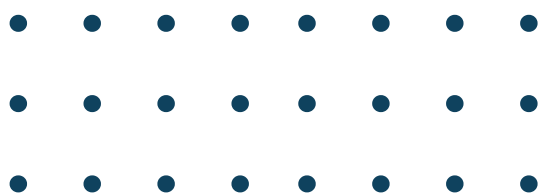


Annual

REPORT



2022/23

July 1, 2022 - June 30, 2023



L O N D O N
CHAMBER
— OF COMMERCE —

MESSAGE FROM OUR BOARD CHAIR,

James Whittaker

The year 2022/23 was an eventful and transformative year for the London Chamber of Commerce. Serving as your chair during this past year was a true honor and privilege. This year marked a significant milestone as it was the first full year since the onset of the pandemic, representing a return to normalcy, although it came with unique challenges and opportunities.

Under the guidance of a new CEO, the London Chamber embarked on a journey of transformation.

This year, the Chamber introduced a range of exciting first-time events that left a lasting impact on our community. The London City of Music Expo demonstrated the unique position of the City of London being the only city in Canada to have received the distinction of being recognized as a UNESCO City of Music. This event helped to showcase the economic benefits of music in our city. Further, the new Community Outlook events helped to strengthen the ties between the London Chamber of Commerce and our anchor institutions.

A core focus of the Chamber throughout the year was membership development. We were dedicated to not only rebuilding our membership base after the losses incurred during the pandemic but also expanding it by welcoming new members into our fold. This concerted effort led to a stronger and more diverse membership base, setting the stage for our future endeavors.

Diversity and inclusion were at the forefront of our mission. One of our proudest accomplishments was the completion of our Indigenous Engagement Piece, a significant step towards fostering meaningful relationships with Indigenous communities. Additionally, we embarked on a coffee table book project titled “Shared Waters,” which sought to celebrate and share the rich cultural tapestry of our region.

In the areas of policy and advocacy, the London Chamber demonstrated its strength and leadership within the Chamber Network once again. We successfully advocated for a cap on the Alcohol Excise Tax, safeguarding the interests of our hospitality and tourism sectors from potential devastation. Our dedication to the extension of CEBA loans was met with some progress, though this remains a vital area of focus as we move into the 2023/24 term.

Serving as the Chair of the Board of Directors during this remarkable year has been a profound privilege. I wish to express my heartfelt gratitude to my fellow board members, the exceptional Chamber staff, and the countless volunteers whose dedication and hard work made this year truly unforgettable.

As we look ahead to the future, the London Chamber of Commerce remains committed to the prosperity and growth of our community. Together, we will continue to build upon the successes of this year and work towards a vibrant and inclusive future.

With gratitude,

James Whittaker
Board Chair



TREASURER’S REPORT

For the fiscal year ended June 30, 2023

The Financial year ended June 30, 2023 marked the end of two years of significant investment in the Chamber, its members and its staff. While the Chamber ran a deficit this year that had been anticipated and planned for, the good news is that your Chamber is forecasting a return to a net operating surplus for the fiscal year ended June 30, 2024.

The Chamber has experienced a significant increase in membership revenue over the last year, increasing from approximately \$600,000 for the year end June 30, 2022 to over \$900,000 for the year ended June 30, 2023. The majority of this increase was a result of hard work by the Chamber team in securing 179 new members into the chamber for a total membership base of 869 at the end of the fiscal year.

This revenue is being re-invested in our members as we honour our Mission, Vision and Values and as we work to support our three pillars: (1) Strong and Impactful Member Services; (2) Effective Operations and Governance; and (3) Economic Prosperity and Social Progress in our community.

In the past two years the focus was ensuring the appropriate investments were made in the Chamber, which included several key areas identified by management and the board. Information Technology was an area of focus as the Chamber team required an upgrade in the systems and hardware used to run the

operations of the Chamber. This also included an investment in the website and re-branding of the Chamber which resulting in an enhanced experience for the Chamber members. In addition, investments were made in process optimization, outsourced human resources support, professional development all of which led to enhancing the skillset of our team and creating a vibrant and rewarding work environment. The Chamber also invested in basic leasehold improvements to our facility which had not had any attention in many years. The administration center was freshened up and the meeting center received plumbing and technology upgrades. Finally, as part of our ongoing commitment to Truth and Reconciliation, the Chamber has invested in a groundbreaking Indigenous Engagement Study and continues to support the Southern First Nations Secretariat in a variety of ways.

