



# 2020 ANNUAL REPORT



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905-528-6391

#### **Binbrook Marketplace Branch**

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905-692-8359

#### **Jackson Square Branch**

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#### **Stoney Creek Branch**

259 Queenston Road  
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# **ANNUAL REPORT MAP**

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# A WORD FROM OUR LEADERS



**LOUIS GRILLI**  
Hamilton Chamber  
Chair

My first year as Chair of the Chamber Board has not been what I had anticipated. The World Health Organization declared the global Coronavirus pandemic less than a week after my swearing in at last year's Hamilton Chamber AGM.

In those first few weeks there were more questions than answers. The biggest two were: 1) How were we going to survive financially as our members felt the pinch of COVID?, and; 2) As our events calendar for 2020 was torn up, how do we continue to deliver on one of the greatest strengths of the Chamber - its convening power?

I watched with awe as the focus of the Chamber shifted overnight to assist our membership in navigating our new reality. Chamber staff pivoted our operations to a digital focus and the Chamber quickly became the go-to resource for everything to do with COVID and its impacts on our membership. The creation of Chamber TV and the COVID-19 Microsite are of particular note.

The events and protests that occurred over the summer, found the Chamber emerging as a thought leader within the business community. We took a look at our own makeup as an organization and realized we still had work to do to make the Chamber a true reflection of our community.

Our relationships with the Canadian Gay and Lesbian Chamber of Commerce and the Canadian Black Chamber of Commerce guide us on this journey and allow us to help our membership evolve their businesses to be a true reflection of the society that we serve.

Despite my first year as Chair not being what I had anticipated, it has been one of the most rewarding years I have had as a member of the Chamber Board. We dealt with global events that shook our community to its very core and continue to do so. 2020 was the 175th anniversary for our esteemed institution; though the parties and festivities were cancelled, the success of the Chamber through 2020 was the greatest way to celebrate the organization's relevancy and importance to our community.



What was to be a year of celebration for the Hamilton Chamber of Commerce ended up being a year we will certainly never forget.

During the first quarter of 2020, we wrapped up a highly-successful 2019, held a day-long organizational strategic planning session and then conducted the 2019 AGM. It was then time to begin executing our calendar of big events, including the exciting plans we had to celebrate the 175th anniversary of the founding of Hamilton's oldest institution.

**Then, all plans melted away.**

When a war breaks out, you better have the best people armed with the best equipment with you in your foxhole. In last year's CEO message, I reported, "we have all the right people in the right positions" and "we've implemented empowering technological tools"; and for the rest of 2020, that made all the difference to the survival of the organization and our members.

Within days of the first lockdown, the Chamber team had a COVID-19 Microsite up-and-running and we were **suddenly Hamilton's top experts on local, provincial and federal pandemic policies.** With our strong relationships with the City of Hamilton and through our provincial and federal chamber networks, we were immediately advocating for measures that would help Hamilton's businesses and workforce, both during and after COVID. Government was listening to our voice and adopting our solutions.

The one thing we can say about 2020 is that it accelerated our digital transformation. Over the years, we talked a lot about some sort of "Chamber

TV", but there were always excuses. Within a week of lockdown, we were broadcasting from my kitchen counter and, over the course of 2020, we created hundreds of hours of informative broadcast content.

But, the best thing we can say about 2020 is that **we survived and the organization and the staff are stronger for it.** The federal wage subsidy helped greatly. In fact, it did for us it exactly what it was designed to do, which was to allow a talented Chamber staff to focus on our mission to serve our members and our community.

While 2020 was supposed to be a celebration of an important Hamilton institution's longevity, it became instead a great reminder of why such an association exists. As I said often in our Chamber TV episodes, over the course of its 175 years, the Chamber has provided leadership through all the ups and downs in Hamilton's history. COVID was a good reminder that there is strength in numbers, and that **when times are uncertain, the Hamilton Chamber of Commerce is a steadfast advocate for its members and our economy.**

With the consistent support from our members and sponsors, and the enormous efforts from our directors, staff and volunteers, surely as long as there is a Hamilton, there will be a Hamilton Chamber of Commerce.

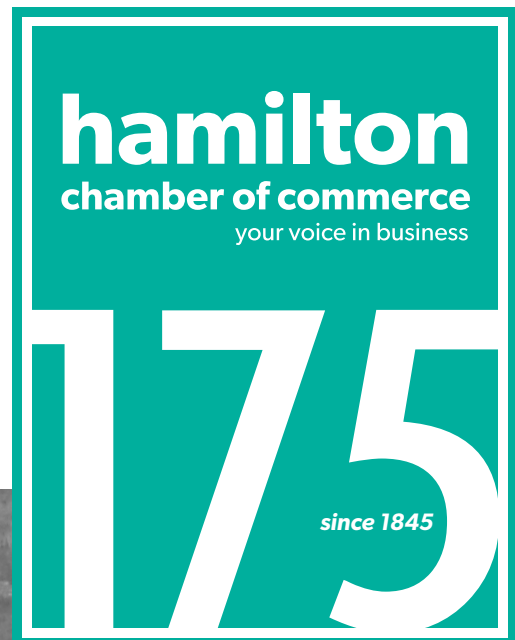


**KEANIN LOOMIS**  
Hamilton Chamber  
President & CEO



# YOUR VOICE IN BUSINESS

*For 175 years, we've been facilitating connections and collective action to strengthen the economic engine of our community.*



# BENEFITS OF JOINING THE CHAMBER

*While there are many reasons to be a part of Hamilton's oldest and most vibrant business association, here are a few ways in which we work hard to support your organization. For more information about membership and benefits, contact our Membership Team: Sherri Rinaldi or Paul Hawkins.*

## 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 gatherings.

## 4 BUSINESS COMMUNITY ADVOCATE

We advocate on your behalf 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 cards, Grand & Toy office supplies, and BarterPay.

