

THE MISSING PIECE

2017 ANNUAL REPORT





the missing piece

Whenever you have a missing piece, whether in a structure, project, puzzle or whatever it is that piece applies to, it is just not complete. It's flawed. Whether business or personal, everyone comes across missing pieces to their own puzzles or challenges along the way that they need to find, fix or resolve.

With business and government, the Chamber of Commerce helps to find some of these missing pieces, some of the holes, flaws, challenges or possible improvements and opportunities. We help to find the missing pieces by proposing solutions within government processes or regulations or by providing the right contact or network connection to business.

We have had a number of perplexing issues surface in the last year that have raised some major concerns for our businesses and organizations locally, provincially and federally. Many of these elements are costing time, money and process changes for companies and organizations across the spectrum. No industry, business or organization seems to be immune these days.

Now, more than ever, it is important to ensure Government recognizes that they must fit all the pieces of the puzzle together. They can't leave any sector, industry or business out and there must be fair representation to gather the information necessary to make informed, beneficial and transparent choices for our communities, regions, provinces and our country.

During 2016-2017, we worked tirelessly to make sure the business voice was represented at a local, provincial and federal level. We wanted to ensure that we were a contributing piece of the puzzle; that we had a voice at the table and that there was representation speaking on behalf of our members. Why? Because often businesses and organizations are unable to be represented or don't have the time or opportunity to be able to participate in the consultations and conversations necessary to make their concerns heard, particularly amongst small and medium sized businesses. That is, at our core, why the Chamber exists.

While we are active in our policy and advocacy efforts, there are still some cynics that have said, "Do you really think we can make a difference, we're just Medicine Hat". We firmly uphold the fact that we can. Why? Because we represent over 825 members locally, while also leveraging our involvement in our provincial Chamber with 24,000 businesses through the Alberta Chambers of Commerce. We then add to that the strength with our federal Chamber and the over 200,000 businesses that the Canadian Chamber of Commerce represents and we can proudly state that we are a unified, valued and influential business network across the Country, working on behalf of a broad range of sectors and members to make a difference. We also know many businesses and organizations feel that they are forgotten, they are a missing piece, and our job is to make sure that Government acknowledges that missing piece and includes our policy recommendations in their plans to ensure that there is an equilibrium in how policy is set.

We hope that you take the time to read this year's report to discover how we've been fitting the pieces together and fulfilling our mandate to connect, support and influence. We have and will continue our efforts to build the most unified, valued and influential business network in our region through our membership support, the advocacy efforts we seek to deliver on, the partnerships that we are building, the networks we are creating, the events we are delivering and the overall information we are communicating to our region.



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Accounting Technician &
Office Assistant

Morgan Widmer
Events &
Communications Coordinator

Katalin Lang
Executive Assistant

A handwritten signature in blue ink, appearing to read "Lisa Kowalchuk".

Lisa Kowalchuk, Executive Director

A handwritten signature in blue ink, appearing to read "Perry Deering".

Perry Deering, President

2017/2018 Board of Directors



Left (back row): Director Sarah Franchetto, Director Tara Williams, Director Dave Hanni, 1st -Vice President Sarah MacKenzie, Director Marcus Campbell, Director Tim Weinberger, 2nd-Vice President Tracy Noullett, Director, Guy Schotanus, Director Sarah Bowman.

Left (front row): Past President Aaron Fleming, President Perry Deering, Treasurer Brett Pudwell

The Voice of Business

Today, the interests of over 800 businesses are represented by the Medicine Hat & District Chamber. Provincially and nationally the Chamber is part of a larger business network, aligning with organizations such as the Alberta Chambers of Commerce (ACC), which represents over 24,000 businesses and the Canadian Chamber of Commerce (CCC), representing over 200,000 businesses.

Being aligned with the largest and most influential business organizations in Alberta and Canada respectively, the Chamber can work together to shape policy that will make a difference to businesses in our region

