



AWARDING ACHIEVEMENTS

Twenty finalists go for glory at the 2012 Business Achievement Awards. We shine the spotlight on the city's best

When the brightest innovators and trailblazers of London's business community gather at the London Convention Centre on March 21, they'll have plenty to celebrate. The annual London Chamber of Commerce Business Achievement Awards gala is the crowning event of our city's bustling business calendar. What's more, the event has grown to become the largest of its kind in Canada, with well over 1,000 business and community leaders in attendance.

As always, this year's finalists represent a broad spectrum of the local business community—everything from manufacturers and IT specialists to retailers, service providers and professional firms. And with last year's introduction of a new Small Business of the Year category for those companies with ten or less employees, the awards are more inclusive than ever.

"Being named 2011's Small Business of the Year was an honour that kicked off a banner year for Stiris," says Shantal Feltham, president and CEO of Stiris Research Inc. "It provided acknowledgement and recognition internally as a great pat on the back to our team for excelling in their roles. We were also able to broadcast to our clients and others within our industry that we are a growing, dynamic organization. Lastly, it helped us promote London as a viable location for pharmaceutical research in Canada and opened doors for new opportunities with other groups within London. We are extremely proud of the

honour and strive to continue to live up to the standards which led to our selection."

Over the past few months, a distinguished line-up of volunteer BAA judges have meticulously reviewed and reduced a long list of nominees to 20 finalists in seven categories. And while hard statistics like revenues, employment growth and bottom-line results are all important criteria in selecting the finalists, less concrete qualities like innovation and improving quality of life in the region are equally critical.

"Our volunteer judges really help to make this event the success that it is," says Gerry Macartney, general manager and CEO of the London Chamber. "The high calibre and degree of excellence each of our finalists display makes it a tough decision."

Included in the BAA program is the Corporate Icon Award. Introduced in 2007 and characterized as a "Lifetime Achievement Award" for corporations, the Corporate Icon Award is given annually to a business that has demonstrated excellence in a certain aspect of business, making either an immediate impact or substantial long-term contribution to the economic progress of the London community. Unlike other BAA awards, the Corporate Icon Award is announced in advance of the awards gala.

Meet all of the 2012 BAA finalists on the following pages. To learn more about the event and for ticket information, visit www.londonchamber.com.

CarProof Vehicle History Reports

REPRESENTATIVE Holden Rhodes, Executive Vice President & Corporate Counsel

INDUSTRY IT; automotive; insurance

RECENT BUSINESS ACCOMPLISHMENT Deloitte Fast50 Award for 2009, 2010 and 2011; Deloitte Fast 500 Award for 2011; 50 Best Managed Companies Award for 2011.

WHAT'S THE BEST MOMENT OF YOUR WORKDAY? Every day we hear from individuals who take the time to tell us about how we saved them or one of their children from buying a car that was severely damaged or otherwise unsafe for the roads. It's very rewarding and invigorating to know that we are helping people avoid dishonest sellers and unsafe vehicles.

WHAT LEADERSHIP STYLE DO YOU TAKE WITH YOUR TEAM? Consultation, fairness, consistency and mentorship are extremely important. I strongly believe in mentorship—in being a strong role model. As the old adage goes, monkey see, monkey do. Leading by example sets the pace for others—don't be a monkey.

WHO ARE YOUR BUSINESS ROLE MODELS? Bill Gates for having such a profound effect on our daily lives, for knowing when to hand over the reins of power and for his tireless dedication to philanthropy. Google founders Larry Page and Sergey Brin for having revolutionized the Internet in less than a decade. And Warren Buffett for his tenacity, endurance and sage quotes like this one: "It takes 20 years to build a reputation and only five minutes to ruin it. If you think about that, you will do things differently".



Centennial Windows & Doors

REPRESENTATIVE George Warren, President

INDUSTRY Manufacturing and retail; home improvement

RECENT BUSINESS ACCOMPLISHMENT Celebrated 30 years in business in July, 2011; manufactured and installed our 45,000th window and door project in October, 2011.

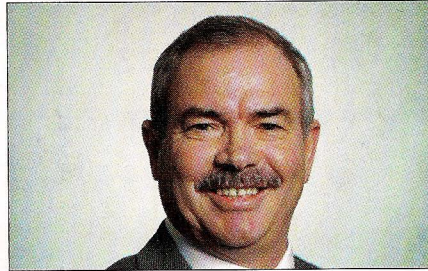
WHAT'S THE BEST MOMENT OF YOUR WORKDAY? The dawn of the day. I have a chance to reflect on and review yesterday and get a head start on planning for today.

WHAT IS YOUR CUSTOMER-SERVICE PHILOSOPHY? We work hard every day to make it ridiculously easy for our customers to do business with us.

