

The President Reports:

FAMILY BUSINESS

This weekend marks the 5th anniversary of Family Day. When we think about family we think of everything away from work, but as this Family Day approaches, I encourage employers to also be reminded of the family they have within the workplace.

It may seem foreign to you to think of your co-workers as a family, but I want to encourage you to stretch your thinking. My father, who has owned a mid-sized company for over 35 years with about 40 employees, has always referred to his staff as one big



JASON SMALL
President, FCC

family. I believe that one of the reasons he has been successful all these years is because he saw the value of unity and loyalty.

He recognized that when there was a unity with the staff there was more success in the business. This unity went beyond even a team aspect, but to a level of deeper care and loyalty for each other.

This deep sense of unity has helped my dad to create a more successful business in many ways. It fosters an environment where staff want to stay long-term. Many of his employees have worked with him for more than 20 years. That consistency brings stability and a depth of knowledge to his customer base. A sense of family also creates a loyalty where staff truly want the business to succeed. They become watchdogs for waste and areas that affect the bottom line. Finally, I believe a sense of family creates employees who love coming to work. When staff are more joyful they will produce more and treat customers better.

Unity and Loyalty: this sense of family begins at the top. Family starts when leaders care and invest in the lives of staff beyond the time clock and when leaders provide opportunities for growth and patience through seasons of challenge in the lives of employees. This Family Day weekend, invest in your family at home, but also consider your responsibility to those you work with and begin working to create a family-like atmosphere in your workplace.



Tim Langford (left) of the former Langford Pharmacy – along with his late father Tom and late grandfather Wilf – and the late James (Jim) Aitkin of Rankin Environmental will receive the Flamborough Chamber of Commerce's *Lifetime Achievement Award* at the 2013 *Outstanding Business Achievement (OBA)* awards gala at the Flamborough Hills Golf & Country Club on Saturday, March 2. Joyce Aitkin (right) will accept the award on behalf of her late husband. The public is welcome to attend the OBA – please contact the FCC office (905-689-6463) or go to the FCC website (www.flamboroughchamber.ca) for tickets.

FCC NAMES 2013 RECIPIENTS FOR LIFETIME ACHIEVEMENT AWARDS

Outstanding Business Achievement (OBA) gala on March 2 will honour Jim Aitkin and Wilf, Tom and Tim Langford

The Flamborough Chamber of Commerce (FCC) will bestow its highest honour – the *Lifetime Achievement Award* – on four local business icons at the 2013 *Outstanding Business Achievement (OBA)* awards gala on Saturday, March 2 at the Flamborough Hills Golf and Country Club.

The honours will go to Wilf, Tom and Tim Langford of the former Langford Pharmacy and to James (Jim) Aitkin of Rankin Environmental. Tim Langford will also accept the award on behalf of his late father and grandfather while Jim's widow Joyce will

accept the award on behalf of her late husband.

Honouring the very best in local corporate excellence and community service, the OBA gala will also recognize a number of other companies and individuals (please see the nominees on page 5 and past recipients on page 4).

Members of the public who want to join the FCC in honouring the recipients of the OBA awards are encouraged to attend. Tickets are available from the the FCC office by calling 905-689-7650 or by going to the FCC website at www.flamboroughchamber.ca.



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| Electrical | Enek Electrical, Box 132, Millgrove.....905-971-6267 |
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| Engravers | Sherwood Badges, 32 Parkside Dr.905-689-4973 |

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| Florist | |
| Funeral Homes | |

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| Glass & Mirror | Grainger Glass, 25 Franklin St.905-689-6653 |
| Golf Courses | Carlisle Golf & Country Club, 523 Carlisle Rd.905-689-8820 Copetown Woods Golf Club, 1430 Conc. 2 W.905-627-4653 Flamborough Hills Golf Club, 71 Hwy # 52, Copetown 905-627-1743 Pineland Greens Golf Course, 722 Safari Rd. Millgrove 905-659-1271 Greensville Gourmet, 161 Hwy # 8, Dundas905-627-7775 Rockton Berry Farm Country Market, 621 Hwy. 8905-627-9720 Harster Greenhouses, 250 Hwy #8, Greensville905-628-2430 |
| Gourmet Shops | |
| Greenhouses | |

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| Home Renovations | |
| Home Theatre | |

