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# BUSINESS EXCELLENCE AWARDS 2024

## Awards Programme

Presented by



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# Thank you to our Sponsors



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SSA Marine



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## AWARDS CHAMPIONS

## Special Mentions



**Sam Seward**  
*Welcome*

Sam Seward, whose ancestral name is Nekwimetstn, is a member of both the Snuneymuxw and Skwxwú7mesh First Nations. He grew up in Eslha7an on Skwxwú7mesh territory and attended St. Paul's Indian Residential School, where he had his first acting opportunity in the CBC film *Sister Balonika*. He is also known for his work on the play, *šxʷamət*. Beyond the stage and screen, Sam is a seasoned athlete with a strong passion for lacrosse and basketball. His connection to his heritage runs deep, as Sam practises cultural activities including food fishing and Coast Salish wool weaving, while also apprenticing in the Skwxwú7mesh (Squamish) language.



**Anne Bethune**  
*Master of Ceremonies*

Anne is a dynamic leader across nonprofit and business sectors, recognized for her impactful contributions to adaptive sports, health and business. With a background in Occupational Therapy, Anne leads a thriving global health business. She is President of Vancouver Adaptive Snow Sports (VASS) and has devoted 38 years of volunteer service. Through her leadership, VASS empowers people living with a disability to experience the joy of mountain sports on our North Shore Mountains.

Anne received the North Vancouver Chamber Business Excellence Award for Community Contribution on behalf of VASS, the B.C. Community Achievement Award, and was honoured with the Tim Jones Award for her impact on the North Shore mountain community. Additionally, Anne had the privilege of being a torchbearer the Vancouver 2010 Olympic & Paralympic Games.

As a North Shore resident for almost 30 years, Anne has raised three wonderful sons in North Vancouver. She is passionate about inspiring others to live their best lives—embracing kindness, health, and community connection.

# Order of Events

## **5:30 PM RECEPTION**

*Music provided by Scott Crompton*

## **6:15 PM AWARDS CEREMONY**

### **Opening Remarks & Acknowledgements**

*Patrick Stafford-Smith*

*Jonathan Mosley*

*Sam Seward*

*Anne Bethune*

### **Mayoral Remarks**

*Linda Buchanan, City of North Vancouver*

*Mike Little, District of North Vancouver*

### **Presenting Sponsor Remarks**

*Amanda Sutton, Neptune Terminals*

### **Awards Presentations**

Service Excellence Award (1-10 Employees)

Service Excellence Award (11+ Employees)

Excellence in Equity Award

Environmental Initiative Award

Innovation Award

### ***Brief Intermission***

Non Profit of the Year Award

Best Employer Award

Young Entrepreneur Award

Business of the Year Award

### **Closing Remarks**



# Service Excellence Award (1-10 EMPLOYEES)

The Service Excellence Award is presented to a North Vancouver business with 1-10 employees to recognize their outstanding dedication and achievement to service excellence and customer/guest satisfaction, demonstrated by:

- Commitment to exceptional service standards that consistently exceed customer/guest expectations.
- Proficiency in meeting or exceeding the changing needs of customers/guests.
- Preservation of high service standards through effective staff/team training and development.
- An exceptional “wow factor” when dealing with customers/guests, partners and stakeholders.
- Extending community support above and beyond their business or professional responsibilities.
- Commitment to diversity and inclusion in their service practices.

## Finalists

ANDREA KLAS WHOLE BODY FITNESS

DEA CANADIAN COLLEGE

TCA ELECTRIC





## Andrea Klas Whole Body Fitness

SERVICE EXCELLENCE AWARD  
(1-10 EMPLOYEES) FINALIST

Andrea Klas Whole Body Fitness specializes in body recomposition for clients, with a focus on building muscle, reducing body fat, and fostering a healthier lifestyle. Programs emphasize eating more mindfully and training effectively, centred around four core pillars: Mindset, Fitness, Nutrition, and Accountability. They primarily serve women aged 35-60, including many in perimenopausal and menopausal stages, and men aged 30-60.

Each client receives a fully integrative program including:

- Fitness: Customized strength and HIIT training.
- Nutrition: Personalized whole-food plans and education.
- Mindset: Psychologist-led sessions to go over mindset, goals, and beliefs.
- Accountability: Daily food tracking and feedback, with progress measured through weekly InBody scans.

