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THE COBOURG & DISTRICT CHAMBER OF COMMERCE
CHAMBER SPOTLIGHT



BUSINESS ACHIEVEMENT AWARDS

Deep roots, strong growth.



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AND THE WINNER OF THE 2002 AGRIBUSINESS OF THE YEAR AWARD IS:
HOSKIN FARMS LTD.

Hoskin Farms can trace its roots as a family farm back to 1845. Today, the family business operates in partnership between Gaye and Doug Hoskin, has grown to over 1,000 acres sustaining a herd of nearly 200 dairy cattle. The family's commitment to agriculture is demonstrated by the many contributions made to the community. Hoskin Farms has been a "Rural Ramble" host to 900 attendees, welcomed 800 attendees for the Holstein Club Family Night, opened their door to bus tours with visitors from as far away as Iran and Portugal, and participates in community events including Canada Day Parades in Grafton and Cobourg. The farm is also a favourite "field-trip" for local school children. Hoskin Farms is a supporter of local business, and employs two or three students each summer.

AND THE WINNER OF THE 2002 CUSTOMER SERVICE EXCELLENCE AWARD IS:
FRAZ & COMPANY

As visual merchandisers, Fraz & Company is passionate about customer service! The secret to Fraz & Company's success is communication at every stage of the project. From the initial meeting to the ongoing updates, final presentation, follow-up and evaluation, Fraz & Company make a point of always being available to their clients. It's safe to say that everyone has seen examples of Fraz & Company's work - from Victoria Hall's holiday decorations and the truly spectacular Christmas Magic in the Park to the table centrepieces at the Business Achievement Awards. Fraz & Company quietly works in the background to make their clients look great! They've also designed award winning trade-show booths for clients including Cobourg Tourism, have created distinctive "looks" for many local businesses and conduct seminars to educate retail clients on visual presentation and it's connection to customer service.



AND THE WINNER OF THE 2002 BUSINESS PERSON OF THE YEAR AWARD IS:
THOMAS COPELAND (EAGLE.CA / TELUS MOBILITY)

Tom believes that what's good for the community will be good for his business. He knows that if he wants commitment and loyalty from his clients, he needs to demonstrate commitment and loyalty to them. Tom is a former Director of Share Info, a member of the Rotary Club of Cobourg, and the Empire Club, was the first business representative on the former Cobourg Economic Development commission, an advisor for Northumberland Community Access Program and Chair of the Canadian Association of Internet Providers. Tom and eagle.ca contribute to many community groups, sports and activities, including the All Canadian Jazz Festival, United Way Dragon Boat Race, Cobourg First Night, and the Cobourg Waterfront Festival. To sum it up, Tom's mantra is: It's not about technology...it's about people.



AND THE WINNER OF THE 2002 INFORMATION TECHNOLOGY AWARD IS:
CADDPRO COMPUTER SERVICES INC.

In 2002, CaddPro Computer Services launched their new "Smart Office" suite of programs, a web-based office management application that allows groups of users to stay connected with one another and facilitate scheduling requests, contact management databases, order entry databases and use of client databases. CaddPro Computer services is also the developer and technical support for Ganaraska System Inc's Grain Management software package GMS Systems. Susan Hale was Chair of a recent Research, Innovation and Technology Committee, authored a report on Broadband Access in Northumberland for the Rural Secretariat and Chaired the e-Health Task Force for the Federal riding of Northumberland. Caddpro Computer Services has excelled in a number of areas over the past year - client satisfaction is very high, as is customer loyalty.



AND THE WINNERS OF THE 2002 CHAMBER PRESIDENT'S AWARD ARE:
DAVE HUGHES & PATTI KOZLOWSKI

This prestigious Award gives the President of the Cobourg & District Chamber of Commerce an opportunity to publicly recognize outstanding contribution to the organization and to the business community at large. This year, Past President Jack Taylor presented the award to Dave Hughes and Patti Kozlowski, Co-Chairs of the Annual General Meeting / Business Achievement Awards Committee. Thanks to the vision and hard work of these two individuals and their ability to inspire and challenge the committee to "take it to the next level", the Business Achievement Awards has evolved over the past three years into the spectacular gala that was enjoyed by a capacity crowd this year. Regrettably, Patti Kozlowski was unable to be in attendance.



