

ANNUAL REPORT

BBB Serving Southern
Alberta & East Kootenay



2020

STRONGER



V I S I O N

AN ETHICAL MARKETPLACE
WHERE BUYERS AND SELLERS
TRUST EACH OTHER.

MISSION

BBB's mission is to be the leader in advancing marketplace trust. We do this by:

- Setting standards for marketplace trust
- Encouraging and supporting best practices by engaging with and educating consumers and businesses
- Celebrating marketplace role models
- Calling out and addressing substandard marketplace behaviour
- Creating a community of trustworthy businesses and charities

BBB sees trust as a function of two primary factors – integrity and performance. Integrity includes respect, ethics, intent, and working toward a diverse, inclusive and equitable marketplace. Performance speaks to a business's track record of delivering results in accordance with BBB standards and/or addressing customer concerns in a timely, satisfactory manner.



LAND ACKNOWLEDGEMENT

IN THE SPIRIT OF RECONCILIATION, WE ACKNOWLEDGE THAT WE LIVE, WORK AND PLAY ON THE TRADITIONAL TERRITORIES OF THE BLACKFOOT CONFEDERACY, THE TSUUT'INA, THE NAKODA NATIONS, THE MÉTIS NATION, AND ALL PEOPLE WHO MAKE THEIR HOMES IN THE TREATY 7 REGION OF SOUTHERN ALBERTA. IN THE KOOTENAY REGION, THE TRADITIONAL AND UNCEDED TERRITORY OF THE KTUNAXA, THE KINBASKET (SECWEPEMC), SYILX, AND SINIXT PEOPLES.



B O A R D O F D I R E C T O R S

E X E C U T I V E C O M M I T T E E

WENDY GIUFFRE, WENDY ELLEN INC., CHAIR

RILEY PATERSON, NATIONAL BANK OF CANADA, VICE CHAIR

WANDA MURCH, MURCH GROUP, TREASURER

GORD SOKOLON, SOK CONSULTING

JORY LAMB, VISTAVU SOLUTIONS

NATHAN WONG, CRESCENT POINT ENERGY, PAST CHAIR

D I R E C T O R S A T L A R G E

JEFF BRUNER, RESOLVE LEGAL GROUP, DIRECTOR

CINDY GOOD, TOURISM CALGARY, DIRECTOR

NATE EDWARDS, VIRTUO, DIRECTOR

CLIFF FRANCIS, SPAAR INC., DIRECTOR

CARLA BEREZOWSKI, ALBERTA INDOOR COMFORT, DIRECTOR

MICHAEL TAYLOR, HBI - HERITAGE BUSINESS INTERIORS INC., DIRECTOR

H O N O R A R Y D I R E C T O R

TONY FISHER

D E P A R T I N G D I R E C T O R S

LARRY METZ

SHAMEER GAIDHAR

CHAIR'S MESSAGE

When I was invited to be part of the board of directors at the BBB, I was thrilled. As the first female president of BBB for this local service area, I am pleased to endorse the theme of the year's annual report: stronger. As a business owner myself and life-long learner, I have been fortunate to work with and alongside women and men who have dedicated themselves to growth and success by setting goals and achieving them.

My own firm, Wendy Ellen Inc., is a thriving human resources consulting firm with more than 180 national and international clients. Working with so many gender diverse organizations and boards has demonstrated the real-world way to arrive at a stronger organization. Again, the word stronger. BBB and the more than 3,200 accredited businesses it serves are no exception with dedicated business leaders taking up their rightful place as the head of boards, sole proprietorships, and entrepreneurs leading large teams.

BBB fosters this strength. As the chair of the board of directors for the 2022/2023 fiscal year, I have been gratified to lead an organization that put these values into action. I am also thankful for the camaraderie and insights of the other board of directors who have been steadfast in sharing my commitment to supporting business owners, employment, and entrepreneurship.

And finally thank you to the BBB staff for their work in taking the mission of the organization off the page and into the world as the organization moves toward celebrating its founding in Calgary 70 years ago.

W E N D Y G I U F F R E



P R E S I D E N T ' S M E S S A G E

This year, I celebrate seven years as President & CEO of BBB Serving Southern Alberta and East Kootenay. It continues to be both a privilege and an honour to work on behalf of all of you who, as we like to say, keep the lights on, and the doors open, in our community every day.

The theme of our annual report this year is stronger. Strength is not physical power; it is about resilience and the ability to overcome challenges. When life knocks us down, we get back up stronger than ever. This strength and resilience were evident this past year when we continued to see examples of businesses working together to adjust to an ever-changing marketplace. As many of you faced challenges with supply chain, staffing, and resources, you found new ways to work together and to find solutions.

This ability to lean in creates community. Community is not just about being part of a group; it is about actively contributing and giving back. When we engage with our community, we have the chance to positively impact the world around us. Whether it is volunteering, mentoring, or simply showing kindness to our neighbours, every act of compassion and generosity helps to build a stronger, more vibrant community.

During this past year, we deployed market research to better understand how we can continue to improve our services to you and our communities. Along with our board of directors, we are committed to continue to listen, learn, and grow our services so that collectively, we will all continue to become stronger.

The enclosed annual report features some of the amazing work that our team and volunteers have been focused on this year. Collectively, we reached millions in our business and consumer-focused services, with more than 3,200 accredited businesses actively supporting our mission of advancing a marketplace of trust. Our work could not be done without each of you.

