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over the past ten years. Their philosophy of doing good work for people while maintaining respect and integrity has made Taskforce Engineering, a design/build construction and engineering firm, one of the leading firms in eastern Ontario.

"The two major factors in its success are its team of highly skilled individuals in all areas of operation, and total dedication to customer satisfaction," said Broadbridge. "The company is unique in that it provides a more comprehensive full service to its customer, both large and small, providing them with the most efficient and cost effective means of getting the job done."

"This organization has always been an agency of growth and change in the community," said Broadbridge. "Almost a victim of that change, the organization relocated a number of years ago and obtained new programs that resulted in phenomenal growth."

Broadbridge was speaking of the Quinte West Chamber of Commerce Merit Award winner Family Space. In the past three years, Family Space has increased its staff complement by 76 per cent, while increasing revenues for programs by 41 per cent. The number of people accessing services has increased by about 88 per cent, and are still growing.

"A staff of dynamic and committed professionals contributes to the success of the organization, and links to community partners assure continued demand for its programs and services," said Broadbridge. "While operating as a non-profit organization, thousands of adults and children are profiting from its existence."

The New Business of the Year, sponsored by BMO Bank of Montreal, actually went to a business which was rejuvenated, rather than being a totally new operation. Centre Theatre in Trenton was totally refurbished and saw a large increase in attendance, 38 per cent in the first year and another 25 per cent in the first quarter of the second year. Product sales increased by 35 per cent, and total employment has grown by 50 per cent.

"Service excellence is an ongoing pursuit with extra staff to deal with customer concerns, and customer satisfaction the top priority," said Broadbridge. "Providing what the customer want, at a reasonable price, in a clean, comfortable environment is the recipe for future success at this business."

Presented with the TD Canada Trust award for Business of the Year (one to five employees) was Bath Solutions, a local family owned business which has experienced an annual sales volume increase of 25 per cent

over the past three years, while increasing the profit margin. Staff has increased from three to five and they are developing plans to manufacture its own products and accessories.

"Clearly the main factor in the success of this business is organization that allows a small operation to handle a large number of projects in a challenging environment," said Broadbridge.

Scotiabank Business of the Year for 6 to 25 employees was The Devonshire Restaurant & Inn.

"The comments of the customers are the measure of the success of this business," said Broadbridge. "They are unanimous in their praise of the facility and the service, and they all promise repeat business."

Sales have increased 245 per cent from 2001 to 2003, and projections for 2004 are even greater. Staff has grown from three full-time and part-time to 25 and plans are under way to expand their premises and add new product lines.

Winning the RBC Royal Bank Business of the Year Award for a company employing from 26 to 75 staff was TAS Communications, a 40-year-old business which has consistently grown and changed over the years to become a fully diversified communications and security company.

"Privately owned and operated, it credits its success to a staff team that treats the business as their own. Revenues have increased by 23 per cent and staff has grown to 60 associates in four locations over the past three years, and has been recognized nationally for superior customer service by its trade association for seven years in a row.

"Locally it is well known for its willingness to assist in community projects, supporting any and all major events with both time and product," said Broadbridge. "Going forward, the company will continue to streamline and improve itself to enable it to expand and grow."

Receiving the Union Gas Award for Business of the Year for 76+ employees was Bioniche Life Sciences.

"This company has already been recognized provincially and nationally for its success in discovering, developing and exporting important health care products," said Broadbridge. "Its success can be attributed to creativity and innovation; 2004 sales reached \$54.4 million and it has more than

270 patents issued or applied for in its intellectual property arsenal. It employs more than 300 highly skilled personnel at the Belleville office as well as other research, manufacturing and marketing facilities across the world.

"The company has established itself as a world leader in its field, and will continue to make significant scientific contribution in the years ahead," said Broadbridge.

Determining success of a not-for-profit business can be a difficult one as the return on investment can often be only in the form of intangibles. This year's recipient of the CIBC Award for Not-for-Profit Organizations was the New Life Girls' Home. This organization has achieved an 83 per cent success rate compared to others at only 60 per cent. Of the 83 former students, Most have moved on to fulfilling lives, and 13 have actually returned to work for the New Life Girls' Home.

"This is a unique organization in Canada, and one of only four in all of North and South America," said Broadbridge. "Any success can be attributed to the commitment of the staff doing a difficult job with little financial reward."

Taking home the Bell Canada Business Excellence Award this year was INVAR Manufacturing. Established in 1939, the company was purchased and renamed in 1987, and became a manufacturer of automotive and nuclear products. Employee numbers have grown from 125 to more than 375 in the past three years in the 108,000-square-foot facility in Frankford. Annual sales are over

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\$60-million, with \$3.6-million being spent on local goods and services. The company won the Minister's Award for Excellence in Training for the Apprenticeship and Co-op programs.

"Health and safety is a priority and the company is part of the local safety group," said Broadbridge. "Accomplishments of employees are recognized through a points program, and senior management are promoted from within."

The Business Achievement Awards are presented each year thanks to the generosity of local sponsors. Any manufacturing, retail, customer service, and not for profit organizations businesses in the Greater Quinte area are eligible for an award. For more information visit <www.qbaa.ca> or call the City of Belleville at (613) 967-3200.

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