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| Ice Cream | Dairy Queen, 233 Dundas St. E.905-689-8514 |
| Income Tax | Waterdown Income Tax, 245 Dundas St. E.,.....905-689-7823 |
| Industrial Maintenance | Complete Industrial Maintenance., 3820 Beverly Rd.519-740-7878 |
| Industrial Millwright | Flamboro Main. & Mechanical, 730 Middletown Rd.905-628-6243 |
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Continued on Page 7

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Arend Kersten

Executive Director, Flamborough Chamber of Commerce

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Photos courtesy of Wilf Arndt

Turning a chicken coop into a treasure trove for Drummond House

What was once an old chicken coop has been transformed into a treasure trove by Rescued and Restored. Located at 248 Freelton Road in Freelton (in front of the Freelton Antique Market), Rescued and Restored offers a wide variety of gently used goods (from furniture to clothing to books and more – see pictures below) at incredibly low prices. All proceeds go to Drummond House, a sanctuary for women and their children who find themselves in circumstances of crisis. The Flamborough Chamber of Commerce (FCC) held their January *Business After Five* (BA5) networking event at the facility. ABOVE: Pictured with FCC President Jason Small (left) are (from left) Kathryn Bernard (3R Co-ordinator for Drummond House), Drummond House Executive Director Debra Tigchelaar, Ward 15 Councillor Judi Partridge and Rescued and Restored Director of Operations Nick Marusich, BELOW, LEFT: FCC President Jason Small with Margaret Robertson (left) and Joyce Aitkin. Margaret – a Past President of the FCC – is a recipient (along with her late husband Jim) of the FCC's *Lifetime Achievement Award*. Joyce will accept the *Lifetime Achievement Award* on behalf of her late husband Jim (Rankin Environmental) at the March 2 *Outstanding Business Achievement* (OBA) awards gala at the Flamborough Hills Golf & Country Club. BELOW, RIGHT: FCC Executive Director Arend Kersten shares a lighter moment with Councillor Partridge.



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SURVEY: BUSINESSES UNSURE ABOUT ONTARIO'S ECONOMY

The Ontario Business Confidence Index shows that most Ontario businesses are confident in their own outlook (72 percent) and are planning to expand over the next five years (60 percent). However, the same businesses are unsure about the overall direction of Ontario's economy – only 41 percent express confidence.

The index is a survey of 2,386 businesses conducted as part of *Emerging Stronger 2013*, a business-driven economic agenda for Ontario released today by the Ontario Chamber of Commerce (OCC), its network of local chambers along with their research partner, the University of Toronto's Mowat Centre.

Emerging Stronger 2013 is a transformational agenda aimed at accelerating Ontario's economic growth. It identifies Ontario's challenges and advantages, and sets out practical and detailed recommendations for government and business.

Some of its key recommendations include: enabling better access to capital for start ups and small businesses through crowd funding; encourag-

ing businesses to employ more Aboriginal people and people with disabilities; opening up more government services to private sector and not-for-profit delivery; utilizing Ontario's large immigrant population to grow exports; and, allowing more employers to participate in training.

The agenda comes days after Kathleen Wynne was named Ontario's next premier and is intended to provide a non-partisan platform that should appeal to all three parties.

"The OCC has criss-crossed this province engaging and hearing from local chambers and their 60,000 members," said OCC CEO Allan O'Dette. "We are confident that Ontario has all the assets to prosper, but we need to act collectively, strategically and with purpose."

"This Index is one of the largest surveys ever conducted of business opinion in Ontario," according to pollster Dave Scholz, Vice President of Leger Marketing. "Business sentiment is very much 'glass half-full' in the province right now."

Among the survey findings are:

- Ontario is falling behind on productivity: only 10 percent of respondents believe their sector is a global leader in productivity.

- Some sectors are much more confident than others: the financial services sector is the most confident in their own outlook (74 percent say their business will expand in the next 5 years).

- Businesses are struggling to diversify their exports: 45 percent of Ontario businesses view China as the most critical market in the next 5-10 years. Yet only 1.4 percent of Ontario's exports are bound for China.

- The debt and deficit remain big concerns: 26 percent of businesses believe Ontario is going in the right direction when it comes to restoring fiscal balance.

Hamilton area businesses are most likely to respond that the economy is heading in the right direction (48 percent), while Eastern Ontario businesses are the least likely (36 percent).