The company's caring team provides a supportive, community-driven environment, beginning with an intensive "Prep Week" to establish goals, overcome challenges, and create personalized plans. They offer daily check-ins, thrice-weekly training, and measurable progress tracking, guaranteeing muscle gain or preservation and fat loss. Clients also enjoy ongoing education, community events, and appreciation gatherings throughout the year.

[andreaklasfitness.com](http://andreaklasfitness.com)





# DEA Canadian College

SERVICE EXCELLENCE AWARD  
(1-10 EMPLOYEES) FINALIST

DEA Canadian College is a leading vocational training institution in Canada, dedicated to empowering students with career-focused programs, especially in healthcare and specialized fields. The college offers diploma and certificate programs, practical training through its clinic, and hands-on experience to prepare students for the workforce.

DEA Canadian College supports diverse learning needs through flexible online and in-person courses, along with tailored language support for international students. Students benefit from academic guidance, mentorship, and career counseling in a small-class environment, fostering personalized learning and individual attention.

Accredited and committed to high standards, the college collaborates with industry partners to provide real-world experience and ensure seamless career transitions. Continuous feedback and improvement help DEA Canadian College deliver exceptional educational outcomes for students and industry partners.

[deacollege.ca](https://deacollege.ca)





## TCA Electric

SERVICE EXCELLENCE AWARD  
(1-10 EMPLOYEES) FINALIST

TCA Electric is a North Shore electrical contractor serving residential, commercial, and light industrial clients since 2009. They specialize in new construction, renovations, and EV charger installations, actively supporting Vancouver's electrification. Known for quality, safety, and customer service, TCA Electric meets the evolving needs of property managers, marinas, homeowners, commercial developers, and First Nations across the Lower Mainland.

Their tailored services include electrical planning reports, EV charger installations, and maintenance for multifamily complexes, as well as custom dock infrastructure and floating home projects for marina operators like Mosquito Creek and Lynnwood Marina in partnership with the Squamish Nation. Homeowners rely on TCA for new builds and renovations, while commercial developers count on them for complex projects.

TCA Electric values clear communication, precision, and client education, providing Electrical Planning Reports (EPRs) with one-line diagrams to enhance understanding. Long-term partnerships with marinas, property managers, and First Nations highlight their commitment to complex, reliable project delivery. Through continuous staff training in electrification and emerging technologies, TCA Electric ensures high standards in service, prioritizing customer satisfaction, safety, and proactive support.

[tcaelectric.ca](https://tcaelectric.ca)



## Service Excellence Award (11+ EMPLOYEES)

The Service Excellence Award is presented to a North Vancouver business with 11 or more employees to recognize their outstanding dedication and achievement to service excellence and customer/guest satisfaction, demonstrated by:

- Commitment to exceptional service standards that consistently exceed customer/guest expectations.
- Proficiency in meeting or exceeding the changing needs of customers/guests.
- Preservation of high service standards through effective staff/team training and development.
- An exceptional “wow factor” when dealing with customers/guests, partners and stakeholders.
- Extending community support above and beyond their business or professional responsibilities.
- Commitment to diversity and inclusion in their service practices.

### Finalists

CAHILL CPA LLP

NORTH SHORE SPORTS MEDICINE

SPEEDBOLT PRINTING SOLUTIONS





## Cahill CPA LLP

SERVICE EXCELLENCE AWARD  
(11+ EMPLOYEES) FINALIST

Cahill is a North Shore-based accounting firm that provides professional accounting and tax services, primarily working with local business owners and individuals. While their firm is Canadian with Irish heritage, they take pride in their diverse team, which includes staff from various countries such as Canada, the U.S., South Africa, South Korea, China, the Czech Republic, and India. Their workforce is nearly evenly split between males (48%) and females (52%) and spans a wide age range, with 29% aged 25-30, 50% between 30-40, and 21% over 40.

Cahill's clients are primarily based in the North Shore region, with 21% of them aged 65 and older. They are dedicated to offering personalized services tailored to each client's needs, whether they prefer digital or paper documents, and virtual or in-person meetings. For clients with limited mobility, they offer document delivery services to ensure convenience and safety. Their firm stands out for its commitment to understanding and meeting clients' evolving financial needs. They stay current with industry best practices, provide timely financial advice, and offer proactive solutions, such as helping clients navigate recent changes like the new capital gains inclusion rate. Cahill's client-first approach is the foundation of our success.

