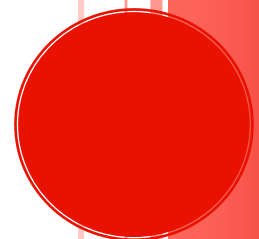




FREDERICTON CHAMBER OF COMMERCE

Annual Report – 2013-2014



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President's Message – Chris Johnston



With my term as Fredericton Chamber of Commerce president coming to a close, I think back all of the steps and decisions it took to get here – from joining the board of directors in the first place, to becoming part of the executive to getting on the ‘president track’ as second VP three years ago. I have certainly learned a lot on the way and hope I have also been able to share my knowledge as well. This keeps me coming back to my call to our membership one year ago – to get involved. As a small community, we rely heavily on the work of volunteers to get a lot of work done and the chamber is no exception. We are very fortunate in this city that we seem to have an endless supply of intelligent, engaged citizens that care. We need volunteers to fill our board, our more than dozen committees, to help at events, to share their knowledge and give their opinions. We rely on volunteers everyday and I would like to thank each one individually, but there are just too many!

I would like to particularly thank Janice Corey, our outgoing past-president and Joseph O’Donnell, our incoming president. Their knowledge, generous spirit and commitment have made my term much easier and more effective. I am looking forward to being Joseph’s past-president in 2014-15.

When I sit back and think about how quickly the past year has gone by, it is a testament to how busy things are at the Fredericton chamber these days.

Some of my personal highlights from the past year include:

- In July, the chamber’s Physician Recruitment and Retention Committee hosted a welcome reception for the city’s medical residents at the Delta Fredericton – continuing our commitment to increased access to primary healthcare in the city;
- In August, we again sold-out our annual golf tournament at Kingswood Lodge and the weather mostly cooperated for the full day. The putting pandemonium game also raised money for Jobs Unlimited. We also completed a new strategic plan over a two-day period.
- In September, we had two policy resolutions unanimously approved by the delegates at the Canadian Chamber of Commerce’s 2013 annual general meeting in Kelowna;
- In October, the chamber’s Economic Development Committee hosted “Choose Fredericton,” an initiative aimed at increasing the city’s post-secondary students knowledge of what the Fredericton has to offer, both professionally and recreationally. It also provided an opportunity for smaller employers to make connections with tomorrow’s skilled workers. We also hosted the Business Excellence Awards, adding a new “Resilience” award, given to Wilkins Home Building Centre;

- In November, we hosted the annual State of the City Address with Mayor Brad Woodside who made clear that the City is committed to becoming Atlantic Canada's "start-up capital," a goal the chamber is actively working to support;
- In December, we hosted our annual Christmas Business After Hours at the Crowne Plaza Fredericton Lord Beaverbrook hotel;
- In January, we presented our Provincial Government Affairs Committee's pre-budget brief to Minister Blaine Higgs. Later in the month we hosted Premier David Alward for the chamber's 40th annual State of the Province Address at the Fredericton Convention Centre;
- In February, the chamber participated in New Brunswick's budget lock-down along with other groups and stakeholders and hosted the finance minister for an annual post-budget breakfast – co-hosted by the New Brunswick Real Estate Association;
- In March, we held the Distinguished Citizen Awards where three new recipients were honoured: David Peterson, Mardi Cockburn and George Piers. We also hosted our second Curling Funspiel at the Capital Winter Club, which was sold out again;
- In April, we hosted the leader of each of New Brunswick's five registered political parties in our inaugural Political Leadership Series. Our Municipal Government Affairs Committee also presented its annual brief to City Council;

Of course, this is just a brief selection of what happens at the chamber on an annual basis. In the past year we have hosted more than 50 events in total, including our monthly Business After Hours events. Over the past couple of years we have significantly ramped up our learning opportunities – which has coincided with striking a professional development committee.

We have also started to collaborate more with chambers from across the country, but in particular other chambers in the province and the Atlantic Chamber of Commerce. I hope this collaboration will continue and grow in the future.

I am particularly looking forward to awarding our first scholarship from the fund created under my predecessor, Janice Corey. Thanks to the Fredericton Community Foundation for managing this program for us.

Finally, I would like to thank my fellow board members and the chamber staff for their support and hard work throughout the year. Thanks also to all those who volunteered with the chamber this past year – as I have said before, the chamber simply would not exist without you. I am grateful for the opportunity to serve as president of this organization and am now a proud alumnus of the position.

2013-2014 Board of Directors



Chris Johnston
President
Atlantic Medical Imaging
Services



Janice Corey
Past President
Corey & Company



Joseph O'Donnell
1st Vice President
National Bank
Financial



Stephen Hill
2nd Vice President
Cox & Palmer



Nick Norrad
Treasurer
Spacek & Norrad
Chartered Accountants



Heather Black
Executive
McInnes Cooper



Paul Simmonds
Executive
Robert Simmonds
Clothing



Mark MacKenzie
Board
Green Imaging
Technologies Inc.



Dan Coleman
Board
University of New
Brunswick



Laurie Guthrie
Board
Ignite Fredericton



Mark Mahoney
Board
Scotiabank



Keir Clark
Board
ScotiaMcLeod



Ian LaPointe
Board
Cobalt Capital
Properties



Cathy Pugh
Board
Fredericton
Convention Centre



Jill Dickinson
Board
Clowater's Plumbing
and Heating



Haley Flaro
Board
Ability NB



Dolores Whalen
Board
LuminUltra
Technologies Ltd.



Carlos Jabbour
Board
Radiant Learning
International



Charit Khatri
Board
Bulletproof
Technologies
Inc.



Lynn Fullarton
Board
Optimized
Planning
& Interiors



Doug Williams
Board
King Street
Ale House



Krista Ross
Ex-officio
Fredericton
Chamber of
Commerce

Chief Executive Officer's Message – Krista Ross, Fredericton Chamber of Commerce



As the 2013-2014 chamber year draws to a close, I would like to take this opportunity to thank you, our nearly 950 members, for your continued support, participation, and membership. Our strength is in our membership – and by joining and maintaining your membership with the Fredericton Chamber of Commerce, you have helped us to be the largest chamber of commerce in our province and second largest in Atlantic Canada! We hope that you have found your membership to be beneficial to your business. If you haven't been taking advantage of the many benefits of being a member, I encourage you to do so - and if you are not sure how to best utilize your membership... get in touch.

There are many people I want to thank for their great work – I'll start with the chamber team. You have a dedicated group of professionals working for your organization that always go above and beyond to provide great services, events, benefits and advocacy for you! A HUGE shout out to Wendy Morrell, Communications and Operations Manager; Policy and Research Manager Morgan Peters; Event Manager Stacey Murray; Membership Development and Marketing Manager Christine Little; and Janet Moser, Director, Fredericton Intercultural Business Services Center - BIMP/ the Hive/ la Ruche.

The next group to thank is our board of directors and committee members. Without their volunteer efforts, the chamber couldn't function the way it does - as a true reflection of our membership, your issues and your concerns. What a great group of volunteers willing to provide their time and talents to our organization! The caliber of volunteers that we are able to attract is a testament to the work of those who have gone before and put our organization on the map in our community. Our directors and committee members participate in many meetings and activities and provide leadership to the chamber along with their own very busy professional lives. A special thank you to our outgoing directors who have served the chamber in this capacity; your expertise and experience will be missed – the outgoing directors are: Past President Janice Corey of Corey and Company as well as Dan Coleman, University of New Brunswick; Mark MacKenzie, Green Imaging Technologies Inc.; Cathy Pugh, Fredericton Convention Centre; Mark Mahoney, Scotiabank; Ian LaPointe, Cobalt Properties Limited; and Carlos Jabour, Radiant Learning International Inc.

I also want to say a particular thank you to outgoing President Chris Johnston who has been a great leader of your organization – Chris has given unselfishly of his time and has worked diligently to ensure that the voice of the membership is heard. This year, Chris embarked on the launch of a new business and still made the chamber a huge priority. This doesn't go unnoticed by the business community and your chamber team. Finally, a thank you to incoming President Joseph O'Donnell – I look forward to working with Joseph closely in the coming year as he leads our organization. Joseph has already been working industriously with the chamber and providing expertise to several committees and the board and brings a great background and knowledge to the table as well as an enthusiasm to serve the business community.

As a membership owned and driven organization, you have made it our priority this year to work with various other groups including Downtown Fredericton Inc., Business Fredericton

North, Ignite Fredericton, The Knowledge Park, Fredericton International Airport Authority, as well as all three levels of government. We have excellent working relationships with these groups and are proud of the progress we have made in working with our elected officials on a variety of issues that affect business. Additionally, we work closely with the Canadian Chamber of Commerce and the Atlantic Chamber of Commerce in furthering our common agendas in this region and nationally.

We have recently gone through the process of re-accreditation with the Canadian Chamber of Commerce. Chambers from across the country can be accredited based on their level of professionalism, service provision, etc. Currently, the Fredericton Chamber of Commerce is accredited with distinction, which is the highest level of accreditation. Accreditation is a huge process of documenting all of our work and processes, and must be resubmitted every three years. Our chamber was first accredited from 2005 – 2007 and renewed for 2008 – 2010 and again for 2011 – 2013. From our very first time of participating in the process, we achieved the highest level of “Accreditation with Distinction” and have maintained it since. We have, just last month, submitted our documentation for 2014 – 2016. We await our confirmation of accreditation but are confident that we will be successful in this regard again this time. Thanks in large part to Wendy Morrell for putting together our submission.

This year has been an active one for the chamber - in addition to all of the events that we have done in the past this year we launched some new activities. In 2013 -14 we hosted six Joint Rotary Luncheons with excellent guest speakers, and we already have three planned for the 2014 – 2015 year. Along with HRANB as our co-host and DPETL as a sponsor, we initiated and held two HR Forums – each of which had nearly 100 guests in attendance! We also re-launched the Early Bird Networking events and held two this past year! With our partners Up93.1 / Hot 92.3 we hosted two educational seminars with fabulous guest speakers that our members were able to attend at no charge! Given the business community’s focus on innovation and startups, we were particularly pleased to host a seminar called ‘Let us Show you the Money’ – focused on accessing capital. And, we also had a political leadership series which saw the leaders of all five provincial political parties speak to our members! We continue to look for new and interesting events, both networking and educational, to serve our members.

In all, we have hosted over 5000 attendees at 54 events this year, while engaging more than 200 volunteers in our 19 committees and numerous other projects. I am excited about the 2014-15 year. The chamber continues to grow, and we remain focused on providing our existing benefits and services to you, while constantly looking for new ways to provide even more value in your chamber membership. We will also endeavor to continue providing excellent events and networking opportunities, as well as relevant and effective professional development experiences. Of course, our advocacy efforts continue to be a very important aspect of our work as well. Please be sure to complete our annual survey when it arrives on your desk in the coming weeks – this helps to guide our activities for the coming year and we count on your participation to ensure that we are on the right track!

One last note, we wish to say a word of thanks to CARIS and Dr. Sam Masry, our landlord for the past eight years at 270 Rookwood Avenue. In August, we will be moving to new premises at 364 York Street. We are excited about our move to lovely professional premises and hope to have you come and see us once we get settled in! Thank you for your continued membership and support of our organization. Together we are stronger.

Advocacy Update – Morgan Peters, Policy and Research Manager, Fredericton Chamber of Commerce



2013-14 was a typically busy year for the Fredericton chamber's advocacy efforts. As in the past, we began with our members by reaching out to our membership with the annual survey. The information obtained was used by all of the chamber's four advocacy committees as well as its board and executive. To supplement these data, we also used a number of smaller surveys throughout the year on an ad hoc basis as needed such as a municipal infrastructure survey and a Sunday shopping survey. The following is a selected list of advocacy issues and activities that the chamber has engaged in over the past year.

Communication with Government

In 2013-14, chamber volunteers and staff continued to cultivate effective working relationships with our elected representatives and their staff. Chamber staff and members met with Fredericton city councilors and staff; members of the provincial government including ministers, capital region MLAs, deputy ministers and other key staff; as well as federal ministers, MPs and staff.