THE CANADIAN CHAMBER OF COMMERCE
LA CHAMBRE DE COMMERCE DU CANADA



connected!
member of the canadian chamber of commerce network





membership growth

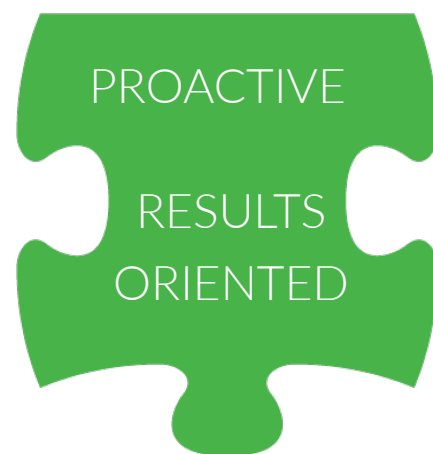
MISSION STATEMENT

The Medicine Hat & District Chamber of Commerce stimulates a strengthened and vibrant economy in our region through our **CONNECTIONS, SUPPORT & INFLUENCE**

visionary volunteer leadership

VISION STATEMENT

The Medicine Hat & District Chamber of Commerce is **the most unified, valued and influential business network** in Medicine Hat & District



expanded service delivery



culture of constant improvement



creating a legacy

Membership

The Medicine Hat & District Chamber of Commerce is a member-driven, volunteer led organization and it is through our members' investment in us that we are able to work on business development and economic initiatives to fulfill our mandate to connect, influence and support.

We sincerely believe that we can accomplish more collectively than what no single business can do alone and are the "Voice of Business" in Medicine Hat and the surrounding area. The Chamber proudly represents the interests of the business community to all levels of government - local, provincial and federal; and our programs and activities are developed to promote and strengthen our economic and social climate.

Whether big or small, existing or new, an investment in the Medicine Hat & District Chamber of Commerce is truly an investment in your business and our community. Beyond creating a great community, the investment offers a real dollars and cents return for businesses. Our programs and activities are specifically developed with our members' profitability in mind.

Business of all sizes join the Chamber for varying reasons and we're pleased to provide a variety of options to help businesses meet their goals, whether you would like to increase your contact or client base, are looking to promote your business, or are interested in taking advantage of one of our many programs, we're here for you.

