

2019 Annual Report



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2019 Leadership

BOARD OF DIRECTORS

Executive Committee:

Carmela Trombetta, Chair
RBC Royal Bank

John Pryke, Past Chair
KPMG

Louis Grilli, Vice Chair
FirstOntario Credit Union

Candice Carson, Treasurer
Scotiabank

Alison Horton, Director-at-Large
Mohawk College

Rob Zeidler, Director-at-Large
The Cotton Factory

Keanin Loomis, Secretary
Hamilton Chamber of Commerce

Directors:

Erin Dunham
The Other Bird

Michael Macaluso
CARSTAR

Erin McCluskey
The Laundry Design Works

Joe Mercanti
Carmen's Group

David Premi
dpai architecture inc.

Henry Wegiel
ArcelorMittal Dofasco

Anna Filice
Hamilton Police Services

Marcy Nixon, Chair (Ancaster Division)
Scotiabank

Krysta Boyer, Chair (Dundas Division)
Judy Marsales Real Estate

Peter Van Dyk, Chair (YEP Division)
PV&V Insurance

HAMILTON CHAMBER STAFF

Keanin Loomis
President & CEO

James Meers
Chief Operating Officer

Marie Nash
Director of Communications &
Strategic Initiatives

Sherri Rinaldi
Membership Manager

Paul Hawkins
Membership Engagement

Bianca Caramento
Policy Analyst

Cassandra D'Ambrosio
Manager of Marketing &
Strategic Initiatives

Julia Jarusauskas
Marketing and Events Specialist

Diane Stephenson
Accounts Manager

Lynn James
Administrative Assistant

Richard Allen
Special Initiatives



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Chair's Message



As Chair of the Board, I reflect on the state of the Hamilton Chamber of Commerce and find it extraordinary that a team so small can have such a mighty influence on its stakeholders and the broader community.

2019 was a highly successful year; the team executed world class events, the number of members increased, we made a tidy profit, and the policy and advocacy work was impactful on a municipal, provincial and national basis.

But the work we are most proud of – the creation of an extensive, modernized board policy manual – is not the type of thing that gets a lot of attention, but is the underpinning of any healthy organization.

In early 2015, we invited Adam Legge, CEO of the Calgary Chamber of Commerce, to Hamilton to share how he transformed his organization into a relevant 21st century business association. It was exactly the blueprint

we were looking for and Keanin and his team have done an excellent job in emulating the Calgary Chamber's evolution.

Since that visit, Adam has grown into an organizational management guru and written a book called *Making Remarkable*. We invited him back to facilitate our annual organizational strategy session in February 2019 and it was astonishing how remarkable the Hamilton Chamber has become by almost every single one of Adam's measures.

However, by the end of the session, we collectively zeroed in on one important matter that needed addressing and we left having struck a Board Governance Task Force empowered to develop a modernized board policy manual. After customizing some best practices from other member associations, the Board approved a new board policy manual in September that all members can be proud of.

It's perhaps not revolutionary, but it is foundational.

In March of 2020, my two-year term as Chair will expire. When I look back on my five years on the Board, the transformation of every single aspect of the organization is amazing. It has truly been a rewarding experience, and I have the Chamber team and my fellow Board members to thank for all the fun we've had along the way. I am especially thankful to Keanin for the exceptional leadership and courage to transform the Chamber into a modern and future ready organization.

This organization has great momentum and I look forward to seeing it continue to grow!

- Carmela Trombetta,
Hamilton Chamber Chair

Just when we thought we couldn't do any better than the previous year, 2019 was, praise be to Michelle Obama, the best year this 175-year institution has ever experienced. Now with three straight years of healthy surpluses, the Chamber's reserves are being replenished.

It's hard not to be focused on profit when, early in my tenure, our auditors quietly questioned our organization's ability to remain a going concern. The cupboard was bare when I arrived, and restructuring caused greater challenges, but the necessary investments we made in building a solid foundation are now yielding consistently positive results.

Those investments have been primarily in people, and I give all the credit to my incredible team for our tremendous 2019. It is clear to everyone with even a passing acquaintance of the Hamilton Chamber of Commerce that we have the right people in the right positions. I hear from stakeholders all the time, singing the praises of Chamber staff, and it's what

I'm most proud of as the leader of this organization.

Our other investments have been in processes and technology. A great team can only do so much if the proper systems are not in place. The strategy framework we have built provide each director, volunteer and staff member with a clear understanding of their accountabilities and we've implemented empowering technological tools.

Aside from a healthy surplus, 2019 will be remembered for two things: the quality of our events and advocacy – which are the bread and butter of any chamber of commerce.

In addition to Michelle Obama, who captivated over 13,500 enthusiasts at the FirstOntario Centre, we hosted large events for Treasury Board Minister, Peter Bethlenfalvy (twice), the Bank of Canada Deputy Governor, Lynn Patterson, and the Mayor of Toronto, John Tory. It will certainly be a tough year to duplicate.

On the advocacy front, we persuaded Hamilton City Council to opt in to the private sector retail of cannabis, saw one of our key advocacy items (fair and open tendering) adopted by the province, and persuaded the Ford Government to insert the Hamilton B-Line LRT project into its 2019 budget. The fact that the Ford Government bizarrely reneged on that promise just a week before Christmas should not diminish the accomplishments we had in expanding our collective influence and impact.

