

UNIVERSITY OF  
WASHINGTON  
CANADA STUDY TOUR  
2009  
VANCOUVER



Dear 2009 Vancouver Study Tour travelers,

We are pleased to have you be part of the third annual *Study Tour to Canada*. This trip was inspired by the full-length study tours, and we hope to continue in the tradition of expanding business and cultural experience and learning with our neighbor to the north. We have a very full and exciting trip planned– **please carefully review this information packet prior to our departure from Seattle and carry it with you throughout the trip.**

Very special thanks goes out to Jenn Adrien, Associate Director of the Global Business Center, who got on board with this project from the start, and has been an invaluable part of the planning and implementation of this trip. We would also like thank Nadine Fabbi of the Canadian Studies Center, whose expertise on Canadian business, culture and history has provided us with new learning even before our trip has begun. Also, we would like to thank Mr. Kevin Cook of the Consulate General of Canada in Seattle, WA and Mr. Michael Herbst of the Canada-America Society for their generous support of this tour.

Best Regards,

Kelly & Mehar

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# Study Tour Participants

## Study Tour Leaders



Meharpratap Singh  
Co Leader  
Evening class of 2010



Kelly Voss  
Co Leader  
Day Class of 2009



Shengjun Huang  
2010 Shadow Leader  
Evening class of 2010

## Student Participants



Randy Brians  
Class of 2010



Anthony Choi  
Class of 2010



Jessica Didion  
Class of 2010



Edward Gali  
Class of 2010



David Kim  
Class of 2011



Kevin Kirkpatrick  
Class of 2009



Lam Ma  
Class of 2010



Dharmik Mehta  
Class of 2010



Matthew Mellinger  
Class of 2009



Jamie Nacht  
Class of 2009



Deepali Paknikar  
Class of 2011



Lindsey Sheets  
Class of 2010



Jun Wang  
Class of 2010



George Wei  
Class of 2009



Karen Wisont  
Class of 2011



Ryo Yamauchi  
Class of 2009



Stacy Young  
Class of 2010



Chris Wilson  
IND. ENG.

# Participant Expectations

**Remember, at all times you are representing not only yourself, but also the University of Washington and Michael G. Foster School of Business.**

## *Attire & Appearance*

- For all company visits, formal business attire is required.
- Men: suit jacket, collared shirt, dress slacks and neckties.
- Women: Business suit, appropriate blouses with skirts and/or slacks.
- No shorts or jeans (blue or other color) are to be worn on company visits.
- Be sure to have relatively comfortable shoes because most days we will be walking downtown for several blocks.

## *Health & Safety*

- Carry a photocopy of your passport with you at all times during the tour. Keep your actual passport in the hotel safe (if available).
- Do not carry large amounts of cash, nor your passport, with your bag. (Leave in your room safe or with the front desk)
- Be careful with your wallet and/or bag while you are walking on the street.
- Please notify the tour leaders as soon as possible if you are feeling unwell.
- Please let tour leaders know in advance of any food allergies or dietary restrictions you may have.

## 2009 Canada Study Tour Detailed Itinerary

**Thursday Feb 12<sup>th</sup>**  
**Dress: Casual**  
**Meals hosted: None**

Time	
8:00 p.m.	Meet in UW Business School MBA Lounge, Balmer Hall
8:00 – 11:00 p.m.	Depart Seattle and travel to Vancouver (2 Vans)
11:00 p.m.	Arrive in Vancouver, check-in at Marriott Pinnacle Downtown Hotel