WHAT IS THE ONE THING ABOUT YOUR BUSINESS THAT MOST PEOPLE DON'T KNOW? We are fully accountable for every step of the window/door replacement process. From selling and manufacturing to expert installation and product service, you're dealing with one company, one phone number.

WHAT'S THE MOST EXTRAORDINARY MEASURE YOU'VE TAKEN TO SATISFY A CUSTOMER? During a heavy snowstorm, we received a call from an elderly customer living an hour from our manufacturing facility—a tree had fallen over and broken her window. We put other work on hold so we could produce a replacement sealed glass unit and then drove hours, due to road closures, to her home that day to replace it.

WHAT'S THE BEST BUSINESS ADVICE YOU'VE EVER BEEN GIVEN? Two key pieces of advice I received during my military career have guided me through my business career: "Time spent in reconnaissance is never wasted" and "Anticipate future tasks at all levels".



Delta London Armouries Hotel

REPRESENTATIVE Gerry Champagne, General Manager

INDUSTRY Hotel; hospitality

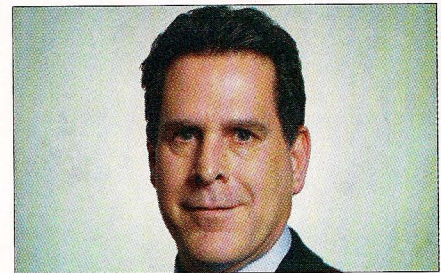
RECENT BUSINESS ACCOMPLISHMENT Consistently rated Top 10 in Delta's guest surveys for overall satisfaction and food and beverage services; rated number 2 in London area (number 1 for business travel) by TripAdvisor; AAA/CAA 3 Diamond rating; Delta Sales Team of the Year in 2005 and 2008; awarded four Green Keys (eco-rating program) for meetings and three Green Keys for hotel by the Hotel Association of Canada.

WHAT DRIVES YOU TO SUCCEED? To continually develop and mentor employees who want to pursue a career in the hospitality business.

WHAT LEADERSHIP STYLE DO YOU TAKE WITH YOUR TEAM? I am a result-oriented leader with a focus on achieving success in balanced business objectives—financial, customer, people and community. In the spirit of continuous improvement, I challenge our team to strive to find ways of improving how they operate their respective business units and to never be satisfied with the status quo. I am a motivator and mentor, and personally commit to ensuring that team members develop professionally to achieve their own career objectives.

WHAT IS THE ONE THING ABOUT YOUR BUSINESS THAT MOST PEOPLE DON'T KNOW? Rather than have to call their manager, every single employee at our hotel is empowered to make any situation right.

WHAT'S THE BEST BUSINESS ADVICE YOU'VE EVER BEEN GIVEN? Under-promise and over-deliver.



Metropolitan Maintenance

REPRESENTATIVE Mark Malerba, Vice President

INDUSTRY Janitorial Services

RECENT BUSINESS ACCOMPLISHMENT Recent recipient of a CAFE Southwestern Ontario Family Enterprise of the Year Award, London Quality Award and Better Business Bureau Business Integrity Award.

WHAT DRIVES YOU TO SUCCEED? Being a local, family-owned business, your name and reputation is always on the line, so it's imperative to consistently deliver what you promise to your clients and exceed their expectations.

WHAT'S THE BEST MOMENT OF YOUR WORKDAY? It means a lot when a client calls or sends an email about what a great job our staff is doing, or about one of our employees that has gone above and beyond.

WHAT ARE THE TOP SKILLS YOU BRING TO YOUR

JOB? Leadership, creativity, detail-oriented, analytical, a Certified Building Service Executive, Ivey graduate.

WHAT IS THE ONE THING ABOUT YOUR BUSINESS THAT MOST

PEOPLE DON'T KNOW? The average turnover in the janitorial industry is over 250% and ours is only 8%. Our extremely low turnover and strong employee relations have received attention throughout our industry worldwide.

WHO IS YOUR BUSINESS ROLE MODEL? My father, Mike. His achievements are remarkable considering he moved to Canada with no savings and was unable to speak English. Through hard work, dedication and many sacrifices, he built Metropolitan Maintenance. He is respected because he conducts business the way it should be done—with honesty, integrity and respect.



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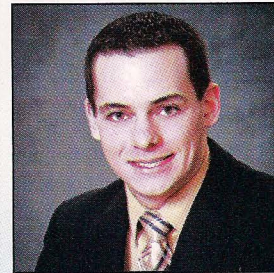
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The Partners and entire team at Davis Martindale wish to congratulate our newest CAs (with Personality!) on their outstanding achievement. We are proud of you!

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