

right away, those with a UI or a welfare certificate, then all of a sudden social spending would come down.

We would move from the liability side of the ledger to the asset side. We would have 500,000 people paying taxes. We would have 500,000 being productive. We would have 500,000 more people with the dignity of a job.

The favourite thrust these days of Mr. Crane of *The Toronto Star*, especially when he is talking about Liberals, is in a quote from an editorial. I have to be very careful with these journalists at *The Toronto Star*. I will quote exactly. He was referring to my leader the other day.

It was an article on Saturday: "Canada's powerful creditors curious about Liberal policies". He was doing a big thing on my leader. He said: "He promised a tax based incentive program to encourage on the job training, but again without numbers". He refers to without numbers later on. He refers to "get the numbers right" three times in this article.

If we go by the industry banking standards, which is that 1 per cent of small business loans go into default, on a \$12 billion disbursement it would be \$120 million. That is a lot of money. I realize that. I quote from Erik Heinrich's article in *The Financial Post*. The bank profits that we had last year, and this was bank profits during a year of all the developers such as Campeau, Reichmann, et cetera, Scotiabank last year made \$633 million. The Toronto-Dominion Bank made \$408 million; the Bank of Montreal, \$604 million; the National Bank had a record profit as well.

The point is that \$120 million of those profits are spread over the 58 chartered banks. It is worth the risk to put 500,000 people back to work. This is where I believe the banks have a responsibility to help us bring these social spending numbers down. Let us get people back into the work force.

There was a Women in Business conference in my riding two weeks ago. Helen Sinclair, president of the Canadian Bankers' Association, very graciously came and spoke to the 300 or 400 women who attended this conference. She told the women in the room that women in business have a better track record than men in terms of credit rating, credit worthiness. This is an area where the banks could in their marketing, their posters and advertising give some added input to.

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When Helen Sinclair spoke at the Women in Business conference, she told the women in that room that when they go to a bank to try and secure a loan and they do not feel comfortable with the bank manager, if the chemistry is not there, walk across the street and try another one.

Very few Canadians realize this but there are close to 7,000 bank branches to choose from. We have a great banking structure, a great banking system, and I respect it but it does not mean it is above reproach.

That takes me to my second point. I want to pass it on to all the bank presidents, all the bank managers across this country. It has to do with an approach that they use with their customers. I would say after this issue of understanding their social responsibility to help get this economy going again, they have to review their value system.

In my opinion, every bank manager should ask: "Am I caring in the way I approach my customers? Am I approachable? Am I compassionate in the way I approach my customers who are in difficulty? Am I action oriented when someone needs help quickly to get that business going? Am I trusted?"

I told a good friend of mine this morning I was going to speak on this bill and I asked him if he had a wish concerning his bank manager what would that wish be. He said he has been in business for over 30 years and he would just love his bank manager to phone him one day and say: "Dick what can I do to help you make your business grow? What can I do?"

Right now most businesses are paranoid. They hear that their bank manager is on the phone, they hear their bank manager is coming to see them and shivers run up and down their spines. They do not want to answer the call and if they are asked to come into the office that puts stress on people beyond imagination.

Mr. Barrett and his friends now seem to be entering much more into the public policy debate. We welcome that entrance into the public policy debate by the financial institutions of this country. I say to Mr. Barrett and the others—and I am not singling him out but he does seem to be more pro-active in public policy than most bank presidents—there is a social responsibility here. They have a responsibility to deal with their troops and make sure they are living up to the specific goals, style and aspirations that Mr. Barrett obviously has for himself.