## 7 MEMBER-TO-MEMBER DISCOUNTS

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

## 8 MEMBER EVENTS & BULLETIN BOARD

Opportunity to share news and events through the Chamber's online Bulletin Board.



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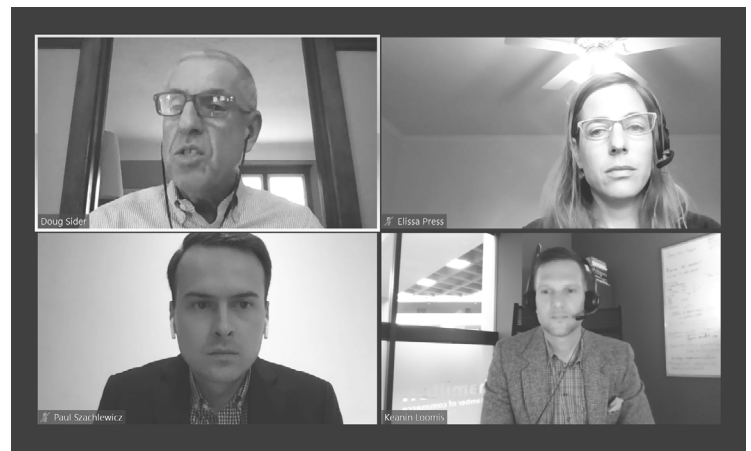
# COVID-19 SUPPORT FOR BUSINESSES

*An unprecedented year calls for new and innovative ideas. In addition to moving almost all of our 2020 events to a virtual format, the Hamilton Chamber executed on a number of digital initiatives to support businesses and help them navigate COVID-19 in a timely manner.*

## COVID-19 MICROSITE FOR BUSINESS

In March, the Hamilton Chamber, along with the City of Hamilton and other local chambers, quickly and collaboratively launched a one-stop COVID-19 Microsite to assist Hamilton businesses in navigating through the COVID-19 pandemic. The Microsite featured up-to-date information on COVID-19, government assistance resources, support for small businesses, employment and legal resources, and much more. It received over 31,000 page views.

The Microsite has since been upgraded and is now known as the COVID Concierge for Business. Visit [hamiltoncovidconcierge.ca](https://hamiltoncovidconcierge.ca) to learn more.



## TOTAL IMPACT

# 54

**CHAMBER TV & VIRTUAL OPEN  
FORUMS HELD FOR THE HAMILTON  
BUSINESS COMMUNITY**

# 102

**LOCAL HAMILTONIANS FEATURED  
AS GUEST SPEAKERS & PANELISTS**

# 3240

**MINUTES OF CONTENT**

## VIRTUAL OPEN FORUMS

A week following the state of emergency order from the province, the Chamber quickly executed its first Virtual Open Forum for Business, providing a direct line for our members to ask questions and express their concerns with regard to COVID-19.

Hosting over 30 webcasts, our Open Forums played an important role in keeping local businesses informed about financial support measures and other offerings from the government to keep them afloat and stimulate the economy.

The Chamber forged a partnership with Cable 14 and the local station aired our Open Forums three times a week on television.

Our webcast series wound down over the summer, but in September we were back at it. The Chamber moved to a new format, co-producing a formal TV series with Cable 14 called Chamber TV.



## ROADMAP TO RECOVERY

This collaborative series with Cable 14 was hosted by Mike Fortune and featured hour-long profiles on local small to medium sized businesses to discuss their innovative and creative strategies on rebounding from COVID-19.

We aired 8 episodes over the summer and interviewed 20 businesses.



## CHAMBER TV

In September, we built on the success of our Virtual Open Forums and launched a formal television and web series on Cable 14 called "Chamber TV".

Comprised of interview-based segments and hosted by Keanin, Chamber TV featured members of the Hamilton business community for discussions on current affairs, economic recovery and business continuity. We aired 13 episodes and hosted 30 guests.



***Our television & web series featured a variety of guest speakers from all across Hamilton, representing various sectors and industries.***







Up-to-date  
online resource  
for businesses.



Hamilton businesses, call the COVID Concierge: 905-521-3989.

Phone line open Monday to Friday, 8:30am to 4:30pm.

Built by Hamiltonians, for Hamiltonians.

The Hamilton COVID Concierge for Business is brought to you by the Hamilton COVID Concierge Team, comprised of the City of Hamilton and the Hamilton, Stoney Creek, and Flamborough Chambers of Commerce.





# COVID-19 RECOVERY INITIATIVES

## ASSESSING EMPLOYMENT DISPARITIES AMONG HAMILTON WOMEN DURING COVID-19

Launched in October through funding from the Ontario Labour Market Partnership, this research initiative is looking to understand and address the gender disparities that COVID-19 has had on women in our local labour market.