The Provincial Government Affairs Committee provided New Brunswick's minister of finance with its annual pre-budget brief in January and participated in the budget lockdown in February. With an election looming in September 2014, the chamber's brief emphasized the need for restraint and responsible governance – in short, to avoid an 'election budget'. We were relatively satisfied this was achieved, as stated in a subsequent press release. The 2013-14 brief focused on three key areas: economic drivers, business readiness and community readiness. That brief can be found on the chamber website.

The Municipal Government Affairs Committee presented a local-issues brief to Fredericton's mayor and city council on 28 April 2014. The committee devoted its full year to researching and writing the brief – consulting with stakeholders, engaging in information gathering meetings, internet research and the like. The following topics were included: economic development, infrastructure and zoning/permitting. That brief can also be found on the chamber website.

Canadian Chamber of Commerce

The Fredericton chamber took a more active role with the Canadian chamber over the past year. At its 2013 annual general meeting in September, two policy resolutions submitted by our chamber were unanimously passed by the delegates in attendance. One dealt with the Canada-US price gap and the other regarded standardizing licensing / accreditation requirements for professionals across provinces. We also provided

support and a New Brunswick perspective on the then-pending Canada Job Grant. Chamber staff was involved with an informal alliance of provincial chamber leaders to present a united case on this issue, including speaking directly with federal ministers. Our direct involvement was necessary given the lack of a fully functional advocacy arm of Atlantic Chamber of Commerce at that time. Over the past year, we have also worked the Canadian chamber on anti-spam legislation, the skills gap, the *Trademarks Act*, natural resources, international trade and tourism policies. The Canadian chamber has also initiated a helpful podcast series in the past few months.

Atlantic Chamber of Commerce

The Atlantic chamber has been in a state of flux for several years now. Until recently the focus has been of the organization has been getting their governance issues resolved which seems to have peaked in January 2014 with the resignation of CEO Pierre Cadieux. Vice President Valerie Roy has since filled that role and has been making great progress with getting their policy and advocacy functions up and running. The New Brunswick division also has their Provincial Advisory Committee meeting regularly, whose function is primarily policy and advocacy. The Fredericton region is represented by former chamber president, Andrew Steeves.

Anti-Spam Legislation

Over the past couple of years, the Fredericton chamber has been involved with the impending anti-spam legislation by the federal government. We were first alerted to the deleterious effects of this proposed legislation by the Canadian Chamber of Commerce. We then advocated for changes to the draft regulations and were successful as a collective in obtaining some concessions from the federal government. The finalized legislation, while onerous, was better for business than what was originally proposed. We then spent several months gathering information on the specific effects of the legislation and how best to respond. We have been distributing this information to our members and encouraging them to make the necessary preparations in advance of it coming into force on 1 July 2014. The chamber then turned its attention to ensuring that our own operations would be compliant with the new legislation. This will be an ongoing process.

Bridging the Skills Gap

On 2 October 2013, our Economic Development Committee, in conjunction with the City of Fredericton and the Department of Post-Secondary Education, Training and Labour hosted "Choose Fredericton," a student-retention initiative aimed at keeping more post-secondary students in the area after graduation. The committee contained representatives from the University of New Brunswick, St. Thomas University, New Brunswick Community College, Eastern College, the Centre for Arts and Technology, Fredericton Region Young Professionals and Entrepreneurs, Enterprise Fredericton and others. The foci of the event were a combination of highlighting local employers that may not have been known to students, providing support to international students, promoting

entrepreneurship as a viable career option and the quality of life in the city. About 250 students attended the three-hour event and post-event surveying demonstrated a high level of satisfaction and effectiveness amongst attendees.

Access to a Primary Healthcare

The Physician Recruitment and Retention Committee (formerly Physician Recruitment Committee) continued to focus on its dual priorities in 2013-14: (a) advocating for greater access to primary care in the area; and (b) making direct contact with potential physicians for the area (primarily medical residents and students). The committee met with representatives from Horizon Health, the Department of Health, the NB Medical Society as well as Northwest Healthcare Properties. The committee has also continued to be particularly active in advocating for a downtown community health clinic, slated to open in a temporary location in 2014, as well as addressing the importance of recruiting incentives with government officials. On the direct contact with physicians front, the committee hosted a welcome reception for medical residents in the summer, provided a guided tour to a new-to-town physician and her family in the fall, participated in Horizon's "Home for the Holidays" event in the winter and are now planning another reception for summer 2014.

New Brunswick Drug Plan

The chamber has continued to be active in consultations with the government regarding the now-implemented New Brunswick Drug Plan, particularly regarding potential costs to businesses. We were successful in avoiding a payroll tax for the first phase of the program (1 May 2014 – 31 March 2015) and will continue with this message in 2014-15. The chamber also joined the Coalition of New Brunswick Employers for the purpose of advocating on this issue over the past year. Other members of the coalition include the Canadian Manufacturers and Exporters Association, the Canadian Federation of Independent Businesses, the Retail Council of Canada and the Restaurants Canada (formerly Canadian Food and Restaurant Association).

Pre-Election Activities

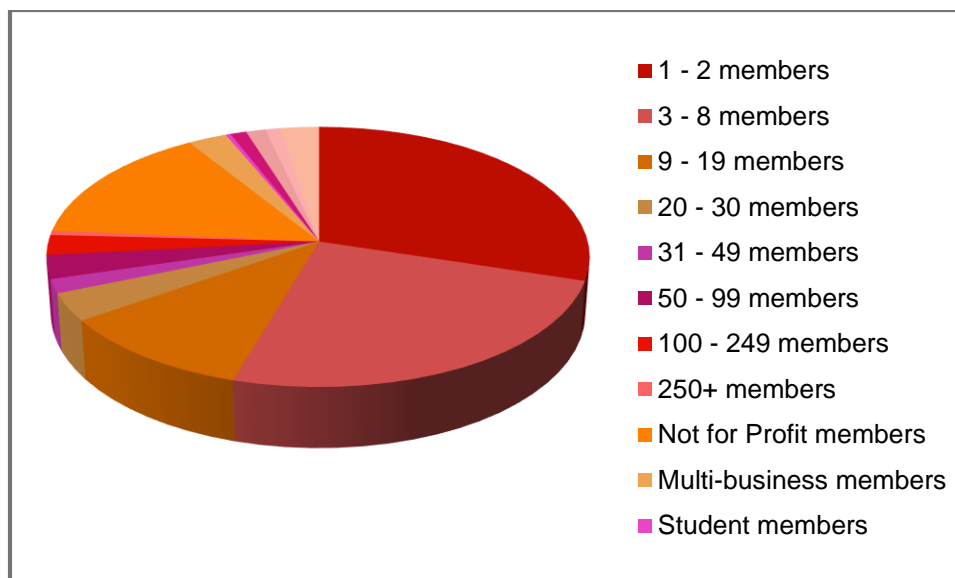
With a provincial election pending in September 2014, the chamber's Provincial Government Affairs Committee is planning a slate of pre-election activities aimed at informing our members and the community at large about relevant policy positions of the various parties. In April, we hosted the leader of each registered party for a speech and Q & A session at the Crowne Plaza Fredericton Lord Beaverbrook Hotel. These presentations were designed to be broad with the leaders were free to speak on issues of their choosing that were of interest to the business community. The next phase to be implemented will be the chamber's Questions that Count for the 2014 NB Election – were we will drill down a little deeper into the various issues. Each party will be presented with the questions and asked to respond in writing by a to-be-determined deadline. These responses will then be shared with the membership through our website

and the media. Finally, to get even more granular, we plan to host a local candidate event as the election draws closer, ideally immediately after Labour Day.

Membership Update – Christine Little, Membership Development and Marketing Manager, Fredericton Chamber of Commerce



The Fredericton Chamber of Commerce is an award-winning organization that continues to grow and prosper through our membership. From May 1, 2013 - April 30, 2014, the Chamber welcomed 118 new members which represented an increase of 28% over the previous year. We also added two new membership categories - Start-Up and Student as we recognize the importance of these sectors in our community. We added two new benefits to our membership; LearnSphere's online learning seminars allowing chamber members to receive, at no cost, online training courses in a multitude of areas such as customer service, human services and Excel along with offering our members a new discount merchant provider, First Data Services. Our members will receive exclusive preferred pricing on terminal and electronic processing for credit, debit and electronic cheques. We have received positive feedback from our members on these new benefits. We currently have 177 members enrolled in the Chambers of Commerce Group Insurance Plan.



We decided to design and create a tabloid which was inserted into 1,900 Daily Gleaner newspapers to help promote the Chamber, supplemented with radio advertisements and sponsoring Newcap Radio's, Workday Hero. We continued to boost our social media presence with an increase of 549 followers on Twitter

in addition to an increase of 378 likes with our Facebook followers. Launched our Growing Together referral program, and continued to expand our M2M discount program and reached out via telephone and/or visit to many of our long-standing chamber members to thank them for being members and also to remind them of the many benefits we have to offer. With the Fredericton Chamber of Commerce celebrating its 140th anniversary, we had a number of new marketing materials designed to reflect this celebration – logo design, membership decal, gold foil stickers, and a new banner stand to name just a few!

With the active role the Chamber plays in our business community along with the tangible benefits package we offer combined with educational components, networking opportunities and the leadership role in which the Chamber takes on many issues affecting the businesses in our region, offers our members a great return for their membership investment.

Event Update – Stacey Murray, Event Manager, Fredericton Chamber of Commerce



The Fredericton Chamber of Commerce hosted **54** events this year, with over **5000** attendees. This is a **32%** increase in event attendance from last year. Each year a portion of the annual membership survey is targeted at finding out what events our members want us to offer. The results last year indicated that our members want more **networking** and **professional development** opportunities.

To offer more networking opportunities, the Events & Networking Committee re-evaluated the Curling Funspiel and decided to change the length of the event from a half day to a full day. Having a full day event versus a half day event gave members more of an opportunity to network. To encourage members to network at this event, the committee designed a trivia game which allowed members to do so in a fun environment. In 2012-2013 no Early Bird Networking events were offered, this year we were able to offer two. **Seventy-three** members attended these two events and made new business connections. In 2014-2015 the Events & Networking Committee hopes that more members will want to host an Early Bird Networking event allowing us to offer even more networking events to our members who may not be able to attend our regular Business After Hours events due to scheduling conflicts.

In response to our members wanting more professional development opportunities, the Professional Development Committee used the annual membership survey results and ongoing communication with members to provide timely sessions on topics that matter to our members. We are proud to say we hosted **26** professional development sessions this year. This is an

increase of **136%** compared to the 11 that were offered in 2012-2013 when the Professional Development Committee was created.

Monthly Events

Business After Hours is one of our most successful networking opportunities; it allows business to showcase their products and place of business. We had **740** people attend our Business After Hours at eight different member locations this year, which is an decrease of **73** people in attendance from last year which is likely due to the snow storm we encountered during our March Business After Hours, where only 34 members attended.

Annual Events

Annual General Meeting (AGM) and President's Reception – June 5, 2013 – This event offers the incoming and outgoing presidents an opportunity to discuss what their perspectives are from the last year and what the incoming president would like to see happen in the year ahead. There were 38 people in attendance.

Summer Biz Bash – June 5, 2013 – As a member appreciation event, the chamber finishes the year off with one last mix and mingle before the summer break. Kingswood Ventures Inc. hosted this event at Kingswood Lodge and had **135** people in attendance.

Past President's Luncheon – June 25, 2013 – Each year a luncheon is held to honour our past presidents and to discuss what the chamber has worked on in the past year, and is planning on working on in the upcoming year. This is a great opportunity to hear the perspective of our past presidents. This year we had 18 in attendance.

Golf Tournament – August 29, 2013 – This tournament continues to be well received by our members. This year we were able to get more prize sponsors than ever before, every one of our **144** golfers went home with a prize. All of the hole sponsors had fun activities on their holes and ScotiaMcLeod even did a hole-in-one for \$10,000. Next year we will be celebrating our 25th anniversary of this tournament.

