



Goodwill  
Amity

GOODWILLONLINE.CA

# Annual Report 2020/21

Changing lives and  
strengthening communities  
**through the power of work.**

GOODWILL THE AMITY GROUP

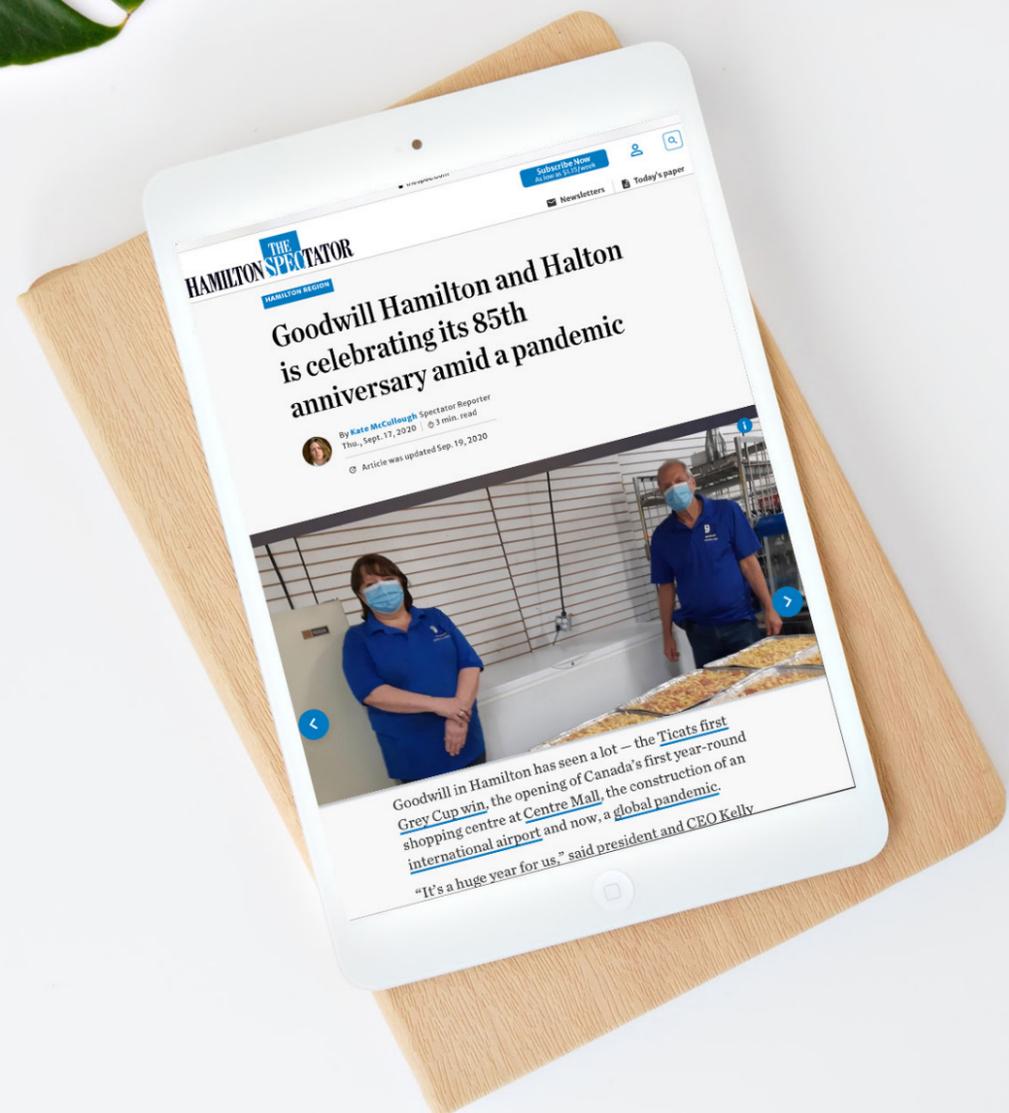




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Image on the tablet:  
The Hamilton Spectator article on the ways Goodwill Amity is marking our 85th anniversary amid a pandemic.



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# Introduction

## Vision

Vibrant, inclusive and sustainable communities where everyone has an opportunity for meaningful employment.



**Mission:**  
**Changing lives  
 and strengthening  
 communities through  
 the power of work.**



## About Goodwill

**We are committed to people, the planet and community prosperity. We support all three through the power of work.**

We believe that the power of work can address the intractable social issues of our time: tackling poverty, contributing to a greener planet, and building stronger communities.

### **Our work changes lives.**

As part of a global network implementing solutions at the local level, we are inspired by the United Nations 17 Sustainable Development Goals (SDGs).

In particular, we are committed to realizing the following three SDGs for the people, the planet, and the communities we support:

- **Reducing inequality** by advocating for equal access to work, regardless of gender, age, race, sexuality or ability.
- **Assuring decent work and economic prosperity** by strengthening the social and economic fabric of our neighbourhoods through stable and sustainable employment, responding to labour market needs, and investing in future workforce development.
- **Building sustainable cities and communities and safeguarding the planet** by integrating green practices into our business activities while engaging consumers in reuse and recycling to reduce our local landfill footprint.

We are a path to income security for individuals and their families. We are a catalyst for strong and healthy neighbourhoods. We are a benchmark for sustainability in the retail marketplace. In all these ways, Goodwill Amity is influencing positive, long-lasting transformational change.

# What We Do

## Employment Services

We work with **job seekers** to provide job preparation, training, and skills development around workplace behaviors, interview skills, and networking. Our career counsellors provide individual support and coaching where needed. For those facing barriers to employment, we help break down the barriers. When not in lockdown, the Resource areas in our Career Centres provide access to computers, the internet, and printers for more independent job seekers as they conduct their search.