Thank you for your support, I look forward to working with you in 2024.

Yours in trust,



M A R Y O ' S U L L I V A N - A N D E R S E N



COMMON GOOD CREATES STRONG CONNECTIONS IN THE COMMUNITY

The Better Business Bureau, Community Outreach and Education program has expanded in the past year offering 61 presentations to more than 1,600 people in the designated service area. The program grew in momentum with most of the contact made face-to-face.

Topics for these presentations ranged from how to source a trustworthy business to recognizing the most recent scams and how to prevent citizens from becoming victims.

Bow Valley College, Columbia College, Calgary Catholic Immigration Society, Immigrant Services Calgary through Gateway Partnership, Calgary Immigrant Women's Association, Elements Calgary Mental Health Centre, seniors' complexes and independent living groups, Calgary Public Library, are just a few of the partners BBB collaborated with in 2022 and continue to be working with in 2023. Together, BBB engaged with hundreds of vulnerable seniors, newcomers, college students and the public.

Our Community Outreach and Education program receives countless positive feedback and thankful notes. This recognition is appreciated, but most importantly it helps BBB understand the strong and ongoing need for educational engagement with our community.

As the program continues to grow, BBB is also now working with the Calgary Police Service. Called Coffee with a Uniform, BBB, CPS, and other organizations, such as City Bylaw and members of city council meet each month at a community residential association to engage with the public and answer questions on an array of topics, including fraud and fraud prevention.

Our Community Education and Outreach is made possible due to the support of our accredited businesses who fund our efforts. We also recognize our Common Good sponsors: Ammolite Analytx, Business Development Bank of Canada, Broken Pencil Studios, Bromwich + Smith and Lexus of Royal Oak.



COMMUNITY
OUTREACH
& EDUCATION

B U S I N E S S E N G A G E M E N T

Your Better Business Bureau is grateful to have earned the trust of more than 3,200 businesses that are accredited in Calgary, southern Alberta and east Kootenay. In 2022 we engaged with the local market research firm Stone Olafson to learn how we can better serve the interests of our Accredited Businesses.

Through this extensive process interviews were completed, and focus groups were conducted. And what we heard from our Accredited Businesses was gratifying. You want even more engagement with BBB.

We heard what you had to say. Now joining an experienced and motivated group of core BBB staff we have invested in new staff whose singular responsibility is to engage with BBB's Accredited Businesses. This includes a new Engagement Manager and a team of Business Engagement Partners.

We'll also continue to operate our successful earned media program where BBB gets the word out about the value of businesses that operate in an ethical fashion. During the fiscal year this program reached 11 million people with regular appearances on Global TV, CTV, CBC Radio One, Calgary Herald, CHQR, and many more media outlets representing television, print and digital services.

We also have invigorated our community outreach and education program delivering more than 60 presentations to groups that include seniors, new Canadians and students. This program also has established partnerships with community agencies such as the Calgary Police Services, Calgary Catholic Immigrant Services, Rotary Clubs and more.

With each contact we make in the community we are representing the thousands of Accredited Businesses who proudly display the BBB seal; a sign of a better business.



THE SIGN OF A
**BETTER
BUSINESS***

2 0 2 2 T O R C H A W A R D S

The Torch Awards for Ethics (Torch Award) honour companies whose leaders demonstrate high level of personal character and ensure that their organization's practices meet the highest standards of ethics, and consequently, generate trust.



2022 TORCH AWARD WINNERS

SMALL BUSINESS

Evergreen Community SPACES

The 2022 Torch Award winner in the small business category was Evergreen Community SPACES. Evergreen is owned and operated as a non-profit by Evergreen Theatre. The 24,000 sq. ft. facility boasts 24/7 access, flexible studios, offices, production and performance space, dressing room, storage, props and costume workshop.



 **Torch**
AWARDS
BBB for Ethics
2022 WINNER.

MEDIUM/LARGE BUSINESS

Headversity

The winner of the 2022 Torch Award in the medium/large business category was headversity. A workforce mental health platform, headversity helps organizations build resilience, reduce mental illness and build a safe workplace culture.



 **Torch**
AWARDS
BBB for Ethics
2022 WINNER.

SPARK AWARD

Lil E Coffee Café

The 2022 Spark Award was presented to Lil E Coffee Café which brews meaningful employment opportunities for individuals with intellectual and developmental disabilities. Lil E's stated mission as a registered charity is to build 10,000 bright futures, one cup a time.



 **SPARK**
BBB AWARDS
2022 WINNER.

2022 TORCH AWARD JUDGES

TOMASIA DASILVA

Tomasia DaSilva is an award-winning journalist who has worked for three decades at various media networks across Western Canada. She has been working the last several years as a business/consumer reporter at Global Calgary. She's passionate about letting people know about frauds and scams and helping them get justice. She's also a huge supporter of local businesses.



RYAN PHILLIPS

Ryan is a partner at JSS Barristers. He practices in most areas of civil litigation and administrative law, focusing on corporate and commercial disputes, professional negligence (non-medical), privacy and access to information, judicial reviews, construction, and insurance.



SIMON RABY

Simon Raby is passionate about helping individuals and organizations realize their potential to achieve significant, sustainable growth. He is an Associate Professor of Innovation and Entrepreneurship at Mount Royal University's Bissett School of Business, Associate Director for the Institute for Innovation and Entrepreneurship and Director for Growth Compass.