Value added partners



2016-2017 Activity

New Members



130

M2M Discount Partners



116

Grand Openings

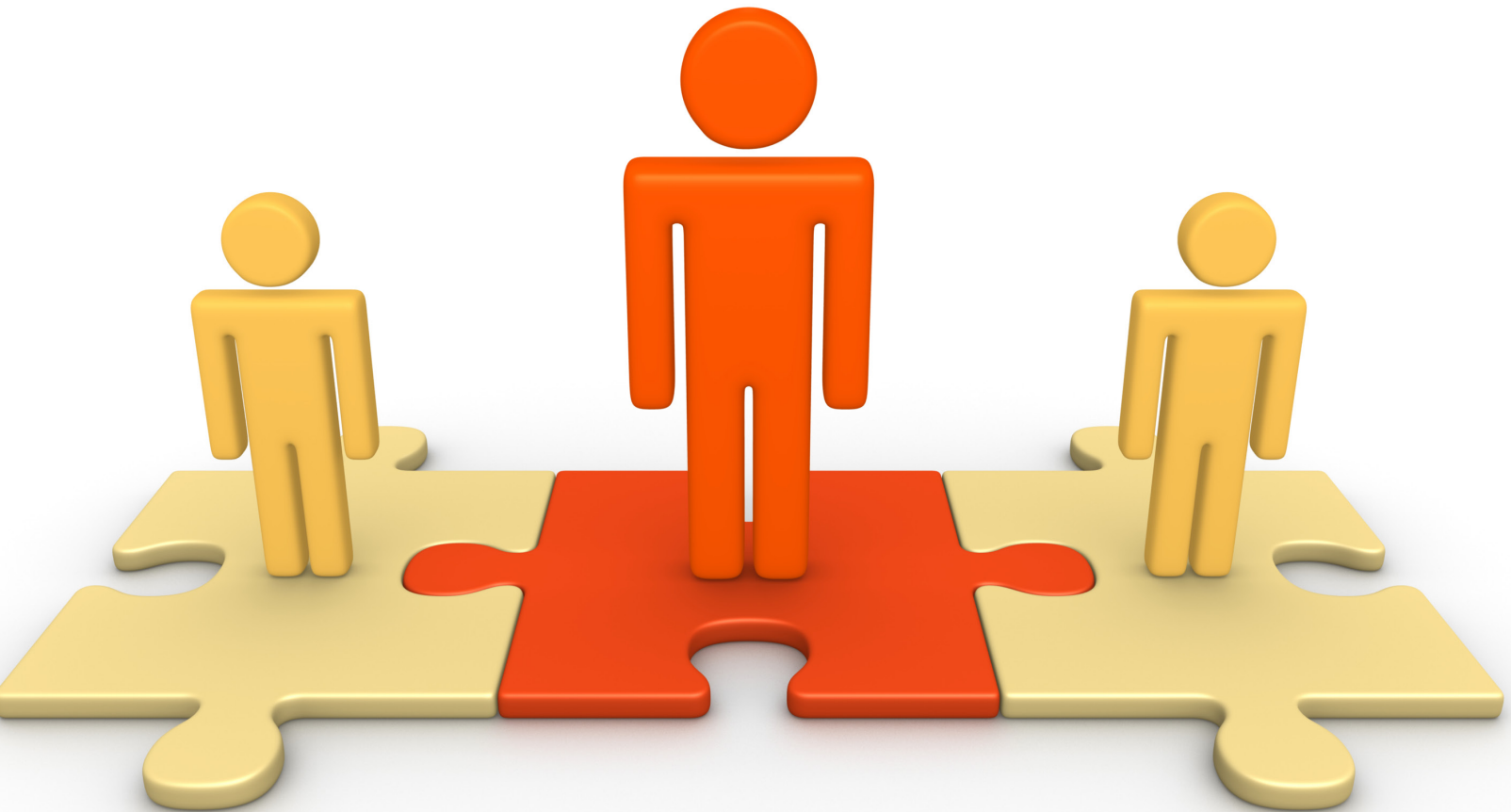


20

Business Visits



1400



Advocacy

The Chamber of Commerce is a member-driven, volunteer-led organization created to provide leadership and advocacy for a healthy environment and we believe that collectively we can accomplish what no one business can do alone. Through our policy and advocacy approach we develop and advocate for new and innovative solutions to improve business climate on behalf of our members. The Business Advocacy Committee provides opportunities for members to become involved in the organization by contributing to the Chamber's policy development and advocacy efforts. Only as an extensive and diverse network can we show that specific policy issues are important to more than just one sector while demonstrating to policy makers the broader impacts of their decision.

The 2016-2017 fiscal year was another active year as we worked with various members and government officials to advocate for improvements. We are proud to remain active on a local, provincial and national level on issues that affect businesses in our region.

Municipal

- Accountability in the City of Medicine Hat Land Development
- Impact of Increased Non-residential Property Assessments
- Municipal Red Tape Reduction
- Sustainable Municipal Finances
- Development & Infrastructure Fees
- Offsite Levies
- Municipal Election Forums

Provincial

- Striking a Balance Between a Healthy Economy and Low Carbon Emissions
- Extension of Hours at the Port of Wild Horse
- Benefits of Twinning Highway 3
- Modernization of Alberta Registry Agents
- Investing in Market Access for Southern Alberta Business
- Measuring the Effects of Increased Minimum Wages in Alberta

Federal

- Extension of Hours at the Port of Wild Horse
- Emergency Slaughter - Update to the Transportation of Animals Program
- Creating and Amending Protocols for Economic Recovery from Disaster for All Businesses
- Make Significant Changes to Address Issues in Foreign Worker Programs

The Chamber's Business Advocacy Committee meets bi-monthly and is integral to the Chamber's policy development process. All Chamber members are welcome to attend these breakfast meetings and are encouraged to participate at any time.



Check out the Advocacy page on our website

Advocacy in Action

The Chamber has been extremely active with research and evaluation of such topics as: Minimum Wage Advocacy, Municipal Government Act Review and Consultation, Employment Standards Code & Labour Relations Code Consultations, Carbon Levy, Diversification & Emerging Opportunities, Assessment and Taxation.

Provincially

The Alberta Chambers of Commerce focused on the following issues provincially in 2016-2017 and advocated on your behalf regarding:

- Placed pressure on the federal government to maintain tax exemptions for employer paid, group benefit plan premiums
- Maintenance of critical infrastructure spending by the Province as well as continuation of the Alberta Investor Tax Credit and the Capital Investment Tax Credit.
- Federal approval granted for the Trans Mountain Pipeline Expansion Project
- Capital access was improved for innovation/technology-based companies in biotech and green technologies through Alberta Innovates and ATB
- Budget cuts to wildfire management services were reversed.
- Small Business Tax Rate was reduced from 3% to 2%
- Twinning of Highway 63 completed
- Establishment of greater equality in municipal taxation with the development of a maximum 5:1 ratio of non-residential to residential taxation



Check out the Advocacy page on our website

Nationally

The Canadian Chamber of Commerce focused on the following issues

federally in 2016-2017 and advocated on your behalf regarding:

- \$125 million for the Labour Market Development Agreements and \$50 million for the Canada Job Fund
- \$73 million over four years, starting in 2016-17, for Post Secondary Industry Partnership and Cooperative Placement Initiative.
- Signing of the Comprehensive Economic Trade Agreement (CETA)
- Creation of an internal trade promotion office with Innovation Science and Economic Development Canada
- \$1 billion in funding over the next four years to support clean technology in the forestry, fisheries, mining, energy and agriculture sectors.
- \$14.2 million to the Canadian Environmental Agency and \$16.5 million to the National Energy Board and Natural Resources Canada to improve consultations and assessment processes



Events

The Chamber strives to engage, support, and grow our membership by delivering exceptional networking and business development opportunities, as well as provide the opportunity for our business community to connect personally with government leaders and decision makers. While the Chamber is non-partisan, we try to bring exposure to our community by coordinating and encouraging visits by elected officials of various political backgrounds to help build an understanding of local issues.

Networking

Business After 5: is one of Medicine Hat's premier networking events developed to create an atmosphere where the host can market their goods and services and members can network with other Chamber members and guests. Available only to Chamber members to host, but open to the entire business community to attend, this event is a great way to network with other business professionals with the attendance increasing each year.

Who doesn't love a good cup of coffee in the morning? **Network B49** is designed to offer the same benefits as Business After 5, but is tailored to those whose schedules are better suited for a morning event.

The Chamber's annual **Membership Appreciation** and **Christmas Open House** is our little way of saying 'thank you' to our members for their continued support. Through our membership appreciation, we have the opportunity to give recognition to those members who are celebrating milestone anniversaries with us.

Education & Growth

A variety of training and learning opportunities exist for members to take part in to enhance their business, deal with challenging situations or build on employee knowledge. We're also proud to co-host or sponsor events. The types of seminars and events offered are based on the needs expressed from members include:

- Free webinars
- Social Media Conference
- Raising the Bar Workshop Series: HR in a Box
- Federal by-election
- State of the City Address
- Luncheons



Business Awards

The 2016 Business Awards was a fantastic event that had over 550 people in attendance. The theme was 'Salute to Business,' and focused on military leadership and how it is an example of what leaders can accomplish. The event also paid tribute to CFB Suffield's 75th anniversary. A total of 128 nominees were nominated in 14 categories with one business taking home the prized, Award of Excellence. Winners are chosen by various adjudicating committees who meticulously review the applications submitted and choose the best possible recipient based in the information provided.

Congratulations to the 2016 Award Winners:

Award of Excellence: Crystal Metz Insurance

Agency Ltd- State Farm Insurance

Business Ethics: Sweet Pure Honey

Community Involvement: Crystal Metz

Insurance Agency Ltd- State Farm Insurance

Customer Service: Cypress View Veterinary Clinic

Employer of Persons with Disabilities:

McDonald's Restaurants- Pancotto Enterprises Ltd.

Employer of Youth: McDonald's Restaurants Pancotto Enterprises Ltd.

Export: Weddingstar Inc.

Franchise Business of the Year: Pet Valu &

Grommingdales Medicine Hat

Innovation Excellence: Meggitt Target Systems

Large Business of the Year: Davis GMC Buick (Medicine Hat) Ltd.

Marketing Excellence: Annie McGuire Interior & Design Studio Inc.

New Business of the Year: Anytime Fitness Medicine Hat

Small Business of the Year: Cypress View Veterinary Clinic

Southeast Alberta Shines: Medicine Hat Lodge, Resort, Casino & Spa

Young Entrepreneur: Editing Luke

The event was sponsored by various businesses and organizations including TD Bank (Banquet Sponsor),

The Compass (Ceremony Sponsor), StringTECH (Entertainment Sponsor), Brightan Financial (Chamber

Partner Sponsor), JMH&CO. Chartered Accountants

(Twitter Screen Sponsor), MNP LLP, Air Canada &

Business Development Bank of Canada (Platinum

Sponsors), CIBC Commercial Banking & Brost

Developments (Gold Sponsors), and CFB Suffield,

DRDC & Batus (In-Kind Partners). The awards

presented were sponsored by: Servus Credit Union,

ProComm Technology Solutions, CORE Association,

TELUS, HSBC, RBC Dominion Securities, APEX,

South Country Co-op, Jim Pattison Broadcast Group,

CIBC Wood Gundy, ATB Financial, Medicine Hat

Accommodation Association, Better Business Bureau

and the Medicine Hat College.