AND THE WINNER OF THE 2002 NEW BUSINESS OF THE YEAR AWARD IS:
THE COBOURG AUDIOLOGY AND HEARING AID CENTRE

The Cobourg Audiology and Hearing Aid Centre opened its doors in May of 2002, as the only "one stop", full-time audiology and hearing aid centre in the area. The business offers state of the art testing equipment and a full size, sound proof booth, and promotes the latest in hearing aid technology. Going one step further, the business promotes an educational approach encouraging clients to learn more about hearing loss and, more importantly, improved hearing. The Cobourg Audiology and Hearing Aid Centre has already met and exceeded its first year goals, and has gained loyalty among its customer base and recognition by local physicians. In their own words, they are quite simply committed to "making life sound better"



AND THE WINNER OF THE 2002 BUSINESS OF THE YEAR, (1 - 3 EMPLOYEES) AWARD IS:
CODASH CHILDREN'S WEAR

Codash Children's Wear was opened in 2000, for the purpose of supplying Cobourg and surrounding area with quality children's products. The product line has since been expanded to include a wide range of accessories, formal wear rentals for children and adults and high school uniforms. The staff at Codash have extensive customer service training and met directly with suppliers to ensure up-to-date knowledge of product lines and availability. Codash has staff recognition programs in place to commend employees for providing outstanding customer service. Codash's customers are recognized with a complimentary gift with each purchase, as well as "appreciation receptions" where they can win prizes. The children of customers are also featured in fashion shows and full page print coverage.

AND THE WINNER OF THE 2002 BUSINESS OF THE YEAR, (4 - 10 EMPLOYEES) AWARD IS:
MCCRACKEN AUTO & FARM REPAIRS

McCracken Auto and Farm Repairs was established in 1995 as a "one man, one garage" operation, and has grown to include 6 full time and 3 part time fully trained professionals equipped with the latest technology in a newly built building. McCracken Auto and Farm Repairs has "long term" employees who are continually updating their skills to ensure customer satisfaction, including emissions testing and tow truck operation. Customer service is a primary focus for McCracken Auto and Farm Repairs, including pick up and delivery and 24 hour repair and towing service, seven days a week. Most recently, McCracken Auto and Farm Repairs was awarded the CAA contract for the Roseneath area.



AND THE WINNER OF THE 2002 BUSINESS OF THE YEAR, (10+ EMPLOYEES) AWARD IS:
HORIZON PLASTICS COMPANY LTD.

Horizon Plastics has been a leader in the community and the plastics industry for just over 30 years. Beginning with just one machine, the business has grown to include seventeen low pressure structural foam injection molding machines and employs over 200 full time and nearly 80 part time workers. Their reputation for customer service is demonstrated by the customer loyalty they've earned - some have been regular customers for over twenty-five years! In addition, Horizon is committed to the local community, an avid supporter of many local charitable, sporting and cultural organizations and makes every effort to support the local business community by purchasing materials and supplies locally. At the 2002 Structural Plastics Conference in Dearborn, Michigan, Horizon received an "Automotive Award", "Industrial Award", "Recreation and Leisure Award" and "Material Handling Award".

AND THE WINNER OF THE 2002 MAYOR'S AWARD IS:
HORIZON PLASTICS COMPANY LTD.

This prestigious Award gives the Mayor of Cobourg an opportunity to publicly recognize outstanding contribution to the Town of Cobourg, its economy and quality of life. This year, Mayor Peter Delanty presented the award to Horizon Plastics Company Ltd. Located in Cobourg's Northam Industrial Park for all of its 30+ years, Horizon Plastics currently employs 203 full time and 78 part time staff. The award-winning company makes every effort to support local businesses and is a strong supporter of local fundraising efforts. The award was accepted by Sales Manager Mike Springer, Brian and Kim Read and Operations Manager Brian Clarkson in honour of the company's founder Clay Elliot, who passed away late last year.






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CONGRATULATIONS TO THE NOMINEES

AGRIBUSINESS OF THE YEAR AWARD

Burnham Family Farms, Grafton Co-Op, Hoskin Farms, Shawla Herbs

CUSTOMER SERVICE EXCELLENCE AWARD

Absolute Vogue, Adventures In Chocolate, All Creatures Great & Small, B&D Liquidation, BJ's Hair Care, Bulk Barn, Buttermilk Café, Canadian Business Computers, Canadian Tire, Cathryn Thompson Catering, Cobourg Paint & Wallpaper, Codash Children's Wear, Copies Plus, The Dutch Oven, Edward Jones Investments, Fraser Ford, Fraz & Co., H. Matser & Son Upholstery, Haldimand Hills Inn and Spa, Insight Optical, The Jolly Farmer, Midtown Personal Computers, Northern Reflections, Northumberland Mall, Northumberland News, Paul Leonard Jeweller, The Pita Pit, Quinte Photo, Saint Cinnamon, Sears, Sommerville's Sporting Goods, Square Boy Pizza, Superior Heating & Air Conditioning, Thomas Motors, Tim Horton's (*Division Street*), Vandermeer Automotive, Wolf Graphics