With the support of our partners, the project hired a researcher and a project coordinator, conducted a thorough literature review, and began preparations for 2021 community outreach. Together, we will develop tangible policy recommendations that help women re-enter and remain in the workforce.



This project is funded in part by the Government of Canada and the Government of Ontario.

Ontario  

## DIGITAL MAIN STREET

The Hamilton Chamber ran its second iteration of Digital Main Street (DMS), a program funded by the Province of Ontario and FedDev Ontario in partnership with OBIAA, designed to help main street small businesses achieve digital transformation and begin the work of economic recovery into 2021.

DMS provides qualifying businesses with workshops and access to a \$2,500 grant to assist with the costs of adopting the technologies needed to promote themselves online.

Throughout this second iteration of the Digital Main Street program, 170 local businesses were granted funding to boost their online presence and pivot their business models to online platforms - investing over \$400,000 into Hamilton's digital footprint!

The program will continue to provide main street small businesses support in accelerating their digital transformation initiatives into 2021.



# ANNUAL SPECIAL EVENTS

***Prior to the pandemic, the Hamilton Chamber was only able to host three events in person: two BAB's (Village of Wentworth Heights, Jet Propelled) as well as our 2020 AGM where the 2020/2021 Board of Directors were sworn in and the Canadian Gay & Lesbian Chamber of Commerce delivered a keynote.***

## OUTSTANDING BUSINESS ACHIEVEMENT AWARDS (OBAA)

The show must go on! We moved our annual March OBAA Gala to a virtual live event on Cable 14. We celebrated excellence in business and awards were presented to: The Millionaire's Daughter, Cable 14, Gowling WLG, ALP Training Institute, Hamilton Music Collective, Interval House of Hamilton, Fluke Transportation and KPMG.



## MAYOR FRED'S STATE OF THE CITY

In a first-of-its-kind format, we hosted our Mayor's Breakfast virtually. The event featured a State of the City address by His Worship, Mayor Fred Eisenberger, followed by a Q&A with Celeste Licorish. Mayor Fred addressed pandemic economic recovery, transit, poverty reduction, and city finances. The broadcast was filmed by and aired on Cable 14.

## 60 MINUTES WITH THE CITY MANAGER

In December, we worked with Greening Media to produce "60 Minutes with the City Manager" – an in-depth interview with Hamilton's City Manager, Janette Smith, led by our President & CEO, Keanin Loomis. The video provides a rich history of Janette Smith from growing up on a farm in Hamilton, challenges that she has faced over the course of her short tenure and how her time working in Public Health has prepared her for the COVID-19 pandemic.







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B U S I N E S S

# POLICY & ADVOCACY

Since our inception in 1845, the Hamilton Chamber of Commerce has served as a city-building institution and the definitive voice of the local business community. Throughout our 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 COVID-19 pandemic has brought unprecedented challenges to our local economy and continues to significantly impact business operations for many sectors. The Chamber consistently provided rapid policy updates for our members on the ever-changing operational restrictions and government resources available, underscoring the value of our policy and advocacy work.

Throughout the course of the past year, the Chamber has actively engaged with all levels of government to influence policy responses to the pandemic through multiple consultations, roundtables and formal submissions.

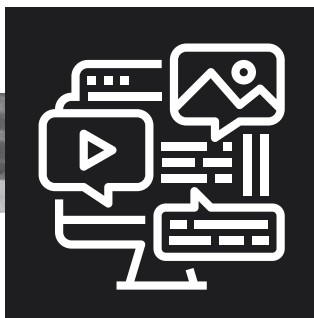
The Chamber's advocacy efforts are reflective of the priorities of our membership and wider business community developed through the professional expertise of volunteers on our Policy and Advocacy Council. Together, the input and priorities of these groups shape the implementation strategy of Chamber staff in 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.

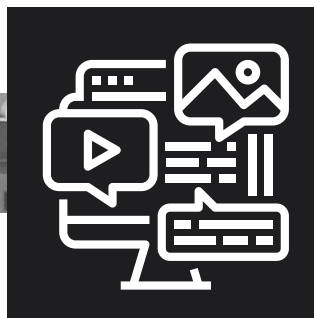
***Members of the Hamilton Chamber are encouraged to get in touch with our Policy & Government Relations Advisor, Paul Szachlewicz, to share their expertise and priorities.***



## HOW POLICY STAFF CAN SERVE YOU



**Government  
funding  
opportunities and  
support**



**Regulatory and  
policy updates**



**Strategic advice  
for government  
relations**

## MAKING A DIFFERENCE

- Over **100** features in print, online radio and television media in 2020.
- Reached each of our **over 1,000** members by phone during COVID-19 to check in and see how they are faring.
- 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 engage regularly with Queen's Park and Parliament Hill officials.
- We work **collaboratively with our provincial and federal counterparts** within the Ontario Chamber of Commerce (OCC) and the Canadian Chamber of Commerce (CCC).
- We develop **evidenced-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.



# POLICY & ADVOCACY COUNCIL: YEAR REVIEW

## COVID-19 SUPPORT FOR BUSINESS

Throughout 2020, much of the Hamilton Chamber's policy and advocacy efforts were dedicated to addressing the varied pandemic related challenges facing businesses in our community. Of particular note, businesses were forced to rely on government funding support programs due to operating restrictions implemented under lockdown orders. The Chamber served its membership by helping businesses navigate program eligibility and oftentimes complex application processes, in addition to consulting with federal, provincial and municipal partners on suggested improvements to existing business support programs.