**Friday Feb 13<sup>th</sup>**  
**Dress: Business Formal**  
**Meals hosted: Lunch**

Time	
8:30 a.m.	Meet in hotel lobby to travel to U.S. Consulate ( <i>walk</i> )
8:45 a.m.	Arrive at U.S. Consulate General and go through security – NO ELECTRONICS PLEASE! ( <i>1095 West Pender street, 19th Floor</i> )
9:00 – 10:00 a.m.	Visit with <b>Consul General and Trade Commissioner</b> ( <i>U.S. Consulate General, Vancouver</i> )
10:00 – 10:20 a.m.	Travel from U.S. Consulate to 2010 Commerce Centre ( <i>walk</i> )
10:30 – 11:30 a.m.	Presentation by Rob Arthurs – Manager of Procurement & Business Opportunities, <b>2010 Commerce Centre</b> ( <i>800 Robson Street</i> )
12:00 – 1:30 p.m.	Lunch hosted by Mark Mensing – CEO, <b>Canada Export Centre</b> ( <i>602 West Hastings Street</i> )
1:30 – 1:50 p.m.	Travel from Export Centre to Law Firm ( <i>walk</i> )
2:00 – 3:00 p.m.	Meet with <b>Fraser Milner Casgrain LLP</b> 's Jim Schmidt – Partner, and a member of Management Committee ( <i>1040 West Georgia Street, 15<sup>th</sup> fl.</i> )
3:00 – 5:15 p.m.	<b>**FREE TIME**</b>
5:15 p.m.	Meet in hotel lobby to walk to UBC Dinner
5:30 p.m.	Dinner with UBC Students at Mill Marine Bistro Bar & Dock ( <i>1199 West Cordova Street</i> )

**Saturday Feb 14<sup>th</sup>**  
**Dress: Business Formal (AM) / Casual (PM)**  
**Meals hosted: Breakfast, Lunch**

Time	
8:30 a.m.	Meet in lobby to travel to UBC Robson Square ( <i>walk</i> )
9:00 – 10:30 a.m.	Breakfast and roundtable hosted by <b>UBC Sauder School of Business</b> ( <i>800 Robson Street</i> )
10:30 – 11:40 a.m.	Travel from UBC Robson to the Marriott to change clothes ( <i>walk</i> )
11:40 a.m.	Meet in hotel lobby and walk to SFU
12:00 – 1:00 p.m.	Tour of <b>Simon Fraser University Segal School of Business</b> ( <i>500 Granville Street</i> )
1:00 – 2:30 p.m.	Lunch with SFU Students and Alums ( <i>Location TBD</i> )
3:00 – 4:30 p.m. ( <i>optional</i> )	Bike-ride with SFU students along Sea Wall of Stanley Park (\$10/bike for whole day)
Evening	<b>**FREE TIME**</b>

**Sunday Feb 15<sup>th</sup>**  
**Dress: Business Formal**  
**Meals hosted: Lunch**

Time	
10:30 a.m.	Meet in hotel lobby and travel to GM Place ( <i>walk</i> )
11:00 – 12:00 p.m.	Presentation by Chris Zimmerman – CEO & President, <b>Vancouver Canucks</b> ( <i>GM Place, 800 Griffiths Way</i> )
12:00 – 1:30 p.m.	Private tour of GM Place
1:30 – 1:50 p.m.	Travel from GM Place to Marriott for Lunch
2:00 – 4:00 p.m.	Lunch with Dr. Sukumar Periwal, Executive Director of Strategic Policy & Planning, Intergovernmental Relations Secretariat, <b>BC Government</b> ( <i>Marriott's Show Case Restaurant</i> )
4:00 – 7:00 p.m.	<b>**FREE TIME**</b>
7:00 – 11:00 p.m. ( <i>optional</i> )	Watch the <i>Canucks vs. Canadiennes</i> hockey game at Shark Club Bar & Grill with UBC & SFU students! ( <i>180 Georgia Street West</i> )