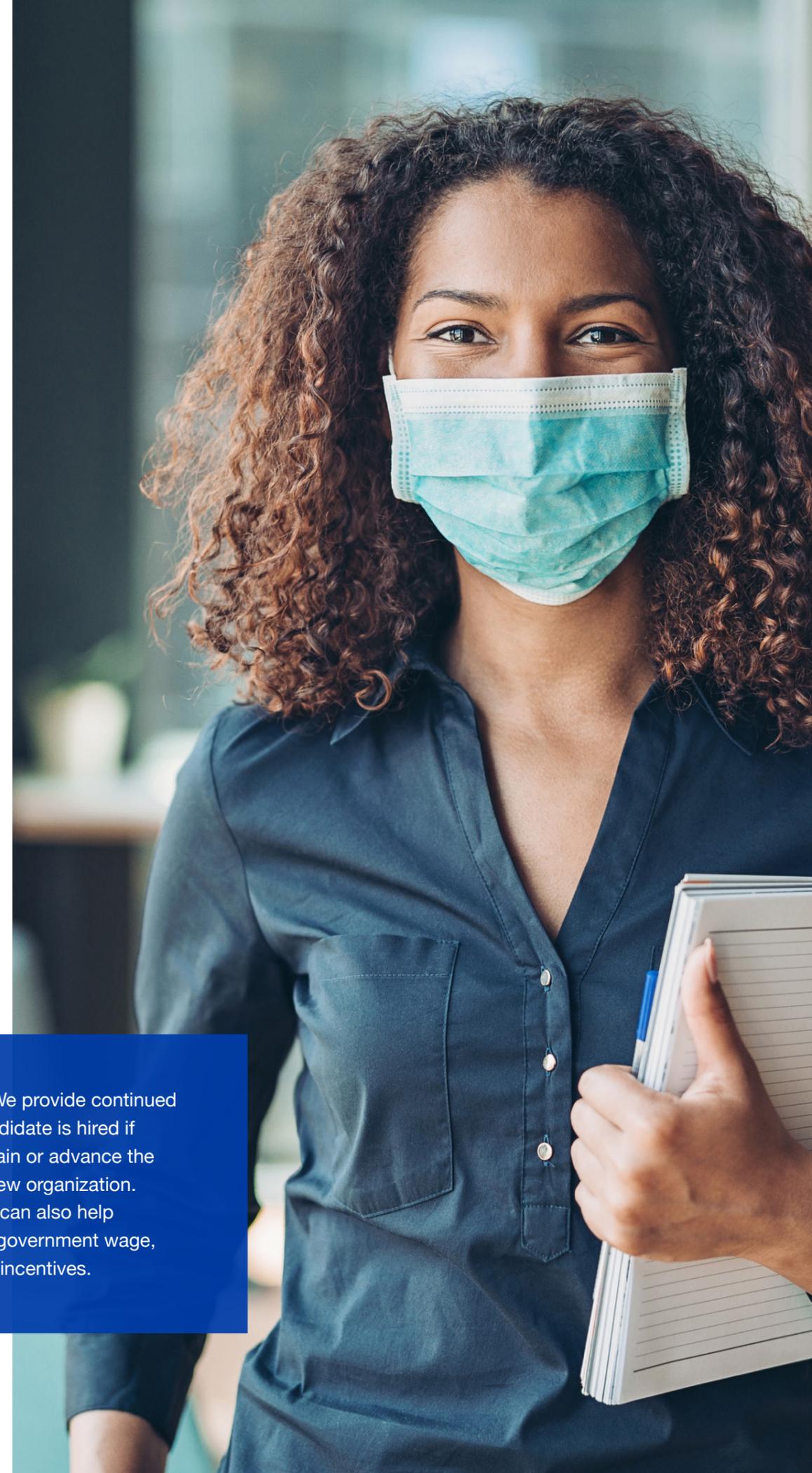
To serve **employers**, our specialists work to understand specific staffing needs and help them secure a workforce to meet their operational objectives. We can identify candidates and manage many aspects of the screening and recruitment process.



**Goodwill Amity helps people enter and re-enter the workforce.**



We host job fairs. We provide continued support after a candidate is hired if that would help retain or advance the individual in their new organization. In many cases, we can also help employers access government wage, hiring, and training incentives.



# Employment Services

For **clients**, our mission is transformational. It can lead to financial stability, provide for food and shelter, give purpose to someone who has lost a career, help newcomers join the Canadian labour market, give an individual with a disability the skills to pursue employment, or launch a youth from school to work.

For **employers**, our work has the ability to tap a hidden pool of candidates, from internationally trained professionals to skilled tradespeople, to part-time and seasonal staff.

For **families impacted by our work**, secure employment can break generational cycles of poverty and provide children with role models for future success.

Image on the right:  
Our Career Development Specialist **Mbuso Dandato** assisting a job seeker in his job search at one of our Career Centre.