OUTSTANDING BUSINESS ACHIEVEMENT AWARDS CELEBRATE THE VERY BEST IN CORPORATE EXCELLENCE

LIFETIME ACHIEVEMENT AWARD

Col. Gordon Dailley
African Lion Safari
Mike Demkowich
J.D.J. Trailers
Domenic DiFelice
Waterdown Collision
Hank Gelderman
Jan Gelderman Landscaping
Sandy Gray
Weeks Home Hardware
Bill Grisdale
Grisdale Enterprises
Jay Hughes
Jay's Auto Service
Karen Hunt
Rockton Dinner Theatre
Charles & Margaret Juravinski
flamboro downs
Archie McCoy
McCoy Foundry
Jim and Margaret Robertson
Pause Awhile Tea Room
Ron Steepe
Kitching Steepe & Ludwig
Funeral Home
Ernie Weeks
Weeks Home Hardware

BUSINESS GROWTH AND ACHIEVEMENT AWARD

2006 - *Hickory Dickory Decks*
2006 - *DanceMakerz*
2007 - *CHOICES*
2007 - *Magnolia House Spa*
2008 - *Dufferin Aggregates*
2008 - *Aventix*
2009 - *Langford Pharmacy*
2009 - *Waterdown Optometric Clinic*
2010 - *The Lock Hut*
2010 - *Millgrove Gardens*
2011 - *Greensville Gourmet*
2011 - *McCann Professional Dog Trainers*

TOWN OF FLAMBOROUGH AWARD

2006 - *Sylvia Wray*
Flamborough Archives
2007 - *flamboro downs*
2008 - *Cpl. Chris Klodt*
2009 - *Gail Bosma*
Flamborough Food Bank
2010 - *Ryan Ellis*
Mark Visentin
Canadian Junior Hockey Team
2011 - *OH Canada Ribfest*
Rotary Club of Flamborough AM
Rotary Club of Waterdown

SANDRA GRAY/ WEEKS HOME HARDWARE AWARD

Community Service by an Individual Award
2006 - *Deb Tigchelaar*
Drummond House
2007 - *Tom Jacques*
Hickory Dickory Decks
2008 - *Heather Johnston and Ted Lindsay*
Flamborough Review
2009 - *Peter Barnes*
Waterdown Youth Centre
2010 - *Marti Van Hoeve*
Van Hoeve Homes
2011 - *Dante DiFelice*
Waterdown Collision
2011 - *Norm Read*
Beckett Lowden Read

YOUNG ENTREPRENEUR OF THE YEAR AWARD

2009 - *Haley Luckanuck*
Spoiled Rotten Pet Services
2011 - *Nicole Martin*
Talent Search Summer Camp

COMMUNITY SERVICE BY A COMPANY AWARD

2006 - *Flamboro Speedway*
2007 - *Jay's Auto*

2008 - *Terra Greenhouses*
2010 - *Waterdown Dairy Queen*
2011 - *Lafarge Canada*

CHAMBER OF COMMERCE GREEN AWARD

2008 - *Waterdown Collision*
2009 - *Nathan Helder*
Gelderman Landscaping
2010 - *Sensible Life Products*

FCC AWARD

2006 - *Arend Kersten*
Flamborough
Chamber of Commerce
2007 - *Lafarge (Dundas)*
2008 - *COGECO*
2009 - *Robert Pasuta*
Councillor - Ward 14
2010 - *Fred Eisenberger*
Mayor - City of Hamilton
2011 - *Dutch Mill Country Market*

CIVIC RECOGNITION AWARD

2011 - *Flamborough Women's Resource Centre*
2011 - *Soroptimists International*
Dundas-Ancaster-Flamborough

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- Sarah Powell (Sarah Grace Photography)
- Roger Wilson

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2013 OUTSTANDING BUSINESS ACHIEVEMENT GALA