## NATIONAL UNIVERSAL BASIC INCOME RESOLUTION

The Chamber received national endorsement from the Canadian Chamber of Commerce calling on the federal government to launch a nationwide basic income pilot project. During the previously cancelled provincial basic income pilot project, a McMaster University study found that 80% of local recipients reported feeling more motivated to find better jobs during the pilot. Combined with the learnings from the Canada Emergency Response Benefit (CERB), a pilot could assess everything from costs, to benefits, to challenges of a nationwide basic income social assistance program.

## HAMILTON TRANSPORTATION TASK FORCE REPORT

Following the Provincial government's December 2019 cancellation of the Hamilton Light Rail Transit (LRT) project, the Chamber immediately got to work on pursuing a recommitment to higher order, intra-city for the City of Hamilton. Within months, the Ministry of Transportation appointed a Hamilton Transportation Task Force (HTTF) to study the impact of various transportation investments in the City in consultation with local community partners. As confirmed by the previous ten years of locally conducted study, and consistent with the Chamber's advocacy, the HTTF found that higher order, intra-city transit such as the originally envisioned LRT project remains the best investment for our community.

## MAYOR'S TASK FORCE ON ECONOMIC RECOVERY

The Hamilton Chamber of Commerce participated in Mayor Eisenberger's Task Force on Economic Recovery, which provided multi-sectoral leadership and direction to guide Hamilton's economic recovery in the immediate aftermath of the COVID-19 pandemic. The task force developed an action driven plan to position the community for sustainable and equitable economic growth. Moreover, a specific deliverable of the task force includes the launch of a dedicated one-stop resource service for COVID-19 related information for local businesses that will be operated by the Hamilton Business Centre and the Hamilton, Stoney Creek and Flamborough Chambers of Commerce. That resource is the COVID Concierge, which can be accessed at [hamiltoncovidconcierge.ca](https://hamiltoncovidconcierge.ca).



## PAC MEMBERS

- **Richard Koroscil (Chair)**  
Korlon Strategic Services
- **Carmela Trombetta**  
RBC Royal Bank
- **Larissa Fenn**  
Hamilton Oshawa 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
- **Henry Wegiel**  
ArcelorMittal Dofasco
- **Michael Ras**  
Meridian Credit Union
- **Alyson Rowe**  
St. Joseph's Health System
- **Michael Frisina**  
Alectra Utilities
- **Bianca Caramento**  
Bay Area Climate Change Council



## TAKING AIM AT CLIMATE CHANGE

Led by the Hamilton Chamber, with financial assistance from The Atmospheric Fund and Mitacs, our initiative identified select opportunities to harness local industrial waste heat and apply it to new uses, including district heating. The final report cites the economic, environmental, and social benefits that can be derived from unlocking additional value from thermal energy available within Hamilton's Bayfront Industrial Area and elsewhere. Equally important, it contributes to a growing set of actions among manufacturers to transition to a low carbon future. Special thank you to member organizations of the Project Working Group: Enbridge Gas, HCE Energy Inc., Hamilton-Oshawa Port Authority, and McMaster University's W Booth School of Engineering Practice and Technology, and to the six participating manufacturers.

***"The Policy and Advocacy Council's accomplished policy, public affairs and communications professionals continued their important work in 2020 in responding to COVID-19."***

***Looking forward to 2021, PAC's work will focus to ensure that Hamilton's business community is well represented, as the government stages our collective economic recovery."***

*- Richard Koroscil,  
Policy and Advocacy Council Chair*



**We thank all of our healthcare workers for their unwavering commitment during this unprecedented time. Your courage and compassion is extraordinary.**

**Wishing our community a healthy and safe 2021.**



To make a donation to  
Hamilton Health Sciences Foundation,  
please visit [hamiltonhealth.ca](https://hamiltonhealth.ca)



# Community Partners Paving the Way for Future Careers



Shelby at her Co Op opportunity  
at Beattie Animal Clinic.

*Photo by Hank Rintjema*

## CHARACTER. LEARNING. SERVICE

A Hamilton District Christian High education is like no other. Exceptional learning happens when students are engaged in authentic projects and experiences that help our community.

Our extensive Venture and Co Operative Education programs offer great opportunities for community businesses to bring potential future employees into their workplace while providing students with the opportunity to develop essential networks and relationships with qualified professionals.

**hdch.org**  
**/venture**



We are looking for more businesses and organizations to partner with us in this program. Please consider how you can get involved: [hdch.org/venture](https://hdch.org/venture)

**Contact:** Richard VanEgmond, *Director of Venture Program/Co Op Education*  
[rvanegmond@hdch.org](mailto:rvanegmond@hdch.org)

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# DIVISIONS & SPECIAL INTEREST GROUPS

***The Hamilton Chamber has three divisions and two networking groups. Any Chamber member in good standing is welcome to participate in any of the Chamber's events, groups and divisions.***

## CONNECTIONS

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 new business relationships.

## HR NETWORK

The HR Network group provides educational and networking opportunities for HR professionals and business owners or managers who are interested in human resource topics. The group hosts interactive panel discussions and events quarterly. In 2020, the network transitioned to virtual interactive discussions with HR focused topics, including: Supporting Employee Resiliency During COVID-19; Employment Standards & COVID-19; Top HR Issues; and Resources for Newcomers.