BUSINESS PERSON OF THE YEAR AWARD

Andree Cooper (*Certified Management Accountant*), Bill Thompson (*Ready Print*), Dave Butchart (*Cobourg Home Hardware*), Gerald Tanguay (*Superior Heating & Air Conditioning*), Iris Twigg (*Absolute Vogue*), James Thomas (*Xerox*), Jennine Huffman (*Northumberland News*), Jim Stewart (*Heritage Estates*), Lynda Davlut (*Extendicare*), Michael Cortes (*Village Gifts*), Noel Milner (*Money Concepts*), Patti Kozlowski (*Adventures in Chocolate*), Rino Ferreri (*John Roberts*), Robert Boycott (*Edward Jones*), Robert Fraser (*Fraser Ford*), Rod Baker (*Baker Cleaners*), Ron & Roger Knight (*Knight's Appleden Fruit*), Sean McIlwaim & Chris Clarke (*Pita Pit*), Ted Harp (*Ted Harp Insurance*), Theresa Rickerby (*All Creatures Great & Small*), Tom Batchellor (*Tom's No Frills*), Thomas Copeland (*Eagle.ca/telus Mobility*), Vicki Irwin (*Mystic Roots*)

INFORMATION TECHNOLOGY AWARD

The Amara Company, CaddPro Computer Services, CHUC Radio, Compton's Telecommunications, Copies Plus, E&S Communications, eagle.ca/Telus, Info Northumberland, Jill's Reflections, N-BIZ.ca, On Site Computer Services, Primitive Pictures/Copies Plus, Prism Photo & Digital Centre, STAR 93.3

NEW BUSINESS OF THE YEAR

Absolute Vogue, Artfully Yours, The Buttermilk Café, City Streaks, Cobourg Audiology, Cobourg Nissan, Cobourg Paint & Wallpaper, Cobourg Rust Check, Codeman Fries & Things, Extendicare/Landmark, Goodyear to Travel, Heaven on Earth, Herbal Magic, The Human Bean, Joey's Only Seafood Restaurant, Lilac Valley Catering, Mickey Grills, N-BIZ.ca, The Pita Pit, Superior Heating & Air Conditioning, The Tickle Trunk, Wal-Mart, Watershed Magazine

BUSINESS OF THE YEAR 1 - 3 EMPLOYEES

Absolute Vogue, Adventures In Chocolate, All Creatures Great & Small, BBG Interiors, Campbell's Convenience, Canyon Mountain, Cobourg Audiology, Cobourg Paint & Wallpaper, Codash Children's Wear, The Country Pumpkin, Crawford & Associates, Days Gone Buy, Edward Jones Investments, Erik's Hose & Fittings Machine Shop & Services, Fraz & Company, Info Northumberland, Insight Optical, Just Judy's Gift Shop & Tea Room, Kesco Electric Supply, LSS Interiors, Mackechnie House, Mike O'Grady, Registered Home Inspector, Mystic Roots, Ted Harp Insurance Agency, The Tickle Trunk, Victoria's Pastries, With All My Art, Wolf Graphics

BUSINESS OF THE YEAR 4 - 10 EMPLOYEES

Baker Cleaners, Cobourg Castle Building Centre, Cobourg IGA, Comfort Inn Cobourg, Copies Plus, Cortesis Jewellers, From the Bottoms Up, Goodyear to Travel, Grafton Co-Op, House of Attitudes, McCracken Auto & Farm Repairs, N-BIZ.ca, Northumberland Mall, Pita Pit, Royal LePage ProAlliance Realty, Sommerville's Sporting Goods, Stalwood Homes, Superior Heating & Air Conditioning, United TV, Drs. Viznyak & Moebus, Wilson Collision

BUSINESS OF THE YEAR OVER TEN EMPLOYEES

B&D Liquidation, Behan Construction, Bruce & Ricks Esso, Canadian Tire, Cobourg Home Hardware, Custom Plastics International, The Dutch Oven, Extendicare/Landmark, Fraser Ford, Horizon Plastics, Kraft, Lakeland Machinists, M&M Meat Shops, McDonald's Restaurant, Northumberland News, Protoplast, Sears, Strapex, TD Canada Trust, Thomas Motors, Tom's No Frills, Vandermeer Automotive, Woodlawn Terrace Inn, Zellers