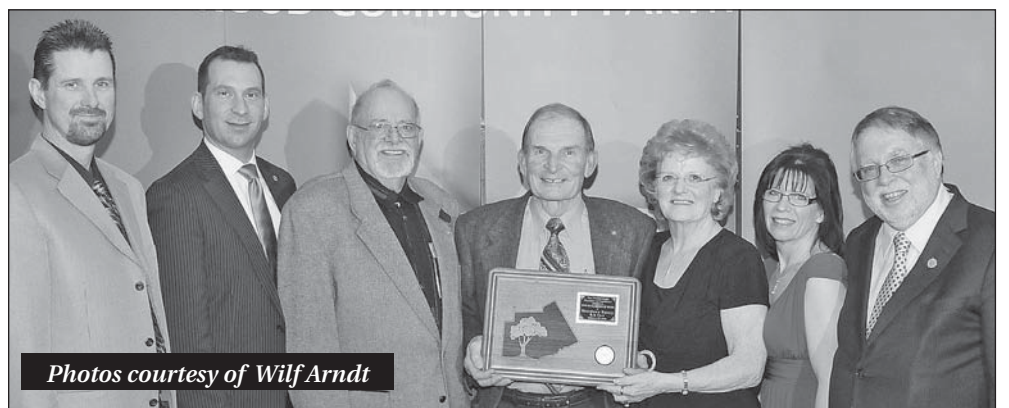
Saturday, March 2, 2013

Flamborough Hills Golf & Country Club

Reception 5 p.m. • Dinner 6:15 p.m. • Awards Follow

Tickets \$75 each (includes HST)

Go to the FCC website (www.flamboroughchamber.ca) or call the office at 905-689-7650 to reserve your tickets



Photos courtesy of Wilf Arndt

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2013 FLAMBOROUGH OPEN - WEDNESDAY, MAY 29

ABOVE: Flamborough Chamber of Commerce (FCC) Executive Director Arend Kersten (standing, right) with the M&L Testing table at last year's *Flamborough Open* at the Carlisle Golf & Country Club. BELOW: Rotarian Wendy Hickey with Nathan Brown of Brown Financial Security at the post-tournament dinner. The annual *Flamborough Open* represents a unique partnership between the Rotary Club of Waterdown and the FCC. Wendy is a member of the joint organizing committee.



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Kitching Steepe Ludwig Funeral Home
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| Manufacturing | Flamboro Machine Shop, 952 Brock Rd.905-659-0404 Heron Instruments, 447 Moxley Rd.905-628-4999 R&R Manufacturing, Millgrove905-689-9911 |
| Marketing | Serve Media, 998 Courtland Dr., Ancaster905-304-3451 |
| Marketing/Web Design | Market Mechanics, 50 Karsh Cres.289-635-1507 |
| Meat | Millgrove Packers, 549 Conc. 5 W.905-689-6184 |
| Metal Fabricators | Flamboro Technical Services, 383 Conc. 6 E.905-689-8815 |
| Mill Equipment | Bev Brown Enterprises, 30 Maple Ave.905-628-9929 |
| Millwrights | Industrious Solutions, 540 Hwy. #8905-627-3600 |
| Mobile Home Parks | John Bayus Park, 6501 S.S.#1, Cambridge519-623-2845 Beverly Hills Estates, Box 52146 Oakville |
| Mortgage Financing | Dominion Lending Centres, 9 Franklin St.,905-690-6834 |
| Movers | TWO MEN AND A TRUCK, 50 Dundas St. E.....905-981-5000 |

| N | |
|---------------------|---|
| Newspapers | Flamborough Review, 30 Main St. N905-689-2003 |
| Nursing Home | Alexander Place, 329 Parkside Dr.905-689-2662 |
| Nuts-Edible | Picard Food Partnership, 447 Dundas St. E.905-690-1000 |

| O | |
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| Optometrists | Dr. Janice Van Wyngaarden, 835 Hwy #97, Freelon905-659-3937 Family Eye Care, 66 Mall Rd., Hamilton905-385-3661 Waterdown Optometric Clinic, 301 Dundas St. E905-689-7234 |
| Office Supplies | Staples, 88 Dundas St. E.905-689-1322 |

| P | |
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| Pet Care | Spoiled Rotten Pet Services, 796 Millgrove Side Road....905-541-6450 |
| Pest Control | OHN Pest Management, Con. 12 E., Freelon289-237-1062 |
| Pipewelders | Industrious Solutions, 540 Hwy. #8905-627-3600 |
| Photography | Sarah Grace Photography, 872 Con. 6 W.905-659-4927 |
| Plumbing Contractors | Taylor's Plumbing, 300 Dundas St. E905-689-4777 |
| Produce-Fresh | Brenn-B Farms Ltd., 1252 Conc. 5 W905-659-7419 Earth Fresh, 131 Browns Line, Toronto416-201-4391 Ubbelea Mushroom Farm, 1160 Edgewood Rd.905-689-8610 |
| Property Management | The Enfield Group, 1 Hamilton St. S905-689-7341 |
| Pumps | Flamborough Pumps, 793 8th Conc. W., Puslinch905-659-3337 |