2022 TORCH AWARD SPONSORS

Better Business Bureau was fortunate in 2022 to have two businesses as sponsors that exemplify trust in the marketplace.

PEREGRINE GENERAL PEST CONTROL INC.

A 100 per cent Canadian owned and operated, Calgary-based company, Peregrine owner Nicholas Holland has more than two decades in the pest control industry with the company encompassing a highly qualified team of technicians with more than 60 years combined experience in the pest management field and thousands of pest issues solved.

BBB Accredited Business, Peregrine General Pest Control Inc. is an industry leader offering a wide range of services for both commercial and residential customers.



SURECALL CONTACT CENTERS LTD.

SureCall Contact Centers Ltd. serves as a leading contact center and business processing outsourcing. Based in Calgary, at the core of SureCall is a team of professionals that tackles everything from complex large projects to smaller scale jobs. Fueled by its commitment to excellence, SureCall goes the extra mile to ensure clients and partners, alongside their customers, are taken care of.

BBB Accredited Business, SureCall is a trusted business providing its services to clients across the world.



EARNED MEDIA

11.5M Consumers reached through
BBB earned media program

\$698K Earned
media value

The program is a key method of reaching consumers to provide critical information and highlight why BBB is relevant today and it was when it was established in Calgary 69 years' ago.

Top stories include coverage about rental scams that were and continue to occur in Calgary. With the price for a one-bedroom apartment now pegged at \$1,800 it's vital that BBB continue to get these stories out to the public before there is yet another victim.

Another top story in the past year was related to the Top 10 scams in Canada as published in the annual Scam Tracker Risk Report. This report is published at the beginning of March of each year and is a highlight for BBB as it garners media attention across North America. Our service area was no exception with items about the top scams being broadcast on television, radio and appearing online and in print across southern Alberta.

With all this scam and loss, BBB thought it was a suitable time to put a column in the Calgary Herald. Appearing on the editorial page the headline of the item was; How to live without despair in the age of scams. The Herald remains Calgary's paper of record and this piece was well received by Calgarians across the city and well beyond.

Lastly, BBB sends a special thank you to all journalists, producers, hosts, and presenters who engage with our organization to provide stories to the public. Without this group of professionals there would be no earned media program at BBB.



2022 / 2023 TRENDS

Types of businesses most reported on 

# of Reports	Type of Business
140	Airlines
98	New Car Dealers
53	Credit Repair Services
45	Internet Services
43	Utility Contractors
42	Financial Services
32	Property Management
31	Moving Companies
30	Furniture Stores
29	Roofing Contractors
28	Health Clubs

Types of businesses most inquired for 

# of Inquiries	Type of Business
45,595	Roofing Contractors
31,047	General Contractors
25,925	Plumbers
25,434	Moving Companies
21,862	Home Builders
21,774	Home Improvement
16,919	Airlines
16,822	Special Education
13,893	Landscape Contractors
13,528	Electricians



**C E L E B R A T I N G
Y E A R S O F T R U S T**

**A-1 CEMENT CONTRACTORS LTD.
LOU'S AUTO BODY**

Celebrating
50
YEARS

EASTSIDE DODGE CHRYSLER JEEP RAM FIAT

Celebrating
45
YEARS

CELEBRATING YEARS OF TRUST

AE SECURITY
AMJ CAMPBELL - CALGARY
CENTURY ROOFING LTD.
DALE ROOFING & CONSTRUCTION LTD.
DENCA DISTRIBUTORS LTD.
FELIKS AUTO BODY LTD.

Celebrating
40
YEARS

BANBURY LANE DESIGN CENTRE LTD.
C C A TRUCK DRIVER TRAINING LTD.
CALGARY REAL ESTATE BOARD
CASTLE MAINTENANCE SERVICES
CREATIVE INTERIORS LTD.
GRECO & SON CONCRETE & CONSTRUCTION INC.
IDEAL INSULATION & ROOFING
MAILLOT HOMES
MILLHOUSE CARPET LTD.
MOUNTAIN FRESH CANADA LTD.
NAVAJO METALS
SHANE HOMES LTD.
T & T HONDA
VILLAGE HONDA

Celebrating
35
YEARS

CELEBRATING YEARS OF TRUST

4 SEASONS HOME COMFORT INC.

A-1 AUTO BODY LTD.

AFFORDABLE RV SALES RENTALS & SERVICE

ALBERTA FOREST & GARDEN

ALBERTA QUALITY PAINTING LIMITED

ASLAN DAY CARE LTD.

ASTRO INSURANCE & REGISTRY SERVICES

BASEMENT SYSTEMS CALGARY / DOUG LACEY'S BASEMENT SYSTEMS

BENNER PLUMBING & HEATING LTD.

CABINET SOLUTIONS LTD.

CALGARY CONTRACT UPHOLSTERY LTD.

CAREFREE KITCHENS & LIGHTING (2021) LTD.

CARRIER-MCGILL ENTERPRISES LTD.

CITY WIDE RADIATOR LTD.

CONDO COATINGS LTD.

COOK SOUTHLAND FUNERAL CHAPEL & CREMATORIUM

J A S ELECTRICAL CONTRACTORS INC.

KIRK'S MID-WAY TIRE LTD.

KIRK'S TIRE (LETHBRIDGE) LTD.