## ANCASTER DIVISION

This division provides support and leadership for local business issues relating to the community of Ancaster. Our Ancaster members continued to meet virtually throughout 2020. Each meeting featured a guest speaker and time to network. Guest speakers included: Jane Allison (Dovetail Community); Sherry Head (Canada Revenue Agency); City Councillor, Lloyd Ferguson; Julie Holden (Holden & Associates Consulting Inc.); Bianca Caramento (For Granted Consultants); John Porter (BarterPay); Chris Jankus (BDC).

## DUNDAS DIVISION

The Dundas Division provides support and leadership for local businesses in Dundas and organizes events for all Chamber members. In 2020, this Division met monthly via Zoom. Meetings were intended to bring members together for support through the pandemic. The Division also welcomed guest speakers, including: City Councillor, Arleen VanderBeek and Chris Jankus, BDC.

## YOUNG ENTREPRENEURS & PROFESSIONALS

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 and roundtable events that feature the voices of emerging Hamilton talent. In 2020, YEP hosted 3 in-person and 7 virtual events featuring the following topics: How to Embrace "The Now", Hamilton Redevelopment, City-Building, COVID-19 Support Recovery, COVID-19's Impact on Hamilton & Recovery Women in Leadership, and Diversity & Inclusion in the Workplace.

***Members are encouraged to get in touch with Paul Hawkins to join one of our divisions or groups.***



# 2020 CHAMBER LEADERSHIP

## BOARD OF DIRECTORS

### Executive Committee:

**Louis Grilli**, Chair  
FirstOntario Credit Union

**Carmela Trombetta**, Past Chair  
RBC Royal Bank

**Alison Horton**, Vice-Chair  
Mohawk College

**Candice Carson**, Treasurer  
Scotiabank

**Keanin Loomis**, Secretary  
Hamilton Chamber of Commerce

### Directors:

**Anna Filice**  
Hamilton Police Services

**Erin McCluskey**  
The Laundry Design Works

**David Premi**  
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**John Goodwin**  
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**Jaimie Lickers**  
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**Kim Martin**  
Social Planning and Research Council  
of Hamilton

**Alyson Rowe**  
St. Joseph's Health System

**Lorna Zaremba**  
Theatre Aquarius

**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

**Marie Nash**  
Chief Operating Officer

**Sherri Rinaldi**  
Membership Manager

**Paul Hawkins**  
Membership Engagement

**Cassandra D'Ambrosio**  
Manager of Communications &  
Marketing

**Paul Szachlewicz**  
Policy & Government Relations  
Advisor

**Julia Jarusauskas**  
Marketing & Events Specialist

**Diane Stephenson**  
Accounts Manager

**Katie Stiel**  
Project Coordinator

**Danielle Fenton**  
Digital Main Street Coordinator

# BY THE NUMBERS

**1,144**

**MEMBERS OF THE HAMILTON  
CHAMBER OF COMMERCE**

**13**

**CHAMBER REPRESENTATION  
ON CITY-WIDE COMMITTEES**

**116**

**CHAMBER EVENTS & MEETINGS**

**90**

**MEDIA MENTIONS**

**20,000+**

**SOCIAL MEDIA FOLLOWERS**



## Every community needs an ally

And Alectra is honoured to be considered one.

Partnering with many not-for-profit health and social agencies within our communities, we support their tireless efforts through funding, volunteerism, and community outreach initiatives.

Together, we foster good health, equity, diversity, and inclusion wherever we can.

Learn more about our commitment at  
[Alectra.com/AlectraCARES](https://Alectra.com/AlectraCARES)

#alectraCARES





# THANK YOU TO OUR 2020 SPONSORS

*Thank you for your support in our 175th year as an organization. Our sponsors allow us to do the work that we do and assisted us in delivering on all of our COVID-19 initiatives in 2020.*



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- Binattech System Solutions
- BMO Bank of Montreal Hamilton
- Boyak & Associates Limited
- Brownlow Partners
- Cable 14/TV Hamilton
- Cadillac Fairview Corp. Ltd.,
- CF Lime Ridge Mall
- Career Compass Canada/ CPI Partner Firm
- Carmen's Group
- Carole & Roy Timm Photography
- Carstar Canada
- CIBC
- City of Hamilton
- Cogeco Connexion
- Corus Radio - 900 CHML / Y108 / 95.3 Fresh FM
- David Hector
- Deloitte
- Denninger, R. Limited
- Desantis, A. Real Estate Ltd.
- Dignity Memorial Funeral Homes
- Dominion Lightning Rod Co. Ltd.
- Dundas Valley Collision Centre & Glass Inc., CSN
- Effort Trust Company
- Electrical Const. Assn. of Hamilton
- Enbridge Gas
- FirstOntario Credit Union Ltd.
- Flamborough Hills Golf Club
- Fluke Transportation Group
- Fothergill Planning & Development Inc.
- Four Points by Sheraton
- Fox 40 International Inc.
- Good Shepherd Centre Hamilton
- Goodwill, The Amity Group
- Gowling WLG (Canada) LLP
- 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 Home & Janitorial Services
- Heritage Weddings
- Hillfield Strathallan College
- HSBC Bank Canada
- Inch Hammond Professional Corp.
- Industry Education Council of Ham.
- Ira McDonald Construction Ltd.
- Jackson Square / Real Properties
- JNE Consulting Ltd.
- John Deere Canada ULC
- Knights Beach Resort
- KPMG
- Lawrie Insurance Group
- 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.
- 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
- Sobotec Ltd.
- Soletanche Bachy Canada
- St. Joseph's Healthcare Foundation
- Sutherland's Pharmacy
- Tandia Financial Credit Union
- Tapajna, Andrew
- Taylor Leibow LLP Chartered Professional Accountants
- TD Commercial Banking
- The Hamilton Academy of Medicine
- The Morris Law Group
- Theatre Aquarius Inc.
- Today's Family-Caring For Your Child
- Traynor's Bakery Wholesale
- Triple Crown Enterprises Ltd. (TCE)
- Turkstra, Herman
- Unified Engineering.Com Corp.
- United Way Halton & Hamilton
- Via Rail Canada Inc.
- Vine & Partners LLP
- YMCA of Hamilton/ Burlington/Brantford