| Q | |
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| Quarries | Dufferin Aggregates, 685 Brock Rd.905-627-7711 Lafarge Canada, 628 Hwy. #5905-527-2744 |

| R | |
|-------------------------|--|
| Race Track | Flamboro Downs, 967 Hwy. #5 W.905-627-3561 |
| Real Estate | Dean Martin, Re/Max Garden City, 720 Guelph Line905-633-4614 R. Denninger, Re/Max Garden City, 427 Dundas St. E. ..905-689-1717 Re/Max Condos Plus, 45 Harbour Sq., Toronto416-203-6636 Wendy Martin, Sutton Group About Town905-681-7900 |
| Rendering | Rothsay, P.O. Box 8270, Dundas905-628-9303 |
| Restaurants | Boston Pizza, Flamborough Power Centre905-690-1500 Dairy Queen, 233 Dundas St. E.905,689-8514 Lord Byron Restaurant, 10 Main St. S.905-689-6648 Tim Hortons Donuts, 255 Dundas St. E.905-689-3131 The Royal Coachman, 1 Main St. N.905-689-5952 Turtle Jack's Muskoka Bar & Grill, 255 Dundas St. E.905-690-1787 Walmart Canada, 90 Dundas St. E., R.R.#2905-689-9273 Village Manor Retirement Home, 57 John St. W.905-689-5440 Pacific Cedar Shake & Shingle, 2099 Hwy #6 N.905-659-1655 |
| Retail | |
| Retirement Homes | |
| Roofing | |

| S | |
|-----------------------------|---|
| Security Systems | A.B. Wass Security, Box 390, Waterdown905-689-7931 Connectall Communications, 7 Commerce Ct., SC905-383-2282 Rankin's Septic Tank Pumping, Box 12, Waterdown905-689-5585 |
| Septic Tank Cleaning | DAF Sorooptimists, 861 Centre Rd.905-689-7237 |
| Service Clubs | CHOICES, 59 Kirby Ave., Greensville905-628-6147 |
| Social Services | Medtel Software, 7 Innovation Dr.905-389-2996 |
| Software Development | Magnolia House Spa Boutique Salon, 20 main St. N.905-690-9759 |
| Spa | A.T. McLaren Ltd., 69 John St. S., S. Hamilton905-527-8559 |
| Surveyors | |

| T | |
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| Testing Equipment | M & L Testing Equipment, 31 Dundas St. E.905-689-7327 |
| Toilets-Portable | Room To Go Inc., Box 76, Millgrove905-689-6389 |
| Tools | Flamborough Technical Mgmt., Box 1282, Waterdown 905-690-6094 |
| Topsoil | Millgrove Garden Supplies, 682 Concession 5 W.905-689-5527 |
| Tourism | City of Hamilton Tourism, 34 James St. S., Hamilton905-546-2424 |
| Traffic Tickets | Geoff Ellis, The Ticket D.O.C.T.O.R., 1294 Hwy. #6905-659-1844 |
| Trailers | J.D.J. Trailer Manufacturers, 1056 Hwy. #6905-689-7100 Wheeling World, 140 King St. E., Hamilton905-522-1368 |
| Trans/Freight Forwarding | (ABH) Oversize Direct, 1 Waterwheel Cr.905-690-3193 L.P. Services, 100 Mead Ave., Hamilton905-312-9073 |
| Trucking | Jimmy D Coverdale, 955 Highway #97, Freelon905-659-2253 |

| W | |
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| Weighing Systems | Trouble-Shooting Services, Box 185, Carlisle905-659-1323 |
| Welding | Parsons Welding Service, 25 Dundas St. E.905-689-5144 |
| Wine & Beer | Polar Bay Wines, 254 Dundas St. E905-690-1868 |
| Women's Services | Drummond House, 67 Conc. 5 E905-689-1484 Interval House, 630 Sanatorium Rd., Hamilton905-387-9959 |
| Woodworking | Marinete Enterprises, 447 Moxley Rd. S.905-627-6850 |

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CCC UNVEILS TOP 10 BARRIERS TO COMPETITIVENESS

The Canadian Chamber of Commerce (CCC) and its nationwide network of chambers of commerce, including the Flamborough Chamber of Commerce (FCC), unveiled its *Top 10 Barriers to Competitiveness for 2013* – an initiative the CCC network undertook last year to draw attention to the barriers that are holding back Canada's progress and to urge all levels of governments to act more swiftly in increasing our country's ability to compete globally.