LEON'S FURNITURE LETHBRIDGE

LETHBRIDGE CUSTOM CANVAS (2003) LTD.

MCKEE HOMES LTD.

MEDICINE HAT REFRIGERATION & AIR CONDITIONING LTD.

MY AUTOMOTIVE (LETHBRIDGE)

OKOTOKS HONDA

PRECISION BUILDERS LTD.

RICHARDSON OILSEED LIMITED

SAUNDERS LANDSCAPING & RENOVATIONS LTD.

SIS EXTERIOR RENOVATIONS

THE LANDSCAPE ARTIST INC.

TRAL-LES CONSTRUCTION LTD.

WESTERN BATHROOMS & LINERS INC.

WESTERN CANADIAN FURNACE COMPANY 2016 LTD.

CELEBRATING YEARS OF TRUST

Celebrating
25
YEARS

BROOKS LUBE & ALIGNMENT LTD.
CAPITAL DIRECT LENDING CORP.
CONCRETE SPECIALISTS LTD.
CONDOMINIUM SUPPORT SERVICES INC.
CONTOUR COUNTERTOP SUPPLY LTD.
DELTA CONSTRUCTION & SIDING LTD.
DESIGN FLOORING CENTRE
EURO PHYSICAL THERAPY LTD.
FINNEY TAYLOR CONSULTING GROUP LTD.
FLANAGAN'S FURNACE & DUCT CLEANING SERVICE LTD.
GERTO CABINETS & FURNITURE LTD.
GLOBAL RAYMAC SURVEYS INC.
HANDYMAN CONNECTION
INTERIORS WITH ELEGANCE
MASSAGE FOR HEALTH & LASER HAIR REMOVAL CLINIC INC
MOUNTAIN VIEW PET RESORT
P A L INSURANCE BROKERS LTD.
PETERS HOME HARMONY CENTRE (1987) LTD.
PRAIRIE ROSE CREMATION & FUNERAL SERVICES
RAINTECH IRRIGATION LTD.
RYANCO AUTOMOTIVE INC.
SAUNDERS INSURANCE LTD.
SCISSORWORKS & CO.
STRATHMORE HOMES LTD.
SURE-SEAL CONTRACTING LTD.
THE DOOR HOUSE INC.
VALLEY VIEW APPLIANCES LTD.
WASTE CONNECTIONS OF CANADA
WASTE MANAGEMENT OF CANADA CORPORATION
WATERFORD HOMES INC.
WOODMASTER HOMES LTD.

CELEBRATING YEARS OF TRUST

Celebrating
20
YEARS

A.J. WROUGHT IRON SECURITY & ORNAMENTAL LTD.

BARCLAY STREET REAL ESTATE LTD.

BIG AL'S AUTO REPAIR

BIOFEN BY HAIR GROW TECHNOLOGY

CORTERRA LAND DESIGNS LTD.

D W ROURKE & ASSOCIATES LTD.

DIVERSIFIED MANAGEMENT SOUTHERN

DOUGLAS HOMES

FIX AUTO HIGH RIVER

FORTRESS MACHINERY APPRAISALS & CONSULTING INC.

FUN E HAPPENINGS

HATTON'S HARDWOOD FLOORS INC.

HOMES CANADA LISTING SERVICE

JUST IN TIME FURNACE

L D I TECHNICAL SERVICES

LEATHER UNLIMITED

MARIA TOMAS CORPORATION

MR. WINDSHIELD (CALGARY)

OAK ENVIRONMENTAL INC.

PACCANA ENTERPRISES LTD.

PCA VALENCE ENGINEERING TECHNOLOGIES LTD.

PRECISION ALUMINUM MANUFACTURING 20/20 INC.

SPAAR INC.

TRADEMARK RENOVATIONS LTD.

T'S WATER SYSTEMS

W & J HEATING LTD.

CELEBRATING YEARS OF TRUST

4 STAR ELECTRIC LTD.

ALBERTA BOLT MAKERS LTD.

ALBERTA DAMPPROOFING & WATERPROOFING LTD.

ANGEL'S ROOFING LTD.

ANXIETYCENTRE.COM

BIG CITY DEVELOPMENTS INC.

CLAW ROOFING SPECIALISTS

COUNTRYSIDE WINDOWS & RENOVATIONS

DONCORE CONCRETE CUTTING & CORING LTD.

EARL'S PAINTWORKS INC.

HOLLYBURN PROPERTIES

IMAGINE PLUMBING & APPLIANCE LTD.

LAVTON INTERIORS (ALTA) LTD.

LAYNE KITCHENS & DESIGN GROUP LTD.

LA-Z-BOY FURNITURE GALLERIES (SOUTH)

MILLENIUM PLUS HOMES

PRECISE PRUNING LTD.

RICH-LEE CUSTOM HOMES

RIDGE CREST DEVELOPMENTS

ROOFTOP EXTERIORS INC.

SILK STONE AND GRANITE LTD.

SML ENTERTAINMENT HERITAGE HILL

SUNSHINE EXTERIORS LTD.

THE URBAN PAINTER

THOMAS GROUP INC.

UNITED DRYWALL LTD.

ADRIA INTERNATIONAL INC.

ALAIRDRIE AIR LTD.

BOW ISLAND BUILDING SUPPLIES LTD.