As the firm has grown, they've expanded revenue and outgrown their previous office. To foster better collaboration, Cahill moved to a larger office in Lower Lonsdale, where the entire team can work together more effectively, strengthening their sense of community.

[cahillcpa.ca](http://cahillcpa.ca)





# SPEEDBOLT Printing Solutions

SERVICE EXCELLENCE AWARD  
(11+ EMPLOYEES) FINALIST

SPEEDBOLT Printing Solutions offers a wide range of printing services, including business stationery, trade show materials, large-format signage, event items, and graphic design services. Notably, the company is trusted by the Canadian Government to produce federal election ballots. They serve diverse clients, including insurance companies, banks, real estate firms, non-profits, event planners, and small businesses.

The company is dedicated to providing exceptional customer service, ensuring that every client receives personalized attention and high-quality results. SPEEDBOLT's team is experienced, knowledgeable, and committed to meeting tight deadlines with attention to detail and flexibility. They strive for client satisfaction, often going the extra mile to complete projects on time, even working overtime if necessary.

Over the past three years, SPEEDBOLT has expanded its capabilities, adopted new technologies, and increased revenues, thanks to its proactive approach and commitment to growth and excellence.

[speedbolt.ca](https://speedbolt.ca)





## North Shore Sports Medicine

SERVICE EXCELLENCE AWARD  
(11+ EMPLOYEES) FINALIST

North Shore Sports Medicine (NSSM) is a healthcare organization focused on physical well-being through rehabilitation, performance enhancement, and preventative care. Offering services like physiotherapy, kinesiology, massage therapy, chiropractic care, and acupuncture, NSSM helps clients recover from injuries, manage chronic conditions, and improve overall health. They serve diverse clients, including athletes, seniors, post-surgical patients, active adults, and families, providing individualized care tailored to each person's needs.

NSSM prioritizes a welcoming, supportive environment and strives to improve clients' quality of life by relieving pain and enhancing mobility. Their dedicated team not only delivers compassionate care but also exceeds expectations through consistent follow-up, client feedback requests, and community involvement. NSSM organizes events such as BBQs and group classes, including senior fall prevention and running groups, fostering a healthier and more connected community. With a mission to empower clients and make treatment accessible, NSSM works to promote wellness and knowledge in the North Shore region.

[nssm.ca](http://nssm.ca)



# Excellence in Equity Award

The Excellence in Equity Award is presented to a North Vancouver business that exemplifies leadership and commitment to equitable practices and initiatives that build an inclusive workplace and community, demonstrated by:

- Workplace policies and hiring practices that build an equitable, inclusive workplace culture and an environment free from bias and discrimination.
- Workplace practices and activities that support or are developed in consultation with equity-seeking staff, communities or groups.
- A commitment to inclusion by providing equitable access to staff training and leadership development opportunities.
- Promotion of equity, diversity and inclusion in the workplace and/or broader community.
- A commitment to building diversity of talent at all levels within your workforce.
- Evidence of year-over-year progression and achievements in moving your business towards being more diverse and inclusive.
- Evidence of how activities centered on equity and inclusion have contributed to improved business performance and growth.
- Recognized role as a strong business partner through active involvement in supporting community, charitable and civic organizations.

## Finalists

PSYCHODYNAMIC COUNSELLING INC.

THE POLYGON GALLERY

WARRIOR PLUMBING





# Psychodynamic Counselling Inc.

EXCELLENCE IN EQUITY  
AWARD FINALIST

With over 28 years of experience, Psychodynamic Counselling specializes in Cognitive-Behavioral Therapy (CBT) for individuals, couples, and families, offering both in-person and online services. The practice provides therapy for issues like depression, anxiety, OCD, and behavioural challenges in children and teens. They also offer premarital counselling, post-divorce support, and workshops on life skills, parenting, communication, self-esteem, and self-expression. Additionally, specialized training courses are available for professionals with a bachelor's degree or higher.

The primary clients are Farsi and Azari speakers, including families, couples, and parents in the Greater Vancouver area, with online services across Canada. Dedicated to inclusivity, the practice emphasizes diversity in hiring, client feedback, and regular team discussions on diversity and cultural awareness. Staff also receive ongoing training to ensure culturally sensitive care, creating a supportive, welcoming environment for clients and staff alike.