With all this said, as a board we are looking forward to the future of the Chamber with these investments now in place. It is my pleasure to be able to present you with this report and I thank you for the opportunity to have served the Chamber this past year as Treasurer. I look forward to serving again in this capacity in the 2023/34 Chamber year.

Dipesh Parmar, CPA, CA
Treasurer



A NOTE FROM OUR CEO,

Graham Henderson

The year 2022-2023 was another year filled with milestones and achievements for your Chamber. To highlight them all would be impossible, but here are some of my favourites.

Our events, whether they be of the networking variety (Business After 5) or celebratory (Business Achievement Awards) came thundering back from the years of the pandemic. We welcomed almost 1,000 guests to RBC Place in September which came very close to pre-pandemic figures. Business After Five has grown into one of the must attend events of each month and attendance has soared. The crowds are bustling, they are diverse and they are engaged.

We also welcomed almost two hundred new members to the Chamber. That’s an incredible figure. And there were lots of reasons folks were joining: events, networking, exposure, training and to support our advocacy work. But there was a new reason. When we distributed our annual survey to the members asking, among other things, why they are members, we asked a new question: “Is it because of the work we do in the community?” And almost two thirds of the respondents ticked that box - the second highest after networking.

Our Community Outlook event featured a keynote address from the City Manager, the brilliant Lynne Livingston. And she was joined in a panel setting by the leaders of London’s four anchor institutions: Fanshawe College, Western University, London Health Sciences Centre, and St. Joseph’s Health Care London. Reaction was predictably enthusiastic as we learned the extent to which these organizations impact the community and about their commitment to making London better.

This year Shared Waters, our signature indigenous reconciliation project for 2022-2023, also hit the bookstores and library shelves (and hopefully is in your home! You can order it on our website.).

Featuring the gorgeous photography of Richard Bain and designed by Katie Wilhelm, an award winning Indigenous designer and marketing consultant, Shared Waters explores our shared relationship (settlers, newcomers and Indigenous peoples) to the land and waters of our region. It was an opportunity for the Chamber and its members to take additional steps toward meaningful reconciliation. 2023-2024 will feature many more meaningful actions in partnership with incredible organizations like Nokee Kwe and the Southern First Nations Secretariat.

Another highlight was our State of The City Address with our new Mayor, Josh Morgan. Speaking in a packed auditorium at RBC Place London, the Mayor unfolded his vision for the coming year. The event received an extraordinary kickoff from Dan and Mary Lou Smoke who offered some penetrating and uplifting advice on reconciliation and a traditional blessing.

The Chamber staff has been delivering absolutely first class service for the membership. They work tirelessly and are absolutely committed to the membership and the community. It is an honour for me to be able to work with such a group of terrific people. They are making a difference to the world in which we live and they deserve applause and thanks from all of us. The Chamber is also an organization founded on the work of incredible volunteers. And it is not just the Board (who are amazing), but also our volunteer committee members (equally incredible) and others who volunteer their time and advice throughout the year. We can’t do it without you.

I am two and a half years into the best job of my life.

Graham Henderson
CEO



ABOUT THE LONDON CHAMBER

Connecting, empowering, and advocating for the business community in London.

BENEFITS OF MEMBERSHIP

Networking Opportunities - The London Chamber provides a platform for networking with other local businesses, allowing you to make valuable connections and establish partnerships.

Credibility and Trust - Membership signifies a commitment to your community, which can boost your business’s credibility and trustworthiness in the eyes of potential customers and partners.

Advocacy and Representation - The London Chamber advocates for our members’ interests with local, provincial, and federal government.

Marketing and Promotion - Enjoy exclusive marketing and promotional opportunities, including the chamber directory, newsletter advertisements, event sponsorship, and social media exposure.

Professional Development - The London Chamber offers professional development workshops, and educational seminars to help members grow their businesses.

Information and Updates - We keep our members informed about local trends, legislative changes, and industry news, ensuring you stay up-to-date.

Discounts and Savings - As a member of the London Chamber of Commerce, you have exclusive access to affinity programs that help save you money on things like group insurance, courier services, and meeting space rental.