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The Annual General Meeting of the Membership of the Cobourg & District Chamber of Commerce was held immediately prior to the Business Achievement Awards Gala on Friday, January 24, 2003. At that meeting, the Membership elected the 2003 Board of Directors. They are:

(back row, left to right)

Mike O'Grady (Registered Home Inspector), **Jane Kelly** (Watershed Magazine), **Justin Andersen** (Andersen Dynamics), **Penny Crawford** (Crawford & Associates), **Bruce McCartney** (Investor's Group), **Sandra Webb** (Focus on Family), **James Thomas** (Xerox), **Stephen DellaCasa** (The Woodlawn), **Randy Oliver** (McDougall Insurance), **Mike Walsh** (Cobourg Daily Star), **Lynda Kay** (Northumberland United Way) and **Bill MacDonald** (Barrister & Solicitor)

(front row, left to right)

Linda James (Comfort Inn, Cobourg), **Jack Taylor** (Taylor & Associates), **Kim Rudd** (Toronto School of Business), **Rod Baker** (Baker Cleaners), **Susan B. Hale** (CaddPro Computer Services Inc.), **Dave Hughes** (CHUC / Star 93.3) and **Robert Boycott** (Edward Jones Investments)

(missing from photo)

Patti Kozlowski (Adventures in Chocolate)

At the first meeting of the newly elected Board of Directors, the Executive Committee for 2003 was elected:

Past President (appointed)	Jack Taylor
President	Rod Baker
1st Vice President	Susan b. Hale
2nd Vice President	Kim Rudd
Treasurer	Rob Boycott
Executive Member at Large	Dave Hughes



President Rod Baker extends thanks to Past President Jack Taylor



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Bruce McCartney
Associate Regional Director

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CALENDAR OF EVENTS

COBOURG & DISTRICT CHAMBER OF COMMERCE Schedule of Meetings, 2003

* * * * *

THE BOARD OF DIRECTORS
*third Thursday of each month,
time and location to be determined*

THE EXECUTIVE COMMITTEE
*first Wednesday of each month,
1:00 PM, Chamber Boardroom*

THE ANNUAL GENERAL MEETING COMMITTEE
*third Tuesday of each month
5:00 PM, Chamber Boardroom*

THE BUSINESS RELATIONS COMMITTEE
*day before the Board meeting,
8:30 AM, Best Western Inn*

THE MARKETING COMMITTEE
*first Monday of each month,
5:00 PM, Chamber Boardroom*

THE MEMBERSHIP SERVICES COMMITTEE
*third Monday of each month,
4:00 PM, Chamber Boardroom*

THE PROFESSIONAL DEVELOPMENT COMMITTEE
*second Tuesday of each month,
4:00 PM, Chamber Boardroom*

THE SPECIAL EVENTS COMMITTEE
*first Thursday of each month,
4:30 PM, Chamber Boardroom*

UPCOMING EVENTS

See the February issue of the
CHAMBER SPOTLIGHT for details

* * * * *

LET'S GO BOWLING!
Tuesday, February 18, 6:30 PM
Northshore Bowling Lanes
*Enjoy a Chamber event that's great fun for
the entire family! Register at the Chamber
office, step next door to knock down a few
pins, then it's back to the Chamber office for
networking, light refreshments and awards!
The cost is \$10.00 per person.*

THE BASICS OF E-MAIL
Tuesday, February 25, 5 - 7 PM
Fleming College
*Learn how to use email as an effective
marketing tool, set up distribution lists and
manage your junk mail! This is a free event,
but the session is limited to 30 participants,
so pre-registration is required!*

**THE 16TH ANNUAL
CHAMBERS OF COMMERCE FUNSPIEL**
Wednesday, March 26,
Draws at 1PM and 3PM, Dinner at 6PM
Dalewood Golf & Curling Club
*Presented in partnership with the Port Hope
& District Chamber of Commerce, this very
popular social and networking event is
always sold out in advance! Space is limited
to four teams in the early draw and four
teams in the late draw, and registration is
confirmed only upon receipt of payment.
\$60 person, \$30 for dinner only*

THE
COBOURG & DISTRICT
CHAMBER OF COMMERCE

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*Cobourg Public Library
May 25, 2005*