Business Excellence Awards – October 16, 2013 – This awards ceremony recognizes businesses that have shown outstanding customer service, community involvement and other notable achievements. We honoured seven companies/people in front of **358** attendees. The award winners included: Business Person of the Year – Sean Dunbar, Northampton Brewing Company Ltd. / Small Business Award – Dana's Collision Center/CSN / Large Business Award – Kingswood Ventures Inc. / Community Leadership Award – Harvest Jazz and Blues Festival / Young Entrepreneur of the Year – Andrew Bedford & Kerry Wells, Ginger Design / Not-for-Profit Organization – Fredericton Community Food Centre / Resilience Award – Wilkins Home Building Centre.

State of the City Address – November 21, 2013 – His Worship Mayor Brad Woodside gave an update on the initiatives being undertaken by the City of Fredericton. There were **338** people in attendance at this event.

State of the Province Address – January 30, 2014 – The Fredericton Chamber of Commerce celebrated the 40th anniversary of this event this year, which has hosted eight premiers since 1974. This event carries the premier’s message to the province’s accomplishments and future direction of New Brunswick. We increased the number of tickets for this event and **907** people.

Distinguished Citizen Awards – March 18, 2014 – We annually recognize members of the community who have given back, whether it is through their service or leadership. This year the event had **191** people attendance. The three award recipients included: David Peterson, George Piers and Mardi Cockburn.

Curling Funspiel – March 28, 2014 – This was the second year we hosted our Curling Funspiel and it was a great success! We sold out with **80** curlers, and we plan to continue with it in the future.

For a list of our upcoming events contact the chamber office at 458-8006 or visit our website at www.frederictonchamber.ca.

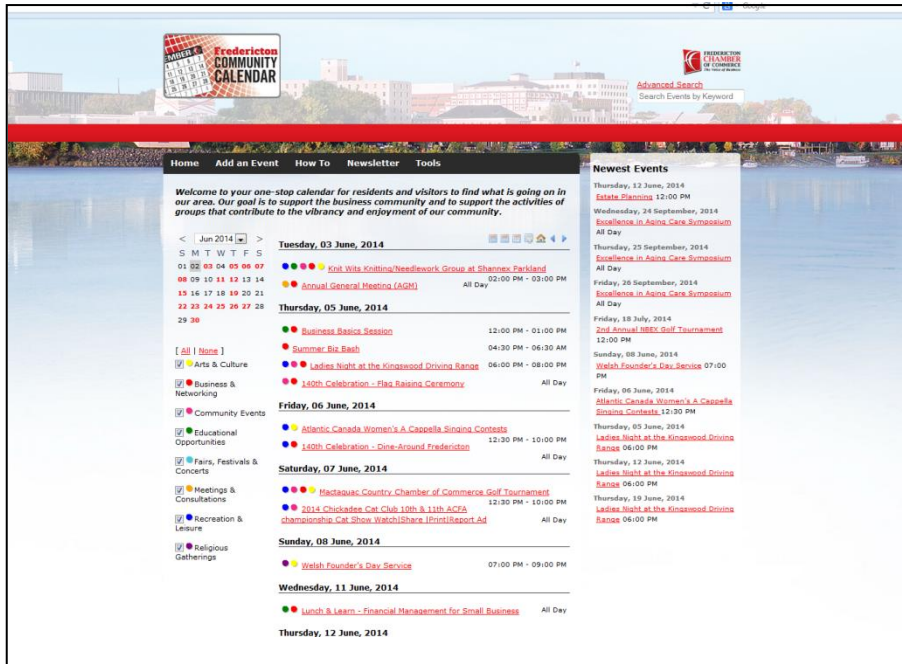
Attendance Numbers for 2013/2014 Event Season

Date	Event	Attendance
Thursday, May 9, 2013	Business After Hours – 3D datacomm	71
Wednesday, June 5, 2013	Annual General Meeting (AGM)	38
Wednesday, June 5, 2013	Summer Biz Bash – Kingswood Ventures Inc.	135
Thursday, June 6, 2013	Fredericton North Rotary Luncheon – Don Mills	51
Tuesday, June 11, 2013	Lunch & Learn - Bookkeeping for Small Business	34
Friday, June 21, 2013	Presentation Day – Growing Global Markets, Joel Richardson and Lisa LePage	30
Tuesday, June 25, 2013	Past President’s Luncheon	18
Thursday, July 25, 2013	Physician Recruitment Reception	55
Thursday, August 29, 2013	Golf Tournament	144
Tuesday, September 10, 2013	Presentation Day – Shale Gas Opportunities, Susan Holt and Minister Leonard	40
Thursday, September 12, 2013	Business After Hours – Fredericton Food Bank	77
Wednesday, September 18, 2013	Lunch & Learn – Effective Marketing Solutions for the Budget Conscious Small Business Owner	39
Thursday, September 19, 2013	Tri-Chamber Event	73
Friday, September 20, 2013	E-Waste Collection	N/A
Saturday, September 21, 2013	E-Waste Collection	N/A
Tuesday, September 24, 2013	Early Bird Networking at Premiere Executive	29

	Suites	
Thursday, September 26, 2013	Fredericton North Rotary Luncheon – Kevin Lacey	33
Wednesday, October 2, 2013	Choose Fredericton	250
Thursday, October 3, 2013	Business After Hours – Priority Personnel Inc.	84
Wednesday, October 9, 2013	Lunch & Learn – Anti-Spam	21
Thursday, October 16, 2013	Business Excellence Awards	358
Monday, October 21, 2013	Fredericton Rotary Luncheon – Dr. Lynn Hansen	29
Wednesday, October 23, 2013	New Member Welcome Reception	38
Friday, October 25, 2013	HR Forum	85
Tuesday, October 29, 2013	Early Bird Networking – Capital Region Community Tennis Centre	44
Tuesday, November 5, 2013	Making the Perfect Pitch: presentation skills	10
Wednesday, November 6, 2013	Learning Seminar with Wayne Ens	84
Thursday, November 7, 2013	Business After Hours – UNB Conference Services	92
Thursday, November 14, 2013	Let Us Show You The Money	72
Thursday, November 21, 2013	State of the City Address	338
Thursday, November 28, 2013	Fredericton North Rotary Luncheon – David Innes	18
Thursday, December 5, 2013	Business After Hours/Christmas Party – Crowne Plaza Fredericton Lord Beaverbrook Hotel	200
Friday, December 6, 2013	Presentation Day – Neil Squire Society, Luc Page	20
Tuesday, January 14, 2014	The Art of Networking	91
Thursday, January 30, 2014	State of the Province Address	907
Tuesday, February 4, 2014	Lunch & Learn – Creating communities that support health and well-being: Lessons from NYC?	38
Thursday, February 6, 2014	Business After Hours – Bulletproof Solutions Inc.	105
Wednesday, February 12, 2014	Lunch & Learn – Introduction to Social Media Marketing	57
Thursday, February 13, 2014	Brand Like a Rock Star	100
Tuesday, February 18, 2014	Post-Budget Discussion - Federal Budget 2014- 2015	41
Tuesday, February 25, 2014	Steps to Business Exit/Succession Planning	25
Wednesday, March 12, 2014	Lunch & Learn – Next Steps in Social Media Marketing	67
Thursday, March 13, 2014	Business After Hours – Cook In Services	34
Monday, March 17, 2014	Fredericton Rotary Luncheon – Phillipe Cannon	65
Tuesday, March 18, 2014	Distinguished Citizen Awards	191
Friday, March 28, 2014	Curling Funspiel Tournament	81
Wednesday, April 2, 2014	Political Leadership Series - Kris Austin, People's Alliance of New Brunswick	25
Thursday, April 3, 2014	Business After Hours – WEDS and Sable on Blonde	77
Wednesday, April 9, 2014	Political Leadership Series - David Coon, Green Party of New Brunswick	38
Wednesday, April 9, 2014	Lunch & Learn – Mike Melvin, McInnes Cooper	17
Wednesday, April 10, 2014	Fredericton North Rotary Luncheon – Bernard	57

	Lord	
Wednesday, April 10, 2014	Tri-City Chamber Business Expo	263
Wednesday, April 16, 2014	Political Leadership Series - Dominic Cardy, New Brunswick New Democratic Party	40
Wednesday, April 23, 2014	Political Leadership Series - Brian Gallant, New Brunswick Liberal Party	50
Wednesday, April 30, 2014	Political Leadership Series - David Alward, Progressive Conservative Party of NB	52

Fredericton Community Calendar



The Fredericton Community Calendar is an initiative of the Fredericton Chamber of Commerce Communications Committee. If you're looking to boost attendance at your events or if you just want to get the word out on your next event, add it to the Fredericton Community Calendar. Or maybe you are just looking to find something to get out and enjoy this great city, well the calendar is THE place to find that next great event. Visit www.frederictoncalendar.ca today and spread the word.

Operations and Communications Update – Wendy Morrell, Fredericton Chamber of Commerce



Another chamber year is over and once again, what a busy year it was. The chamber staff and I have been very busy working on our accreditation package in order to maintain our accreditation with distinction status again for the next three year period. I work closely with our Communications Committee and this year we reviewed the results of our annual membership survey and set our goals for the year based on the survey results. We prepared a request for proposals for the printing and design of the magazine and chose Emerge Designs and KKP Kwik Kopy to prepare our INSIGHT magazine for us. The year we also went in a new direction with our membership directory in that we brought the ad sales in house and went with a whole new design. We also added an online version to our website and to make it more accessible. We worked with Outreach Productions to launch our redesigned website and we worked with our database provider ChamberMaster/Micronet to add a mobile app so people can find out information about the chamber on the go. One more change was to our chamber e-blasts, we decided to give them a design change to make them have a consistent look.

On the Operations side, I worked with the by-law committee to make some necessary changes to our existing by-law and I also worked with Krista and the premises committee to help find a new home for the chamber during the 2014 year. I'm sure 2014-2015 will be another busy year and I look forward to moving the chamber not only into a new office space but also moving forward the chamber's communications with our members.

Business Immigrant Mentorship Program / The Hive – Janet Moser, Director/Directrice, the Hive / la Ruche

Business Immigrant Mentorship Program / Programme de mentorat pour entrepreneurs immigrants

Intercultural Business Incubator / Incubateur d'entreprises interculturel



The Fredericton Business Immigrant Program is now headed into its fifth year. After 10 cohorts and close to 180 mentee registrants, the program continues to grow and support newcomers who have chosen Fredericton as their new home under the immigration stream of provincial nominees. Year Four provided mentee clients with excellent training resources, networking opportunities, mentee to mentor pairings and success with business development and start-up planning. The BIM Program is currently being offered across the province of New Brunswick in Fredericton, Moncton, Saint John,

Edmundston and Bathurst regions. The Population Growth Division, Province of New Brunswick renewed contract agreements with the Fredericton Chamber of Commerce for Year Four, beginning on April 1st 2013 – March 31st 2014 and then again on April 1st 2014 – March 31st 2015. The program continues to be a yearly contract renewal process.

In 2014, the Province funded a new pilot program (HIVE) in Fredericton which has generated a considerable amount of interest and attention from across the community, its program partners, stakeholders and clients. The objective of this program is to attach as a “next step” approach or continuation of the well developed and successful Fredericton Business Immigrant Mentorship Program. Hive launched originally in Moncton during the fiscal year of 2012-2013. Like Moncton, we are forging new territory with this incubation program for newcomers who are working towards creating business in our city and province. Unlike the Business Immigrant Mentorship Program, Hive will charge a fee for its services and office space. The charge is minimal but will assist in offsetting expenses, and will also serve as signaling the value of receiving this high level of support and program excellence.

From previous research, we understand that New Brunswick is a leader and innovator with settlement assistance to the entrepreneurial stream of the Provincial Nominee Program. The Fredericton Business Immigrant Program led the way in Canada for such high-level business training and mentoring for newcomers and has since been adopted in several Canadian provinces. Hive has already drawn attention from Ontario and Alberta. The Province of New Brunswick and the Population Growth Division are to be commended for their forward thinking on these two programs, with the ultimate objective being business development, employment, and retention. This initiative received approval of the Fredericton Chamber of Commerce and its board of directors which has marked the continually strong relationship with the immigration file provincially and the business startup community in Fredericton.

