

annual GENERAL meeting 2010



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53nd annual GENERAL MEETING

MONDAY, MAY 17, 2010; 4:00 P.M.

THE EDMONTON PETROLEUM CLUB
EDMONTON ALBERTA



agenda

1. Call to Order and Confirmation of Quorum
2. Welcome from the Chair
3. Approval of the Agenda
4. Approval of the Minutes of the 2009 Annual General Meeting
5. Business Arising from the Minutes of the 2009 AGM
 - a. Better Business Bureau - Ric Wrobel Memorial Award
6. Treasurer's Report
7. Appointment of the Auditor
8. Appointment of Counsel
9. President's Report
10. Report of the Nominating Committee
11. New Business
12. Acknowledgement of Long Term Members
13. Induction into the 50 Years of Trust Club
14. Adjournment



52st annual GENERAL MEETING

MONDAY, MAY 11, 2009; 4:00 P.M.

THE EDMONTON PETROLEUM CLUB

EDMONTON ALBERTA

minutes

1. **Call to Order and Confirmation of Quorum**

Acting Chair Sean Melrose called the meeting to order at 4:00 p.m. He called upon Chris Lawrence, President, to declare a quorum. The bylaws of the BBB require a minimum of 15 members present for a quorum. Having seen that there were more than 15 members present, a quorum was declared.

2. **Welcome from the Chair**

Acting Chair Sean Melrose welcomed all those present. He recognized BBB Board Members present. He also explained that Chair Paul Wielens sent his regrets for not being able to attend the meeting.

3. **Approval of the Agenda**

The agenda was provided in the AGM kit.

MOTION: Ray Grenier/Rose Henry

"That the agenda be approved as presented."

Carried

4. **Approval of the Minutes of the 2008 Annual General Meeting**

The minutes from the 2008 Annual General Meeting were provided in the AGM kit.

MOTION: Mike Seniuk/Wayne Dosman

"That the minutes of the 2008 Annual General Meeting be approved as presented."

Carried

5. **Business Arising from the Minutes of the 2008 Annual General Meeting**

a. **Tribute to Ric Wrobel**

Chris Lawrence was called upon to announce that the Board has approved the Better Business Bureau - Ric Wrobel Memorial Award, which will provide five \$5000 annual awards to a U of A Business Faculty student with satisfactory academic standing entering the third or fourth year of study in the School of Business. Selection will be based on demonstrated leadership through involvement and participation in University or community activities, sports or cultural activities and academic standing. This award is open to full time or part time students.

Cindy Wrobel was in attendance to speak in response to the tribute to her husband.

6. Treasurer’s Report

A summary of the audited statements from fiscal year 2008 was included in the Annual Report. Treasurer John Caputo provided a report on fiscal year 2008. SVS Group, Chartered Accountants of Edmonton, Alberta, audited the Bureau’s financial statements. It was indicated that the full audited statements were available for review.

MOTION: Rose Henry/Wayne Dosman

“That the Audited Financial Statements for fiscal year 2008 be accepted as presented.”

Carried

John Caputo thanked Chris Lawrence and her staff for their efforts in 2008.

7. Appointment of the Auditor

MOTION: Mike Seniuk/John Caputo

“That the firm of SVS Group LLP be appointed as auditors for the Better Business Bureau of Central and Northern Alberta for fiscal year 2008, subject to a rebidding process.”

Carried

8. Appointment of Counsel

MOTION: Ray Grenier/Rose Henry

“That the firm Field Law be appointed as legal counsel to the Bureau for the year 2009.”

Carried

9. President’s Report

The Annual Report for 2008 was included in the AGM kit. President Chris Lawrence provided brief highlights from the year.


10. Report of the Nominating Committee

The Nominating Committee Report was attached to the agenda. Acting Chair Sean Melrose provided an overview of the nominees.

The following were nominated as Directors of the Better Business Bureau of Central and Northern Alberta for the period starting May 11, 2009 and continuing to the Annual General Meeting in 2011:

- Rose Henry
- Collin Herbers
- Colin Kuefler
- Sean Melrose





Acting Chair Sean Melrose called three times for further nominations from the floor.

MOTION: Ray Grenier/Wayne Dosman

“That nominations cease.”

Carried

Sean Melrose congratulated all the elected Board Members.

11. New Business

a. New Business Items

There were no New Business Items.