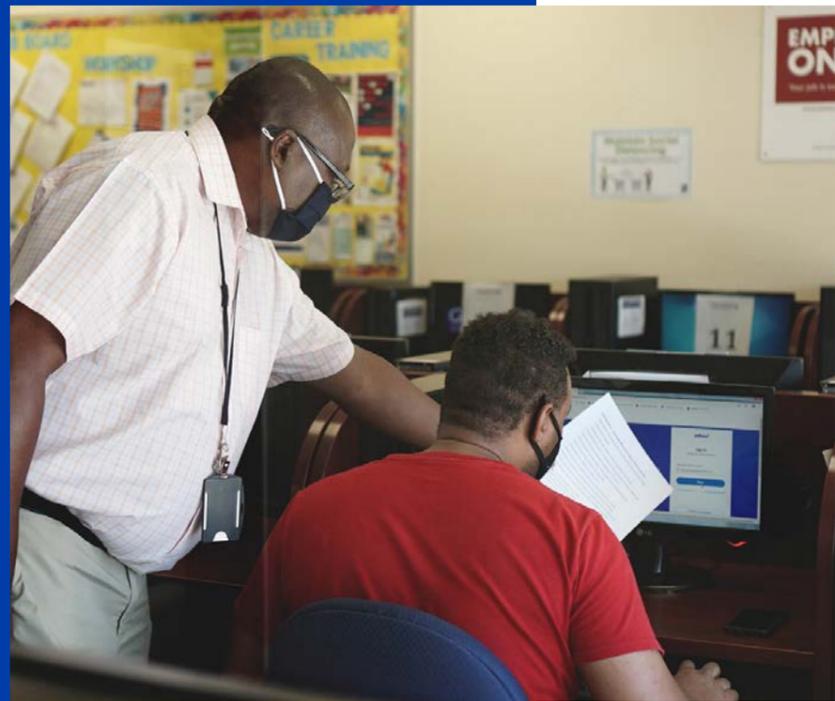


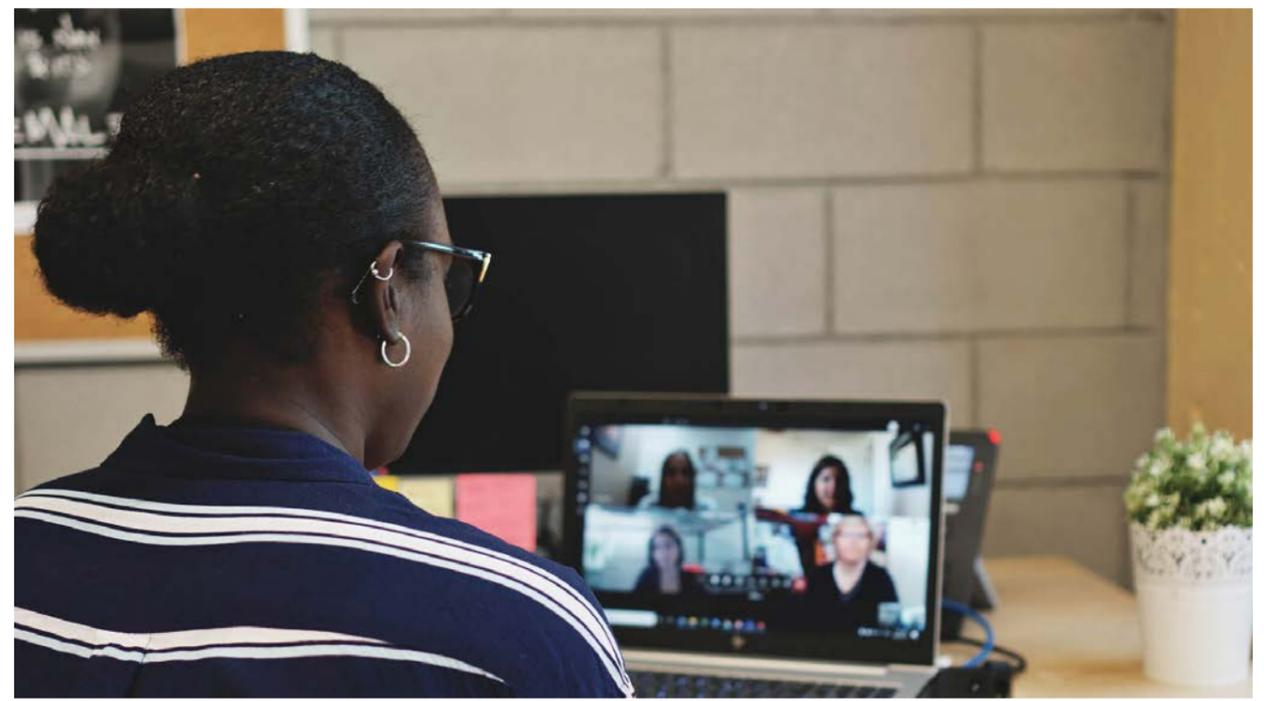
Image below:  
Our Administrative Assistant **Diana Castillo** providing in-person support to a Career Center visitor.



As a catalyst for change, Goodwill Amity is a place where people can transform possibility into purpose.



Image below:  
Our Career Development Specialists continued providing workshops virtually during COVID.



# Mission Integrated Social Enterprise

“Social enterprise” – meaning a line of business within a nonprofit that generates proceeds for and complements its charitable mission – is what many nonprofits have aspired to launch in the last decade.



**Our thrift stores and donation centres support healthy and sustainable communities and ethical shopping.**



Throughout COVID our store team members have regularly reviewed health and safety protocols.



When curbside was allowed during COVID our donation doors stayed open to accept donations.

## Retail Stores

Today, our donated goods retail stores provide a supportive environment for those looking for work experience and an opportunity to join a dynamic and disciplined team.

Our stores also fulfill an environmental mission. Textile production generates 1.2 billion tonnes of greenhouse gas emissions annually, more than those of all international flights and maritime shipping combined<sup>1</sup>. In addition to providing an affordable option, our thrift stores and donation centres support healthy and sustainable communities and ethical shopping.

<sup>1</sup> Ellen MacArthur Foundation Study: [A-New-Textiles-Economy-Summary-of-Findings-Updated-1-12-17.pdf](#) ([ellenmacarthurfoundation.org](#))

Environmental responsibility is also an increasing imperative. On both counts, Goodwill Amity is almost 120 years ahead of the curve.

Goodwill was founded in Boston in 1902 and Amity was founded in Hamilton in 1935. Both began with the collection of donated goods and used those goods to train unemployed job seekers in repairing, refurbishing, and reselling. Skill development, employment, and sustainability as well as the entrepreneurial spirit have been part of our DNA since the very beginning.



### Stairways Café and Catering

Our Stairways café and catering division also provides hands-on training opportunities for individuals seeking employment in the food service or hospitality industries.

In the past year, with the decline of food service and thanks to pandemic-support grants received, we pivoted this division to providing individual meals to those experiencing food insecurity during COVID.



The photo on the left: When we were able to be open, Stairways continued to provide hearty meals in the cafe.



In these ways our social enterprises are entirely integrated with our mission and form an ecosystem of support.

