, showing online support through social media or donating to Soldier On at [www.leonstrenton.com](http://www.leonstrenton.com).

For more info, contact Katie Fitzsimmons at Leon's Trenton, (613) 394-3322 x238 [advertising@leonstrenton.ca](mailto:advertising@leonstrenton.ca)

Katie has shared a Dropbox link to tools that will help you get involved in this initiative in your community: <http://bit.ly/2PdUYiw>.

### Jobs in the network

The Centre Wellington Chamber is now in search mode for its next CEO. Roberta Scarrow, who has served the chamber and the business community of Centre Wellington (ON) for more than a dozen years, is retiring. The posting for her job is now [live](#).

### New chamber leaders across the country

Please help us welcome new chamber leaders across Canada.

**Joanne Roberts**, executive director, Fort McMurray Chamber of Commerce (AB), [jroberts@fortmcmurraychamber.ca](mailto:jroberts@fortmcmurraychamber.ca).

**Amy Kendall**, interim president & CEO, Guelph Chamber of Commerce (ON), [amy@guelphchamber.com](mailto:amy@guelphchamber.com).

**Wanda Palmer**, executive director, Mount Pearl Paradise Chamber of Commerce (NL), [wanda@mtpearlparadisechamber.com](mailto:wanda@mtpearlparadisechamber.com).

**Kimberley Inniss-Petersen**, executive director, Saugeen Shores Chamber of Commerce (ON), [kiminniss@saugeenshoreschamber.ca](mailto:kiminniss@saugeenshoreschamber.ca).

**Linda Branderhorst**, general manager, Simcoe & District Chamber of Commerce (ON), [general.manager@simcoechamber.on.ca](mailto:general.manager@simcoechamber.on.ca).