**Monday Feb 16<sup>th</sup>**  
**Dress: Business Formal**  
**Meals hosted: Lunch, Dinner**

Time	
8:30 a.m.	Meet in hotel lobby to travel to TD Bank
9:00 – 11:00 a.m.	Q&A with <b>TD Bank</b> hosted by Raymond Chun – Senior Vice President, Pacific Region, and David White – AVP HR – <u>Please come prepared with questions to ask!</u> ( <i>700 West Georgia St., 10<sup>th</sup> fl.</i> )
11:00 – 11:20 a.m.	Travel from TD Bank to CIBC ( <i>walk</i> )
11:30 – 12:30 p.m.	Visit with CIBC's Jim Keegan – Director, <b>Canadian Imperial Bank of Commerce</b> Commercial Banking ( <i>7th Floor, 400 Burrard Street</i> )
12:30 – 12:45 p.m.	Travel from CIBC to Marriott ( <i>walk</i> )
12:45-1:10 p.m.	Check out of Marriott hotel, have box lunches in hotel lobby, load vans
1:10 – 1:50 p.m.	Travel by van to Microsoft
2:00 – 3:00 p.m.	Q&A with Par Singh – Managing Director, and Sudha Setty – Senior HR Manager, <b>Microsoft Canada Development Centre</b> – <u>Please come prepared with questions to ask!</u> ( <i>13511 Commerce Parkway, Richmond, BC</i> )
3:00 – 3:45 p.m.	Travel from Microsoft to Kodak ( <i>van</i> )
4:00 – 5:00 p.m.	Meet with Jason Curtis – Production Manager, Graphic Communications Group, <b>Eastman Kodak Company</b> ( <i>1608 Cliveden Avenue, Delta, BC</i> )
5:00 – 5:30 p.m.	Travel from Kodak to somewhere scrumptious ( <i>van</i> )
5:30 – 7:00 p.m.	Final Dinner with the CST group~!
7:00 – 10:00 p.m.	Travel from Vancouver for Seattle ( <i>van</i> )
10:00 p.m.	Arrive back at UW Seattle Campus next to MBA Lounge

# Company Biographies (in order of visit)

FRIDAY, FEBRUARY 13th

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## U.S. Consulate – Vancouver, BC



As the population of the Pacific Northwest continues to rise and the integration of our trade markets continues to strengthen, the U.S. Consulate in Vancouver has grown and adapted. Some of the challenges the Consulate has faced in the past 25 years have been ongoing problems, such as lumber duties, boundary disagreements, or periodic disputes over fishing rights.

Some of the Consulate's newest and greatest challenges have come as the Consulate adapted to the changing international security environment after the terrorist attacks on New York and Washington in 2001. Vancouver created a law enforcement hub with officers from the FBI, ATF, US Secret Service, Drug Enforcement Administration and US Immigration & Customs Enforcement to work with their Canadian counterparts on cross-border crime. This changing security environment has impacted consular services as well as our bilateral relationship with British Columbians accustomed to a virtually open border who have concerns about the effect of tightening security to trade and travel.

The Consular section now processes over 30,000 visa applications every year from nationals of 170 different countries. American Citizen Services is busier than ever, providing routine and emergency services to the estimated 250,000 U.S. citizens who now reside in the district.

## 2010 Commerce Centre – *Rob Arthurs, Manager of Business Procurement*



The 2010 Commerce Centre, an initiative of the BC Olympic and Paralympics Winter Games Secretariat, has been created to help inform, educate and connect businesses to the opportunities of the 2010 Olympic and Paralympic Winter Games and to create long lasting economic benefits for the Province of British Columbia.

## Canada Export Centre – *Mark Mensing, CEO*



Developed to promote, support and match Canada's exporters to buyers from around the globe, the Canada Export Centre works with the Canadian government, various trade and industry associations and foreign consulates in Canada to capitalize on all the inbound trade delegations and business people who come to Canada looking for trade opportunities

## Fraser Milner Casgrain, LLP – *Jim Schmidt, Partner*



At Fraser Milner Casgrain LLP, we believe in a proactive approach to the law, which involves dealing with today's challenges in such a way that positions our clients for future success. This practical, strategic, forward-thinking approach to the law means that while we are answering your immediate questions, we are also thinking ahead to plan for the continued success of your business.

FMC is a team of more than 500 lawyers, with offices in Montréal, Ottawa, Toronto, Edmonton, Calgary, and Vancouver. Across the border, FMC is also established in New York. Our national network allows us to strategically diversify our expertise across Canada. This ensures our ability to understand the unique complexities of your industry, as well as address your business needs, regardless of geographic boundaries.

After 165 years, FMC continues to pioneer innovative and intelligent legal solutions to business challenges. We believe in developing long-term client relationships: Indeed, we consider the success of all of our client relationships to be a measure of FMC's success as a law firm.