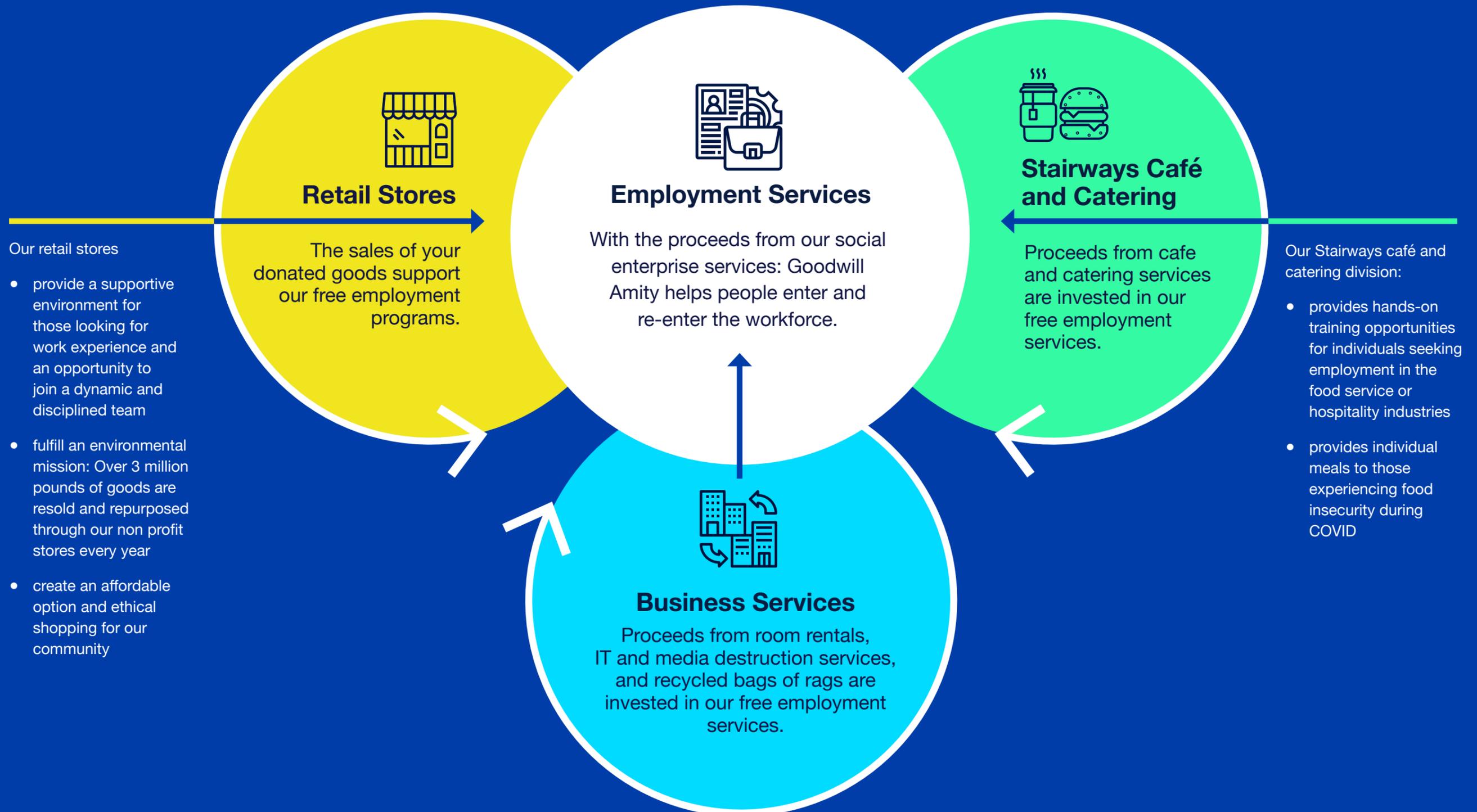


During COVID, we transitioned our food service division to preparing and providing individual meals to those experiencing food insecurity.



# Ecosystem of Support

Our social enterprise businesses generate proceeds for and complement our charitable mission: Changing lives and strengthening communities through **the power of work**.



# Report from the Chair and the CEO

In January 2020, just before the beginning of the fiscal year we are reporting on, which also means just before COVID really landed in our midst, the Board and Senior Leadership Team of Goodwill Amity held a strategic retreat.

In addition to reviewing stakeholder inputs, scanning the environment, and identifying strategic directions, we also revisited our Mission, Vision, and Values.



**Andrea Donlan,**  
*Chair*



**Kelly Duffin,**  
*President and CEO*



**Strengthening communities has truly been our North Star during the pandemic.**



## Mission in Action

Our Mission statement had previously read “changing lives through the power of work” and it was at this retreat that “and strengthening communities” was added. In January 2020, the larger Mission of “changing lives and strengthening communities through the power of work” was meant to reflect a recognition of our own broader role in contributing to communities and a recognition that work itself has not only an individual and family impact but a community impact as well.

We could not have known then how the “communities” part of our new Mission statement would guide our actions in the year ahead but “strengthening communities” has truly been our North Star during the pandemic.

As the fiscal year started, we had just received funding for two new Employment programs that also became even more timely than when we had submitted our proposals months earlier. One is a program for youth with disabilities to gain pre-employment skills and hands-on work experience in a program funded by Employment and Social Development Canada (ESDC). The second is also a skills training and work experience program in food and beverage manufacturing funded through Skills Advance Ontario within the Ministry of Labour, Training and Skill Development (MLTSD).

In addition to our continuing Employment Service offerings these equip participants for high potential career paths in demand industries.

We also continued our long-standing Employment Service programs – though often in new ways.

Employment Services was recognized as an essential service so while following all public health guidance and government regulations, our teams worked tirelessly to continue to serve. We transitioned almost overnight to providing support virtually to both job seekers and employers when our Career Centres could not be open for in-person service. We delivered online workshops, connected with job seekers and employers by phone and video, and continued to help people find work and employers find people.

In our retail operations, because curbside was permitted throughout most of the pandemic, we accepted contact-free donations drop offs of clothing and household goods even when our stores had to be closed. Everyone was home cleaning out their closets, so we have literally thousands of treasures to share with shoppers. And when our stores were open, shoppers returned enthusiastically to the hunt!

Stairways' café and catering business evaporated during the pandemic, so we secured grants and developed partnerships with CityHousing Hamilton, St. Matthew's House, and St. Patrick's DeMazenod Door street outreach program to provide meals for those experiencing food insecurity exacerbated by the pandemic. By the end of the 2020/2021 fiscal year, we had provided over 25,000 meals to those in need.

We also engaged in new ways in response to COVID. We represented the nonprofit sector on Hamilton Mayor Fred Eisenberger's Task Force on Economic Recovery, raising policy and funding initiatives to effect an inclusive recovery. We hosted a mid-pandemic status update with politicians of all stripes and all levels. Together with nonprofit sector associations,

including Imagine Canada and Ontario Nonprofit Network and Chambers of Commerce we advocated for the needs of the charitable sector to continue to be effective first and second responders and were frequently tapped by media to speak to nonprofit and labour market impacts. We built new communities of support, such as those mentioned above to provide meals. We developed

new funding relationships, with the City of Hamilton, the Hamilton Community Foundation, and United Way to deliver those meals. That foray into food security work has also resulted in Food 4 Life fresh food fridges being piloted in our Career Centres for those in our community who need access to healthy options.



**By the end of the 2020/2021 fiscal year, we had provided over 25,000 meals to those in need.**




# 85th Anniversary

In all these ways Goodwill Amity not only served our communities, but also demonstrated our adaptability and resilience. Indeed, 2020 was our 85th anniversary, and no organization survives 85 years without changing to meet evolving needs.

We even adapted our anniversary celebrations! The gala planned for June 2020 went by the wayside, but we saw Goodwill Amity Week proclaimed in Burlington and Oakville in late September.

We held outdoor celebrations during that week, MPPs Jane McKenna and Stephen Crawford made Member's Statements at Queen's Park, we garnered extensive media and social media coverage, and hosted a virtual Awards Ceremony for our 2020 winners in November.



**Hamilton Mayor Fred Eisenberger** presents **President and CEO Kelly Duffin** with a Certificate of Recognition to mark Goodwill Amity's 85th anniversary.



**Burlington Mayor Marianne Meed Ward** presents **Kelly Duffin** with the City of Burlington's Proclamation of Goodwill Amity Week.



Outdoor celebration for our 85th anniversary in our Oakville location.



**Review Oakville Photos**

 **Watch Video of Burlington and Oakville Celebrations**



Outdoor celebration for our 85th anniversary at our Burlington store.



**Watch Burlington Video**

## Goodwill Amity Week Proclamations and Recognitions



**Pam Damoff,**  
*MP Oakville North – Burlington*

Watch MP Damoff presenting a certificate of recognition outside Goodwill's Burlington store on October 2nd.