OUR STAFF

(listed alphabetically)

JERMAILA BRUCE, Operations and Account

Receivable Coordinator

JULIA CUNNINGHAM, Director of Events

KRISTEN DUEVER, VP Public Affairs

ANDREW GROVES, Policy and Administrative

Associate

GRAHAM HENDERSON, CEO

KALEE MEPBA, Events Manager

ELISE NAGEL, Director of Business Development

KIM PHAIR, Marketing Manager

2022/23 BOARD OF DIRECTORS

JAMES WHITTAKER - Chair - Enbridge Gas

HEATHER WRIGHT - Vice Chair - Ernst & Young LLP

DIPESH PARMAR - Treasurer - PwC

RHONDA CHOJA - Libro Credit Union

STEVEN COOPER - matter architectural studio inc.

PAUL GUENETTE - CertaPro Painters of London

STEVE LEVSCHUCK - Talbot Marketing

DAVID LYONS - Lerner's LLP

MELISSA MALONEY - TechAlliance

LINDA NUHN - RBC Royal Bank

KERRY ROBBINS - TD Bank Group

TERESA VAN RAAY - The Whole Pig

LAND ACKNOWLEDGEMENT

The London Chamber of Commerce recognizes that the area in which we gather, work, and live is located within the traditional territory of the Anishinaabeg, Lenape, Haudenosaunee, and Chonnonton Nations; land that is also shared by Metis, Inuit, and urban Indigenous community members. The City of London is party to the London Township Treaty of 1796 and the Longwoods Treaty of 1819. We thank the Indigenous peoples' commitment and relationship with the land and waters, for knowing that our ongoing survival is connected to the land.

We'd like to acknowledge the communities in circle. The East, South, West, and Northern directions. We acknowledge the local First Nations communities in this

area, Chippewas of the Thames First Nation, Oneida Nation of the Thames, and Munsee Delaware Nation. This region is now home to many First Nation, Inuit, and Métis communities.

This area is the subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to establish peaceful cooperation between communities. We share the responsibility with the land's stewards for ensuring that the dish is never empty and for re-establishing relationships based on peace, trust, and friendship.

MISSION

We are a trusted and essential ally for business, contributing to the London region's diverse economic strength and social progress.

VISION

To lead and serve the London region business community, celebrating and supporting business diversity and excellence, advocating for positive outcomes, and helping members make meaningful connections.

VALUES

Member Focus. Leadership. Community. Inclusion. Integrity.

BY THE NUMBERS

48
Events

869
Active Members

179
New Members

Local events and organizations
we partnered with:

TechAlliance.
Partnered with TechAlliance on International Women’s
Day event, Smashing Barriers

 **LONDON**
CITY OF MUSIC
Partnered with the City of London on London City of
Music Expo event, to support the UNESCO designation

 **REBOOT
PLUS**

 **FANSHAWE**
Partnered with Fanshawe College to provide a youth
education and employment program called
Reboot Plus



The London Chamber of Commerce acts as a unified voice for business of all sizes and interests across London. We are members of the Ontario Chamber of Commerce (OCC) and the Canadian Chamber of Commerce (CCC). The Chamber Network includes more than 450 chambers representing more than 200,000 businesses. The London Chamber of Commerce is well-respected by the OCC and CCC for its policy work, and the majority of policy papers that come out of London are adopted by the provincial and federal chambers, and then advocated for at Queen’s Park and Parliament Hill respectively.

Policy Wins 2022/23

Ask: In 2022, the London Chamber of Commerce requested its members to be invited to participate in the City’s strategic planning process.
Win: Not only were Chamber members invited to participate in one of the focus groups, the City Manager also presented the newly completed Strategic Plan at a Chamber event.

Ask: In September 2022, the London Chamber of Commerce in collaboration with local BIAs and other stakeholders asked the federal government to freeze the rate of the Alcohol Excise Tax which was scheduled to rise by approximately 6% costing alcohol producers, restaurateurs, and consumers millions of dollars.
Win: The federal government capped the 2023 tax increase to 2%.

Ask: In 2020, the London Chamber of Commerce wrote a policy paper that was adopted by the Canadian Chamber of Commerce which called on the federal government to introduce legislative reforms that would help prevent forced labour in Canada’s supply chain.
Win: In 2023 many of these reforms were adopted by the federal government.

Ask: In April 2023, the Ontario and London Chamber of Commerce called on the provincial government to collaborate with Ontario One Call to support the modernization of locate services and excavation industries by exploring innovative approaches, such as the dedicated locator model, to address the issue of late locates.
Win: The Province responded to the ask highlighting plans to explore options to improve locate performance, including the potential expansion of a dedicated locator model.