[psy-dy.ca/en/home](https://psy-dy.ca/en/home)





# Warrior Plumbing

EXCELLENCE IN EQUITY  
AWARD FINALIST

Warrior Plumbing, an Indigenous-owned plumbing and gas fitting company in North Vancouver, serves Indigenous-led real estate projects, builders, and homeowners across Metro Vancouver. The company has a diverse team, with many Indigenous plumbers, some international staff, and a generational mix from Gen X senior plumbers to Gen Z apprentices. They are also actively recruiting female plumbers to diversify their team.

Warrior Plumbing emphasizes cultural awareness through onboarding and training programs, ensuring all team members feel respected. The company has made significant strides in increasing the representation of underrepresented groups, including Indigenous peoples and individuals from diverse international backgrounds. Their apprenticeship program has grown, particularly for Indigenous apprentices, and leadership roles are increasingly filled by staff from diverse backgrounds. Mentorship and professional development opportunities encourage career growth, and an open-door policy promotes collaboration and continuous improvement, creating a supportive culture where all team members can thrive. The company's commitment to inclusivity has earned external recognition and strengthened its relationships with the communities it serves.

[warriorplumbing.ca](http://warriorplumbing.ca)





# The Polygon Gallery

EXCELLENCE IN EQUITY  
AWARD FINALIST

The Polygon Gallery, grounded in photography, offers exhibitions and educational programs aimed at challenging perceptions and promoting inclusivity. It is guided by three key pillars: fostering a welcoming culture, championing bold and underrepresented artists, and encouraging open dialogue with diverse audiences. The gallery's staff is diverse, with 62% female, 27% male, and 11% non-binary, and nearly half (49%) of the team comes from equity-seeking communities. The organization prioritizes inclusivity in hiring, ensuring equitable representation on hiring committees and in job descriptions. Staff receive ongoing training in cultural safety, anti-racism, and inclusivity, and the gallery supports long-term retention through flexible work arrangements and professional development opportunities.

The Gallery's commitment to Justice, Equity, Decolonization, and Inclusion (JEDI) is central to its operations, with guidance from Nahanee Creative and ongoing consultation with a BIPOC JEDI advisor. The curatorial team, once lacking equity-seeking representation, now has 8 BIPOC staff members and showcases more than 60% of its artists from equity-seeking communities, up from 30% in its first year. Indigenous staff, now numbering three, lead initiatives to foster allyship with Indigenous Peoples and ensure culturally safe programming. This approach creates a welcoming and inclusive environment for both visitors and staff, empowering Indigenous communities to reclaim their narratives and succeed in their creative endeavors.

[thepolygon.ca](http://thepolygon.ca)



# Environmental Initiative Award

The Environmental Initiative Award is presented to an exceptional North Vancouver business that exemplifies leadership and commitment to sustainable business practices and initiatives, demonstrated by:

- Sustained reduction or improved efficiency in waste outputs, energy usage or environmental impact of their operations.
- Projects, programs, processes, systems, technologies or employee engagement to reduce the environmental footprint of your business.
- Growth, development and leadership standards supporting sustainability which provide a role model for others to emulate.
- Demonstrated community leadership in establishing sustainability initiatives or standards that have become linked to the employer's public identity.
- Milestones and measurable accomplishments that demonstrate effective sustainable operations.

## Finalists

FEED CLEAN TECH INC.