 **Watch MP Damoff's Video**



**Rob Burton,**  
*Oakville Mayor*

Oakville Mayor Rob Burton and Council proclaimed September 27 to October 3 as Goodwill Amity Week in Oakville.

 **Review the Tweet**



**Marianne Meed Ward,**  
*Burlington Mayor*

Burlington Mayor Marianne Meed Ward and City Council proclaimed September 27 to October 3 as Goodwill Amity Week in Burlington.

*The proclamation in the video link below starts at 37:53.*

 **Watch Mayor's Video**



**Jane McKenna,**  
*MPP Burlington*  
*Parliamentary Assistant to the Minister of Labour, Training and Skills Development*

Watch MPP McKenna's Queen's Park Member's Statement on Goodwill Amity's 85th anniversary.

 **Watch MPP McKenna's Video**



**Stephen Crawford,**  
*MPP Oakville*  
*Parliamentary Assistant to the Minister of Infrastructure*

Watch MPP Crawford's Queen's Park Member's Statement on Goodwill Amity's 85th anniversary.

 **Watch MPP Crawford's Video**



**Karina Gould,**  
*MP Burlington*  
*Minister of International Development*

Watch Minister Gould's video message marking Goodwill Amity's 85th anniversary.

 **Watch Minister Gould's Video**



**Fred Eisenberger,**  
*Hamilton Mayor*

Watch **Hamilton Mayor Fred Eisenberger** and **Ward 2 Councillor Jason Farr** recognize Goodwill Amity's 85th anniversary at Council.

*The proclamation in the video link below starts at 3:07.*

 **Watch Mayor's Video**

# Strategic Plan

The same adaptability we demonstrated in our operations over the last year has also guided our longer-term view. Our Strategic Plan was adjusted to make sure that responding to new imperatives would be a feature of our work.

## Hybrid of Virtual and In-Person Services During COVID

The **labour market** has changed profoundly in COVID and those already disadvantaged will need new skills and different supports to stand out in a more competitive and automated environment. We will need to be on top of trends and deliver in new ways to be accessible to and meet the needs of both job seekers and employers in the months and years ahead. Modes of access have changed and we expect to offer a hybrid of virtual and in-person services on the other side of COVID.



YourTV interview with **President and CEO Kelly Duffin**, on Goodwill Amity's 85th anniversary.



YourTV interview with **Tracy Cunning**, Goodwill Amity's **Vice President of Employment Services**, on the COVID labour market.



## Reducing the Purchase of New Goods

Nature has been a saving grace during the pandemic and that has made protection of the planet an even higher priority for our communities. **Our stores** reduce the purchase of new goods, enable reuse, and what we don't sell we recycle. Along with those who seek out affordable purchasing options, our stores reflect and meet our communities' values like never before. We can play a bigger role in advancing sustainability by adding locations for our donation drop offs and stores in the months and years ahead.

## Our Food Service Division

We see meal provision for those in need as a bigger part of our food service division in future because the need will continue to be there.

## Continuing to Diversify Our Revenue Streams

We also know there is more to be done than can be funded by governments and social enterprise alone so continuing to diversify

our revenue streams by adding a **fund development function** was analyzed in fiscal 2020/2021 through an engagement with KCI, a leading philanthropy advisory firm. As a result of that work, we have our first fund development plan and will be launching the function at Goodwill in the fiscal year ahead.

## Keeping Our Teams and Communities Safe

It was undeniably a demanding year. In addition to the work described above, we closed and opened our social enterprises three times each time recalling all our staff, prudently managed our cash flow, transitioned many internal processes to virtual, accessed all available government subsidies, and made countless updates to our health and safety protocols to keep our teams and communities safe.

## Our Thanks

That would not have been possible without the guidance, wisdom, and support of our volunteer **Board of Directors**, who gave more of their time in the last year than we have ever asked before. It would not have been possible without the strong, capable, and compassionate leadership of our **senior team and managers**.

It would not have been possible without our **funders** who showed caring and commitment when it was needed most. It would not have been possible without our steadfast **sponsors and donors** who stood with us throughout.

It would not have been possible without our **community partners**, who came together in new ways to address new problems. And of course, it would not have been possible without all **Goodwillians on the front lines**.

Our **store staff** had to manage capacity, maintain physical distance, add new cleaning practices, and oversee our mask requirements and other safety protocols with donors and shoppers. Our **team members** working from home had to operate in new platforms and navigate client service in a virtual world.

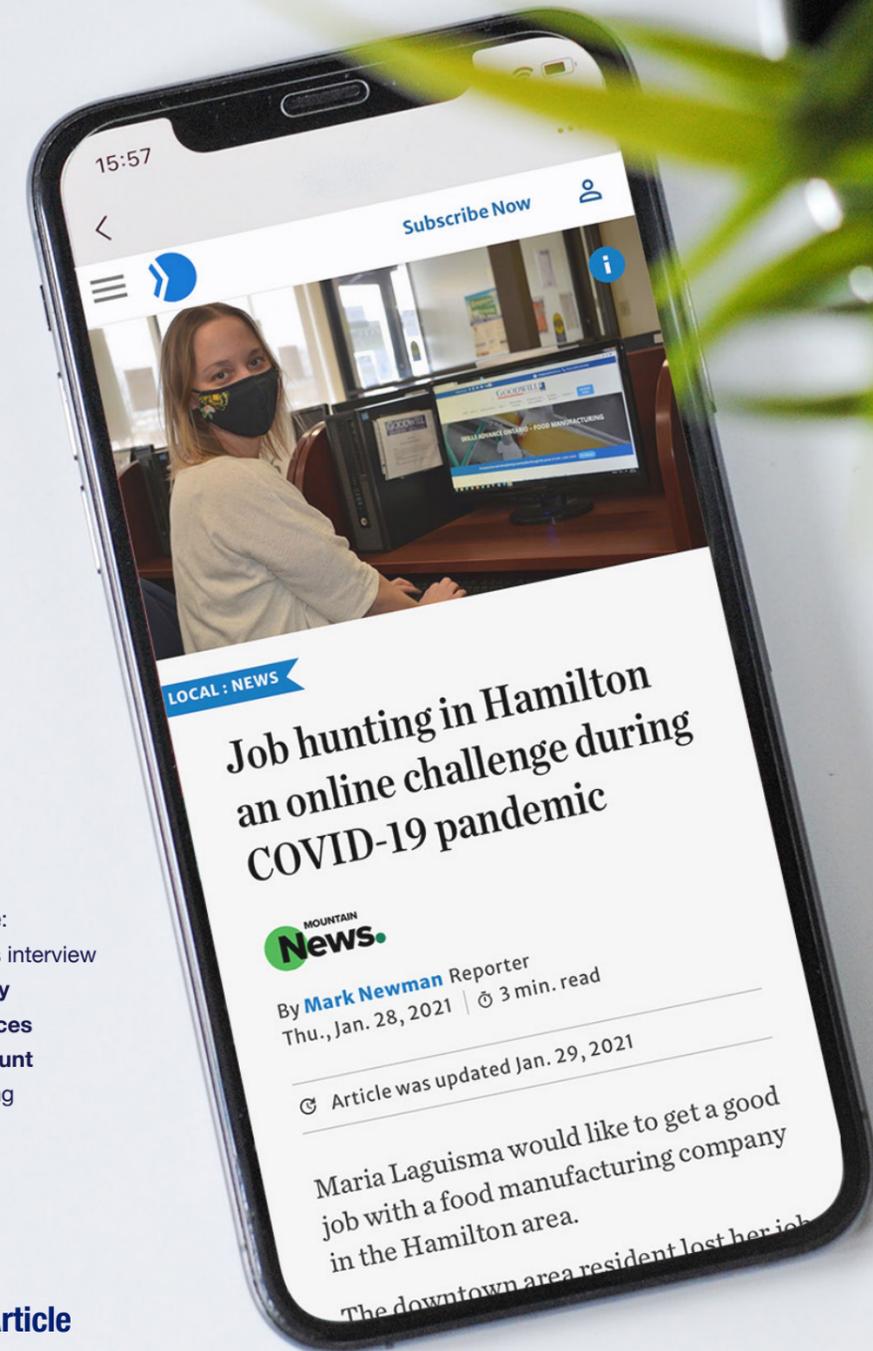
In many cases staff had childcare responsibilities to juggle as well.