I so greatly appreciate all the contributions that each of our members, sponsors, directors, staff and volunteers make to this organization on a consistent basis. As we enter 2020, the 175th year of this organization, it's not hyperbole to say that this organization is in the best shape it's ever been. Thank you!

*- Keanin Loomis,
Hamilton Chamber
President & CEO*



CEO's Message

Benefits of Joining The Chamber

1 SUPPORTING YOUR OBJECTIVES

The first question we ask is, "How can we help you meet your goals?" As the largest business organization in Hamilton, you'll have friends and a network in your corner.

2 COST-EFFECTIVE ADVERTISING

Cost-effective opportunities to advertise and promote your business through our Chamber publications including our e-newsletter, 'Chamber Update', and the Chamber website.

3 NETWORKING OPPORTUNITIES

Opportunities to build your network with other business owners and decision-makers through various networking events, including monthly Business to Business nights.

4 BUSINESS COMMUNITY ADVOCATE

We advocate on your behalf with input on government policy development, ensuring that the collective voice of business in the community is well represented at all levels of government.

5 EMPLOYEE BENEFIT PLANS

Access to highly-rated and affordable health, dental & employee benefit plans.

6 SAVE ON BUSINESS SERVICES

Affinity programs help save on the services you are already using, including low debit/credit merchant rates, ESSO gas, and Grand & Toy office supplies.

7 MEMBER-TO-MEMBER DISCOUNTS

Access to use and offer member-to-member discounts on merchandise and services.

8 NEW MEMBER AMBASSADORS

Ambassadors assigned to ensure new members are maximizing their benefits to membership.

9 ACCESS TO BOARDROOMS

Access to use of large & small boardroom at the Chamber office. Subject to availability.

HAMILTON BUSINESS CENTRE.

HELPING YOUR BUSINESS GROW

RESOURCES & SERVICES



PROGRAMS

- Digital Main Street
- Summer Company
- Starter Company Plus
- E.R. Monaco Business Plan Competition



CONSULTING SERVICES

- Free Business Consulting
- Mentoring
- Resources
- Access to Professionals Program (Accounting, Legal and Marketing)



SEMINARS

- Business Development Series
- Canada Revenue Agency Tax Session
- 10 Steps to Starting a Business
- On-going Training Opportunities



NETWORKING

- Newsletter
- Success in the City (SITC)

STAY CONNECTED

@HAMILTONBUSINESSCENTRE



@HAMONTBIZCENTRE

CONTACT US

HAMILTON BUSINESS CENTRE: CITY HALL

71 Main Street West (Main Floor)
Hamilton, ON L8P 4Y5

905.540.6400

HAMILTONBUSINESSCENTRE.CA





About the Chamber

Like the city of Hamilton itself, the Hamilton Chamber of Commerce is undergoing a tremendous transformation. We are an ambitious organization that ensures our business members thrive, while also providing city-building leadership to renew Hamilton. We measure our success by the success of our members and the impact we have in strengthening the economic engine of our community.

The Hamilton Chamber is the third-oldest chamber of commerce in Canada, established in 1845 by Isaac Buchanan and other merchants considered to be the "Founding Fathers" of Hamilton.

Comprising many of the great leaders in Hamilton's history over its 175 years, the Hamilton Chamber of Commerce has harnessed the collective ambition of its thousands of members to play a leading role in Hamilton becoming an important and leading Canadian city.

We are your voice in business.



By The Numbers

1,050

**MEMBERS OF
THE HAMILTON CHAMBER**

86

EVENTS & MEETINGS IN 2019

114

MEDIA MENTIONS IN 2019

18

**REPRESENTED ON
CITY-WIDE COMMITTEES**

15,500+

SOCIAL MEDIA FOLLOWERS

MISSION STATEMENT:

***The Hamilton Chamber
of Commerce facilitates
connections and
collective action to
strengthen the economic
engine of our community.***



Divisions & Special Interest Groups

CONNECTIONS

Chair: Sandy Alfonsi (Alfonsi-Torosantucci Insurance Ltd.)

Connections is the Chamber's category-exclusive networking group. It offers a relaxed, friendly setting for you to promote and grow your business, and develop business relationships.

HR NETWORK

Chair: Cheryl Byrne (Cheryl Byrne Consulting)
Committee Members: Julie Holden (Holden & Associate Inc.), **Christina Birmingham** (Birmingham Consulting), and **Wade Poziomka** (Ross & McBride LLP).

The HR Network group provides educational and networking opportunities for HR professionals and business owners or managers who are interested in human resource topics and issues. The group hosts interactive panel discussions and events quarterly. Topics at our 2019 HR Networking events: Mental Health in the Workplace, Crucial Conversations, Scrapping the Annual Performance Review.

ANCASTER DIVISION

Chair: Marcy Nixon (Scotiabank)

Our Ancaster members meet for lunch on the second Friday of the month. This division provides support and leadership for local business issues relating to the community of Ancaster and organizes local community based-events. Each meeting features a guest speaker and time to network. Thank you to our 2019 speakers from: Ancaster Agricultural Society, MNP, Data Transition Architects, RBC Insurance, and Wiskel Consulting.