**SATURDAY, FEBRUARY 14th**

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## **University of British Columbia – *Sauder School of Business***



As one of the world's leading business faculties, Sauder School of Business represents the future of management thinking. Combining award-winning research, an outstanding faculty, and unmatched global partnerships, Sauder School of Business generates new business knowledge, fuels organizations with innovative ideas, and graduates tomorrow's business leaders. The Faculty has more than 2,400 students in Bachelor's, Masters and PhD programs and over 24,000 alumni in 60 countries.

## **Simon Fraser University – *Segal Business School***



Since the creation of Canada's first Executive MBA in 1968, SFU Business has championed lifelong learning, productive change and the need to be innovative as we deliver research and teaching that makes an impact. SFU's Segal Business School is committed to research and teaching that make an impact; to creating and communicating knowledge that builds better leaders and better organizations; and working with these leaders and organizations to enrich the knowledge and capabilities of the communities we live and operate within.

In addition to an undergraduate Business degree, Segal offers a variety of graduate tracks as well, including: MBA, Global Asset & Wealth Management MBA, Master of Financial Risk Management, Executive MBA, MBA Management of Technology, and a Graduate Diploma in Business Administration.

SUNDAY, FEBRUARY 15th

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**Vancouver Canucks Hockey Team – *Chris Zimmerman, CEO/President***



The Vancouver Canucks are a professional ice hockey team based in Vancouver, British Columbia, Canada. They are members of the Northwest Division of the Western Conference of the National Hockey League (NHL). They joined the NHL as an expansion team in 1970. The Canucks play their home games in General Motors Place. The Canucks have twice made it to the Stanley Cup Finals, but lost both series to each of the New York teams: the Islanders in 1982, and the Rangers in 1994.

Chris Zimmerman is the President and Chief Executive Officer of the Vancouver Canucks and Canucks Sports & Entertainment. He joined the organization in late 2006 after three years as President and CEO of Nike Bauer Hockey Inc., where he utilized his passion and knowledge of the game to drive sales, marketing, research, design and development, and operations for one of the world's leading and most-recognized manufacturers and developers of hockey equipment and apparel.

**BC Government – *Dr. Sukumar Perival, Executive Director of Strategic Policy & Planning, Intergovernmental Relations Secretariat***



Dr. Sukumar Perival was educated in India, the United States and the United Kingdom, and holds a doctorate in international relations from the University of Oxford. Before working in government, he was an international journalist, management consultant and fellow at a research institute in Central Europe. Sukumar has also facilitated intercultural communication courses for the University of British Columbia. He has published an edited collection on nationalism and a novel that was serialized in an Italian newspaper.

Sukumar was former Canada-US Visiting Fulbright Chair of the Canadian Studies Center, Henry M. Jackson School of International Studies at the University of Washington in 2006-2007.

MONDAY, FEBRUARY 16th

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**Toronto-Dominion Bank – *Raymond Chun, Senior Vice President of Pacific Region and David White, AVP of HR***



TD Canada Trust is the personal, small business and commercial banking operation of The Toronto-Dominion Bank (TD) in Canada. TD Canada Trust offers a range of financial services and products to more than 10 million Canadian customers through more than 1,100 branches and 2,600 ATMs. People often incorrectly use "TD Canada Trust" to refer to the whole bank after the merger in 2000, although TD Canada Trust only makes up the bank's largest division.

Canada Trust (CT) was formerly an independent company, acquired by TD Bank in 2000; TD then adopted the new group brand name "TD Bank Financial Group". CT was merged with TD's existing retail division to form the new TD Canada Trust division. CT President and CEO W. Edmund Clark was made President and COO of TD, later ascending to President and CEO in 2002.

**CIBC – *Jim Keegan, Director of Commercial Banking***



The largest merger of two chartered banks in Canadian history happened on June 1, 1961 - The Canadian Bank of Commerce (established 1867) and the Imperial Bank of Canada (established 1875) merged to form the Canadian Imperial Bank of Commerce (CIBC). Its history spans nearly two centuries and is full of adventure and enterprise.

CIBC Commercial Banking helps its clients create end-to-end financial solutions. CIBC combines the best elements of traditional service with state-of-the-art technology in a highly customized way, offering integrated programs and full service capabilities, including: Business Financing, Business Accounts, Commercial Mortgages, Mid-Market Investment Banking, Cash Management Services, Commercial Banking GICs, International Services, and Wealth Management.