12. Acknowledgement of Retiring Directors

The following retiring Board Members were recognized by Acting Chair Sean Melrose for their contributions: Ray Grenier, Dwight Koch and Dale Martin.

13. Acknowledgement of Long Term Members

Acting Chair Sean Melrose presented long term member certificates to those members present who qualified.

Awards were presented to the following companies for their involvement with BBB from 1959 – 2009:

Blanchett Neon Ltd

Northlands

Stuart Olson Constructors Inc

Time Business Machines Ltd

Weathermakers Ltd

The following alumni of the 50 Years of Trust Club were also recognized:

A. Clark Roofing and Siding Ltd

Henry Singer Fashion Group Ltd

McBain Camera Ltd

Waterloo Ford Lincoln

14. Adjournment

MOTION: Rose Henry/Mike Seniuk

“That the Better Business Bureau Annual General Meeting be adjourned at 4:35 p.m.”

Carried

Draw for Door Prize

After the conclusion of the meeting, a draw was held for a 42 inch Liquid Crystal TV, donated by Johnson Inc. Rose Henry, from Corus Entertainment, was the winner.

Report of the NOMINATING COMMITTEE



Chairperson: Paul Wielens

1. Board of Director Status

Directors eligible for an additional 2 year term (expires 2011)

Bob Campbell	(served since 2008)
John Caputo	(served since 2004)
Wayne Dosman	(served since 2008)
Robert Hebert	(served since 2006)
David Osbaldeston	(served since 2006)
Paul Wielens	(served since 2003)

Retired/Resigned Directors

Collin Herbers	(served since 2003)
Shawn Brown	(served since 2004)

New Nominees

Sherry Galan, Home Reuseables Ltd

Sherry Galan is co-owner of Home Reuseables Ltd. which buys and retails “experienced” building products. The business has been in operation for three years.

Sherry worked for the Royal Bank for 25 years, in a variety of positions, ending her career as a manager in favour of entrepreneurship. Sherry’s educational background includes Human Resource Management, Adult and Continuing Education and Self Employment Training.

She has held numerous volunteer positions within the Edmonton area, including ten years with the Stollery Childrens hospital, community league boards, United Way, Big Sisters and Scouts.



2. **Nominations**

The following are nominated as a Director of the Better Business Bureau of Central and Northern Alberta for the period starting May 7, 2010 and continuing to the Annual General Meeting in 2011:

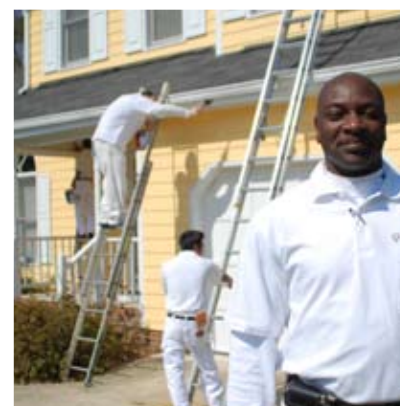
Bob Campbell
John Caputo
Wayne Dosman
Sherry Galan
Robert Hebert
David Osbaldeston
Paul Wielens

3. **Executive Committee**

The Nominating Committee will be recommending the following members to the new Board for election to the Executive Committee for a term of one year.

Chair	Paul Wielens
Vice Chair	Sean Melrose
Treasurer	John Caputo
Finance Committee Chair	Wayne Dosman





annual REPORT 2009



our

MISSION

To be the leader in advancing marketplace trust

our

VISION

An ethical marketplace where buyers and sellers can trust each other

CEO's MESSAGE

What a year!

In 2009, the entire BBB system heralded in a rating system, moving away from the satisfactory/unsatisfactory protocols, to a more robust A+ through F analysis. As well, the BBB system raised the bar on our standards for accreditation, combing three previous sets of standards into one, which is inclusive of the BBB Online Code of Business Standards.

Our local BBB also initiated a Search Engine Optimization process to support Accredited Businesses being found on the internet. As a by-product of this, the BBB office also saw an increase in visitors to our websites, inquires and complaints filed.

Our BBB and our Accredited Businesses were not exempt from the repercussions of the global economy. As we scrambled with existing staff to meet the demands of almost double the number of complaints and inquiries coming our way, we still were able to exceed the financial objectives established by our Board of Directors.