BUDGET BLINDS OF MEDICINE HAT AND THE
FOOTHILLS

CASA FLORES CABINETRY

CLEANCO FURNACE CLEANING

CRYSTAL CREEK HOMES INC.

EPIC ROOFING & EXTERIORS LTD.

FINAL TOUCH EXTERIORS LTD.

HART HOME INSPECTIONS

JAD ENVIRONMENTAL SERVICES INC.

J-CUBED CUSTOM INC.

MEERKAT ROOFING & EXTERIORS LTD.

MERRY MAIDS OF CALGARY N & SE

MOUNTAINVIEW PAVING LTD.

PERFECT DIMENSIONS WOODWORK INC.

PRECISION HYUNDAI

STRAIGHTLINE KIA

THE GARAGE STORE

THE MORTGAGES FOR LESS TEAM

TUXEDO STEAM CLEANERS

CELEBRATING YEARS OF TRUST



A-1 LIMOUSINE INC.
A-1 PARTS FOR LESS LTD.
ABBY RENOVATIONS LTD.
ABSOLUTE PLUMBING
ADL ELECTRIC
ASPENCLEAN
BEAUTIFUL BLINDS AND SHUTTERS LTD.
BEST DOORS INC.
BEYOND THE BASICS FITNESS EQUIPMENT SERVICES LTD.
C H I HOME INSPECTIONS
CENTIMARK LTD.
CJI TILE AND STONE LTD.
COMM PRO COMMUNICATIONS SPECIALISTS INC.
COR SOLUTIONS
CORBIELL ELECTRICAL LTD.
CROWFOOT & CROSS TOWN GARAGE DOOR SERVICES
DELTA AUTO CARE & REPAIR INC.
DEPENDABLE RENOVATIONS LTD.
DNE RESOURCES
DUCKTOES COMPUTER SERVICES INC.
EDRA PLUMBING & RENOVATIONS
EVERLINE COATINGS AND SERVICES LTD
F.F. FLOORING LTD
FOCUSED RENOVATIONS LTD
GM MECHANICAL LTD.
GOOD UNDER PRESSURE INC.
GRAND WEST ELECTRIC LTD.
HERITAGE INTERIORS & EXTERIORS LTD
HIGHLANDER ROOFING INC.
HOMETURF LAWN CARE INC.
INTERNATIONAL JANITORIAL SERVICES LTD.
INVESTORS' PETROLEUM CONSULTANTS LTD.
KISS PRODUCTIONS
KRUGER INDUSTRIES INC.
LAMAY ESTHETICS & DAY SPA
MAGNUM STUCCO
MARTIN PRESTON RENOVATIONS LTD.
MARTY'S ENGINE & COMPRESSOR SERVICE
MEGA ROOFING & EXTERIORS INC.
METALSIGNS.CA
MTS CLEANING SERVICES LTD.
NATURES CARPET CLEANING (2012) LTD.
NEW LOOK CABINETS INC
ORKIN CANADA (CALGARY NORTH) #40
PARAMOUNT STUCCO LTD.
PREMIER ELECTRICAL TECHNICIAN
RAM EXTERIORS INC.
RENOTECK HOME SOLUTIONS
RGR ABATEMENTS
RIVERBEND INTERIORS FLOORS & DECOR
RIVERVIEW CUSTOM HOMES LTD.
ROCKY MOUNTAIN INSPECTION SERVICES
RUSCH DESIGN BUILD LTD
SELECT DELIVERY SYSTEMS INC.
SHOWCASE DEVELOPMENTS LTD.
SHOWTIME HOME DESIGN
SILVER GOLD BULL INC.
SMB CONTRACTING INC.
SOUTHWOOD AUTOMOTIVE LTD
SUPERIOR EXTERIOR INC.
THREE60 ELECTRICAL SERVICES INC.
TURNER SIGNS
VIVID EXPRESSIONS LASER ENGRAVING
WIMACTEL CANADA INC.

54 BLUE COMMUNICATIONS INC.
AARON DRILLING INC.
ABCO MAINTENANCE SYSTEMS INC.
ACCURATE ROOFING CALGARY LTD.
AFFORDABLE FLOORS LTD.
AFFORDABLE LAWN & SNOW INC.
AROUNDTHEWORLDTKICK.COM
A-SAV-ON MOVING
ATTIC PROS INSULATION SERVICES LTD.
AVALANCHE CONTRACTING
BIZZI BOYZ LANDSCAPING LTD.
BRUSHING & BEYOND FURNACE & DUCT CLEANING
C & J CONSTRUCTION LTD.
CALGARY BATHWORKS
CANPRO DECK & RAIL
CENTRAL AIR EQUIPMENT LTD.
DR MOWER INC.
DUSTY'S HOME RENOVATIONS
ENVIRO SURFACE REMOVERS INC
ERLANDSON CONSTRUCTION INC.
EXPERT TECHNICAL SERVICES INC
EXTREME QUALITY RESTORATION LTD.
FINAL CUT CREATIONS INC.
FIRE ANT CONTRACTING LTD.
FLOORING SUPERSTORES
FOOTHILLS ROOFING LTD.
GARY MILLER - MAXWELL CAPITAL REALTY
HEARTH FIREPLACE DISTRIBUTORS INC.
HEMEL HOUSE CHILD CARE SERVICES LTD.
HIGH RIVER AND DISTRICT CHAMBER OF COMMERCE
HOME POTENTIAL LTD.
JUBILEE LANDSCAPE INC.
K & H MAYFAIR DENTAL CENTRE
K & T EXTERIORS LTD.
KATHLEEN ALEXANDER - MAXWELL SOUTHSTAR REALTY
KINGSWOOD INTERIORS LTD.
LIVELLO PROJECTS INC.
LUMBER KING BUILDING MATERIALS LTD.
NIKO ROOFING
NOTABLE BUILDING GROUP LTD
OKOTOKS & DISTRICT CHAMBER OF COMMERCE
PERRY'S LAWN AND MAINTENANCE ENTERPRISES LTD.
PLUMBING & HEATING PARAMEDICS
PTARMIGAN RUG CLEANERS & RESTORATION
SHAMROCK MOUNTAIN BUILDING LTD.
SPI RECYCLING & DISPOSAL INC.
STONEWORK CREATIONS
STRATEGIC TAX & BUSINESS SOLUTIONS INC.
TALEE RENOVATIONS INC.
TRENDSETTER MANUFACTURED HOMES LTD.
TRU WOODCRAFT INC.
WESTAR VACATIONS
WHITELINE SHELTERS & TARPS LTD.
WINDOWS AND DECKS CANADA LTD.