Trade Shows

Each year the Chamber invests time and resources into creating quality trade shows for the community and we are proud to host not only the longest-running, but the largest home, garden and leisure trade show in Medicine Hat. With thousands of consumers visiting the shows over the course of three days these trade shows give an incredible opportunity to gain exposure for your business, demonstrate and sell products and showcase your service. As an added bonus, Chamber members receive 10% off the price of booths.

Bringing business together under one roof provides a fantastic experience for everyone. For businesses, the personal connections you can make with thousands of consumers and clients are unmatched. For consumers, you'll find fresh inspiration, helpful tips, innovative products, and fantastic deals in remodeling, home improvement, design, gifts and services. Trade shows present a range of valuable opportunities for companies that participate, including meeting potential customers, finding new and better ways of doing business and building a more impressive reputation within an industry.

The **Sunshine Home & Garden Show** takes place annually, the first weekend in March and features attractions from home renovations, design and gardening needs, the latest and greatest gadgets, products and services, and all the traditional trade show treats. In 2017 exhibitor space in the Sunshine Home & Garden Show was sold out.

The **Great West Home & Leisure Show** is held the second-last week in October and it features a variety of products, services and attractions including Food Alley, Healthy Lifestyle and the Children's Activity Centre.

Both Shows attract approximately 200 exhibitors and anywhere from 7500 to 11,000 attendees.



Check out the Trade
show page on our
website



MedHatTradeShows





Missing pieces do more
than complete the puzzle.
they fill an empty space.

Online Community



Did You Know?

Members can advertise events free of charge on our online event, training and community event calendars. There also continues to be an interest in advertising options for exposure to news and events including banner and e-newsletter advertising as well as regular features such as our 'member news' and our 'new member profiles.'

The member portal provides free access to members, where members can update contact information, as well as add job postings, hot deals, events and information. This portal also allows the ability to upload videos, corporate logos, pictures, and expanded business information which is all profiled on each members' micro-site on the business directory.

Subscribe to our weekly
e-newsletter



Find the Missing Piece

Highlights From the Year

2017 Annual Provincial Conference & Policy Session

At the 79th Annual Alberta Chambers of Commerce Conference, the Chamber of Commerce brought four policy priorities from Medicine Hat. Extension of Hours at the Port of Wild Horse, Striking a Balance between a Healthy Economy and Low Carbon Emissions, Modernization of Alberta Registry Agents and Benefits of Twinning Highway 3 policies were all successfully adopted as policies of the ACC. We also co-sponsored two other policy submissions, providing additional support on Measuring the Effects of Increased Minimum Wages in Alberta (Lethbridge) and Investing in Market Access for Southern Alberta Business (Lethbridge).

125 Years in the Making: New Strategic Plan

This past year, the Board of Directors passed a new strategic plan outlining updates to our vision, mission, principles, mandates, and goals. This new strategic plan will help lead the organization into our 125th anniversary, which will be celebrated in 2025.

2017 Alberta Business Awards of Distinction

This past year the Chamber of Commerce submitted 59 nominees in 7 categories; out of those nominees 8 local businesses were among the 42 finalists. The nominees were:

Arts & Culture Award of Distinction

Friends of Medalta: Market at Medalta

Employer of Persons with Disabilities Award of Distinction

Pancotto Enterprises Ltd. o/a McDonald's Restaurants
South Country Co-op

Employer of Youth Award of Distinction

Pancotto Enterprises Ltd. o/a McDonald's Restaurants
South Country Co-op

Export Award of Distinction

Qinetiq Target Systems
Weddingstar Inc.

Marketing Award of Distinction

Annie McGuire Interiors & Design Studio Inc.

Young Entrepreneur Award of Distinction

Plush Salon & Spa
Precision Cargo



Congratulations to Qinetiq Target Systems for winning the Premier's Award of Distinction and Weddingstar winning Export Award of Distinction.

Member Milestones

114 Years

Medicine Hat News

80 Years

Pattison Funeral Home

70 Years

Crane's Upholstery & Clean Ltd.
Jim Pattison Broadcast Group
Royal Canadian Legion-
Roberston Memorial Branch

40 Years

Burns Valkenburg & Associates
Business Development Bank of Canada
Pritchard & Co Law Firm LLP

30 Years

Community Futures Entre-Corp Business Development
Core Association
Deluxe Central Taxi
Scherer Rentals Ltd.
Serenity Homes Inc.
Smith and Hersey Law Firm

10 Years

AKITA Drilling
Blue Butterfly Yoga & Pilates
Boutique Blinds
Box Springs Business Park
BrokerLink
Canadian Western Bank
Contact Automation Inc.
Costco Wholesale
Cypress College
Expedia Cruiseshipcenters
Inspire Studio, Gallery & Cafe
KA Cabinetry & Home Finishing Ltd.
Riverview Golf Club
RMG Valve Services
Rock 105.3 (A Division of Rogers Broadcasting)
Ted's Autobody 1978 Ltd.
Terralta Inc.