Thanks to a talented Board of Directors, a dedicated staff and a growing roster of Accredited Businesses, the Better Business Bureau of Central and Northern Alberta is in a great position for our future. It has been a profound pleasure to be associated with our BBB, and I look forward to our growing opportunities for years to come.

Respectfully submitted,



Chris Lawrence
President and CEO





principles FOR TRUST

BBB Accredited Businesses
are committed to the following principles:

Start With Trust

Establish and maintain a positive track record in the marketplace

Advertise Honestly

Adhere to established standards of advertising and selling

Tell the Truth

Reveal all related conditions or exceptions regarding products or services offered

Be Transparent

Openly identify the nature, location and ownership of the business; clearly disclose all policies, guarantees and procedures that bear on a customer's decision to buy

Honour Promises

Abide by all written and verbal agreements

Be Responsive

Address marketplace disputes quickly, respectfully and reasonably

Embody Integrity

Approach all business dealings, marketplace transactions and commitments with integrity

Safeguard Privacy

Protect any data collected against mishandling and fraud, and respect the preferences of customers regarding the use of their information

accreditation STATISTICS

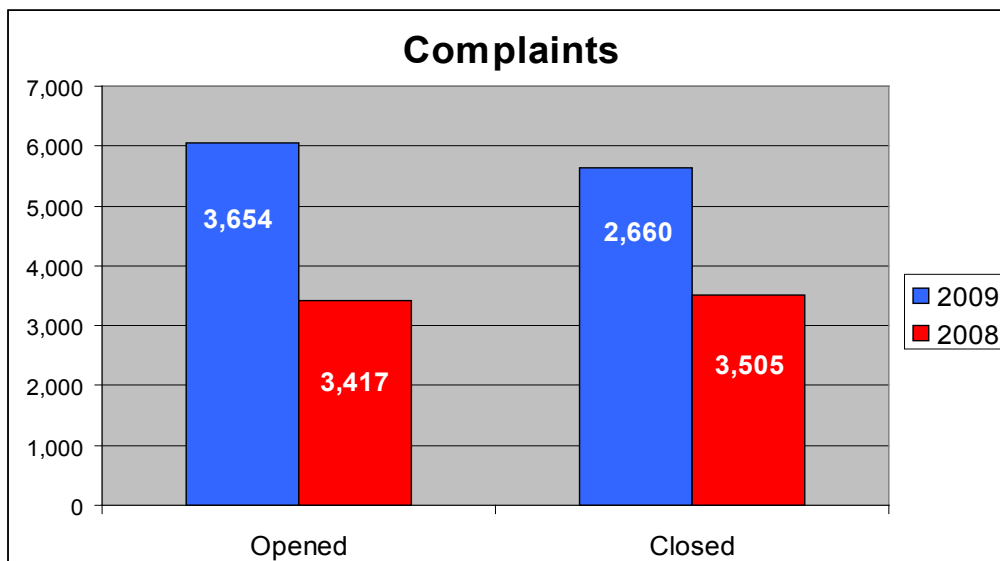
	<u>2009</u>	<u>2008</u>
As of December 31, 2008	2775	2719

website STATISTICS

	<u>2009</u>	<u>2008</u>
Visitors	234,939	89,976
Hits	998,208	943,691

complaint STATISTICS

	<u>2009</u>	<u>2008</u>
Received (Opened)	6,042	3,417
Answered (Closed)	5,638	3,505
Accredited Business (Opened)	1,120	1,090
Accredited Business (Closed)	1,118	1,111