Celebrating

CELEBRATING YEARS OF TRUST

1ST CHOICE SAVINGS AND CREDIT UNION LTD.
5P CUSTOM BUILT HOMES
A M CONSTRUCTION
ACE PAINTING
ADVANPRO FURNACE & DUCT CLEANING
AFFLUENCE PARTNERS INC.
AIR TOWNE INC.
ALBERTA MOUNTAIN AIR HEATING & AIR CONDITIONING
ARMS CONSTRUCTION INC.
ASCENT ELECTRIC & SOLAR LTD.
AWNINGS AND MORE INC.
BERNAL'S RENOVATIONS
BIFROST ENVIRONMENTAL AND REMEDIATION SERVICES INC.
BIN THERE DUMP THAT
BIRDS AND CRITTERS PET SERVICES
BLACKIE SITE WORKS LTD.
BRUHUB
CALGARY ASBESTOS ABATEMENT LTD.
CALGARY CUSTOM KITCHEN CABINETS
CALGARY MONTESSORI SCHOOL LTD.
CALGARY PARGING LTD.
CALGARY RENOVATION CONTRACTORS INC.
CALGARY'S BEST MOVING
CALIBER ROOFING & EXTERIORS INC.
CALVERT'S CONSTRUCTION SERVICES INC.
CANADA WIDE GENERAL SERVICES LTD.
CANADIAN EXTERIORS LTD.
CLEANPRO LANDSCAPING LTD.
COOL FAMILY SOLUTIONS
COUNTRYSIDE HOME TRANSPORT LTD.
CROSSROADS LAW
CUSTOM ROLL-OUT DRAWERS INC.
DAY & KNIGHT PLUMBING AND HEATING
DE'MAR WINDOW FASHIONS
DIAMOND GLASS CALGARY
DIAMONDCUT ROOFING
DONE BY DANIEL PLUMBING AND CONSTRUCTION INC.
DR. DETAIL AUTO BODY INC.
DRIVEWEST CORP
DRYER VENT WIZARD OF CALGARY & SOUTHERN ALBERTA
ECUPROGRAM INC.
ENVIUS RENOVATIONS
ERIC'S HOMES
EUROPA MASONRY
EQUISITE ELECTRIC INC.
FOUNTAIN TIRE CALGARY (TRUCK CENTRE BLACKFOOT)
GOLDSTAR CLEANING SERVICES LTD.
GREENSTONE CONSTRUCTION
HAINES JONES & CADBURY CORPORATION
HANSEN LAND BROKERS
HOME MEDICAL SOLUTIONS INC.
HUSH CITY SOUNDPROOFING INC.
JB PLUMBING AND HEATING
KILTS AND CABLES ELECTRICAL LTD.
KNIGHTWIND ELECTRICAL CONTRACTING INC.
LEEVALLEY CARPENTRY
LENDRIX HVAC SERVICES INC.
LINH TRAN - WFG SECURITIES INC.
LUXOR CREEK RENOVATIONS & LANDSCAPING
MAGNUM AUTOMOTIVE & 4X4
MAPLE LEAF SELF STORAGE INC. (ROYAL VISTA)
MINT PROJECTS
NEWROSE CONSTRUCTION LTD.
NICK'S STEAKHOUSE & PIZZA
NORMAC APPRAISALS LTD.
NORTHSTAR FIRE PROTECTION LTD.
NORTHSTAR MOVING
OCEAN TREE CARE
OFFICIAL PLUMBING & HEATING INC.
OLDS MOVING LTD.
O-NET
PEAK PHYSICAL THERAPY
PNG BUILDERS
PROBUILD CONSTRUCTION LTD.
PROGRESSIVE AUCTIONS AND EQUIPMENT SALES INC.
R1 CALGARY INC.
REBORN RENOVATIONS
REDWOOD RENOVATIONS & DESIGN
RENAISSANCE LANDSCAPES INC.
ROBERT & DIANA MCINTYRE - THE ITSSOLD.CA TEAM CENTURY 21
ROCKY MOUNTAIN POOLS & SPAS LTD.
ROM PAINT LTD.
SAFETY QUEST CONSULTING
SAGE INFRASTRUCTURE SOLUTIONS GROUP INC.
SILVER FOX PLUMBING INC.
SIMCO MANAGEMENT (CALGARY) INC.
SIMMERING UPHOLSTERY
SIX TREE REMOVAL
SPOLLUMBO'S CAFE MAYLAND HEIGHTS
SPRAYFORCE CONCRETE SERVICES LTD.
STEMP & COMPANY
TAURUS GLASS INSTALLATIONS
TOP KITCHEN DESIGN LTD.
TRUST PLUMBING AND GASFITTING LTD.
TRUSTED DEVELOPMENTS CORP.
TURKEY BURG CREATIVE LTD.
ULTIMATE AUTO PROTECTION
VPS CONSTRUCTION
WE BUILD DECKS INC.
WESTERN HEATING AND GASFITTING
WESTERN PROVINCIAL MOVERS
WILLIAM JOSEPH COMMUNICATIONS
WILLIAMS MOVING & STORAGE (CRANBROOK)
WINMAR MEDICINE HAT
YARD BUSTERS LANDSCAPING