The Hive is an incubator program that offers its clients (mentees) several advantages regarding learning about the Canadian style and culture of doing business. The objective is to have clients understand the difference in business style, structure, regulations and requirements from their home country to Canada. Total immersion in the business community and out of their own private silos of home office will lend well to the goal as outlined and give clients (mentees) a strong feeling of inclusion and acceptance. Hive is located at 30 Knowledge Park Drive, Fredericton and currently has four registered mentees who are each paying a monthly membership fee.

Volunteers of the Mentorship Program include the following program mentors and advisors:

Keir Clark, Robert Grant, Hart North, Pierre Beaulé, Tony Henderson, Carol Ann Hanley, Rebecca Steeves, Mike Melvin, Sharon Cowan, Kelly Richard, Gary Belding and Dr. Dhirendra Shuklah and Danny Crain.

Steering Committee Members:

Lizzie Cheng, Ashraf Ghanem, Jason MacFarlane, Bonnie Doughty, Mei Huang, Eric Megarity, Lisa LePage, Joerg Winkler and Danny Crain.

Community Partners and Service Providers

Dept of Post Secondary Education, Training and Labour, Department of Economic Development, Regional Office, Ignite Fredericton, City of Fredericton, UNB, CBDC, McInnes Cooper, Wilson Insurance, Canada Business, Jim Gilbert's Wheels and Deals, The Station and Planet Hatch.

Thank you to our Volunteers!

New Member Welcome & Retention Committee:

Lynn Fullarton (Co-Chair)	Optimized Planning & Interior Inc.
Dolores Whalen (Co-Chair)	LuminUltra Technologies Ltd.
Dave Armstrong	KPMG
Andrea Ashton	Fredericton Convention Centre
Ryan Boyer	Boyer & Associates Ltd.
Laura Eliaba	Priority Personnel
Erin Garagan	LuminUltra Technologies Ltd.
Andrew McGuire	Matthews McCrea Elliott
Jamie Rickard	Mayday Fine Print Inc/Swagshop.ca
Cindy Sheppard	NBCC
Kathryn Sprott	Delta Fredericton
Christine Little (staff)	Fredericton Chamber of Commerce

Fredericton Chamber Scholarship Committee

Les Smith	Past Chamber President 2002-2003
Dave Neal	Past Chamber President 1997-1998
Mike Toole	Past Chamber President 2010-2011
Leigh Winchester	Past Chamber President 2009-2010
Ron Forsythe	Past Chamber President 2006-2007
Stuart Blair	Past Chamber President 1994-1995
Krista Ross (staff)	

Communications Committee

Keir Clark	ScotiaMcLeod
Jill Dickinson	Clowater's Plumbing & Heating
Jenna Kennedy	CMA NB
Marilyn Wilson	KKP Kwik Kopy
Doug Daley	Kiers Marketing
Mindy Hansen	Jani-King NB/PEI
Scott MacKenzie	Xplornet
Wendy Morrell (staff)	

Provincial Government Affairs Committee

Joseph O'Donnell (co-chair)	National Bank
Cathy Pugh (co-chair)	Fredericton Convention Centre

April Barnett	Gemtec
David Emerson	UNB
Erika MacDonald	Foster & Company
Heather Allaby	NB Community College
Jamie Ryan	NB Real Estate Association
John M. Bowles	Fredericton North Rotary / PR Consultant
Larry Shaw	Knowledge Park
Mary Butler	NB Community College
Rick McGaw	UNB (retired)
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

Municipal Government Affairs Committee

Paul Simmonds (co-chair)	Robert Simmonds Clothing
Doug Williams (co-chair)	King Street Ale House
Candace Sears	KPMG
Catherine Lawrence	Real Food Connections
April Barnett	Gemtec
John Landry	Construction Association of NB
Betty Blanchard	Fredericton Convention Centre
Jan Rowinski	Scotia McLeod
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

Economic Development Committee

Heather Black (co-chair)	McInnes Cooper
Laurie Guthrie (co-chair)	City of Fredericton / Ignite Fredericton
Alessandro Doria	Skillsoft
Angela Beran	Department of Economic Development
Anne Soucy	UNB
Barbara Gordon	Dept of Post-Secondary Education, Training & Labour
Carrie Monteith-Levesque	St. Thomas University
Cindy Sheppard	NB Community College
Erin Blanchard	Fredericton Convention Centre
Geoff Gallant	Crowne Plaza Fredericton
Greg Davidson	Northcliff Resources
Jan Rowinski	Scotia McLeod
Lisa Lepage	Department of Economic Development
Mei Huang	Enterprise Fredericton
Tom Meadus	NB Community College
Stephanie Elkins	Department of Economic Development
Valerie Whyte	UNB
Bruce Robinson	Formerly of NB College of Craft and Design
Kathy Wishart	Formerly of Eastern College
Suzanne Wood	Formerly of Ability NB
Shane Gunter	City of Fredericton (student)

Krista Ross (staff)
Morgan Peters (staff)

Fredericton Chamber of Commerce
Fredericton Chamber of Commerce

Physician Recruitment and Retention Committee

Janice Corey (co-chair)	Corey and Company
Stephen Hill (co-chair)	Cox & Palmer
Andrew Steeves	UNB
Angela Dysart	Re/Max
Carol Reimer	Verus Consulting
Clint Simmons	Scotia McLeod
Denise Coulombe	Horizon Health Network
Derek Schriver	CBI Health Group
Glenna Birt	Northwest Healthcare Properties
Greg Toole	BMO Nesbitt Burns
Hart North	BIDS
Julia Grajewski-Noel	UNB (retired)
Kanza Hashmat	Multicultural Association of Fredericton
Matthew Pearn	Foster and Company
Ryan Boyer	Boyer and Associates
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

Events & Networking Committee

Charit Khatri – Co-Chair	Bulletproof Solutions Inc.
Haley Flaro – Co-Chair	Ability New Brunswick
Brent Greason	BMO Bank of Montreal
Christina Collins	Ability New Brunswick
Christina Nicoll	The Kidney Foundation of Canada
Jackie Jardine	OMISTA Credit Union
Jeff Wright	St. Thomas University
Julia Clarke	University of New Brunswick
Kathleen MacDougall	Cox and Palmer
Kim Gowan	Crowne Plaza Fredericton – Lord Beaverbrook Hotel
Nancy Curtis	Perfect Parties By Nancy
Teresa Hatto	Freedom 55 Financial
Wendy Ross-Clark	BMO – Bank of Montreal
Wendy Southworth	Priority Personnel
Stacey Murray (staff)	Fredericton Chamber of Commerce

Professional Development Committee

Dan Coleman – Co-Chair	University of New Brunswick
Mark Mahoney – Co-Chair	Scotiabank
Angela Beran	Government of New Brunswick
Jon Pedersen	Pedersen Video Inc.

Lisa LePage	Government of New Brunswick
Mei Huang	Ignite Fredericton
Scott Keenan	Priority Personnel
Stacey Murray (staff)	Fredericton Chamber of Commerce
Krista Ross (staff)	Fredericton Chamber of Commerce

140th Celebration Committee

Janice Corey – Chair	Corey and Company
Cathy Pugh	Fredericton Convention Centre
Christina Nicoll	The Kidney Foundation of Canada
Jill Dickinson	Clowater’s Plumbing and Heating
Kevin Brewer	Kevin Brewer Financial
Lee Shakotko	BarbaraLee Designs
Barb Clark	BarbaraLee Designs
Lindsay Johnston	Gorham Real Estate / Premiere Executive Suites
Lynn Fullarton	Optimized Planning & Interiors Inc.
Mac MacFarlane	Investors Group Financial Services
Sylvain Pitre	WEDS – Weddings and Events Designed by Sylvain
Jamie-Leigh Haughn	Volunteer Fredericton
Susanne White	Volunteer Fredericton
Stacey Murray (staff)	Fredericton Chamber of Commerce
Krista Ross (staff)	Fredericton Chamber of Commerce

Business Excellence Nomination Committee

Janice Corey – Chair	Corey and Company
Keir Clark	ScotiaMcLeod
Charit Khatri	Bulletproof Solutions Inc.
Chris Brown	ServiceMaster Clean of Fredericton
Mac Macfarlane	Investors Group Financial Services
Cyndy Jewett	Crowne Plaza Fredericton – Lord Beaverbrook Hotel
Bob Hatheway	Hatheway Orthodontics
Levi Lawrence	Real Food Connections
Crystal Mulherin	What on Earth
Stacey Murray (staff)	Fredericton Chamber of Commerce
Krista Ross (staff)	Fredericton Chamber of Commerce

Business Excellence Selection Committee

Janice Corey – Chair	Corey and Company
Keir Clark	ScotiaMcLeod
Dan Koncz	Skyline Building Management Ltd
Alycia Morehouse	City of Fredericton
Lee Winchester	BMO Bank of Montreal
Karen Grant	Kiers Marketing Group
Christina Nicoll	The Kidney Foundation of Canada
Ian Lapointe	Cobalt Capital Corporation
Ian Wilson	Investors Group Financial Services
Dan Coleman	University of New Brunswick
Mary Butler	New Brunswick Community College

Mac Macfarlane	Investors Group Financial Services
Don Good	exp Services Inc.
Stacey Murray (staff)	Fredericton Chamber of Commerce
Krista Ross (staff)	Fredericton Chamber of Commerce

Distinguished Citizen Selection Committee

Janice Corey – Chair	Corey and Company
Mayor Brad Woodside	City of Fredericton
Kerry Atkinson	Wilson Insurance Ltd.
Joseph O'Donnell	National Bank Financial
Anne Mooers	The Daily Gleaner
Stacey Murray (staff)	Fredericton Chamber of Commerce
Krista Ross (staff)	Fredericton Chamber of Commerce

External Committee Representatives

Andrew Steeves	New Brunswick Chamber Division
Marilyn Wilson	Greater Fredericton Social Innovation
John Kileel	Greater Fredericton Airport Authority

Volunteers for the 2014 State of the Province Address

Brent Greason	BMO Bank of Montreal
Wendy Ross-Clark	BMO Bank of Montreal
Julia Clarke	University of New Brunswick
Aaron McDevitt	Big Brothers Big Sisters of Fredericton and Oromocto
Scovasky Ramrattan	University of New Brunswick, MBA Student
Teresa Hatto	Freedom 55 Financial & Quadro Investment Services
Nqobile Sipithi	University of New Brunswick MBA Student
Marc Maillet	OMISTA Credit Union
Monica Currie	OMISTA Credit Union
Tracy Fraser	OMISTA Credit Union
Jackie Jardine	OMISTA Credit Union
Marilyn Wilson	KKP Kwik Kopy Printing
Wendy Southworth	Priority Personnel
Gary Hall	BMO Bank of Montreal
Rosa Chen	University of New Brunswick, MBA Student
Natujwa Maliondo	University of New Brunswick, MBA Student
Erin Garagan	LuminUltra Technologies

The following past presidents were featured in our 2014 State of the Province video:

Laura O'Blenis	Past President 2005-2006
Andrew Steeves	Past President 2011-2012
Leigh Winchester	Past President 2009-2010
Dave Neal	Past President 1997-1998
Clinton Lawrence	Past President 1998-1999
Fred Beirsto	Past President 1981-1982

Volunteers for the 2014 Tri-City Chamber Business Expo

Anna Migchels	Massage2Go
Dawn Pottier	lulujo baby products
Teresa Hatto	Freedom 55 Financial & Quadrus Investment Services
Jeff Wright	St. Thomas University
Christina Nicoll	The Kidney Foundation of Canada
Lynn Fullarton	Optimized Planning & Interiors Inc.