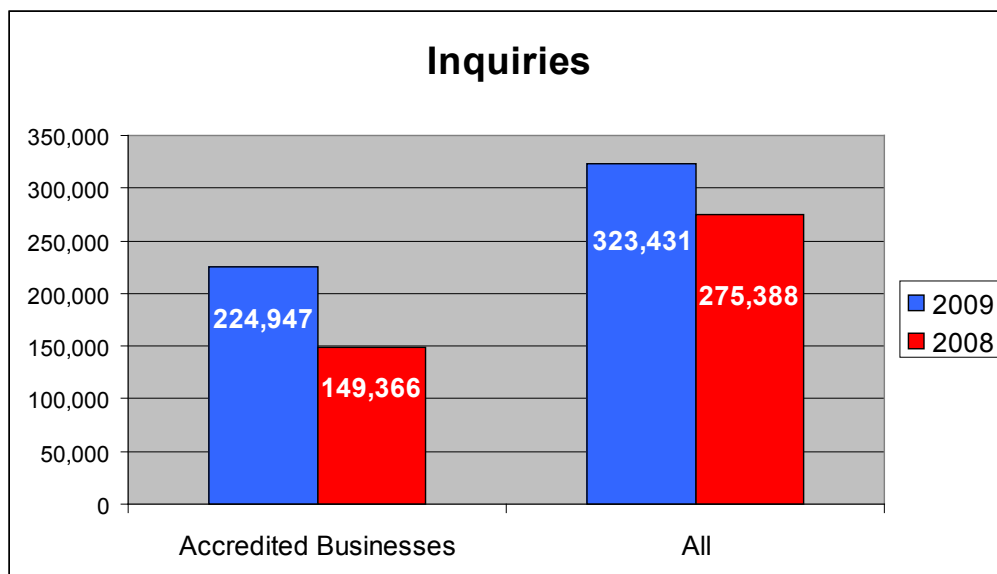


satisfaction INDEX

	<u>2009</u>	<u>2008</u>
Accredited Business	98.52 %	99.40 %
Non-Accredited Business	67.68 %	69.20 %
Total	72.84 %	69.20 %

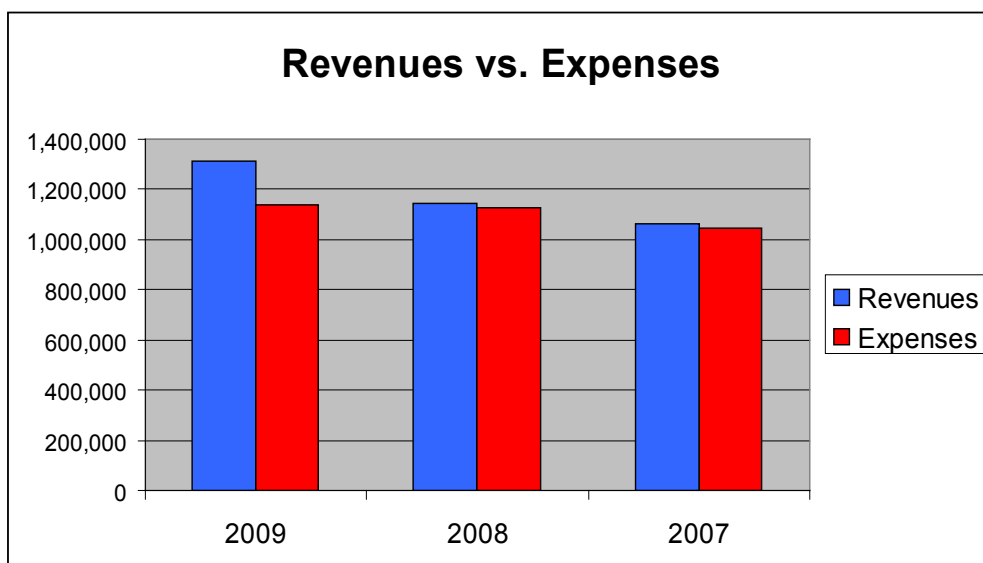
inquiry STATISTICS

	<u>2009</u>	<u>2008</u>
Accredited Business	224,947	149,366
Total	323,431	275,388



statement OF OPERATIONS

Financials	<u>2009</u>	<u>2008</u>	<u>2007</u>
Revenues	\$ 1,288,074	\$ 1,145,408	\$ 1,064,358
Expenses	\$ 1,142,091	\$ 1,127,674	\$ 1,047,038
Excess Revenue (Expenses)	\$ 145,983	\$ 17,734	\$ 17,320
Balance Sheet			
Cash and Sundry Assests	\$ 667,320	\$ 526,880	\$ 516,092
Restricted Cash: Ric Wrobel Memorial Award Fund	\$ 20,000	-	-
Capital Assets	\$ 77,559	\$ 90,637	\$ 98,706
	\$ 764,879	\$ 617,517	\$ 614,798
Payables and Accruals	\$ 77,201	\$ 62,162	\$ 68,517
Lease Inducement	\$ 17,320	\$ 25,980	\$ 34,640
Total Liabilities	\$ 94,521	\$ 88,142	\$ 103,157
Net Assets Available	\$ 670,358	\$ 529,375	\$ 511,641
	\$ 764,879	\$ 617,517	\$ 614,798





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Start With TrustSM