Ask: In our 2022 provincial budget submission, we called on the Ontario Government to develop a comprehensive long-term strategy to bolster the life sciences industry that includes further partnership with the private sector and short, medium, and long term health systems planning beyond COVID-19.
Win: In April 2023, the provincial government announced the next phase of Take Life Sciences to the Next Level, Ontario’s life science strategy establishing a Life Sciences Council which will explore ways to support the creation of good-paying jobs, accelerate commercialization and encourage the adoption of Ontario-made innovations to improve health care and grow the economy.

ADVOCACY

What we are working on now

At the time of developing this report, the London Chamber of Commerce was working on the following policy issues:

- Calling on the federal government to reform the bail system in order to help make Canada’s downtown cores safer for businesses, employees, and customers.
- Calling on the federal government to further extend CEBA loan forgiveness.
- Calling on the federal government to support Canada’s export of Liquid Natural Gas while working toward net-zero emissions.
- Calling on the provincial government to lower taxes on Ontario craft beer producers which are currently the highest in North America.
- Developing policy positions that would help recent grads pay off student loans more quickly.
- Participating in the City of London’s Health and Homelessness initiative to ensure a business voice is at the table.



SIGNATURE EVENTS

Annually, the London Chamber hosts a series of signature events that serve as a hub for the convergence of individuals and organizations from the public, private, and not-for-profit sectors. In 2022/23, we were proud to present the following events:

Business Achievement Awards
September 2022

State of the City Address
January 2023

London City of Music Expo
March 2023

Summit
June 2023

Past Presidents’ Golf Classic
June 2023





NETWORKING EVENTS

We provide a platform for businesses to connect and build relationships with other professionals in their community. Our networking events can lead to new partnerships, collaborations, and referrals, expanding your customer base and potential opportunities.

In 2022/23, we were proud to present these networking events:

Business After 5

Discover Your Chamber

Speed Networking



SPECIAL SPEAKERS AND SEMINARS

We are always seeking ways to further connect within our expansive Chamber network as well with other business associations in our region. Here's a glimpse of the highlights from our 2022/23 events:

Community Outlook - A Presentation of London's New Strategic Plan and Conversations with Leaders of our Anchor Institutions (Fanshawe College, Western University, London Health Sciences Centre, and St. Joseph's Health Care London)

Address with the Honourable Monte McNaughton - Address by Ontario's Minister of Labour, Immigration, Training and Skills Development.

Municipal Candidates' Forum - Address by London Mayoral candidates.

Ten Things You Can Do To Make Your Business More Accessible - Interactive workshop with Discover Ability Network on what it means to make your business accessible.

Keys to Competing in a Tight Labour Market - Series of 3 workshops with Ahria Consulting, designed to help organizations build effective strategies to combat key talent issues while remaining competitive.

NEW MEMBERS

- Acumen Business Consulting Inc.
- Ahria Consulting
- All The Things by Bronagh
- American Express - Global Corporate Payments
- Amsarveda Ltd.
- BAP Temp Agency
- Bell Media (CTV/Virgin Radio/BX93/Newstalk)
- Berhan Immigration & Settlement Services Inc.
- Best Franchises to Own Inc.
- Best Western PLUS Lamplighter Inn & Conference Centre
- Bhundhoo Tax Professional Corporation
- BigSteelBox Corporation
- Bisou Bridal London
- BITE Marketing
- BLES Biochemicals Inc.
- Boston Pizza
- Brain Tumour Foundation of Canada
- BrightSide Outdoor Network Inc.
- Building Together Cleaning Services
- CAA
- Campbell Chiropractic Centre
- Canlube Trading Inc.
- Carbon Edge
- Carmina de Young Fashion Inc.
- Centra Cyber Security
- Centre for Organizational Effectiveness
- Century Mill Lumber
- Chatham-Kent John D. Bradley Convention Centre
- Chippewas of the Thames
- CIMA+
- Classic Excavating Inc.
- Cloud Nine Cannabis
- Community Counselling Centre of London
- Coppa Inc.
- Core Impact Advisors - an EOS® company
- Cornerstone Architecture Incorporated
- Costco Wholesale Inc - South
- Cover Girls Auto Detailing Inc.
- CPG Recruitment London
- Currie & Brown
- Davwill Consulting Inc.
- Daya Counselling Centre
- DeafBlind Ontario Services
- Desjardins Financial Security Independent Network SWO
- Devil Dog Construction
- DigiRISQ Consulting Inc.
- Digital Clicks Marketing Inc.
- DNA Towing and Recovery
- DoubleTree by Hilton London Ontario
- Dowell Equipment Services
- Dr. Mark Fluter
- Drayton Entertainment
- Driverseat London
- Driverzed.com
- Dunn Audiology
- Egg Farmers of Ontario
- Energy Solutions Global Inc.
- ERBATECH Machinery Pvt. Ltd.
- ethey
- Executive Mind Hypnosis
- Export Development Canada
- Fastsigns London West
- Filion Wakely Thorup Angeletti LLP
- Fin City Fish & Chip
- Frannet Southwest Ontario
- Fully Managed by Telus Business
- G3 Property Solutions Inc.
- GDI Services Canada LP
- Goka Media Inc.
- GoodLife Fitness Centres
- Goodness Me Natural Food Market
- Grassmere Construction Ltd.
- Great Canadian Landscape
- Great Gift Ideas
- Group Travel by Susan
- Guiding By Your Side
- Halo Car Wash
- Hammerd Inc.
- Hellamaid London
- Hello Hired Inc.
- Hetek Solutions Inc.
- Hi Mark Occupational Skills Training Center Ltd.
- Hudsons Bay
- Human Resources Partners 4 Business
- Icon Process Controls Ltd.
- IDS (Integrated Digital Solutions)
- Inner Vitality Health Centre Inc
- Insightful Prosperity Inc.
- Ironwood Kitchen & Bar
- Jawad El-Minawi; Royal Lepage Triland Realty
- Jessica’s Painting
- Jones Entertainment Group
- Kal Tire - Light Duty Fleet Centre
- KD Automotive Inc.