Nominating Committee

Janice Corey	Corey & Company
Chris Johnston	Atlantic Medical Imaging Services
Joseph O'Donnell	National Bank Financial
Stephen Hill	Cox & Palmer
Krista Ross	Fredericton Chamber of Commerce

By-law Committee

Stephen Hill	Cox & Palmer
Cathy Pugh	Fredericton Convention Centre
Haley Flaro	Ability NB
Janice Corey	Corey & Company
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce
Wendy Morrell (staff)	Fredericton Chamber of Commerce

Premises Task Force

Nick Norrad	Spacek and Norrad Chartered Accountants
Chris Johnston	Atlantic Medical Imaging Services
Andrew Steeves	University of New Brunswick, Engineering
Joseph O'Donnell	National Bank Financial
Stephen Hill	Cox & Palmer
Mark MacKenzie	Green Imaging Technologies
Keir Clark	ScotiaMcLeod
Krista Ross (staff)	Fredericton Chamber of Commerce
Wendy Morrell (staff)	Fredericton Chamber of Commerce

Volunteers of the Mentorship Program include the following program mentors and advisors:

Keir Clark
 Robert Grant
 Hart North
 Pierre Beaulé
 Tony Henderson
 Peter Giebles
 Carol Ann Hanley
 Rebecca Steeves
 Mike Melvin

Sharon Cowan
Kelly Richard
Gary Belding
Dr. Dhirendra Shukla
Danny Crain
Joerg Winkler
Lisa LePage
Eric Megarity
Jason McFarlane
Mei Huang
Bonnie Doughty

Steering Committee Members:

Lizzie Cheng
Ashraf Ghanem
Jason MacFarlane
Bonnie Doughty
Mei Huang
Eric Megarity
Lisa LePage
Joerg Winkler
Danny Crain

Community Partners and Service Providers for the Mentorship Program

Dept of Post Secondary Education Training and Labour
Department of Economic Development, Regional Office
Ignite Fredericton
City of Fredericton
UNB
CBDC
McInnes Cooper
Wilson Insurance
Canada Business
Jim Gilbert's Wheels and Deals
The Station
Planet Hatch.

Provincial Government Affairs Report – Joseph O’Donnell, & Cathy Pugh (co-chairs)



During fiscal year 2013-2014 the Provincial Government Affairs Committee met eight times in addition to subcommittee meetings. This committee is comprised of the following volunteers from our chamber members:

Joseph O’Donnell (co-chair)	National Bank
Cathy Pugh (co-chair)	Fredericton Convention Centre
April Barnett	Gemtec
David Emerson	UNB
Erika MacDonald	Foster & Company
Heather Allaby	NB Community College
Jamie Ryan	NB Real Estate Association
John M. Bowles	Fredericton North Rotary / PR Consultant
Larry Shaw	Knowledge Park
Mary Butler	NB Community College
Rick McGaw	UNB (retired)
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

In 2013-14, the Provincial Government Affairs Committee focused on three main priorities: the 2014-15 New Brunswick budget, selecting questions to ask the premier at the State of the Province Address and the 22 September 2014 provincial election.

2014-15 New Brunswick Budget

The committee spent the fall discussing, researching, and writing its annual pre-budget brief which was provided to Blaine Higgs, New Brunswick’s finance minister on 6 January 2014. In 2013-14, the committee made a point of using more available third-party resources, such as auditor general reports. Building on previous submissions and other work of the chamber, the brief was divided into three categories: community readiness, business readiness and economic drivers. Within these headings, the brief touched on topics such as innovation, entrepreneurship, productivity, tax burden, transportation infrastructure, skills, population growth, health, and education. The chamber was able to meet with Minister Higgs in late January to walk him through the finer points of the brief, which is available to download or view

on the chamber's website. Chamber staff also attended the budget lock-down on 4 February 2014 and co-hosted Minister Higgs, Department of Finance staff and several local MLAs at a post-budget breakfast with the New Brunswick Real Estate Association the following morning.

State of the Province Address

As in previous years, the chamber solicited questions from its membership, other chambers of commerce and other stakeholder organizations to ask the premier after the annual State of the Province Address. In 2014, we provided the event with a list of 10 questions, of which the premier was asked three at random. Nearly 50 questions were submitted and the top 10 selected by the committee included topics such as immigration, infrastructure, inter-provincial barriers, property tax, and natural resources.

2014 Provincial Election

After the provincial budget and State of the Province Address, the committee turned its attention to the 2014 election. The committee's motivation for its pre-election activities is to provide the membership with as much information as possible prior to September. The plan to provide this information involves three distinct phases, moving from general to more specific / localized information. In April, the committee hosted the leaders of all five registered parties in the province for our inaugural Political Leadership Series. This series provided the parties an opportunity to generally present the business community with their intentions on how to grow the economy in New Brunswick vis a vis improving business conditions.

Getting more specific and targeted the next phase of the initiative, scheduled to roll out in late spring/early summer, is to provide each party with our top 10 questions for the 2014 election. After giving the parties a reasonable chance to respond to the questions, we will begin publishing the responses received through the chamber's communication vehicles as well as the media.

The third phase, local candidate events, will occur during the actual election period in late August or early September.

Municipal Government Affairs Report – Paul Simmonds, Doug Williams (co-chairs)



During fiscal year 2013-2014 the Municipal Government Affairs Committee met seven times in addition to subcommittee meetings. This committee is comprised of the following volunteers from our chamber members:

Paul Simmonds (co-chair)	Robert Simmonds Clothing
Doug Williams (co-chair)	King Street Ale House
Candace Sears	KPMG
Catherine Lawrence	Real Food Connections
April Barnet	Gemtec
John Landry	Construction Association of NB
Betty Blanchard	Fredericton Convention Centre
Jan Rowinski	Scotia McLeod
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

Throughout the past year, the chamber's Municipal Government Affairs Committee focused its efforts on drafting a municipal issues brief that was presented to Fredericton City Council on 28 April 2014. The committee made it a priority to research each section of the brief through consultations with stakeholders, conducting an infrastructure priority survey, internet research and previously acquired knowledge such as the chamber's annual member survey or materials from other organizations and government departments.

In addition to committee member knowledge and expertise, the MGAC consulted with the following groups:

- Local developers/contractors
- City of Fredericton staff
- Ignite Fredericton staff
- Business Fredericton North staff
- Local political representatives

- Local tourism industry representatives

The final version of the brief was organized into three primary categories: economic development, infrastructure, and zoning/permitting.

The brief was well received by Council who were prepared to respond to many aspects of the brief. Submitting the brief in advance of the meeting was an effective to change over 2012-13. We are also planning to follow-up on several items contained in the brief over the summer months to ensure that our message has a lasting impact. The chamber did receive good media coverage as a result of the presentation (quality and quantity).

The committee is also planning to initiate more direct contact with city councillors and senior staff. We will be arranging an informal networking event with city representatives along with members of the committee and the chamber's board of directors. We hope this will become at least an annual occurrence that will strengthen our relationship with the City.

Economic Development Report – Heather Black, Laurie Guthrie (co-chairs)



During fiscal year 2013-2014 the Economic Development Committee met ten times in addition to numerous subcommittee meetings.

This committee is comprised of the following volunteers from our chamber members:

Heather Black (co-chair)	McInnes Cooper
Laurie Guthrie (co-chair)	City of Fredericton / Ignite Fredericton
Alessandro Doria	Skillsoft
Angela Beran	Department of Economic Development
Anne Soucy	UNB
Barbara Gordon	Department of Post-Secondary Education, Training and Labour
Carrie Monteith-Levesque	St. Thomas University
Cindy Sheppard	NB Community College
Erin Blanchard	Fredericton Convention Centre

Geoff Gallant	Crowne Plaza Fredericton
Greg Davidson	Northcliff Resources
Jan Rowinski	Scotia McLeod
Lisa Lepage	Department of Economic Development
Mei Huang	Enterprise Fredericton
Tom Meadus	NB Community College
Stephanie Elkins	Department of Economic Development
Valerie Whyte	UNB
Bruce Robinson	Formerly of NB College of Craft and Design
Kathy Wishart	Formerly of Eastern College
Suzanne Wood	Formerly of Ability NB
Shane Gunter	City of Fredericton (student)
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

The work of the Economic Development Committee, which carried over from fiscal year 2012-13, has been focused on retention of post-secondary graduates in Fredericton, which is a factor in the skilled worker shortage issue that is consistently identified by our members as a primary area of concern to their organizations.

On October 2, 2013, the committee organized/hosted an event titled “Choose Fredericton” at the UNB Currie Center. The event targeted post-secondary students from six educational institutions and local business owners, who may not have their own sophisticated recruitment mechanisms. The event objectives were to: (a) raise students’ awareness of the exciting opportunities for **local** employment; (b) network the students with local businesses; (c) encourage employers to think more about skill sets that might be a good fit for their organization, rather than just particular faculties; and (d) showcase Fredericton’s vibrancy and lifestyle.

Choose Fredericton was made possible with the generous support of the Department of Post-Secondary Education, Training and Labour and the City of Fredericton.

The committee is comprised of members of all stakeholder groups: educational institutions, students, business owners, economic development experts and members of community organizations. After the event, the committee worked to package the Choose Fredericton concept as more of a movement / ongoing campaign so that all stakeholders will be able to incorporate the Choose Fredericton theme and materials into their daily work.

Recently, the committee joined forces with the Provincial Government Affairs Committee to explore opportunities to support its work, particularly with respect to business awareness, labour force development and upskilling issues as they relate to energy and natural resource development.

As co-chairs, we wish to thank each member of the committee for your dedication, enthusiasm and creativity throughout the year.

Physician Recruitment and Retention Report - Janice Corey, Stephen Hill (co-chairs)



During fiscal year 2013-2014 the Physician Recruitment Committee met eight times in addition to subcommittee meetings.

This committee is comprised of the following volunteers from our chamber members:

Janice Corey (co-chair)	Corey and Company
Stephen Hill (co-chair)	Cox & Palmer
Andrew Steeves	UNB
Angela Dysart	Re/Max
Carol Reimer	Verus Consulting
Clint Simmons	Scotia McLeod
Denise Coulombe	Horizon Health Network
Derek Schriver	CBI Health Group
Glenna Birt	Northwest Healthcare Properties
Greg Toole	BMO Nesbitt Burns
Hart North	BIDS
Julia Grajewski-Noel	UNB (retired)
Kanza Hashmat	Multicultural Association of Fredericton
Matthew Pearn	Foster and Company
Ryan Boyer	Boyer and Associates
Krista Ross (staff)	Fredericton Chamber of Commerce
Morgan Peters (staff)	Fredericton Chamber of Commerce

In 2013-14, the committee has continued to work towards its objective of increasing access to primary healthcare through a two-pronged approach as outlined in its strategic plan completed in 2012-13. Through a combination of healthcare advocacy to government and other

stakeholders along with making direct contact with physicians who could potentially set up practice in the Greater Fredericton Area. The committee has made medical residents and students its focus on this second prong. To achieve these goals, this committee over the course of this fiscal year engaged in the following activities:

- o Continue to highlight at the municipal, provincial and federal levels the need for local primary healthcare to support the Fredericton community. Our local representatives have even begun to ask the chamber about our efforts in this file as they are aware of our level of engagement.
- o Supported and attended the “Home for the Holidays” event at Horizon Health which is targeted at physician residents at the Dr. Everett Chalmers Hospital.
- o Is closely following the information on the development of a Community Healthcare Clinic for Southside Fredericton.
- o Will have distributed three press releases once activities are completed.
- o Provided a Fredericton City ‘tour’ for a newly recruited Department of Health physician and her family.
- o Developed and will deliver in summer 2014 a reception for physician residents at the Delta Fredericton.

The committee spent time in educating themselves on present issues and update of previous issues. In particular they met with the following stakeholders:

1. NB Medical Society
2. Horizon Health – Physician Recruiter (member of the committee), CEO
3. Department of Health Representatives
4. Northwest Healthcare Properties
5. Officials charged with establishing the community health clinic in downtown Fredericton.

The primary healthcare file continues to be challenging for the chamber along with all other stakeholders. Progress is slow and at times not obvious, but it is also clear that we have gained traction in the community and with our political representatives and administrative officials in New Brunswick’s healthcare system. We will continue to make our voices heard, as in the near future with several expected retirements pending in the months. This will exacerbate an already tenuous situation so the committee’s efforts will more important than ever.

We would also like to thank the committee’s volunteers, several of whom have been active since its formation six years ago. We continue to attract high quality individuals to this committee, which further demonstrates its importance to the chamber and the community.