DUNDAS DIVISION

Chair: Krysta Boyer (Blair Blanchard Stapleton)

Our Dundas members meet at various locations around Dundas for evening reception events that include networking and local updates. This division provides support and leadership for local business issues relating to Dundas and organizes local community-based events. Thank you to our 2019 hosts: Dundas Valley Golf & Country Club, Dragon's Fire Gold Club, and the Collins Brewhouse.

YEP DIVISION

Chair: Pete Van Dyk (PV&V Insurance)

The Young Entrepreneurs & Professionals division aims to be the premiere initiative for the development and engagement of Hamilton's next generation of city builders. YEP hosts monthly essential skills sessions, roundtable events that feature the voices of emerging Hamilton talent, and an annual fundraiser.

In 2019, YEP hosted 8 events that featured the following topics:

- Advanced Language & Communication
- Filing Income Taxes, Tax Credits
- Peer Mentoring & Idea Sharing
- "The Path to Profit"
- Building a Business in Hamilton
- Entrepreneurship 101
- Federal Election, Millennial Voting
- Physical, Financial and Mental Wellness

“

YEP exists to serve a dynamic demographic: the 'New Hamilton'.

We work with our community partners to provide unique opportunities for our young members to develop business skills, access peer networking opportunities, connect with established professionals in the local business community, and contribute to city building initiatives.”

- Pete Van Dyk, YEP Chair

Young Entrepreneurs & Professionals

Special Initiatives & Projects



CEOS OF HAMILTON

Launched in October 2016, CEOs of Hamilton has already achieved tremendous success in building a coalition of the city's top business leaders with an aim to drive real, tangible progress for Hamilton.

2019 Milestones:

- Exchange of ideas with top leaders, including **Deputy Governor Lynn Patterson, Minister Peter Bethlenfalvy, Minister Catherine McKenna and Craig Davis, President & CEO, VisitPittsburgh**
- Deepening of peer-to-peer CEO relationships
- Engaging the broader business community through representation at marquee Hamilton Chamber events (OBAA's, Mayor's Breakfast, City Manager's Breakfast)
- Advising the Chamber on important initiatives, including LRT, trade, and policy reform

If you are interested in joining the CEOs of Hamilton, contact Marie Nash | m.nash@hamiltonchamber.ca

LRT READY

Through the support of Metrolinx, the Chamber continued the LRT Ready initiative.

LRT Ready programming in 2019 included a 3-part educational and business capacity support seminar series. The objective of the series was to prepare businesses and the local community for the challenges of construction. The seminar series was highly successful, attracting over 150 participants representing 50 local businesses in Hamilton along the proposed B-Line LRT Corridor.

- **Seminar 1:** Blueprint for Offsetting the Effects of Construction with Sheliza Esmail (Eglinton Way BIA)
- **Seminar 2:** Field Trip to Uptown Waterloo
- **Seminar 3:** Developing Construction Mitigation Strategies (with the Town of Oakville and the Downtown Oakville BIA)

DIGITAL MAIN STREET

Digital Main Street is a program funded by the Province of Ontario in partnership with OBIAA, focused on providing training and advisory support to main street businesses looking to grow through a digital transformation.

The program offered a \$2,500 “Digital Transformation Grant” to small businesses across Ontario, to help with the costs of adopting the required technology to promote their business online.

Throughout this program, **112 Hamilton businesses within 13 Business Improvement Areas (BIAs)** were granted funding to boost their digital services and technologies - **investing over a quarter of a million dollars (~\$280,000) into Hamilton’s digital footprint!**

The Digital Main Street program will move forward in 2020 and continue to provide small businesses in the Hamilton area with the support they need to strive and succeed in the age of digital transformation.



MAGNET

The Magnet project progressed in its second year in Hamilton thanks to the support of ArcelorMittal Dofasco, City of Hamilton, and McMaster University. In 2019, Chamber efforts were focused on strategic marketing and mass adoption of the tool. One key marketing highlight: Our project manager, Cassandra D’Ambrosio, spoke about Magnet on CHCH Morning Live!

Now, over **160 employers** are using Magnet for recruitment at a local level and over **8,000 job seekers** are getting matched with jobs in Hamilton.

Since the Chamber launched Magnet in January 2018, the platform has served to convene employers and job seekers on one collaborative tool to tackle the challenges of skills gaps and talent deficiencies, while also helping employers meet local, diverse talent to strengthen their workforce.

To sign up for Magnet, visit hamiltonmagnet.ca



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Policy & Advocacy

Since its inception in 1845, the Hamilton Chamber of Commerce has served a city-building institution and the definitive voice of the local business community. Throughout its history, the Chamber has played an important role in bringing together business and community leaders to advocate at all levels of government for policies that further enhance the social and economic prosperity of our city.

The Chamber's advocacy efforts are reflective of the priorities of our membership and wider business community, further developed through the professional expertise of volunteers on our Policy and Advocacy Council and task forces and, finally, implemented by Chamber staff through their day-to-day engagement with governments and the wider chamber of commerce network in Canada.