LOCAL FLORA

SOMA PUBLIC RELATIONS





## Local Flora

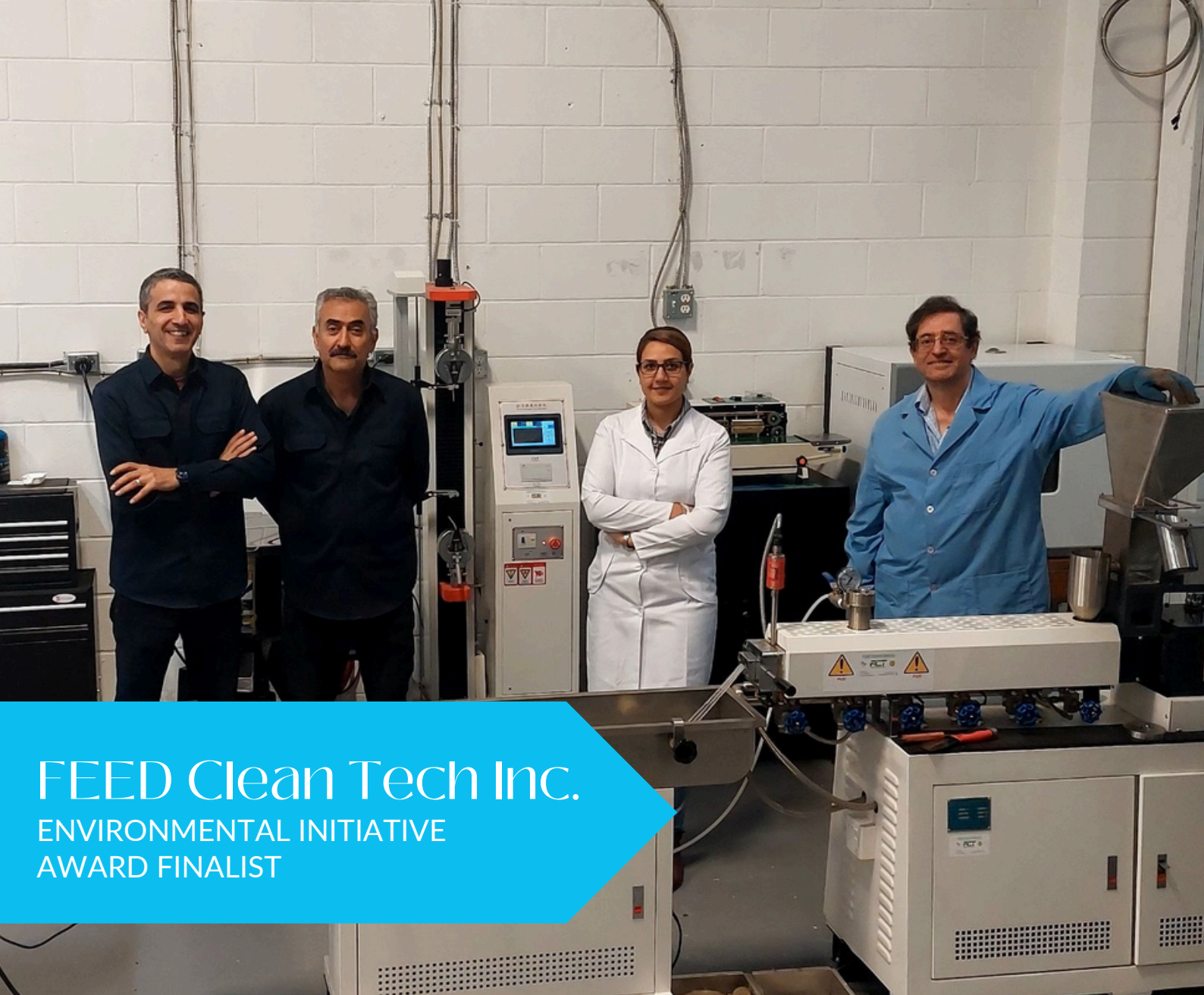
ENVIRONMENTAL INITIATIVE  
AWARD FINALIST

Local Flora is a floral design studio in North Vancouver specializing in 100% locally grown flowers for weddings, events, and retail. They source approximately 60% of their flowers from their own cutting gardens, with the rest from small-scale local growers. The studio emphasizes sustainability by using compostable and reusable materials in their designs, and all flowers are grown without harmful chemicals. Local Flora is a woman-owned business that supports the local economy and offers customers an environmentally conscious choice.

Founded in 2020 as a self-serve flower cart, Local Flora has grown into an online shop, farmers market stall, floral studio, and wedding florist business. Over the past three years, Local Flora has seen a steady increase in wedding bookings and plans to expand marketing efforts and grow the number of wedding and event clients. Future goals include increasing online presence, educating customers on the benefits of local flowers, and hiring additional staff to meet growing demand.

[localflora.ca](http://localflora.ca)





## FEED Clean Tech Inc.

ENVIRONMENTAL INITIATIVE  
AWARD FINALIST

FEED Clean Tech is a startup focused on innovating bio-based plastics for eco-friendly packaging. Their flagship product, the FEED Biodegradable Additive (FBA), enhances biopolymers to make them more durable and sustainable, offering a cost-effective alternative to traditional plastics. Developed in collaboration with the University of British Columbia, this material aligns with global sustainability goals.