## 20+ YEARS

- Adult Basic Education Association
- Allegra
- Ambulatory Footwear
- Anderson Ferrum Corporation
- BarterPay Canada Inc.
- Battleboat Studios
- Behaviour Innovations
- brownlaw
- Canadian Process Serving Inc.
- Canadian Warplane Heritage Museum
- Carson, Mac W.
- CHCH TV
- Community Living Hamilton
- Cowan Insurance Group
- Creagh & Coe
- Desjardins Financial Security Independent Network
- DJB Chartered Professional Accountants
- Don Luzzi Sales/Marketing
- Dundas Financial Centre
- Edward Jones
- Elements Casino Flamboro
- Epiphany Coaches Inc.
- Express Employment Professionals
- Falla Cartage & Movers Ltd.
- Flamboro Downs Limited
- Graybar Electric (Ontario) Ltd.
- Greenhorizons Sod Farms
- Habitat for Humanity Hamilton
- Hamilton Club, The

- Hamilton Community Foundation
- Hamilton Health Sciences
- Hamilton Petro Pass
- Hamilton Tiger-Cats, The
- Harte & Lyne Limited
- IBI Group
- Labourers' International Union #837
- Laserage Inc.
- Liburdi Engineering Limited
- Liuna - Extraordinary Events
- Lock Hut Ltd., The
- Lydia Y. Lee, Chartered Accountant
- Megna Real Estate
- Michelangelo Banquet Centre
- Miller, David Golf Enterprises
- Mission Services of Hamilton
- MJS Communications
- Mort Snider Enterprises Limited
- Multi-Area Developments Inc.
- Niagara Caregivers & Personnel Ltd.
- Oil Filtration Specialists Inc.
- P&A Plastics Inc.
- Park Place Real Estate, Limited Partnership
- PATH Employment Services
- Pitton Plumbing & Heating Inc.
- Policy Planning Plus Inc.
- Powergroup Communications
- Raintree Irrigation
- Redeemer University
- Residence & Conference Centre
- Robert Soper Ltd.
- Scotia Wealth Management
- St. John Ambulance Ham-Went. Branch
- St. Joseph's Villa Foundation
- Superior Boiler Works & Welding Ltd.
- Terrapure Environmental
- TRIOS College Business Technology Healthcare
- Waste Connections of Canada Inc.
- Westjet Airlines
- Willow Valley Golf Course
- Wood Environment and Infrastructure Solutions
- Workforce Planning Hamilton
- YWCA Hamilton

## 15+ YEARS

- Acumen Insurance Group Inc.
- Affinity Biologicals Inc.
- Alfa Paper Products Inc.
- Alfonsi-Torosantucci Insurance Ltd.
- Athens Printing
- Banko Media
- Bay Area Restoration Council
- Bay Gardens Funeral Home



## *We appreciate your business, and are so pleased to be a part of yours.*

- Beattie Business Products
- Beau Monde Productions
- Billings, Colleen
- Bosanac Heating and Electric Ltd.
- Bragoli, Bruno
- C.A.M.U.L. Building Corporation
- Cafe Limoncello
- Canadian Asphalt Industries Inc.
- Carego Tech
- Carm's Hair Essentials/ Salon Joseph O/A 1389866 Ont. Ltd.
- CBRE Limited
- Chickworks Inc.
- Claremoore Refrigeration
- College Boreal
- Contanda Canada Inc.
- Copetown Woods Golf Club Inc.
- Cowan, R. Ian
- Dessco Countertops
- Dr. Bob Kemp Hospice
- Duke Electric Ltd.
- Dunham Group Inc.
- Ewer, Mark
- Grand & Toy Hamilton
- Hamilton Food Share
- Hamilton Literacy Council
- Hamilton Psychological Services
- Hamilton Technology Centre
- Hamilton Waterfront Trust
- Heart and Stroke Foundation
- I2b Global Inc.
- Impressive Printing
- Innovative Traffic Solutions Inc.
- Interval House of Hamilton
- Landtek Limited
- Marquis Gardens Hamilton, Marquis Gardens Grande Ancaster
- McQuistan Chiropody Professional Corporation
- Meridian Credit Union, Barton Street
- Meridian Credit Union, Jackson Square
- MSI Spengel Inc.
- Pacific Plumbing & Pumping Services Inc.
- Performance Lexus
- Peto MacCallum Ltd.
- Publicity Works
- Randen Electric Systems
- Rennie Climate Care
- RIMS Transport
- Roberts Technical Services
- Ross & McBride LLP
- Rothsay
- Royal Botanical Gardens
- Sanimax/ABP Inc.
- Silvestri Investments