Our policy efforts are only made possible through the support and involvement of our membership. Members can participate in specialized policy reports, surveys, and roundtables with government stakeholders.

How Policy Staff Can Serve You:

- Government funding opportunities and support
- Regulatory and policy updates
- Strategic advice for government relations



Making a Difference

- **Over 120** features in print, online, radio, and television media pieces in 2019
- **Over 85%** of respondents of our 2019 Membership Survey agree the Chamber advocates strongly on behalf of local business
- We maintain **strong working relationships** with elected officials, civil servants, anchor institutions, and key stakeholders across the City of Hamilton. Chamber staff actively participate in municipal committees and regularly travel to Queen's Park and Parliament Hill to engage government officials
- We develop **evidence-based policy recommendations**, in the form of resolutions, government submissions, and formal reports, in order to inform government priorities and substantiate the concerns and recommendations of members
- We work **collaboratively with our provincial and federal counterparts** within the Ontario Chamber of Commerce (OCC) and the Canadian Chamber of Commerce (CCC)



INDUSTRIAL WASTE HEAT DIVERSION PROJECT

The Hamilton Chamber of Commerce secured a grant from **The Atmospheric Fund (TAF)** to help accelerate smart energy practices that contribute to a cleaner environment, lower greenhouse gas (GHG) emissions, and improve business competitiveness. Our goal is to identify technically feasible and economically viable industrial waste heat diversion opportunities to drive competitiveness and reduce GHGs for businesses in Hamilton's Bayfront Area.



WOMEN EXCELLING IN BUSINESS CLOTHING DRIVE

We partnered with Good Shepherd and CF Lime Ridge to hold the **Women Excelling in Business Clothing Drive**. Donations went to women-identified clients of Good Shepherd, to provide them with attire suitable for job interviews and office work. 1400+ lbs of donations were collected for women in our community!



Policy & Advocacy Council: *A year in review*

CANNABIS POLICY

- Chamber staff traveled to Saint John, NB for the 2019 Canadian Chamber of Commerce AGM, where chambers from across Canada voted on which policies the network will advocate for at a federal level.
- The Chamber proposed a resolution: Addressing Regulatory Barriers Affecting the Cannabis Industry. The resolution was approved with over 91% of the votes in favour of our resolution.
- The policy recommends that the Government of Canada:
 - Invest in Health Canada's capacity to license facilities at an accelerated rate.
 - Develop a common excise stamp for licensed producers to adhere to cannabis products, thus allowing licensees to more efficiently ship products across the country.

HAMILTON ECONOMIC REPORT (HER)

- Based on the results of our Business Confidence Survey, conducted in conjunction with the Ontario Chamber of Commerce, the Hamilton Chamber of Commerce published the Hamilton Economic Report, which presented a candid look at local private sector sentiment.
- The purpose of the 2019 HER was to capture the mood of Hamilton businesses, particularly as it relates to the provincial economy.
 - Over half of respondents cited the high cost of living (56%) as one of the primary reasons for their lack of confidence in Ontario's future.
 - Hamilton businesses are not satisfied with existing public transportation infrastructure; 1 in 4 respondents rated existing public transportation infrastructure "poor", in terms of its ability to meet organizational needs.

POLICY WIN: ONTARIO CHILDCARE REBATE

- In our pre-budget submission, the Hamilton Chamber recommended the provincial government implement the proposed Ontario Childcare Rebate.
- Since the gap between labour supply and demand impedes economic growth, the Hamilton Chamber emphasized how providing access to childcare increases the participation of women in the workforce, which in turn increases family earnings, fills job openings, and contributes to the growing Ontario economy.
- This pre-budget submission was heard. The Ontario Childcare Access and Relief from Expenses (CARE) tax credit was announced, which provides rebates to families with incomes of up to \$150,000 for childcare expenses.

POLICY WIN: ELECTRONIC PROOF OF INSURANCE

- Financial Services Commission of Ontario formerly required drivers to provide their printed proof of auto insurance. The Chamber successfully advocated for the provincial government to allow insurers to offer electronic proof of auto insurance.
- Policyholders now have the option of displaying their proof of insurance (pink slip) electronically.

POLICY WIN: OPEN TENDERING

- The Chamber has advocated that provincial legislators amend the Labour Relations Act to enable fair and open tendering for public infrastructure projects. The Act prevented some municipalities from openly tendering and procuring construction projects. As a result, up to 70% of the industry was unable to compete for work on publicly owned and publicly funded projects, inflating construction costs by as much as 30%.
- The Province amended the Act to explicitly deem public bodies, including municipalities, as "non-construction employers", thereby opening procurement.



LIST OF PAC MEMBERS

- **Richard Koroscil** (Chair)
Korlon Strategic Services
- **Carmela Trombetta**
RBC Royal Bank
- **Larissa Fenn**
Hamilton Port Authority
- **Anne Tennier**
Canadian Centre for
Occupational Health & Safety
- **Ed Fothergill**
Fothergill Planning and
Development
- **Aaron Levo**
Hamilton Health Sciences
- **Aaron Scheewe**
Capital Hill Group
- **Nick Switalski**
McMaster University
- **Hillary Dawson**
Mohawk College
- **Henry Weigel**
ArcelorMittal Dofasco

“

The Policy and Advocacy Council includes some of Hamilton’s most accomplished policy, public affairs, and communications professionals.