20 Years

1190469 Alberta Ltd.
Avalon Hobbies
Better Homes and Garden Real Estate Signature Service
Bud's Auto Service
Courtyard Dental
Design Flooring Centre
Medicine Hat Family Service
Medicine Hat Tractor Salvage
Mr. Lube
Ricky's All Day Grill
Solutions Thru Software
South Point Hose & Fitting
Timber-Tech Truss Inc.
Waste Management of Canada Corporation

Past Presidents

1900-1902- E.J.Fewings

1903: T. Tweed

1904: D. Milne

1905: W.Cousins

1906: F.L. Crawford

1907-1908: C.S. Pringle

1909: H. Stewart

1910-1911: H.L. Tweed

1912: D. Milne

1913: L.Y. Birnie

1914: L.N. Laidlaw

1915: R.P. Stewart

1916: W. Rutherford

1917-1918: H.L. Tweed

1919-1922- E.L. Chudleigh

1923: A.F. Andrews

1924-1925: F.W. Gershaw

1926-1927: N.M. Waldo

1928: R.C. Black

1929: C. Pratt

1930: W.A. Church

1931: H.N. Davis

1932: A.P. Burns

1933: C.J.F. Beny

1934: G.A. Hoover

1935: R.G. Butchart

1936: G.M. Blackstock

1937: F.W. Gershaw

1938: R.S. Boyd

1939: J. Mitchell

1940: D.W. Hays

1941: J.H. Yuill

1942: J. Galbraith

1943: A. Atkins

1944-1945: R.H.A Lacey

1946: R.C. Tennant

1947: T.A. Burwash

1948- 1949:T.R. Osborne

1950: J.H. Boylan

1951: D.S. Hawthorne

1952: H.R. Hutchings

1953: R.C. Gardner

1954: R.E. Keating

1955: W.D. Lutes

1957-1958: J.C. Miller

1959: R.S. McBride

1960: F.C. McGuiness

1961: W.J. Selhorn

1962: G.H. Sissons

1963: W.H. Hayne

1964: J.H. Cocks

1965: J.M. Pritchard

1966: A.H. Wiggins

1967: O.F. Weiss

1968: T. Dutton

1969: R. Reidy

1970: R.E. Ashburner

1971: T.A. Sissons

1972: J.D. Horsman

1973: O. Kope

1974: R.D. Skidmore

1975: C.A.Taylor

1976: L.H. Baisley

1977: R. Lehr

1978: J. Warsimaga

1979: D. Weiss

1980: Dr. J. Edwards

1981: G. Adams

1982: E. Eaton

1988: C. Sissons

1989: M. Melham

1990: L.Martin

1991: R. Smythe

1992: R. Derbyshire

1983: W.J. Morrison

1984: W. Bauman

1985: D. Wilkins

1986: J. Welling

1987: R.G. Lehr

1993: A. Mcleod

1994: T. Brekki

1995: B. Schank

1996: B. Miskuski

1997: L. Symthe

1998: H. English

1999: D. Franko

2000: K. Smith

2001: D. Fisher

2002: R. Pillman

2003: J. Close

2004: K. Fetherstonhaugh

2005: C. Stolz

2006: K. Taylor

2007: J. Mutschler

2008: J. Penner

2009: J. Melhoff

2010: D. Stroh

2011-2012: M. Bauman

2013: J. Melhoff

2014: C. Hellman

2015-2016: K. Vogt

2017: A. Fleming

Thank You to our 2016/2017 Sponsors



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Dominion Securities



MEDICINE HAT
COLLEGE





Keep your employees smiling!



Regular check-ups, with a dentist can give your employees and their families winning smiles. Chambers of Commerce Group Insurance Plan® can provide your company affordable dental coverage—from preventive and diagnostic treatment to Major, and Orthodontic coverage.

More details:

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Email: joanne@brightan.com

DID YOU KNOW:

Did you know the tissue and gums in your mouth are very susceptible to any major changes that occur throughout your body, whether from disease or hormones? Research has shown there is an association between oral disease and other health problems such as diabetes, heart disease and stroke. (Canadian Dental Association)

visit
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