- Sonic Unyon Records & Distribution
- Staples Business Depot (Upper Wentworth)
- Streetseen Media
- The Salvation Army Public Relations & Development
- Thinkr Marketing Group
- Third Party Labour Leasing Inc.
- Tourism & Culture Division
- Triovest Realty Advisors Inc.
- Wesley

### **10+ YEARS**

- A.H. Burns Energy Systems Ltd.
- Abbington Financial Group
- Aberwin Realty Inc.
- Advanced Office Solutions
- Amica at Dundas
- Ancaster Agricultural Society
- Ancaster BIA
- Ancaster Pain Relief
- Best Western Premier C Hotel By Carmens
- Big B Comics
- Big Bee Corporation
- Bill Beattie, Royal LePage State Realty
- BNI Golden Horseshoe
- Boston Pizza Hamilton
- Brisbin, Ian C/O Mackesy Smye LLP
- Bullard Construction
- Burnside Insurance & Financial Services Ltd.
- Canadian Payroll Association
- Carrothers & Associates Inc.
- City of Hamilton - Employment Placement
- City Window & Glass
- CoBALT CONNECTS
- Coffee News
- Costco Wholesale Inc.
- Countrywide Recycling Inc.
- Diesel Impex Inc.
- Dillon Consulting Limited
- Dr. Michelle Sala & Associates
- Duffus Consulting
- Edge's Roofing Co.
- Envirotech Associates Ltd.
- Eva Skin & Beauty Centre Limited
- Exclusive Services
- FirstOntario Insurance Brokers Inc. (Home/Auto/Commercial)
- Flat Rock Cellars
- Focus Management
- 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
- Ham. Industrial Environmental Assoc. H.I.E.A.
- Hamilton Arts Council
- Hamilton/Burlington SPCA
- Heron Creek Yoga & Fitness
- Homewell Senior Care
- HRPA
- Innovation Factory
- Interpipe Inc.
- John Howard Society of Hamilton Burlington Area
- Joseph Haulage Canada Corp.
- Kinnections Health Services Inc.
- KOM Consultants
- Krown Rust Control
- Kumon Math & Reading Hamilton West End
- L & R Shelters Inc.
- La Piazza Allegra
- Lafarge Canada Inc.
- Lensmakers Optical Inc., The
- Liberty for Youth
- Line-X Hamilton
- LMI Canada Inc.
- Localwork.ca
- Mabel's Labels
- March Enterprises
- Mark Preece Family House
- Maximum I.T. Solutions
- McCallumSather
- McMaster Innovation Park
- Meridian Credit Union, Wilson Street, Ancaster
- Metrolinx
- Momentum Credit Union
- Morison Insurance Brokers Inc.
- MTE Consultants Inc.
- Nadeem Ahmed, CPA
- Nicole Matthews Professional Corporation
- Omni Basement Systems
- Operatic Agency
- Ozlo's Repair Shop
- Papa Leo's Restaurant
- Paramount Family Chiropractic
- Pat's Party Rentals Limited
- R. Allen Consulting Group
- REfficient Inc.
- Smith's Funeral Home
- Soundbox Productions
- Splitsville Entertainment
- Stansbury & Company Professional Corporation
- Staples
- Staples Business Depot
- Stephen J. Dunn Insurance Agency Ltd.
- SUEZ Water Technologies and Solutions
- Sustainable Hamilton Burlington
- Taylor & Martyn Mediators

- The Cleaning House
- Tik Tok Print & Design
- Toronto Tank Lines
- Trade Link International Ltd.
- Triple R Inc.
- Ukrainian Credit Union Limited
- Uptown Business Club
- VanDuzer Painting & Decorating Inc.
- VON Hamilton
- Vrancor Group
- Wentworth Metal Recycling
- Winmar
- Woytkiw Haulage Ltd.

### **5+ YEARS**

- 5 Star Fitness - Ancaster
- 5 Star Fitness - Centennial Pkwy
- 5 Star Fitness - Gateway Arena
- 5 Star Fitness - Stone Church
- A.S. Security & Surveillance Inc.
- Agro Zaffiro LLP
- Alpha Optics Systems Inc.
- Amber Routten-Mitchell Design
- Ancaster Community Services
- Ancaster Self Storage
- Ancaster Toyota
- Anne Tennier Consulting Inc.
- Argyll Regimental Foundation (The Argyll and Sutherland Highlanders of Canada)
- AS Advertising
- Bad Company Wildlife Eviction Inc.
- Baudit Interior Design
- Bay Area Health Trust Administration
- Bell (National Wireless) - Ancaster - Corporate Account Manager
- Benedict Productions Inc.
- Benefect Corp.
- Better Events Management Group Inc.
- Bin There Dump That Hamilton
- Borsellino Consulting Inc., Licensed Insolvency Trustee
- Brott Music Festival
- Business Development Bank of Canada
- Canada Brokerlink Ontario Inc.
- Canadian Blood Services
- Cancer Assistance Program
- CBM Chartered Accountants
- Chocolat on James
- Choice Living Homecare
- City of Hamilton, Office of the Mayor
- City Transfer Delivery and Logistics Ontario
- Clearcable
- CN Rail
- Coach and Lantern