Our focus for 2019 has been on the initial implementation of the Chamber’s multi-year policy and advocacy strategy that was approved by the Chamber’s Board of Directors last year. As well, we addressed ad hoc issues that came up throughout the year.

Some good progress has been made and the work is expected to pick up speed in 2020. I encourage our Chamber Members to follow our implementation and to get involved where they can. We will be asking some of you to help with this important work.”

***- Richard Koroscil,
Policy and Advocacy Council Chair***

Annual Special Events



2019 BUSINESS AFTER BUSINESS HOSTS

- dpai architecture inc. (January)
- Collective Arts Brewing (February)
- Radius (March)
- Dr. Bob Kemp Hospice (April)
- Tourism Hamilton (May)
- Westinghouse HQ (June)
- Scottish Rite (July)
- BATL - Backyard Axe Throwing League (August)
- Banko Media (September)
- Homewood Suites (October)
- Equal Parts Hospitality (November)

OUTSTANDING BUSINESS ACHIEVEMENT AWARDS (OBAA)

In March, a sold-out crowd of Chamber supporters attended the annual OBAA's to celebrate excellence in Hamilton business. Awards were presented to:

- Hamilton Technology Centre (Small Business)
- CARSTAR, The LC Group (Mid-Sized Business)
- Hamilton International Airport (Large Business)
- Mark John Stewart, FlyPrint (Young Entrepreneur)
- VON Canada (Not-for-Profit)
- Hamilton Tiger Cats (Accessibility)
- St. Joseph's Villa, Hamilton Tiger Cats (Century)



HAMILTON COMMUNITY AWARDS & ANNUAL GENERAL MEETING

At our AGM, members were updated on the Chamber's activities and financials, and introduced to the new Board of Directors.

The AGM was followed by the *RBC Royal Bank Citizen of the Year* ceremony where we recognized **Graham Crawford**. We also recognized *Youth Citizen of the Year* to **Lucas Gordon**.



AN EVENING WITH FORMER FIRST LADY MICHELLE OBAMA

In October, we held the biggest event in Hamilton Chamber history. We hosted **Former First Lady, Michelle Obama** to a sold out crowd of over 13,000 people at FirstOntario Centre.

"Her message of a renewed sense of purpose, passion, and energy resonated in all corners of our community."



AMBITIOUS CITY

In December, we hosted **Toronto Mayor John Tory** for our annual Ambitious City event. Mayor Tory gave an address, providing the state of the region, followed by a fireside chat with Mohawk College President, Ron McKerlie. The conversation covered an array of city-building topics, including regional collaboration between the two GTHA anchor communities.





MAYOR’S BREAKFAST

Held in April, **Mayor Fred Eisenberger** addressed a sold out crowd at Liuna Station. He discussed important issues affecting the city of Hamilton today including infrastructure, transit, and the municipal budget.



CITY MANAGER’S BREAKFAST

Held in October, Hamilton’s new City Manager, **Janette Smith** addressed a sold out crowd at the Sheraton. She discussed important issues affecting the city today and how she plans to navigate through her new role as Hamilton’s City Manager.





Sold-out City Building Events

Thank You to Our Long-term Members

25+ YEARS

- 1087338 Ontario Limited O/A TNG
- Admiral Inn
- Aecom Canada Ltd.
- Airways Transit Service Limited
- Alectra Utilities Corporation
- Ancaster Mill
- Andrew Peller Limited
- ArcelorMittal Dofasco G.P.
- Armagh Cash Register Ltd.
- Art Gallery of Hamilton
- Bank of Nova Scotia Commercial Bank
- BDO Canada LLP
- Bell Canada
- Binatone System Solutions
- BMO Bank of Montreal Hamilton
- Brownlow Partners
- Cable 14/TV Hamilton
- Career Compass Canada/CPI Partner Firm
- Carmen's Group
- Carole & Roy Timm Photography
- Carstar Canada
- CIBC
- City of Hamilton
- Cogeco Connexion
- Corus Radio
- Dan Lawrie Insurance Brokers
- Deloitte
- Desantis, A. Real Estate Ltd.
- Dignity Memorial Funeral Homes
- Dominion Lightning Rod Co. Ltd.
- Dundas Valley Collision Centre & Glass Inc.
- Effort Trust Company
- Electrical Const. Assn. of Hamilton
- Enbridge Gas
- FirstOntario Credit Union Ltd.
- Fluke Transportation Group
- Fothergill Planning & Development Inc.
- Fox 40 International Inc.
- Goodwill, The Amity Group
- Grant Thornton LLP
- Groves, Wm. Limited
- Guyatt & Moffatt
- Hamilton & District Apartment Assoc.
- Hamilton Halton Construction Assoc.
- Hamilton Health Sciences Foundation
- Hamilton International Airport Ltd.
- Hamilton Police Service
- Hamilton Public Library
- Hamilton Spectator, The
- Hamilton-Oshawa Port Authority
- Hamilton-Wentworth Catholic District School Board
- Hamilton-Wentworth District School Board
- Heritage Weddings
- Hillfield Strathallan College
- HSBC Bank Canada
- Inch Hammond Professional Corp.
- Industry Education Council of Hamilton