A FAMILY OF TRADES INC.
ACADIAN SIDING & ROOFING LTD.
ACCELL PLUMBING & HEATING LTD.
ADVANCED LEVEL ROOFING CORP.
ALTAWANA EXPRESS
AMHURST PROPERTY MANAGEMENT LTD.
ANGIE'S BEST CHOICE PROPERTY MANAGEMENT
AURA LOCK & KEY
BODEWORKS CUSTOM & COLLISION
BRIERE IMMIGRATION SERVICES LTD.
BRITE-LITE LIGHTING AND ELECTRICAL DISTRIBUTORS
BRUNI LAW
CALGARY TRUCK & TRAILER REPAIR INC.
CALIBER RV LTD.
CARS INC. O/A CROWFOOT BRAKE AND MUFFLER
CASCADE HVAC LTD.
CHINOOK REFRIGERATION & AIR CONDITIONING
COMFORT-AIRE LTD.
CONNECT FIRST CREDIT UNION LTD.
CONTINENTAL LOGISTICS LTD.
CONVENIENT AUTO SERVICES (SOUTH)
CROWN GRANITE & MARBLE
DAVID KENNY CONSTRUCTION INC
DEJONG'S INSURANCE LTD.
DENNING ENTERPRISE LTD.
DIRECT ENERGY
DIRECT ENERGY BUSINESS
DISTINCT CONSTRUCTION LTD.
DJ'S TOWING SERVICE
ECONOMY APPLIANCE SERVICE
EXECUTIVE DIAMOND SERVICES LTD.
FATALI INVESTIGATIONS
FIVE STAR ROOFING CORP.
FOOTHILLS CLEANERS HIGH RIVER
FOOTHILLS CLEANERS LETHBRIDGE HERITAGE
FOOTHILLS CLEANERS OKOTOKS MAIN
FOUNTAIN TIRE (WESTBROOK) LTD.
FRESHCUT LAWN MAINTENANCE & SNOW REMOVAL
GARY'S EXTERIORS INC.
GDM VAC SERVICES INC.
GENUINE EARTHWORKS
GIGANTELLI AUTO SERVICES
GREENFOX WINDOWS & DOORS
HOME SMARTS RENOVATIONS
HOME TO HOME MOVING (CALGARY)
INTIMATE AFFAIRS LTD.
J ROBERT HOME REMODELING INC.
JHAL CUSTOM HOMES INC.
JP LANDSCAPING
K&M HALL CONCRETE LTD.
KYLE'S SERVICES LTD.
LBCO CONTRACTING LTD.
MACKIE MOVING SYSTEMS
MAPLE LEAF SELF STORAGE INC. (COUNTRY HILLS)
MAPLE ROOFING INC.
MARKETING GUARDIANS INC.
MELANSON HOMES & RENOVATIONS
MIKE'S HI TECH TRANSMISSION & AUTO REPAIRS LTD.
NATIONAL PAYMENTS LTD.
NATIONWIDE RESTORATIONS LTD.
NAVY SEAL TRANSPORT LTD.
NEXUS EXHIBITS LTD.
NINACO AUTO CENTRE
NORMARK HOMES
NORWOOD HOMES LTD.
NOVA VITA INC.
OK TIRE & AUTO SERVICES OKOTOKS
ONE OF ONE BUILDING COLLECTIVE
PERFECT HOME FURNITURE (AIRDRIE)
PICKY PETER'S DRYWALL LTD.
PIPER MECHANICAL INC.
PROFESSIONAL TRUCK DRIVING SCHOOL LTD.
PRONTO INC.
RAIN OR SHINE BUILDING SERVICES LTD.
RANGER FLOORING
REAL ESTATE MOVERS LTD.
RED MILE MOVING INC.
RLB ROOFING & CONSTRUCTION INC.
SECOND OPINION SYSTEMS LTD.
SINKS AND STINKS PLUMBING LTD.
SMALL BUSINESS TAX ACCOUNTANTS (CANADA) INC.
SOFJONNIC THERAPEUTIC MASSAGE
SOLID SOLUTIONS CONTRACTING AND RENOVATIONS
SONATA DESIGN
SOUTH TRAIL HYUNDAI
SOUTHERN COMFORT FLOORING LTD.
SPRAY - NET CALGARY
ST. JOHN PLUMBING & HEATING
STAMPEDE ELECTRIC INC.
STATESMAN GROUP OF COMPANIES LTD.
STILE TILE LTD.
STRATEGIC SAFETY SOLUTIONS INC.
SUNS CLEANING SERVICES
SWIFT SIGNS
TOTAL EXTERIORS LTD.
URBAN MOTORS LTD.
URBAN OASIS DENTAL STUDIO
U-SUE INC
VICTORY LAP AUTO LTD.
VIRTUAL FUZION SYSTEMS INC.
WAGEPOINT INC.
WATER VALLEY ELECTRICAL LTD.
WEATHERSKIN
WESTPRO ELECTRICAL SERVICES
WM. SCHMIDT MECHANICAL CONTRACTORS LTD.
XACT ENGINEERED MANUFACTURING SOLUTIONS