It is a tribute to them that we achieved what we did for our community and that we end the fiscal year in a strong financial position, poised for growth in the years ahead as we continue our mission of “changing lives and strengthening communities through the power of work.”

Image on the phone:  
The Mountain News interview with **Goodwill Amity Employment Services Manager Rachel Hunt** on job hunting during the pandemic.



Read  
the Article



# Statistics & Impact in 2020/21

## In Employment Services

we assisted

# 304

employers

we placed

# 404

people in jobs

we supported

# 116

people in entering  
training and education

we supported  
a further

# 817

people in their own  
job searches

we delivered  
pre-employment  
workshops to

# 1,422

job seekers, both in  
person and virtually

- When placed, our job seeking clients earned an average starting wage 19% higher than minimum wage and often saw further wage increases as they progressed in their employment.
- The average working hours per week for those placed was 33.3, with the majority being full-time.
- Goodwills in Ontario placed a candidate in a job every 46 minutes.

Through our retail stores we enabled the reuse or recycling

# 4.65

million pounds of  
textiles and goods

# Success Stories

## John's Journey with Goodwill



**In the Fall of 2020, John registered in the Youth Job Connection (YJC) program.**

**After completing the pre-employment training, John found a full-time job with Sunshine Cleaners.**

**Within a few weeks, John secured an interview with Canada Revenue Agency.**

John was a recent university graduate struggling to make ends meet and find employment. From the beginning John was eager, engaged, and supportive of others in the program but not confident in his own skills and presentation.

Meantime he continued to work with his Goodwill Amity Career Specialist to consider what he really wanted to do as a career. His Career Specialist supported him in one-on-one coaching sessions, identified transferrable skills, and considered jobs that would be steps on the path to achieving his end goal.

He and his Career Specialist ran through mock interviews to ensure he was confident and prepared. He got the job, first on a six-month contract which has now been extended to eight months! With the support of Goodwill Amity, John's hard work and perseverance have him on an exciting career trajectory.

# Testimonials

## Job Seekers

“My favourite part about the Pathways Program is that I am supported by people outside of my mom and dad. This program has given me a strong mind and skill set to be able to succeed in the workplace, after the uncertain times of COVID, and the struggles of day to day life as someone with a disability. This program has been everything I needed to be excited, proud and confident in who I am and what I am capable of in my future endeavours.”

– **Lindsay**

“The work is challenging and fulfilling. I’m practicing and developing office skills like I wanted to. I’ve got my foot in the door internally as well, so we’ll see where this opportunity leads me! [The] hard work you’ve put in at Goodwill to help people like me... helped motivate me and helped me develop skills and ways of thinking that help me day-to-day at my current position. I’m sure it will continue to help in the future as well.” – **John**

## COVID Community Food Recipients

“Having the prepared meals that Goodwill has provided has been essential for our recipients at this time. [It gave] the most vulnerable access to a healthy and satisfying lunch. The St. Matthew’s recipients would not have the means of preparing a meal for themselves.” – **Renée Wetselaar, Executive Director, St. Matthew’s House**

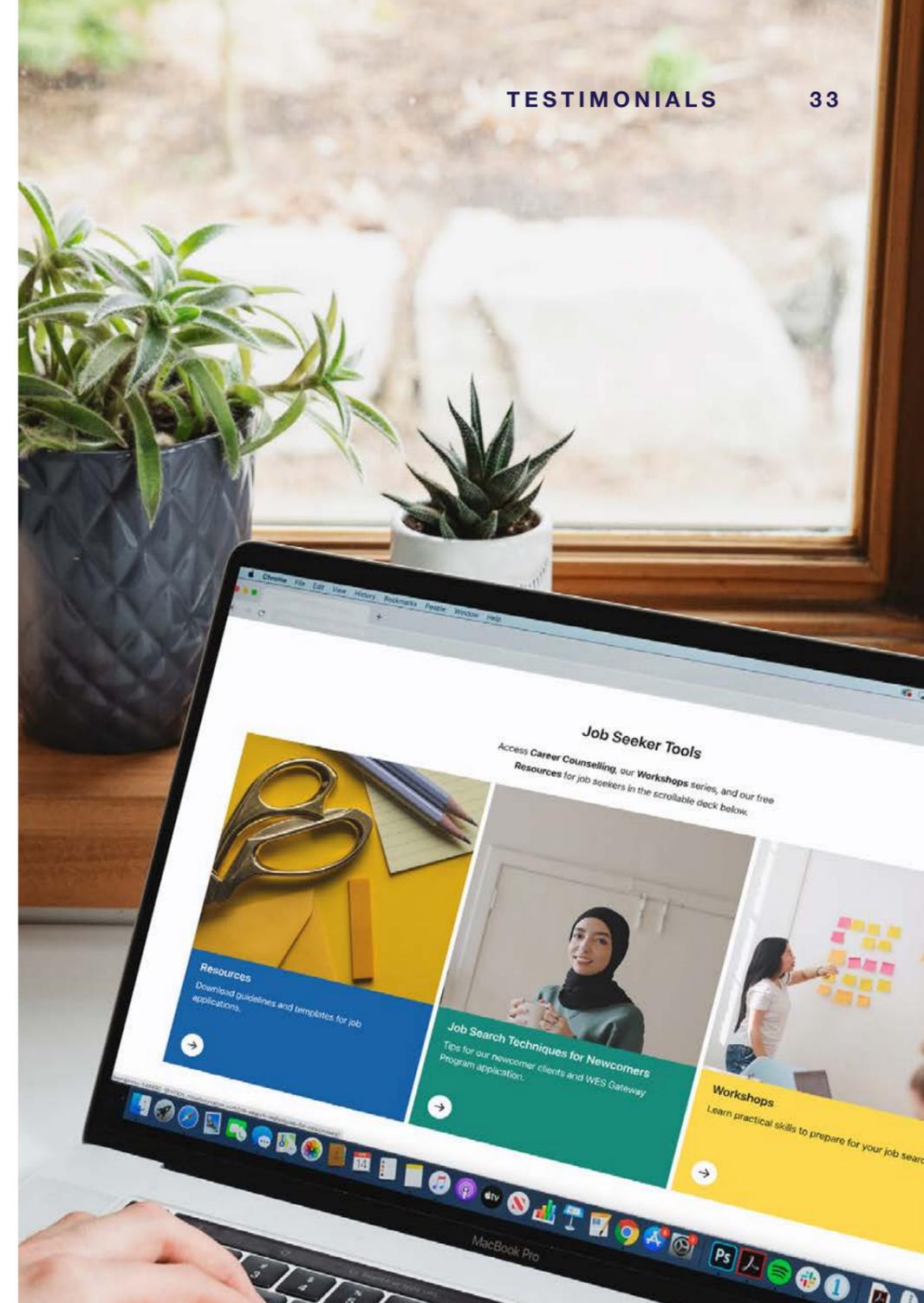
“This is just wonderful. It is a wonderful lunch. The ham and cheese on the ciabatta bun is really tasty and there is an apple, juice, and cookies. It is much better than my normal fare of eating which is canned goods and dry goods. I really appreciate this, and you will never know how much.”