New Member Welcome Report – Dolores Whalen, Lynn Fullarton (co-chairs)



1. Total of 14 committee members.
2. Held six meetings from September to April.
3. Held a reception for chamber members that had joined within the last 2 years on October 23 at the chamber from 4:30 – 6:30pm. Approximately 40 members attended.
4. List of members belonging to the chamber for more than 2 years was divided up amongst the committee. Each committee member was to contact each company to:
 - Thank them for being a member
 - Update contact information
 - Review benefits of being a member
 - Reminder about the Business After Hours
 - 2-3 top business concerns that are keeping them up at night
5. Welcome mugs filled with swag were distributed to the new chamber members.

Communications Report – Keir Clark, Jill Dickinson (co-chairs)



The 2013-2014 Communications Committee consisted of:

Keir Clark	ScotiaMcLeod (co-chair)
Jill Dickinson	Clowater's Plumbing & Heating (co-chair)
Doug Daley	Kiers Marketing Group
Jenna Kennedy	CMA NB
Marilyn Wilson	KKP Kwik Kopy Printing
Mindy Hanson	Jani-King NB/PEI
Scott MacKenzie	Xplornet

The committee began the year with reviewing the results of the annual membership survey to decide on what the priorities should be for the upcoming year. Overall members seem to be quite content with the different communication vehicles the chamber is currently using. The majority of members rely on the chamber's e-blasts to get information about upcoming events and special announcements. The committee decided that it was time to change the look of chamber emails and we asked Enacity, our current e-blast designer and they came through with a great new design.

The other main source of information for our members is our chamber website and with a new look and functionality in our redesign in 2013, members seem to be very pleased with the new site.

The chamber's contract for the design and printing of our bi-monthly INSIGHT magazine was up for renewal and the committee helped to create the requests for proposals. Both chamber members and committee members are very happy with the work that both Emerge Designs and KKP Kwik Kopy have done in the past for the magazine and it was decided after going through the proposals to continue with the same companies for this term.

The committee also discussed the chamber's annual membership directory. 2013 was the first year that the chamber took on the selling of the ads and looking after finding a designer and printer for the directory. Feedback on the new design was very positive and a flip-style version was added to our website to increase exposure for our advertisers.

Community members of Fredericton continue to use the Fredericton Community Calendar to promote their events and the committee discussed a few ways to further promote the calendar in the community to get more people using the calendar to find out all of the great things going on in our city and surrounding area.

Event and Networking Report – Charit Khatri , Haley Flaro (co-chairs)



We are pleased to present our annual report for the Events & Networking Committee. We enjoyed co-chairing this active and engaged committee. Key successes identified by the committee included the following:

- Developed a Terms of Reference for the committee
- Reviewed the results of the annual chamber survey and incorporated priorities into committee planning
- Debriefed following each event and developed and identified what worked well and areas for improvement
- Business After Hours, State of the City, State of the Province, Distinguished Citizens Awards, Business After Hours, Business Excellence Awards, the golf and the curling events continue to be popular and well received events
- Recruited 18 volunteers for the State of the Province
- Added a professional Masters of Ceremony for the State of the Province event and it was well received
- Re-branded the tri city event as the Tri City Chamber Business Expo and recruited 10 volunteers for event day
- Introduced new format and activities to the curling event (e.g., lengthened to a full-day, added trivia game between games)
- Focused on engaging committee members in social media promotion (e.g., retweets of event information, sending e-mail promotion information to individual networks).

The following areas were identified for further development:

- Increase sponsorships for the State of the City address
- Explore new ways to engage committee members in events (e.g., sponsorship recruitment, volunteers, promotion)

Professional Development Report– Dan Coleman , Mark Mahoney (co-chairs)



Our 2013-14 Professional Development Committee reviewed the 2013 annual chamber membership survey to develop our program delivery for the past year. Six (6) priority areas were agreed upon as follows based upon the survey results:

Marketing	Social Media
Business Planning	Human Resources
Financial Management	Sales

Program delivery included learning seminars, Lunch & Learns and joint luncheons with local Rotary Clubs. We were successful in delivering programs in marketing, social media, business planning (legal aspects) and human resources. A total of 26 events were held with 1209 people attending. Future plans to cover financial management, time management and motivating employees will be covered by the 2014-15 Committee.

The committee co-chairs, Dan Coleman and Mark Mahoney, would like to express their appreciation to all committee members and a special thank you to Stacey Murray, Event Manager, Fredericton Chamber of Commerce, for coordinating our events and assisting the committee.

Chamber 140th Committee – Janice Corey (chair)



In 2014 the Fredericton Chamber of Commerce will be celebrating their 140th anniversary. In preparation of this milestone, a committee was formed to organize a celebration of the accomplishments of the Fredericton Chamber of Commerce and Fredericton community over the last 140 years. The celebration will consist of two separate events: a volunteer day and a member/community event. The committee consists of the following individuals:

Name	Business
Barb Clarke	BarbaraLee Designs
Cathy Pugh	Fredericton Convention Centre
Christina Nicoll	The Kidney Foundation of Canada
Janice Corey, Past President & Chair	Corey & Company
Jessica Cleveland	Central Valley Adult Learning Association Inc.
Jill Dickinson	Clowater's Plumbing & Heating
Kelly Kelly	Kelly's Homes Ltd.
Kevin Brewer	Kevin Brewer Financial
Krista Ross, CEO	Fredericton Chamber of Commerce
Lee Shakoto	BarbaraLee Designs
Lindsay Johnston	Gorham Real Estate / Premiere Executive Suites Fredericton
Lynn Fullarton	Optimized Planning & Interiors Inc.
Mac MacFarlane	Investors Group Financial Services
Stacey Murray, Event Manager	Fredericton Chamber of Commerce
Sylvain Pitre	WEDS - Weddings and Events Designed by Sylvain
Wendy Southworth	Priority Personnel Inc.

A Volunteer Day:

In celebration of our 140th anniversary the Fredericton Chamber of Commerce is challenging our members to complete 140 good deeds over a three month period, starting on Wednesday, June 4, 2014 and finishing on Wednesday, September 3, 2014. The total amount of good deeds completed will be announced on September 11, 2014 at our first Business After Hours of the fall, hosted by Taylor Printing Group Inc.

A Member/Community Event:

A flag with the Fredericton Chamber of Commerce's 140th celebration logo will be raised in front of City Hall on Thursday, June 5th at 10:00AM. The committee welcomes the Fredericton business community to attend this event.

Scholarship Committee – Krista Ross (recording secretary ex-officio)



In 2013, the Fredericton Chamber of Commerce created a scholarship to recognize a deserving student who has made a significant positive contribution to the betterment of their school and / or community and at the same time has demonstrated sound academic achievement. An initial deposit of \$20000 was made as an endowment with the idea that the fund may be added to over time to allow for more scholarships. The fund is held and managed by the Fredericton Community Foundation. The scholarship will be one \$1000 one-time, non-renewable scholarship awarded annually and

the recipient will be recognized at a Fredericton Chamber of Commerce event. Throughout the year, in lieu of gifts for guest speakers, money was submitted to the fund to recognize our speakers; an additional \$2275 was added to the fund during the year in this manner.

A committee made up of chamber past presidents was struck to determine criteria for the scholarship. The six past presidents who agreed to sit on the committee and assist with the scholarship are: Les Smith, Dave Neal, Mike Toole, Leigh Winchester, Ron Forsythe and Stuart Blair. I sit as recording secretary, ex-officio on the committee along with President Chris Johnston and 1st VP Joseph O'Donnell.

After much deliberation and reviewing of scholarship materials from other chambers and organizations, the committee came up with a criteria and a plan to promote the scholarship. It was decided that the deadline for applications each year would be the last Friday of May at 4pm AT and that the applications would be received and collected by the foundation. Once received, the criteria committee agreed to stay on and become the selection committee. It was decided that a quorum for this committee would be four past presidents.

At this time, the call has gone out to our members for applications for the scholarship as well as a press release and promotion through various social media and through the Fredericton Community Foundation. Anyone interested in more information on the scholarship can find it on the Fredericton Chamber of Commerce website or the Fredericton Community Foundation website.

EXTERNAL COMMITTEE REPORTS

The following reports are submitted by representatives who sit on the chamber's board of directors and attend committee meetings and prepare a monthly report for the chamber.

FREX – Janice Corey



In 2013-2014 the Fredericton Chamber of Commerce created a liaison advisory board position to the Fredericton Exhibition Inc (FREX) at the request of FREX.

The purpose of this position was to connect this organization in a more formal way to the business community to raise awareness of their revitalized business plan and scope of activities. In addition in it's advisory capacity, this position would lend guidance and input into board governance, organizational operations while reporting back periodically to the chamber board of directors.

During the fiscal year of 2013-2014 there were 12 board meetings held at the FREX and 15 committee meetings held in which the Chamber was represented.

Highlights:

- There is an ongoing fundraising campaign that aims to raise funds (the FREX portion) for the renovations and change of use of the current FREX premises. This is called the Gold Rush fundraiser. The goal of this campaign is to raise \$500K. Details are on their website at www.freex.ca
- The FREX have unveiled a new improved website in 2013/2014
- The FREX has hired two new staff members to work in events and promotions and marketing.
- Improvements to ticket availability is now possible for FREX events. Tickets for a number of functions are now available through Ticketpro. Advance ticket sales will now be available.
- FREX has finalized a new lease with the City of Fredericton
- FREX exhibition week continues to be their main profit centre. Steps have been taken to add more to this event and rename as the NB Provincial Exhibition in order to be relevant to a larger geographical base. The focus is still agriculture. Some new events added:
 - Enhanced fireworks show
 - Jousting
 - Lawn tractor races
 - NB talent show
 - Variety acts
 - Focus on agriculture – farm to table – cooking demonstrations
 - High end entertainment (ie: 2013 – Joel Plaskett)
- Great lengths have been taken to keep the FREX property active outside of the FREX week. Here are some of the 2013-2014 offerings:
 - Video game tournament
 - Remote control toy tournament – which will see local schools participating by building obstacle courses.
 - Jack Show – man lifestyle expo
 - Biker pig roast
 - Reptile zoo
 - New Year's eve with Donny and the Monarchs
 - Rays Reptiles Safari Tour
 - Elvis birthday concert January 8th – City of Fredericton will be making a proclamation that January 8th is Elvis Day in Fredericton.
 - January thaw children's wish Equine Expo January 18th
 - Winterfest January 30, Feb 1, 2
 - Extreme snowmobile stunt show and demo day
 - O'Leary's auto sale
 - Capital city high school dance
 - Table top game expo
 - RV World Show and Sale
 - The great gathering – GFSI
 - Fred Kid Fair
 - FREX hot rod car show

- Coveys Basics show
- Special olympics ball hockey
- ACFA Championship Cat Show
- RollerDerby
- Worlds Largest Garage Sale
- Giant Texas holdem tournament
- Fall craft sale
- Antique show
- Christmas craft sale

Green Matters Advisory Board – Krista Ross

Green Matters was established in 2006 to provide environmental education to our community resulting in changed behaviours, attitudes, and knowledge. Part of the Green Matters initiative is the Green Shops program which is a community partnership between the City of Fredericton, the Fredericton Chamber of Commerce, Downtown Fredericton Inc., and Business Fredericton North. Green Shops is a voluntary program directly focused on the business community. The program also links the consumers who frequent the shops and the suppliers who provide products and services to the businesses. The ultimate goal of the program is to reduce Fredericton's environmental impact through supporting, promoting and rewarding environmental stewardship within the business community.

In 2013, the chamber announced that participation in the Green Shops program was now FREE for our members as a new benefit of being a chamber member. The reason for this offering was to enhance our benefit package to members and to encourage participation in the Green Shops program! Our members received encouragement by suggesting to them that, through their participation, they could have an impact on their business's environmental footprint and possibly lower their energy costs. Chamber members can participate by sending an email to greenshops@fredericton.ca to set up an audit with co-ordinator, Suzie Lowthers, who guides businesses through a list of actionable items and works with them to implement new measures that will demonstrate environmental stewardship.

The committee met in person only once this past year but much communication was managed via email and calls.