- Jackson Square/Real Properties
- John Deere Canada ULC
- Knights Beach Resort
- KPMG
- MacKay Brehm & Smith Chartered Accts. Prof., Corp.
- Marsales, Judy Real Estate Ltd.
- Martin-Stewart Contracting Ltd.
- McMaster University
- Mechanical Contractors Association Hamilton Niagara
- Mohawk College
- Mongeon, Joyce - Private
- Mountaineer Movers Ltd.
- Neighbour to Neighbour Centre Hamilton
- Netaccess Systems Inc.
- NRG Consultants Inc.
- Old Republic Insurance Company of Canada
- Otis Canada Inc.
- Pearson Dunn Insurance Inc.
- Pelech, Otto, Powell & Ketsetzis
- Proforma Battlefield Advertising
- RBC Royal Bank
- REALTORS Association of Hamilton Burlington
- Shakespeare's Steak & Seafood
- Sheraton Hamilton Hotel
- Simpson Wigle LAW LLP
- Skyway Life Insurance Brokers Inc.
- Smurlick, Saul
- Soletanche Bachy Canada
- Sutherland's Pharmacy
- Taylor Leibow LLP Chartered Professional Accountants
- TD Commercial Banking
- The Hamilton Academy of Medicine
- The Morris Law Group
- Today's Family-Caring For Your Child
- Traynors Bakery Wholesale
- Turkstra, Herman
- Unified Engineering.Com Corp.
- United Way Halton & Hamilton
- Vine & Partners LLP
- YMCA of Hamilton/Burlington/Brantford

20+ YEARS

- 2WA Consulting Inc.
- Adult Basic Education Association
- Adventure Marketing Solutions Inc.
- Ambulatory Footwear
- ARYZTA Limited
- Assante Wealth Management Ltd.
- BarterPay Canada Inc.
- Behaviour Innovations
- Boyak & Associates Limited
- Cadillac Fairview Corp. Ltd., CF Lime Ridge Mall
- Canadian Process Serving Inc.
- Canadian Warplane Heritage Museum
- Cowan Insurance Group
- David Hector

- Denninger, R. Limited
- Desjardins Financial Security Independent Network
- Express Employment Professionals
- Flamboro Downs Limited
- Flamborough Hills Golf Club
- Four Points by Sheraton
- Good Shepherd Centre Hamilton
- Gowling WLG (Canada) LLP
- Graybar Electric (Ontario) Ltd.
- Greenhorizons Sod Farms
- Hamilton Community Foundation
- Hamilton Health Sciences
- Hamilton Tiger-Cats, The
- Harte & Lyne Limited
- Heritage Home & Janitorial Services
- IBI Group
- Ira McDonald Construction Ltd.
- JNE Consulting Ltd.
- Lydia Y. Lee, Chartered Accountant
- Michelangelo Banquet Centre
- Miller, David Golf Enterprises
- Mission Services of Hamilton
- MJS Communications
- Mort Snider Enterprises Limited
- P&A Plastics Inc.
- Park Place Real Estate, Limited Partnership
- PATH Employment Services
- Pitton Plumbing & Heating Inc.
- Policy Planning Plus Inc.
- Redeemer University College
- Scotia Wealth Management
- Sobotek Ltd.
- St. John Ambulance Ham-Went. Branch
- St. Joseph's Healthcare Foundation
- Tandia Financial Credit Union
- Tapajna, Andrew
- Theatre Aquarius Inc.
- TRIOS College Business Technology Healthcare
- Triple Crown Enterprises Ltd. (TCE)
- Via Rail Canada Inc.
- Willow Valley Golf Course
- Workforce Planning Hamilton

15+ YEARS

- Acumen Insurance Group Inc.
- Affinity Biologicals Inc.
- Allegra
- Anderson Ferrum Corporation
- Athens Printing
- Banko Media
- Battlegoat Studios
- Bay Area Restoration Council
- Beattie Business Products
- Beau Monde Productions
- Bragoli, Bruno
- brownlaw
- C.A.M.U.L. Building Corporation
- Cafe Limoncello