YEARS

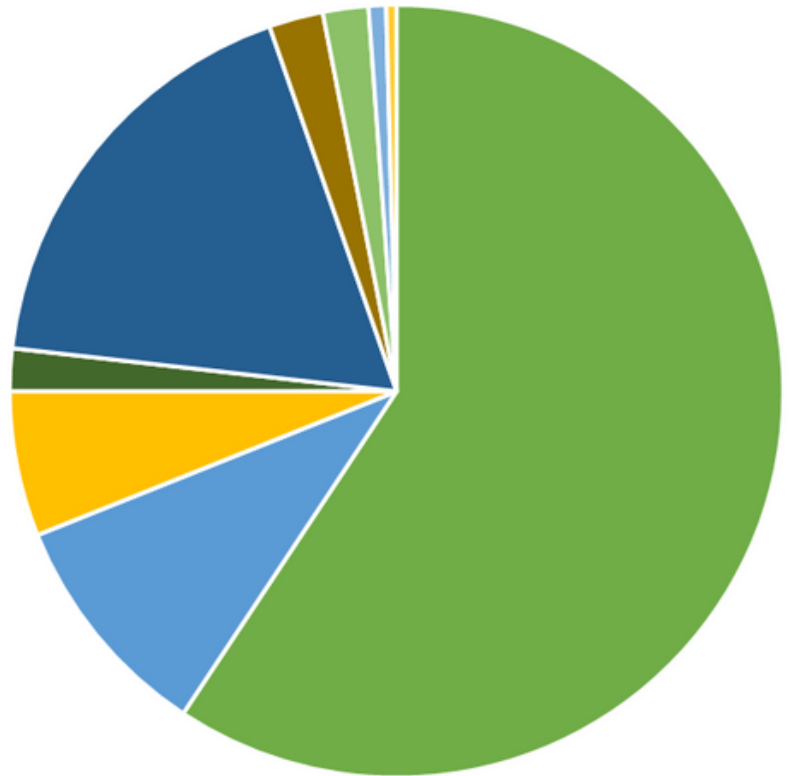
2022 / 23 FINANCIALS

	2023	2022
Revenue		
Membership Fees	\$1,564,019	\$1,603,381
Advertising & Programs	\$327,561	\$422,175
Interest & Grant Income	\$25,599	\$5,691
Government Assistance	\$1,473	\$29,249
	\$1,918,652	\$2,060,496
Expenses		
Staff Expenses	\$1,097,478	\$1,111,844
Advertising & Programs	\$178,285	\$260,173
IABBB Dues	\$112,235	\$114,063
Meetings & Travel	\$32,983	\$22,112
Office & Admin	\$331,118	\$283,690
Amortization	\$41,967	\$40,940
Professional Fees	\$35,166	\$15,065
Interest on Mortgage	\$13,573	\$16,657
Bad Debt	\$7,905	\$8,856
	\$1,850,710	\$1,873,400
Revenue over expense	\$67,942	\$187,096



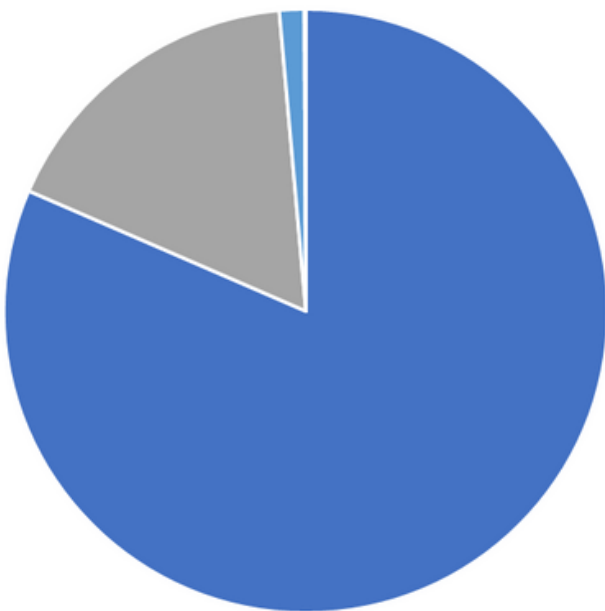
2022 / 23 FINANCIALS

Expenses 2022-23



- Staff Expenses
- IABBB Dues
- Office & Admin
- Professional Fees
- Bad Debt
- Advertising & Programs
- Meetings & Travel
- Amortization
- Interest on Mortgage

Revenue 2022-23



- Membership Fees
- Advertising & Programs
- Interest & Grant Income
- Government Assistance





STRONG TECH LEADERS