This year, the Green Matters program ran the following activities;

- 6th Annual Green Matters Essay Contest – Grades K -12 – we had over 200 submissions in 2013. The Essay topic was “Over Consumption and the Generation of Waste.”
- Earth Hour – one event; Mall Planetarium display; encouraged businesses and residents to participate in earth hour through a social media and radio campaign.
- Earthday – #cleanupfred – city-wide cleanup, with a big focus on the trail system. Partnered with Crowne Plaza, The New Hot 92.3, in order to grow the event and

- encourage more youth to get involved. 140 people participated in the clean up, including 45 uniformed military, 6 FHS students accompanied by a teacher, and 11 young children. Global TV also covered the event.
- Environment Week – Commuter Challenge – we placed 3rd for cities our size last year; Hyla Park Frog Walk (2 days and had 40 people attend); Household Hazardous waste day at FRSW; and tours of the recycling facilities. Daily Gleaner and Social Media used for advertising events.
 - Fred Kid Fair.
 - Medal Presentations at City Council – 3.
 - Crowne Plaza environmental fair.
 - Access your trails.
 - E-Waste Collection Days co-sponsored by Green Matters, Computers for Schools and Fredericton Chamber of Commerce, Taylor Group Printing – Sept 2013 – diverted over 20 tons of E-waste from the landfill.
 - Promoted events put on by GMC and Green Shops members through social media (Facebook and Twitter, some Gleaner Ads); Food Bank – various events, Community Gardens - seedling instruction, composting, tool collection drive; Nashwaak River Cleanup, SPCA, Nature Trust of NB.

There are currently 91 businesses that are members in the Green Shops program, six businesses were removed from program due to closing, change of ownership, or not being interested in continuing their participation. However, six new businesses were added to the program this year – they were: Jump+, Moksha Yoga, YSC Marketing Board, UniData, EPR Daye Kelly and Associates, and the Department of Early Childhood Development. The Green Matters Certified program increased by one participant this year, Changes Boutique, bringing that program to a total of 19 participants.

Over the last year there was some restructuring of city departments; Alycia Morehouse who ran the Green Matters program was offered a new position as communications officer for the Police Department. Green Shops Coordinator, Suzie Lowthers took over many of her responsibilities. In terms of communicating and engaging the public, the program has grown their Twitter Followers to 889, and their Facebook group to 200 followers. That is 489 new followers this year.

Influencing behaviour is still one of the main objectives of Green Matters, Green Shops and Green Matters Certified. In order to continue the valuable work in these program areas and to enhance community engagement, the program needs to expand reach, and influence a broader sector of our community. Consequently, this past year, more money was invested in Radio and Newspaper ads to bring awareness to the activities. Through social media, other City department green initiatives have also been promoted such as: fall leaf pick up in paper bags, water conservation initiatives, the spring composter and rain barrel sales through parks and trees, and other City-run events.

In 2014, we will work with some new groups to grow our events and add some new ones. Our focus has adjusted towards events rather than recruiting new participants and re-auditing continuing participants. Most members have attained gold status in the program, so the program is now more of a CSR role for members, the need for yearly re-audits has decreased, however there is still a need to check in with members and have a good knowledge of each business and their environmental initiatives. It is possible that Green Matters, Green Shops and Green Matters Certified may merge into one program going forward which will allow for some efficiencies in programming and communication.

I look forward to continuing to participate in the Green Matters Advisory Board on behalf of the Chamber.

Community Agencies – Krista Ross

The Community Agencies Committee is a group made up one representative from each of the following groups: the Fredericton Chamber of Commerce, Business Fredericton North, Downtown Fredericton Inc., City of Fredericton Tourism, City of Fredericton Economic Development, City of Fredericton Planning, Fredericton International Airport Authority, Ignite Fredericton, Planet Hatch, The Knowledge Park and the provincial Department of Economic Development. The group meets bi-monthly to share information and discuss issues of common interest and concern. The meetings rotate between the locations of the various members. This past year we met six times.

Ignite Fredericton Seed Board – Krista Ross

I am pleased to continue to sit on Ignite Fredericton's SEED Loan Board. I have been active on this board since the early 2000s. Ignite Fredericton, in partnership with ACOA, helps Atlantic Canadians acquire the business skills and capital they need to start, modernize or expand their businesses. Through the SEED Capital Program, entrepreneurs are assisted in addressing some of their biggest obstacles such as access to financing, counselling, training and business information. The SEED Capital Program provides up to \$20,000 as a loan to start-ups or for expansions.

Currently, the total value of SEED loans outstanding is \$817,000. This year, we reviewed 12 applications and approved 11 of them, disbursing \$208,750 in loans which leveraged \$569,875 more for these businesses! A combined total of 50 part-time and full-time jobs were created through these loans.

Businesses in the following sectors received loans: consulting (IT & industrial focus), IT (application-based technology), food service, home-care services (focusing on the elderly), personal fitness (expansion), consulting efficiency / manufacturing (process), and aerospace

There has been increased interest from the start-up community about accessing the SEED loan to aid in garnering additional funding opportunities. We are pleased to have had an impact on leveraging funds for many recent applicants who were able to secure subsequent funding from the Department of Economic Development in the form of the Innov8 and NB Growth programs.

Ignite Fredericton, through the SEED board works collaboratively with the following organizations in terms of accessing funding and support:

- **Department of Economic Development** (Innov8, NB Growth). Working on a regular basis with this department to help maximize start-up success (funding, mentoring).
- **CBDC Southwest** (Self-Employment Benefits program). Steady collaborative efforts on files assisting clients to combine programs and increase their probability of successfully starting & operating new business ventures.
- **The Entrepreneurship Forum** (Wallace McCain Institute): Connecting clients to a roundtable of advisors for a focused session on business strategy, pitfalls & success. Three SEED clients have taken advantage of this forum with very positive feedback.
- **CYBF** (Canada Youth Business Foundation).

With the advent of the newly created Planet Hatch Commercialization & Acceleration facility in Knowledge Park as well as The HIVE / La Ruche - a working incubation centre for immigrant mentees to work in an open space environment with total immersion into the Canadian business culture, it is predicted that the SEED loan will be seen as a potential funding avenue for some of these incubating companies in the future.

Participating in the SEED loan board continues to be an interesting experience where the chamber is able to provide assistance to Ignite Fredericton in their role of assisting new and expanding businesses through this funding program. I look forward to continued participation.

Immigration Coordinator Steering Committee – Krista Ross

In December 2013, the chamber was asked to participate in Ignite Fredericton's Steering Committee for Regional Immigration Initiatives by Mei Huang, Immigration Coordinator for Ignite Fredericton / City of Fredericton. This committee meets on an ad hoc basis to review regional programs and projects under the immigration umbrella for Ignite Fredericton. Most recently, the committee has studied the feasibility of Fredericton initiating a LIP program for our community (Local Immigration Partnership). This feasibility study included measuring the appetite of various stakeholders for this project as well as holding a community needs consultation session which was held at the Fredericton Convention Centre in March. Another recent initiative was to work with community stakeholders and government towards streamlining immigration exploratory visits so that individuals visiting our community can have a more seamless presentation of information from the various groups that they would typically visit with – more of a 'one stop shop' approach. Given the chamber's BIMP and HIVE programs and our interest in supporting and encouraging population growth through immigration – it is

very important that we continue to support and participate in programs and committees of this nature. I look forward to continuing to liaise with this group on behalf of the chamber.

Labour Force and Skills Development Strategy – Krista Ross

Over the past two years, the Fredericton Chamber of Commerce has worked closely with chambers of commerce across the country advocating for changes to the federal government's Canada Job Grant program. As a result of our involvement in this initiative, I was asked to represent the chamber on the program's working group / project team for the provincial Labour Force and Skills Development Strategy Committee. The group has met three times in the past year, December 6, 2013, January 29, 2014, and April 2, 2014. The role of the committee is to provide advice and recommendations on action items outlined in the provincial strategy and to champion the strategy with the chamber network. Additionally, we provide advice and recommendations to the steering committee on the implementation of the strategy and assess the measures identified in the strategy and develop new measure and metrics where required. The project team is co-chaired by Jeff Ferguson, ADM of DPETL and Anne Hebert, CEO of the Conseil Economique du Nouveau Brunswick. We have had in-depth presentations on the overall strategy, the WES program (Workplace Essential Skills) and on apprenticeship services.

Neil Squire Working Together Steering Committee – Krista Ross

In 2013, the Fredericton Chamber of Commerce submitted a proposal to become a partner with the Neil Squire Society to promote their Working Together Program to our business community and members with 500 or fewer employees. Both groups are very pleased with the outcomes of our partnership. So far, the program has placed 9 clients in the Greater Fredericton Area and 25 in the Atlantic Region. Through our collaboration, we have been able to provide promotional vehicles to the Neil Squire Society such as: articles in Insight Magazine, social media posts, participation in our HR Forum, information presentations to our board and committee members, a booth in our Tri-City Mixer and more!

I am pleased to represent the chamber on the Neil Squire Society Business Advisory Committee for the Greater Fredericton Area. The committee members are: Wendy Southworth (Priority Personnel Inc), Kerry Atkinson (Wilson Insurance), Steven Therrien (Post-Secondary Education, Training & Labour), Julie O'Brien (LearnSphere Canada), Charit Khatri (Bulletproof Solutions Inc) and myself, Krista Ross (Fredericton Chamber of Commerce). The Business Advisory Committee members meet once every eight weeks and have met twice so far. Our primary functions include:

- 1) Identifying issues for the NSS Executive Management Group and program staff around program delivery;
- 2) Acting as a sounding board for the program in activities such as strategic planning; and
- 3) Promoting the Neil Squire Society's Working Together Program.

I look forward to my continued participation on behalf of the chamber on this committee.

Ignite Fredericton Start-Up Stakeholder Taskforce – Krista Ross

In late 2013, Ignite Fredericton (then Enterprise Fredericton) called together a group of 17 stakeholder groups from the local and provincial entrepreneurial ecosystem to meet on January 28th, 2014 to discuss the Vision 2020 Strategy and the potential to increase collaboration among the stakeholders within this startup/entrepreneurial ecosystem. The consensus from the group was that increased collaboration is not only supported, but is believed to be a key element in driving tangible outcomes for economic development activities for the city. The majority of the stakeholders in attendance cited the need to have a group (namely Ignite Fredericton) assume the leadership role in the coordination of efforts within the local entrepreneurial ecosystem. A summary of the gaps and primary concerns was discussed. At that initial meeting there was a great deal of discussion and feedback along with verbal presentations from each participant and group breakout sessions. Participants included: Computer Science Department, UNB; Pond Deshpande Centre; Startup Fredericton; Entrepreneur in Residence, UNB - Rivers Corbett; Ignite Fredericton (then Enterprise Fredericton); the Fredericton Chamber of Commerce; Planet Hatch; Downtown Fredericton Inc.; Knowledge Park; City of Fredericton – Departments of - Planning, Tourism, Culture, and Economic Development; Business Fredericton North; Central District Office – Department of Economic Development (GNB); Office of Research Services (UNB); BIOAtlantech; International Business & Entrepreneurship Centre (IBEC UNB); New Brunswick Innovation Foundation (NBIF); and the New Brunswick Community College.

Given the great information sharing that took place and the desire by all involved for the dialogue to continue, it was decided that a task force would be struck. The group has subsequently met two more times: February 24th and April 22nd. Future meetings are set for June 17th, September 16th, and November 18th.

Having the chamber participate in this collaborative effort to support entrepreneurship in our community is an extremely positive endeavour and I am so pleased to represent the chamber on this task force.

Start-Up Fredericton Taskforce – Krista Ross

On November 1, 2013, the Fredericton Chamber of Commerce signed a 'Cooperation Platform' with StartUp Fredericton. This was part of our strategic objective to become more engaged with the start-up community and to provide our benefits and services to this group while supporting their efforts and initiatives.

StartUp Fredericton is a volunteer organization led by the following steering committee: Rivers Corbett (Chair), Karina LeBlanc, Dharendra Shukla, Irenia Roussel, Beth Crowell, Danny Crain, Kelly Richard, and Janet Moser.