- Canadian Asphalt Industries Inc.
- Carego Tech
- Carson, Mac W.
- CBRE Limited
- CHCH TV
- Claremoore Refrigeration
- College Boreal
- Community Living Hamilton
- Contanda Canada Inc.
- Copetown Woods Golf Club Inc.
- Creagh & Coe
- Don Luzzi Sales/Marketing
- Duke Electric Ltd.
- Dundas Financial Centre
- Dunham Group Inc.
- Durward Jones Barkwell & Company
- Edward Jones
- Elements Casino Flamboro
- Epiphany Coaches Inc.
- Ewer, Mark
- Falla Cartage & Movers Ltd.
- Grand & Toy Hamilton
- Habitat for Humanity Hamilton
- Hamilton Club, The
- Hamilton Food Share
- Hamilton Literacy Council
- Hamilton Petro Pass
- Hamilton Technology Centre
- I2b Global Inc.
- Impressive Printing
- Innovative Traffic Solutions Inc.
- Interval House of Hamilton
- Labourers' International Union #837
- Landtek Limited
- Laserage Inc.
- Liburdi Engineering Limited
- Liuna Gardens - Extraordinary Events
- Lock Hut Ltd., The
- McQuistan Chiropody Professional Corporation
- Megna Real Estate
- Multi-Area Developments Inc.
- Niagara Caregivers & Personnel Ltd.
- Oil Filtration Specialists Inc.
- Pacific Plumbing & Pumping Services Inc.
- Peto MacCallum Ltd.
- Powergroup Communications
- Raintree Irrigation
- Rennie Climate Care
- Residence & Conference Centre
- RIMS Transport
- Robert Soper Ltd.
- Roberts Technical Services
- Ross & McBride LLP
- Rothsay
- Silvestri Investments
- Sonic Unyon Records & Distribution
- St. Joseph's Villa Foundation
- Streetseen Media
- Superior Boiler Works & Welding Ltd.

- Terrapure Environmental
- The Salvation Army Public Relations & Development
- Thinkr Marketing Group
- Tourism & Culture Division
- Triovest Realty Advisors Inc.
- Waste Connections of Canada Inc.
- Wesley
- Westjet Airlines
- Wood Environment and Infrastructure Solutions
- YWCA Hamilton

10+ YEARS

- Abbington Financial Group
- Aberwin Realty Inc.
- Alfa Paper Products Inc.
- Alfonsi-Torosantucci Insurance Ltd.
- Amica at Dundas
- Ancaster Agricultural Society
- Ancaster BIA
- Ancaster Pain Relief
- Bay Gardens Funeral Home
- Big B Comics
- Big Bee Corporation
- Billings, Colleen
- BNI Golden Horseshoe
- Bosanac Heating and Electric Ltd.
- Bullard Construction
- Canadian Payroll Association
- Carm's Hair Essentials/Salon Joseph O/A 1389866 Ont. Ltd.
- Chickworks Inc.
- CoBALT CONNECTS
- Countrywide Recycling Inc.
- Cowan, R. Ian
- Dessco Countertops
- Dillon Consulting Limited
- Dr. Bob Kemp Hospice
- Dr. Michelle Sala & Associates
- Duffus Consulting
- Edge's Roofing Co.
- Envirotech Associates Ltd.
- Eva Skin & Beauty Centre Limited
- For Business Sake
- Frisina Group
- G. S. Dunn Limited
- GB Taxes And Accounting Professional Corporation
- Geoff's I.T. Products & Services
- GFL Environmental Inc.
- Gowling WLG
- Grand River Employment & Training
- Greening Marketing
- Hamilton Arts Council
- Hamilton Psychological Services
- Hamilton Waterfront Trust
- Heart and Stroke Foundation
- Homewell Senior Care
- Interpipe Inc.

- John Howard Society of Hamilton Burlington Area
- KOM Consultants
- Krown Rust Control
- L & R Shelters Inc.
- Lafarge Canada Inc.
- LMI Canada Inc.
- Mabel's Labels
- Marquis Gardens Hamilton
- Marquis Gardens Grande Ancaster
- McMaster Innovation Park
- Meridian Credit Union, Barton Street
- Meridian Credit Union, Jackson Square
- Meridian Credit Union, Wilson Street
- Metrolinx
- Morison Insurance Brokers Inc.
- MSI Spergel Inc.
- Nadeem Ahmed, CPA
- Omni Basement Systems
- Ozlo's Repair Shop
- Paramount Family Chiropractic
- Performance Lexus
- Publicity Works
- R. Allen Consulting Group
- Randen Electric Systems
- Royal Botanical Gardens
- Sanimax/ABP Inc.
- Smith's Funeral Home
- Soundbox Productions
- Splitsville Entertainment - Family Entertainment Center
- Staples Business Depot - Upper Wentworth
- Stephen J. Dunn Insurance Agency Ltd.
- SUEZ Water Technologies and Solutions
- Taylor & Martyn Mediators
- The Cleaning House
- Third Party Labour Leasing Inc.
- Tik Tok Print & Design
- Trade Link International Ltd.
- Triple R Inc.
- Ukrainian Credit Union Limited
- VanDuzer Painting & Decorating Inc.
- Winmar
- Woytkiw Haulage Ltd.

5+ YEARS

- A.H. Burns Energy Systems Ltd.
- A.S. Security & Surveillance Inc.
- Advanced Office Solutions
- Agro Zaffiro LLP
- Amber Routten-Mitchell Design
- Ancaster Self Storage
- Ancaster Toyota
- Argyll Regimental Foundation (The Argyll and Sutherland Highlanders of Canada)
- AS Advertising
- Bay Area Health Trust Administration
- Benefect Corp.
- Best Western Premier C Hotel By Carmens