– **Doug, a recipient**

## Employers

“G.T. French teamed up with Goodwill for help with an on-going project a few years ago, and we are very pleased that we did. The project has been quite successful as a result of the 2 reliable individuals we hired through Goodwill. These employees have been working in our warehouse facility a few days per week. They are dedicated and trustworthy.

They come to G.T. French on their assigned days ready to work. We would highly recommend Goodwill and their wonderful support to anyone looking for assistance. We definitely would not hesitate to contact the team again if and when future opportunities arise.” – **Chris Martin, HR Manager, GT French**



# Outstanding Achievement Awards 2020

Congratulations to Our 2020 Award Winners



**Sabir Gull,**  
*Achiever of the Year*

Working with Goodwill Amity, Sabir initially transitioned from Ontario Works to a pizza delivery job to support his family. With continued support he pursued career-path opportunities and landed the position of Inside Sales Representative at UPS, using his education in Pakistan in his first professional job in Canada.



**Watch Sabir's Video**



Goodwill Amity's Annual Outstanding Achievement Awards were held virtually on November 26.

From top left to bottom right:

- Mike Fortune**, Master of Ceremonies
- Andrea Donlan**, Chair of the Board
- Kelly Duffin**, President and CEO
- Sabir Gull**, Award Winner
- Carmela Trombetta**, Sponsor, RBC
- Kathy Johnston**, Award Winner
- Brent Foreman**, Sponsor, SimpsonWigle
- Heela Berat**, Goodwill Job Developer
- Judy Lam**, Sponsor, Hamilton Economic Development



**Watch Awards Video**



**Kathy Johnston,**  
*Success Story of the Year*

Kathy gained confidence and acquired workplace skills in the Transitional Employment and Mentoring (T.E.A.M.) Program for people with disabilities. As a result, and with her friendly disposition, Kathy became a valued Volunteer for St. Peter's Hospital where she assisted patients by reading to them, talking with them, and brightening their days with her visits.



**Watch Kathy's Video**



**Fruitland Manufacturing,**  
*Business Partner of the Year*

Since 2014, Fruitland has hired 16 candidates put forward by Goodwill for a variety of roles in the company. They have been open to assisted interviews and once hired, have offered training and support so their employees can develop their skills and advance in their roles.



**Watch Fruitland's Video**

# Funders

Thanks to Our Funders



Service Canada



City of Hamilton



The Ministry of Children,  
Community and Social Services



United Way of  
Hamilton and Halton



Employment Ontario



Hamilton Community Foundation

# Partners & Donors

In Kind Donations

Lordly Jones Limited

Melrose Investments Inc.

## Donations Under \$1,000

Anonymous (2)

Fundraising Lab

Burlington Federal Liberal  
Association

Lordly Jones Limited

Cathy Mann

Donald Clarke

Richard Nichol

DEE Signs Inc.

Marian Page

Eileen Donohoe

The Persnickety Painter

Michael Farrell

Moe Shudlik

FirstOntario Credit Union

Sevasti and Kyprianos Soleas

Hamilton Bulldogs Foundation

Helen Sobon

Hamilton Chamber of  
Commerce

George Takach

Martha Fox

Talka Credit Union

## Donations \$1,000 to \$2,499

CCXIT Computer Services

City Window & Glass

Tracy Cunning

Sheila Davidson

Deloitte

Graeme C. Imrie & Associates

Glen Norton

### Bronze Sponsors:



Simpson Wigle

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SKP Trading Inc.

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## Donations \$2,500 to \$4,999

Maria Zegarac

### Silver Sponsor :



Hamilton Economic Development

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## Donations \$5,000 to \$10,000

David Court

Progressive Industrial Fluids Ltd

### Diamond & Sapphire Sponsor:



RBC Royal Bank

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## Donations Over \$10,000

Kelly Duffin

# Financial Results

Revenues for our Employment Services mission grew by \$863K in fiscal 2020/2021 with the addition of new programs funded by Employment and Social Development Canada (ESDC) and Skills Advance Ontario (Ministry of Labour, Training and Skills Development.)

These gains were partly offset by underutilization of incentives for job seekers and employers, which flow through service providers such as Goodwill. These funds typically support employer training costs and job seeker transportation, for instance, and the pandemic dramatically reduced the use of incentives. While this has a net zero impact on the bottom line, it did reduce both our revenues and expenses versus the prior year.

In Mission Integrated Social Enterprise, sales in our thrift stores and Stairways café and catering revenues were down dramatically from prior year due to repeated lockdowns. These losses were largely offset by new granting relationships with the City of Hamilton, the Hamilton Community Foundation, and United Way Halton & Hamilton which delivered \$158K in revenues, mostly for our food insecurity work.