The Fredericton Chamber of Commerce is pleased to welcome StartUp Fredericton as a strategic partner and collaborator with the chamber. Start-Up will operate as an independent external

group, but can enjoy the benefits of a chamber committee (ie use of space, working with the Chamber CEO and team to communicate messages to the membership, networking, etc).

The cooperative agenda that was agreed upon between our two organizations was based on the following premises:

1. The Fredericton chamber recognizes the value of the start-up entrepreneur community to the sustainability and growth of the fabric of the entire business community.... The chamber also strongly believes that a strong start-up business community embraces all types of business ideas and aspirations...both traditional, non-traditional, online and offline.
2. StartUp Fredericton is a grassroots, entrepreneur-driven movement, bringing together entrepreneurs and stakeholders. Their mission is to get people together to support one another (in both success and failures) as they create fantastic new companies in Fredericton. StartUP Fredericton is made up of entrepreneurs, technologists, designers and intrapreneurs who work for other organizations. Organizations such as the chamber of commerce, universities, mentors and SMEs are also a big part of the start-up community.
3. The Fredericton chamber has invited StartUP Fredericton to become the newest member of its family. Through the inclusion of StartUP Fredericton into its membership offerings ... the Fredericton chamber can work with the start-up community towards continuing to position our community in achieving one of the goals of the City of Fredericton's Vision 2020 plan which is to be the "Start-up Capital of Atlantic Canada."

In May 2014, Fredericton was chosen Atlantic Canada's start-up Community of the Year by Startup Canada. Join us in congratulating StartUp Fredericton on this accomplishment

EXTERNAL REPORTS

The following reports are submitted by representatives who do not sit on the chamber's board of directors and attend committee meetings and prepare a monthly report for the chamber.

Greater Fredericton Airport Authority – John Kileel

The past year has been an exciting one at the Fredericton International Airport Authority (FIAA). With the support of our community, traffic numbers at the airport have shown steady growth. In fact, the airport had record-breaking traffic numbers in 2013, with almost 300,000 passengers. The growth continued in the first quarter of 2014, with the Fredericton International Airport posting the biggest increase in traffic of all airports in Atlantic Canada.

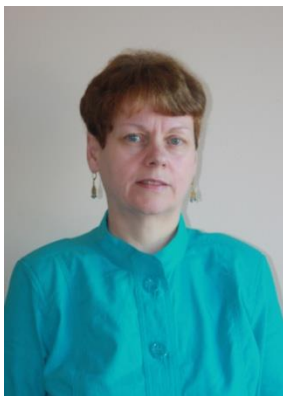
Our Strategic Plan, adopted at the end of 2012, set out a new mission and vision and identified targets and milestones needed for us to become the airport of choice for New Brunswick, a leader in driving economic development for our region, and a model citizen. The steadily increasing traffic numbers have already translated into direct and indirect economic spinoffs, one example being that in 2013, businesses at the airport grew their employment by 10%.

The airport, however, was not built to handle this type of growth, hence the need to expand our facilities. We are very grateful for the Chamber's support and our proposed changes to the terminal will result in better services, critical for our business community.

Funding for the Fredericton Airport has always been an issue, especially as we are caught in a bureaucratic nightmare that other small airports do not face. In very simple terms, most airports receive funding from the Airports Capital Assistance Program (ACAP). Fredericton is excluded from this fund as are all airports that are considered critical to the country's infrastructure. Fredericton, along with Toronto and Vancouver fall into this category. The Chamber, along with PEI, is leading the lobbying efforts to get this changed and all of us at FIAA are very thankful and appreciative of the Chamber's efforts. A detailed flyer of the issues is attached.

2013 was a year where our success had many dimensions. Our success was due to the combined efforts of many people. The Board of Directors have worked together to provide solid direction for the organization. The management team and unionized employees have worked together as never before to become the most effective team that the FIAA has ever seen. And we have enjoyed the support and loyalty of our community through our stakeholders, the Chamber of Commerce, our municipal governments especially the City of Fredericton, the Government of New Brunswick, and the Government of Canada.

Greater Fredericton Social Innovation – Marilyn Wilson



This year's main focus for GFSI was the 2014 March Great Gathering. The GFSI met 3 times over the year with the Great Gathering committee meeting several times leading up to the event. The final report for the Gathering is attached.

Already plans are underway for 2016 Gathering.

Other GFSI members have been busy:

Susanne White recently released The Economic and Social Inclusion Corporation (ESIC) updated Overcoming Poverty Together Plan (OPT2) setting out priorities for action in 2014-2019.(please see attached excel file)

City Cycle moved to Queen Street and remained open part time throughout the winter months.

Community Gardens although the season started off late they are underway. There are Children Community Garden project under the OPT2 plan. Over the Fall and Winter there were cooking classes held at the Greener Village Community Food Centre teaching better ways to stretch your food budget.

I would encourage you to visit these web sites:

<http://nbchg.org/>

<http://www2.gnb.ca/content/dam/gnb/Departments/esic/pdf/NBEconomicSocialInclusionPlan2014-2019.pdf>

<http://frederictonfoodbank.wordpress.com/>

Haley Flaro will be my replacement representing the Fredericton Chamber of Commerce with GFSI.

NB Chamber Division – Andrew Steeves



The New Brunswick Advisory Committee of the Atlantic Chamber of Commerce (ACC) was established in December 2013, following a province-wide call for nominations.

Members are: Andrew Steeves (Fredericton), Andy Lodge (Saint John), Terry Malley (Moncton), Gilles Daigle (Edmonton), Mike Hill (Miramichi), Garth Lawson (Richibucto) and Rick DesBrisay (corporate member).

ACC Chief Executive Officer Valerie Roy and Terry Malley attended a pre-budget consultation meeting with Minister Bruce Fitch (replacing Premier Alward) in Fredericton. Other invitees were the CFIB, CENB, NBBC, CMEA, and the economic development staff of Moncton, Saint John and Fredericton municipalities.

They shared issues that were raised by the New Brunswick Advisory Committee at their January meeting: literacy and education; provincial debt; responsible resource development; the need for clarity on the NB drug plan costs; poor government communications; productivity. A letter was sent to the minister following the meeting to emphasize the committee's concerns.

The committee is currently working on a policy regarding shale gas.

In February the committee received a presentation from Susan Holt, CEO of the New Brunswick Business Council (NBBC). Susan shared highlights of a report NBBC commissioned from Deloitte that provided an overview of New Brunswick shale gas supply chain opportunities and the capacity of business to respond in the short and medium term.

In March members received a presentation from Chad Peters Manager, New Brunswick Exploration on behalf of SWN Resources Canada. SWN has 80 years of exploration experience, primarily in the USA and has been in Canada since 2010. They have licenses to explore from Fredericton to Moncton to Kent County and Miramichi. Having just finished their seismic program, they now need to drill a few test wells to see if there are hydrocarbons in the ground.

<http://www.swnnb.ca/exploration.html#exploration-fact-sheet>

Supply chain opportunities are considerable: road building, fracking, pipeline, cement, mechanics and other technical jobs – and the list goes on. SWN is considering putting on a conference on the supply chain opportunities (similar to what was done with the shipbuilding contract) so that people can get the skills now.

Exploration would represent a significant shift for the provincial economy but SWN needs the support articulated in the public domain in order to move forward.

Environment regulations were received from provincial government and will be reviewed by members at their next meeting.

Nominating Committee

Please find below the report of the Nominating Committee to be voted on at AGM. Thanks to the members of the nominating committee for their work on developing a slate of officers and board members for the coming year.

Members of the Nominating Committee:

Janice Corey, Past President

Chris Johnston, President

Joseph O'Donnell, 1st Vice President

Stephen Hill, 2nd Vice President

BOARD OF DIRECTORS

FREDERICTON CHAMBER OF COMMERCE

2014 - 2015

Executive (7)

President – Joseph O'Donnell, National Bank Financial

Past President – Chris Johnston, Atlantic Medical Imaging Services

1st VP – Stephen Hill, Cox & Palmer

2nd VP – Paul Simmonds, Robert Simmonds Clothing

Treasurer – Nick Norrad, Spacek & Norrad

Executive – Heather Black, McInnes Cooper

Executive – Keir Clark, ScotiaMcLeod

2nd Year Directors (6)

Jill Dickinson – Clowater's Plumbing & Heating - (2nd 2 year term)

Dolores Whalen – LuminUltra

Charit Khatri – Bulletproof Solutions

Haley Flaro – Ability NB

Lynn Fullarton – Optimized Planning & Interiors

Doug Williams – King Street Ale House

1st Year Directors (8)

Laurie Guthrie – Ignite Fredericton / City of Fredericton (2nd 2- year term)

Ryan Boyer – Boyer and Associates

Nathan Armstrong – Hyton Innovations

Karen Murdoch – IBEC, UNB

Bob Gallen – RPS HMA

Geoff Gallant – Crowne Plaza

Barbara Burnett – Atlantic Institute on Aging

Karen Grant – Kiers Marketing Group

Outgoing Directors (7)

Dan Coleman, University of New Brunswick

Mark MacKenzie, Green Imaging Technologies Inc.

Janice Corey, Corey & Company

Cathy Pugh, Fredericton Convention Centre

Mark Mahoney, Scotiabank

Ian LaPointe, Cobalt Properties Limited

Carlos Jabour, Radiant Learning International Inc.

Respectfully Submitted,

Janice Corey, Past President

Chair, Nominating Committee

Incoming President's Message – Joseph O'Donnell



It is with great pleasure that I take on the responsibility of serving as the Fredericton Chamber of Commerce's president for 2014-15. As we celebrate our 140 year anniversary, I encourage you to bookmark our website and check back often to stay apprised of Chamber events and other news.

The mission of the Fredericton Chamber of Commerce is to represent, serve and connect our approximately 950 members to build and sustain a thriving business community. I am very pleased to be a part of an organization that provides many great benefits for our members. In 2014-15 we will continue to provide top-notch networking opportunities, member benefits, and advocacy amongst others.

Our networking events allow you to connect with other local business and community leaders. Come out to one of our monthly chamber connections where you can tour a local business, sample great food and beverages and network with approximately 100 chamber members and guests. Our frequent luncheons allow you to make a deeper connection with chamber members and learn from first-rate speakers. In addition to our monthly networking events, we hold an annual golf tournament, tradeshow, State of the City, State of the Province, curling, and the Business Excellence Awards amongst others. Your membership gives you many different ways to promote yourself and make critical connections to further grow and develop your business.

The chamber's knowledgeable and helpful staff can show you the growing list of member benefits that will provide a competitive advantage for your organization. Don't forget about our member-to-member (M2M) savings where you can earn considerable discounts while supporting local business.

Lastly, but perhaps most importantly, is the advocacy role the chamber plays. We will continue to work hard to understand the issues affecting your business and then lobby on your behalf to all levels of government. Our committees are made up of engaged members who further explore issues and develop policy and position papers that make recommendations for change. Most recently, the chamber was a driving force behind the creation of the community health care facility which will allow greater access to primary healthcare, making the area more attractive for potential employees and businesses. Furthermore, we were active participants in the City of Fredericton's Vision 2020 process. The Vision 2020 task force, which included numerous stakeholders from the city, examined areas where we can further our economy by attracting new investment to Fredericton, all the while supporting the growth of our existing business base. As you can see, your membership has a great impact on improving the business climate in Fredericton.

If you are new to the chamber, please remember, the greater your involvement, the bigger the return on your investment. It takes time to understand all that the chamber can do for your operation and to make connections with local business and community leaders. I encourage you to remain engaged and seriously consider participating on a committee.

I am pleased and honoured to be your President during our 140 year celebration. We are truly blessed and fortunate to live in a great province and wonderful city. We welcome your feedback and look forward to hearing from you during the year. You, the members, are the foundation of the Fredericton Chamber of Commerce and together we will continue to be "The Voice of Business" in Fredericton.

2014-2015 Board of Directors



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Financial



Chris Johnston
Past President
Atlantic Medical
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1st Vice President
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Heather Black
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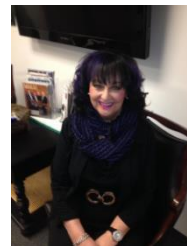
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