



2017 YEAR IN REVIEW



MESSAGE FROM OUR CHAMBER MANAGER

The Quinte West Chamber of Commerce worked harder than ever in 2017 to ensure our members had the relevant information they needed to make key decisions concerning their operations. It was a year that challenged us as we used every communication tool we had available to curate and share vital changes to legislation, send out surveys and polls and encourage members to contact politicians. Our advocacy efforts had some important wins, but when we were unsuccessful, we then made sure our members had the tools needed to mitigate the changes. Through all this, we continued to offer great events to our members and the community at large and developed new services and discounts to offer our member businesses. We take great pride in our business community here in Quinte West and our tagline collaborate - communicate - connect continues to guide all that we do on your behalf

Suzanne Andrews, General Manager
Quinte West Chamber of Commerce



MESSAGE FROM OUR 2017 BOARD CHAIR

In 2017 the power of the Chamber Network was fully demonstrated as we tackled issue after issue on behalf of the business community with our partners at the Canadian and Ontario Chambers of Commerce. Being the Voice of Business in Quinte West has never been more important. We rose to the challenge while continuing to offer the services our members rely on and the events our community enjoys.

On the following pages you will find an overview from the past year showing the highlights, achievements and progress we made. 2017 was a challenging year for the chamber as we worked to stay on top of all the issues but we came out on top with growth in all areas of our operations. The success of our organization is directly tied to the support of our business members and our community partners, by working together we continue to explore the huge potential that is Quinte West.

Mike Colasante, 2017 President
Quinte West Chamber of Commerce

WE WELCOMED

 **48**
NEW MEMBERS

429 Total chamber
members in 2017

OUR CHAMBER IN THE NEWS

We had a lot of coverage in the local media this year on our advocacy wins and efforts.



OUR CHAMBER AVOCATING FOR YOUR BUSINESS

Our Chamber maintains open discussions with local city councillors, the Mayor and staff, MPs and MPPs, advocating for actions that increase commerce and economic development in Quinte West.

The Government Affairs & Advocacy committee continues to stay on top of business issues and works with the Ontario and Canadian Chambers to influence public policy through surveys, conference calls, press releases and the distribution of their reports.

Our chamber organizes new business openings in Quinte West. Gathers business concerns and issues through surveys and electronic communication.

We keep members and the community informed through press releases, emails and radio interviews.



OUR CHAMBER AT THE PROVINCIAL LEVEL

The Ontario Chamber of Commerce, in partnership with our Chamber achieved meaningful advocacy wins on behalf of Ontario's employer community.

- + The early removal of the Debt Retirement Charge on non-residential electricity users.
- + Increasing Financial Literacy for Ontario Grade 10 Students, 28 pilot projects.
- + Budget 2017 commits the government to develop regional economic development plans.



FEDERAL LEVEL

We exist to ensure Canadian businesses have access to the people, customers, infrastructure, capital and technology needed to compete and win in domestic and global markets.

The government announced plans to revise its proposed tax reforms and to reduce the small business tax rate as a result of the comments and concerns expressed through the #ProtectGrowth campaign and through consultations. The chamber network remains vigilant as to the details and applications of the measures are still unclear.



MORE WAYS TO SAVE

8,000 member discount cards were printed and distributed in 2017. 71 local companies offering special discounts to our members.



THE CHAMBER **Online!**

98,392
directory search hits

38,239
member page hits



1293 likes
1265 followers



1770 followers
1579 tweets

OUR CHAMBER WORKING REGIONALLY

Our chamber collaborated with the Belleville, P.E.C. and Brighton Chambers on the Quinte Business Week and the QBX Business Exchange magazine. Approx. 15,000 copies of the QBX were circulated per issue.



OUR CHAMBER IN THE COMMUNITY

7 EVENTS

APPROX 13,392 PEOPLE ATTENDED

Our chamber organized the Bay of Quinte Home Show, Bay of Quinte Boat Cruise, Savour Food & Drink Festival and the Trenton Santa Claus Parade for our community. We were also contracted to coordinate the Quinte Business Achievement Awards. We also hosted 2 successful bus trips to see the Ottawa Senators Hockey game for our members and the community.



660

Local business people receive our weekly eblast.

OUR CHAMBER CONNECTING

It's not just who you know, it's who others know.
Networking is Powerful!



12

NETWORKING OPPORTUNITIES

724

PEOPLE IN ATTENDANCE

LUNCHEONS & BREAKFAST
MEETINGS & INFO SESSIONS

16

729

PEOPLE IN ATTENDANCE



90%
MEMBER RETENTION

COMMUNICATION STUDENT



1 student worked on communications plus arts and cultural events. This student was funded through the Service Canada summer student program.



TOURISM EMBASSADORS

4 students were hired for the summer months. The Chamber was open 7 days a week from May 24 weekend to Labour Day weekend. Students worked at the Chamber office, the Kiosk and greeted visitors to Quinte West and helped with events. 1 student was funded through the Summer Experience program, 3 through the City of Quinte West.



Quinte West businesses were contacted to verify their business information for the printed Quinte West Business Directory. This directory offers important contact information so businesses can communicate, collaborate & connect!! Each member received a free copy. You're welcome :)



6320 Full time &
292 part time
employees of chamber
members



1.2% net growth
in # of members



2% growth in
membership
revenue

2018 BOARD OF DIRECTORS



Paul Moran
The Co-operators
President



Amber Darling
Trenval Development
Vice President



Lori Denis
Trenton Cold Storage
Treasurer



Carrie Gregoire
Quinte First Credit Union
Corporate Secretary



Jodie Jenkins
Oldies 100.9
Director



Carol Forestell
McDougall Insurance
Director



Dave Fairfield
Quinte Payroll Services
Director



Zachary Card
Wild Card Brewing Company
Director



Jody Burnie
Kawartha Credit Union
Director



Ryan Laliberte
10-8 Equipment & Service
Director



Kelly Martin
Bay of Quinte Total Sports
Director



Mike Colasante
Colasante Windows & Doors
Past President

2017 OUR CHAMBER WAS RE-ACCREDITED WITH DISTINCTION

In 2017 the Quinte West Chamber of Commerce was recognized as a chamber of commerce accredited with distinction .

"This chamber of commerce has demonstrated that it meets a high standard of excellence in service to its members through strict adherence to a prescribed set of programs, services, management and governance principles, and policy and advocacy initiatives.



This chamber is a leader and "the Voice of Business" within its community."

Chuck Davidson, President , Chamber Accreditation Council of Canada

THANK
YOU



The Quinte West Chamber operates a variety of terrific events, programs and initiatives.
They wouldn't be half as spectacular without support from YOU our members and community partners.