NEW MEMBERS

- Krahayar
- Lambton College
- Lambton Glass & Mirror
- LAV Solutions
- Lazar Law Firm
- Legate Injury Lawyers
- Lexus of London
- Lift Lighting London
- Liliana Pardo Atelier Inc.
- Lionheart Property Management
- Lively Film Creations
- London Abused Women’s Centre
- London Committee for Cross Cultural Arts Inc. (aka Sunfest)
- London Family Foot Clinic
- London Symphonia
- London Training Centre
- Mattress By Appointment London
- Mayne Mailpost Inc.
- McAvoy Inc.
- McCarty Squared Inc.
- Meals on Wheels London
- Microcad Computer Corporation
- Mike’s Gas Services
- MM Plaza Sushi Inc.
- MV49 SPORTS
- Nakano Law Professional Corporation
- Nicolas Garden Art Inc.
- Oakcrossing Retirement Living
- OES Inc.
- Orange Rock Developments
- Outsiders Hair Boutique
- Over 55 London
- Palace Theatre Arts Commons
- Palm Financial Solutions
- Paradigm Spirits Co.
- Patricia Berendsen & Associates Trauma Healing Centre of London
- Penske Truck Leasing Canada Inc.
- Pinkal Medical Aesthetics Clinic
- POI Business Interiors
- Progressive Countertop Systems Ltd.
- Purple Lips Bakery
- Razzberry’s Cyber Security Solutions Inc.
- Re Salon & Spa
- Recipe Unlimited Corporation
- Redding Designs Inc.
- Reliable Business VoIP Services
- Reliable Technology Services
- Royal LePage Triland Realty
- Royal Premier Homes
- Secured Shipping and Delivery Inc.
- Seniors For Seniors, a division of Spectrum Health Care
- Senomi Solutions Inc.
- Smith + Andersen
- SoulfulDelish Healthy Cafe London
- Southern First Nations Secretariat
- St. Joseph’s Health Care London
- StevensE3
- Stewart/Dunklee
- STIHL Limited
- Streaming Incorporated
- Taste For Luxury
- Taurus Stampings Inc.
- The Mule London
- Three Fires Group
- Timeless Homes Corp.
- Tix in the 6ix
- TKX
- Triage Dynamics Freight Logistics Services Inc.
- Turan Financial
- Ultimate Bath Systems
- Vallillee Family Lawyers
- Vanderwesten & Rutherford Associates
- Vice on King
- Victorian Order of Nurses - Middlesex-Elgin
- Vision Tech Communications
- Wellspring London and Region
- Western University
- White Oaks Mall Holdings Ltd.
- Wings Up
- Wisecracks London
- Wonder Kitchen and Bath
- World Financial Group
- X & G Classic Parts
- Xclusive Staffing Solutions
- Xtreme Graphix and Auto Trim Inc.



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londonchamber.com