# THANK YOU, MEMBERS

- Collision Industry Information Assistance (CIIA)
- Comfort Inn
- CoMotion Group Inc.
- Core Entertainment - Spectra Venue Management
- Core Urban Inc.
- Countertop Makeovers
- Craig Burley, Barrister and Solicitor
- Culligan Water
- Culture for Kids in the Arts
- Dawson's Hot Sauce
- 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
- EvenToBe
- Findlay Lawyers
- First Data
- FirstOntario Business Services
- FlyPrint
- Fuller Landau LLP
- Gateway Group
- GoWrench Auto
- Grenning & Company
- GSP Group Inc
- HAMBRGR
- Hamilton - Brantford Building & Construction Trades Council
- Hamilton Children's Choir
- Hamilton Conservation Foundation
- Hamilton District Christian High
- Hamilton Farmers' Market
- Hamilton HR Consulting
- Hamilton Philharmonic Orchestra
- Hamilton Utilities Corporation
- Hansell Consulting Group Inc.
- Harbour Hills Construction Management
- Homewood Suites By Hilton Hamilton
- Honeyflow Coaching
- Hunter Business Forms Inc., Print & Promotion
- IAAE Canada
- iCleaners Commercial Cleaning Services Inc.
- Image Honda
- International Village BIA
- Intrigue Media Hamilton
- Investors Group Financial Services Inc.
- Iris Calculator
- J.H. Elchuk Consulting Inc.
- Jacob Ellens & Associates
- Jeff's at Work Office Furniture
- Korlon Strategic Services Inc.
- L3M Freight Solutions Inc.
- Laser Spa Group
- Lax Iron And Steel Limited
- Les Petites Pommies
- Li Cheng Professional Corporation
- Lincoln Alexander Centre
- LJM Developments
- Lura Consulting
- Mantecon Partners Inc.
- March of Dimes Canada, Employment Services
- Marchese Health Care
- Marshall Connects Inc.
- Marta Hewson Photography
- Mattson & Co.
- 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
- Mickey McGuire's Cheese
- Midfield Interactive
- Miralco Inc. - Cloud Bookkeeping and Accounting Services
- Momentum Fitness Club
- Moongate Inc. (Harrowsmith Magazine)
- Mortgage Intelligence
- Mortgage Intelligence - Alison MacKenzie
- Mulberry Street Coffee House
- Nerium International
- New Electric Enterprises Inc.
- New Motto
- NICHE for design inc.
- Nimigan Mihailovich Reporting Inc.
- Nor-Word Text Services
- Olivieri Foods
- Outsource IT
- P.V.&V. Insurance Centre Ltd.
- Pace Credit Union
- Paramount Safety Consulting Inc.
- Patel Wealth Management Group - NBF
- PDM Construction Services
- People Ready
- Personal Service Coffee of Hamilton
- Pinchin Ltd.
- Pipeline Studios Ltd.
- Posh Professional Cleaning Services
- Process Automation
- Queenston Chevrolet Buick GMC
- Radius
- Radwell International Canada
- RBC Wealth Management - Dominion Securities
- Re/Max Escarpment Realty
- Reach Digital
- Reprodex
- Robbinex Inc.
- Robsan Transportation Inc.
- Rosko
- Royal LePage State Realty Brokerage - Larry Szpirglas
- Sandler Training
- Savage Commodity Tax Services
- Scarfone Hawkins LLP
- Scleroderma Society of Ontario
- Scotiabank, Meadowlands
- Shawn & Ed Brewery Co.
- Shed in a Day
- Shobita Ravindran
- Silecio Inc.
- Silver Top Promos
- Skyline Reflections Inc.
- Software Hamilton
- Speedpro Imaging
- Stage Right
- Staples, Ancaster
- Staybridge Suites Hamilton-Downtown
- Steeped Tea
- Symposium Cafe Restaurant & Lounge - Ancaster
- T. Johns Consulting Group Ltd.
- T. Litzen Sports Ltd.
- Teeth First Dental Network
- TestLauncher
- The Aberdeen Tavern
- The Bruce Trail Conservancy
- The Burnt Tongue
- The Cotton Factory
- The Doyle Team, Your Real Estate Professionals
- The Forge
- The Generator
- The Hamilton Brewery
- The Laundry Design Works
- The Seedworks
- The Thornton Group
- The Works Gourmet Burger Bistro - Upper James
- Thomas Solutions
- Threshold School of Building
- Tim Hortons
- Tim Hortons Binbrook
- Tipping Point HR Services Inc.
- Town Media
- True Hamiltonian
- Tundra Leather
- Turkstra Lumber Company Limited
- Uber Canada
- U-Haul
- Universal Cleaners Inc.
- UrbanCore Developments Inc.
- Urbanicity Hamilton
- UrbanSolutions Planning & Land Development Consultants Inc.
- Vipond Inc.
- Virk Personal Injury Law
- WalterFedy
- Waterdown Mini-Storage
- Waverley Corporate Financial Services
- Weisz, Rocchi & Scholes
- Westbrooke of Ancaster
- Westdale Village BIA
- Wexford Commercial Developments Ltd.
- WJ Professional Corporation
- WSP Canada
- Zare Paralegal Services Professional Corporation