**Microsoft Canada Development Centre – *Par Singh, Managing Director and Sudha Setty, Senior HR Manager***



Microsoft Corporation is a multinational computer technology corporation that develops, manufactures, licenses, and supports a wide range of software products for computing devices. Headquartered in Redmond, Washington, USA, its best selling products are the Microsoft Windows operating system and the Microsoft Office suite of productivity software.

The Microsoft Canada Development Centre (MCDC) operates as one of a handful of development centers outside the company's Redmond, Wash., headquarters. The Vancouver area is a global gateway with a diverse population and is close to Microsoft's corporate offices in Redmond.

**Eastman Kodak Canada Graphics Facility – *Jason Curtis, Production Manager, Graphics Communication Group***



Kodak Canada Inc. was founded in 1899, almost a decade after the incorporation of its parent company, Rochester-NY-based Eastman Kodak Company. Its first office, at 41 Colborne Street in downtown Toronto was established after John G. Palmer was sent by George Eastman to investigate the burgeoning Canadian market. Today, Kodak Canada's sales, marketing, service and support teams offer customers a full range of products and services that make picture taking and picture making easier, faster, more versatile and more exciting - whether for memories, for information, for business or for entertainment.

On June 15, 2005, the Eastman Kodak Company announced that it had completed the acquisition of Creo Inc., which was headquartered in Vancouver, British Columbia. Now part of the Kodak Graphics Communication Group, the operations are at the heart of driving our digital growth. Supplying products worldwide for the commercial print, newspaper, packaging and LCD TV manufacture, the group focus is on solutions that build on their leadership in software and opto-mechanical development. With a great location to attract Canadian and international talent the group now has over 1,300 professionals across locations in Vancouver and Victoria, BC.

# U.S. Consular Security – Visitor Regulations

## Security Notice to All Consular Visitors

Please note that all visitors must be screened prior to entry and are subject to inspection via a walk-through metal detector and with a hand-held metal detector. Carried personal items will undergo full inspection by use of an X-ray machine and other equipment.

### **IMPORTANT:**

Any visitor who declines to be screened by U.S. Embassy/Consulate security personnel will be prohibited from entering the Embassy/Consulate.

In order to facilitate your entrance to the Embassy/Consulate and reduce your waiting time at the security checkpoint, we recommend that you leave behind any unnecessary personal items such as purses and briefcases. If you leave them in your car, be sure to put them in the trunk and lock your car; do not leave any personal items in view in the passenger compartment.

Please bring only the documentation required for your appointment.

### **PROHIBITED ITEMS:**

Please note that the following items are prohibited inside the U.S. Embassy/Consulate and we have no facilities for storing these items, so please leave them at your home, hotel or in your vehicle:

- Food and beverages
- weapons or tools
- backpacks, luggage, or purses
- electronic or recording equipment of any kind, including, but not limited to:
  - laptop computers
  - mobile phones
  - PDAs
  - cassette, CD, MP3 players
  - pagers
  - keyless remotes
  - oversized strollers

## Important Contact Information

**Please note: most US cell phones will work in Vancouver, but higher roaming rates will most likely apply.** We advise bringing your phones in case of emergency, but limiting your use by leaving them turned off. Please check with your individual carrier for coverage areas and rate information.

[REDACTED]

***Marriott Pinnacle Downtown Hotel***

1128 West Hastings Street  
Vancouver, BC V6E 4R5, Canada  
Toll-free Phone: 1-800-207-4150

***Vancouver Taxi Cabs (in case of separation from group)***

Yellow Cabs: 604-876-555 or 604-681-1111  
Vancouver Taxi: 604-255-5111

***The United States Consulate General Vancouver***

1075 West Pender Street, Vancouver  
(Across from our hotel)  
Phone: (604) 685-4311

Official visitors should identify themselves to a security guard at the 1075 West Pender Street entrance in order to gain access to the Consulate's lobby. You will be required to undergo a thorough security check before being admitted into the Consulate. Valid picture ID is required.

[REDACTED]