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- Better Events Management Group Inc.
- Bill Beattie, Royal LePage State Realty
- Boston Pizza
- Brisbin, Ian C/O Mackesy Smye LLP
- Burnside Insurance & Financial Services Ltd.
- Business Development Bank of Canada
- Canada Brokerlink Ontario Inc.
- Canadian Blood Services
- Cancer Assistance Program
- Carrothers & Associates Inc.
- City of Hamilton - Employment Placement
- City of Hamilton, Office of the Mayor
- City Window & Glass
- Coach and Lantern
- COCO NET Inc., Physical Asset Life-cycle Management (PALM)
- Coffee News
- Core Entertainment - Spectra Venue Management
- Core Urban Inc.
- Costco Wholesale Inc.
- Countertop Makeovers
- Culligan Water
- Diesel Impex Inc.
- Double J's Tax
- dpai architecture inc.
- Dundas Museum & Archives
- Dundas Self Storage
- Eaton Industries (Canada) Company
- Eliad Holdings Inc.
- Employment Hamilton
- Enbridge Pipelines Inc.
- Envision Landscapes
- Exclusive Services
- First Data
- FirstOntario Business Services
- FirstOntario Insurance Brokers Inc. (Home/Auto/Commercial)
- Flat Rock Cellars
- FlyPrint
- Focus Management
- GSP Group Inc
- Ham. Industrial Environmental Assoc. (H.I.E.A.)
- HAMBGR
- Hamilton District Christian High
- Hamilton Philharmonic Orchestra
- Hamilton/Burlington SPCA
- Heron Creek Yoga & Fitness
- Homewood Suites By Hilton Hamilton
- HRPA
- Hunter Business Forms Inc., Print & Promotion
- iCleaners Commercial Cleaning Services Inc.
- Image Honda
- Innovation Factory
- International Village BIA
- Intrigue Media Hamilton
- Investors Group Financial Services Inc.
- ITS Hamilton
- Jacob Ellens & Associates
- Jeff's at Work Office Furniture
- Joseph Haulage Canada Corp.
- Kinnections Health Services Inc.
- KITESTRING
- Korlon Strategic Services Inc.
- Kumon Math & Reading Hamilton West End
- L3M Freight Solutions Inc.
- La Piazza Allegra
- Lax Iron And Steel Limited
- Lensmakers Optical Inc., The
- Les Petites Pommes
- Liberty for Youth
- Line-X Hamilton
- Localwork.ca
- Mantecon Partners Inc.
- March Enterprises
- Mark Preece Family House
- Marta Hewson Photography
- Maximum I.T. Solutions
- McCallumSather
- Meridian Commercial Credit Union, Jackson Square
- Meridian Credit Union, Rymal Road East
- Meridian Credit Union, Regional Road 56, Binbrook
- Meridian Small Business Credit Union, Jackson Square
- Meridian Small Business Credit Union, Rymal Road East
- Metro Loop
- Momentum Credit Union
- Momentum Fitness Club
- MPP, Hamilton Mountain
- MTE Consultants Inc.
- Mulberry Street Coffee House
- New Electric Enterprises Inc.
- New Motto
- NICHE for design inc.
- Nicole Matthews Professional Corporation
- Nor-Word Text Services
- Olivieri Foods
- Outsource IT
- PV&V Insurance Centre Ltd.
- Pace Credit Union
- Papa Leo's Restaurant
- Parallel Digital Studio Inc.
- Patel Wealth Management Group - NBF
- Pat's Party Rentals Limited
- People Ready
- Personal Service Coffee of Hamilton
- Pinchin Ltd.
- Pipeline Studios Ltd.
- Posh Professional Cleaning Services
- Queenston Chevrolet Buick GMC
- Radius
- RBC Wealth Management - Dominion Securities
- Re/Max Escarpment Realty
- REfficient Inc.
- Reprodex
- Robbinex Inc.
- Royal LePage State Realty Brokerage - Larry Szpirglas
- Sandler Training
- Scarfone Hawkins LLP
- Skyline Reflections Inc.
- Software Hamilton
- Stage Right
- Stansbury & Company Professional Corporation
- Staples
- Staples, Ancaster
- Staybridge Suites Hamilton-Downtown
- Steeped Tea
- Sustainable Hamilton Burlington
- T. Litzen Sports Ltd.
- The Aberdeen Tavern
- The Bruce Trail Conservancy
- The Burnt Tongue
- The Cotton Factory
- The Doyle Team, Your Real Estate Professionals
- The Seedworks
- The Thornton Group
- Thomas Solutions
- Tim Hortons
- Tim Hortons Binbrook
- Toronto Tank Lines
- Uptown Business Club
- UrbanCore Developments Inc.
- UrbanSolutions Planning & Land Development Consultants Inc.
- Vipond Inc.
- Virk Personal Injury Law
- VON Hamilton
- Vrancor Group
- Waterdown Mini-Storage
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- McMaster Innovation Park
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- MTE Consultants Inc.
- Niagara Caregivers & Personnel Ltd.
- Old Republic Insurance Company of Canada
- P&A Plastics Inc.
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- Portage M&A Advisory
- RBC Royal Bank
- Redeemer University
- Renegade Xtreme Fitness
- RIMS Transport
- Sanimax/ABP Inc.
- Sheraton Hamilton Hotel
- Skyway Life Insurance Brokers Inc.
- St. Joseph's Healthcare Foundation
- Taylor Leibow LLP Chartered Professional Accountants
- Terrapure Environmental
- The Morris Law Group
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