In all divisions, government subsidies, including the Canadian Emergency Wage Subsidy (CEWS) and the Canadian Emergency Rent Subsidy (CERS), were critical lifelines in maintaining some staffing during the lockdowns, recalling all staff on reopening, and covering a portion of store rent when we were forced to close.

Despite the challenges of COVID, our growth and revenue diversification contributed to our overall surplus of \$278K (\$559K on an EBITDA basis).

That performance, our operational improvements, and our ever-expanding partnerships give us confidence that we will have the resources to fund the growth objectives in our Strategic Plan.

That would not be possible without the strategic leadership of our volunteer Board of Directors, the business acumen of our Senior Leadership Team, the competence and commitment of our staff, and the generosity and support of our funders, sponsors, leaders, and communities.

We are very grateful.

Operating Revenue	2021	2020
Employment Services	3,726,241	3,234,530
Mission Integrated Social Enterprise	2,591,619	2,604,548
Leasing	932,706	1,138,028
Fund Development	169,239	10,101
Other	164,943	33,040
<b>Total Revenue</b>	<b>7,584,748</b>	<b>7,020,247</b>
<b>Operating Expenses</b>		
Mission Related	6,080,295	5,713,841
Management and Support Services	1,226,828	1,189,027
<b>Total Operating Expenses</b>	<b>7,307,123</b>	<b>6,902,868</b>
<b>Operating Surplus / (Deficit)</b>	<b>277,625</b>	<b>117,379</b>
<b>Depreciation and Impaired Assets</b>	<b>280,925</b>	<b>276,442</b>
<b>Earnings Before Interest, Taxes, Depreciation/Amortization (EBITDA) and one time adjustments</b>	<b>558,550</b>	<b>393,821</b>

# Board of Directors

**Dan Sturk, Chair**  
(until September 2020)

**Andrea Donlan, Chair**  
(after September 2020)

**Tim Dobbie, Vice Chair**  
(until September 2020)

**Glen Norton, Vice Chair**  
(after September 2020)

**Martha Fox**

**Kareen Hall-Clarke**

**Linda Nazareth**

**Cortney Oliver**  
(after September 2020)

**Marian Page**  
(until January 2021)

**David Rathbun**

**Andy Skrypniak**  
(until May 2020)

**Vidis Vaiciunas**

# Senior Leadership

**Kelly Duffin, President and CEO**

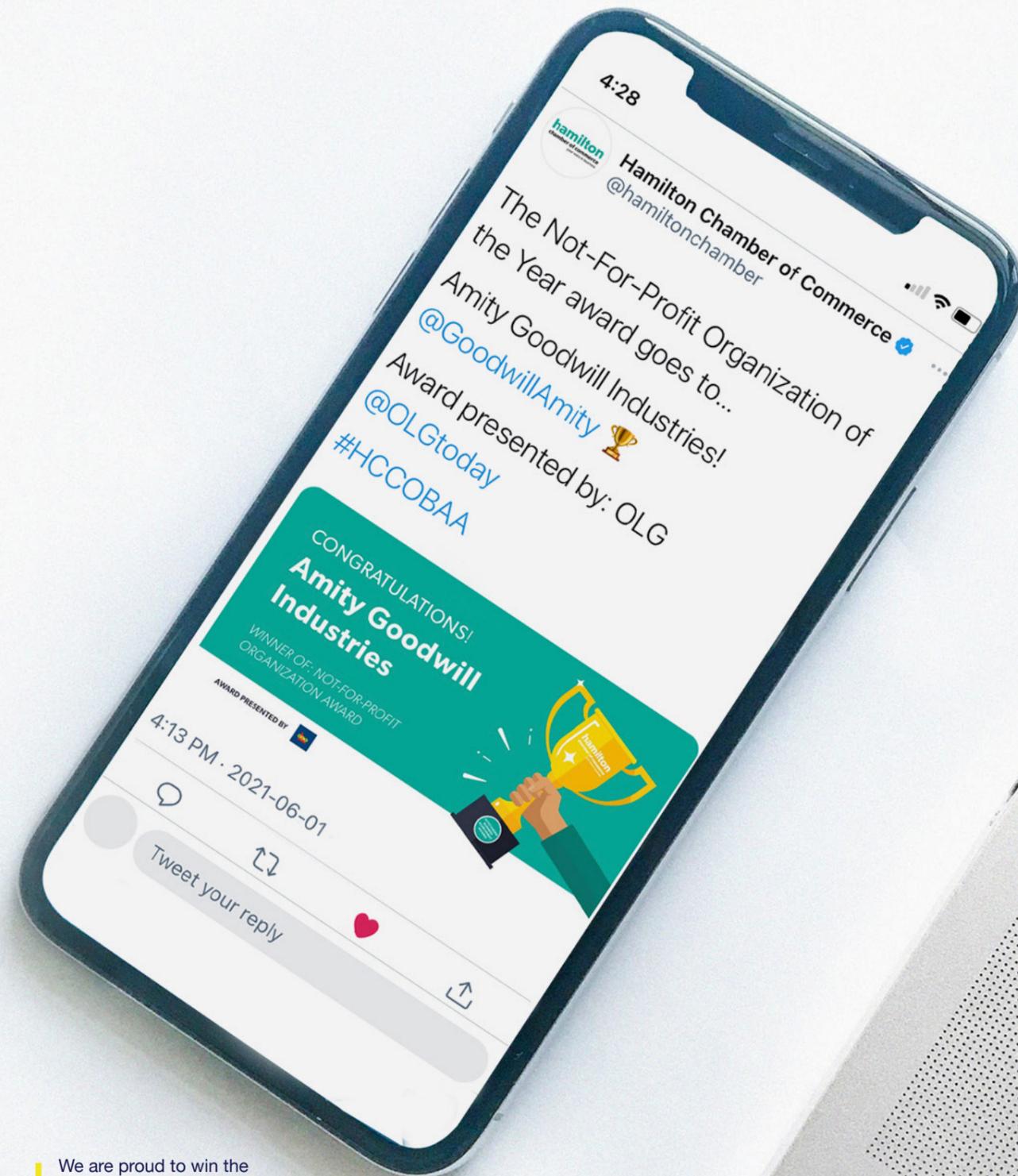
**Tim Murphy, Vice President,**  
*Mission-Integrated Social Enterprise*

**Tracy Cuning, Vice President,**  
*Employment Services*

**Glenn Cockfield, Director,**  
*People and Culture*

**Sheila Davidson, Director,**  
*Operations and Administration*

**Maria Zegarac, Director of**  
*Finance and Controller*



We are proud to win the Hamilton Chamber's Outstanding Business Achievement Award in 2021.



**Watch  
the Announcement**