The CCC network intends to maintain its focus on skills in 2013, particularly in addressing four key areas:

- upskilling;
- immigration policies;
- education-employment alignment and Aboriginal education;
- workforce development.

Addressing the *Top 10 Barriers to Competitiveness* will go a long way towards restoring Canada's competitiveness. The CCC network is calling on its own membership, on governments, on labour organizations, on educators and others to tackle and overcome these barriers as tolerating them is simply not an option.

"The need for action is urgent," said CCC President & CEO Perrin Beatty.

"The standard of living of every Canadian depends on how well we respond to the challenge. We must identify and implement real, tangible solutions for breaking down the barriers to our competitiveness and for creating more opportunities and greater prosperity for Canadian businesses and families."

2013 TOP 10 BARRIERS TO COMPETITIVENESS

Skills shortages

Both governments and businesses across regions and sectors will need to work cooperatively and aggressively to address this ubiquitous issue, particularly in four key areas: upskilling, immigration policies, education-employment alignment and Aboriginal education and workforce development.

Barriers to world markets for Canadian energy products

The overseas market will be of critical economic importance to Canada in

the 21st century. Federal and provincial governments must act now to support the development of the infrastructure and relationships needed to realize the full potential of Canada's energy endowment, or risk missing out on a historic opportunity.

Inadequate workforce productivity

Improved trends in business investment in productivity-enhancing technologies and equipment are encouraging but still leave Canada underperforming relative to its competitors. To improve its productivity, Canada must leverage advanced technologies and efficient infrastructure, support efforts to raise literacy and numeracy levels among workers and ensure its EI program is not a disincentive to work.

Inadequate public infrastructure planning

Government commitments to infrastructure have been intermittent and the criteria changeable, making private sector investment difficult and expensive. Mobilizing private investment to finance public goals is essential for infrastructure development.

Tax complexity and structure

Canada's tax system over-relies on income and profit taxes, the most economically-damaging forms of taxation. Canada's tax system is also overly complex and, as a result, imposes unnecessary and significant compliance and administration costs on businesses and consumers. Canada must create a simple, fair and growth-oriented tax system.

Poor innovation performance

Canada lacks a definitive innovation strategy that brings coherence to the many government policies and programs affecting private research, academic research and commercialization. A clear approach that leads to action is urgently needed. Poor innovation leaves Canadian business vulnerable to competitors and to changing economic conditions.

Deficient strategies for trade success in new markets

Canada's competitiveness is constrained by a focus on slow-growing, traditional markets. Canada must reduce its dependency upon its usual trading partners and expand its access

to new markets in Asia, Africa and South America. Legal access to these markets is but the first step. Canada needs to construct trade strategies that will turn access into success.

Internal barriers to trade

Canada is still far from being a barrier-free internal market. Internal trade barriers cost Canada's economy more than \$14 billion each year. Canadian business still has to petition governments for the "right" to sell goods and services in Canada. Canadian business needs a new agreement that will deliver a single, unimpeded marketplace for internal trade, labour mobility and investment.

Uncompetitive travel and tourism strategies

Through a combination of high transportation costs and steadily reduced marketing efforts, Canada has slipped from seventh place among the world's tourism destinations to 18th place in just a decade. A huge industry, critical in every region, is struggling with its competitiveness and needs public policies that are forward looking and supportive.

Lack of access to capital

A critical element of business competitiveness in any industry is access to capital—be it through venture capital or through foreign direct investment. Canada must support a sustainable private-sector led venture capital market and increase its appeal to foreign investors.

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| <p>MS 440 CHAIN SAW 71.0 cc / 4.0 kW / 6.5 kg (14.3 lb)</p> | <p>\$849⁹⁵ MSRP \$1019.95 with 16" bar</p> |

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