The company is committed to integrating sustainable practices by prioritizing resource efficiency, reducing waste, and minimizing energy consumption. They use renewable materials, adopt eco-friendly manufacturing processes, and promote a circular economy by designing products for reuse or recycling. FEED Clean Tech also partners with suppliers who share sustainability values and sets measurable environmental goals to track progress.

By making sustainability central to their strategy, FEED Clean Tech differentiates itself from competitors and meets the growing demand for eco-conscious products. Their focus on biodegradable plastics and circular economy practices positions them as a leader in sustainable innovation, building trust with eco-conscious customers and partners.

[feedcleantech.com](https://feedcleantech.com)





## SOMA Public Relations

ENVIRONMENTAL INITIATIVE  
AWARD FINALIST

SOMA Public Relations is a PR agency dedicated to supporting purpose-driven organizations in sectors such as health & wellness, environmental sustainability, and technology for good. They offer a wide range of services, including media outreach, communications strategy, thought leadership development, and influencer programs. Recently, SOMA earned B Corporation certification, highlighting its commitment to balancing social and environmental impact with business success.

The agency emphasizes environmental stewardship, with a focus on sustainable practices like reducing paper usage, promoting zero-waste office practices, and minimizing digital and electronic waste. SOMA supports sustainability in its operations and encourages its team to follow environmentally responsible practices both at home and in the workplace.

SOMA targets clients in sustainability-related industries, creating authentic campaigns that resonate with eco-conscious consumers. The agency's commitment to ESG (Environmental, Social, Governance) themes and circular economy advocacy sets it apart in the PR industry. Unlike traditional firms that may focus on short-term gains, SOMA prioritizes long-term, impactful change, positioning itself as a partner in advancing sustainability initiatives.

[somapublicrelations.com](https://somapublicrelations.com)



# Innovation Award

The Innovation Award is presented to a North Vancouver business to recognize development and growth through the creation or use of unique technology, products, methods or service, demonstrated by:

- Use of science and/or technology to create a business that is original or unique.
- Creation of new or existing processes, products or services that enhance their business and/or customer experience.
- High degree of originality, creativity and/or experimentation to design and realize the innovation.
- Commercialization or quantifiable growth within new and/or prevailing markets.
- Extending community support above and beyond their business or professional responsibilities.

## Finalists

CAMPERTUNITY

ENVIROCHEM SERVICES

LIQUID INTELLIGENCE LTD.



# Campertunity

INNOVATION AWARD  
FINALIST

Campertunity is a platform that connects campers with private campsites, offering a unique, shared economy model similar to Airbnb. Campers can book campsites and receive notifications about campsite openings through a subscription service that tracks cancellations in both private and government parks. The platform caters to urban campers seeking campsites within four hours of home, as well as hosts looking to earn extra income by offering their land for camping. Campertunity's features include real-time cancellation tracking, a trip planner to help campers find campsites along their route, and a streamlined booking system. It provides a seamless, user-friendly experience for both casual and experienced campers, while hosts benefit from new revenue streams and the opportunity to sustain their land through eco-friendly tourism.

Their user-friendly booking system also offers a review platform for transparency. It benefits both casual campers and seasoned outdoors enthusiasts, with a focus on accessibility and sustainability. The platform supports local economies by encouraging agri-tourism and eco-friendly travel, and hosts benefit by gaining visibility and new revenue opportunities. With over 1,600 bookings, a 44% year-over-year repeat booking rate, and impressive growth metrics, Campertunity is expanding partnerships and increasing its presence in the camping and tourism industry.

[campertunity.com](https://campertunity.com)





## Liquid Intelligence Inc.

INNOVATION AWARD  
FINALIST

Aelo is a leading brand in North America's alcohol-free cocktail market, offering innovative beverages that are Zero Alcohol, Zero Sugar, and Zero Calories. Crafted with real spices and herbs by renowned beverage developer Christos Kalaitzis, Aelo's drinks are gluten-free, keto-friendly, and provide a high-quality, authentic drinking experience without the downsides of alcohol, sugar or empty calories. The company has rapidly expanded, with distribution surpassing 1,500 points in 18 months and plans for U.S. market growth.

Aelo is part of the \$11 billion USD alcohol-free market, expected to grow to \$30 billion by 2025. The brand is recognized for its product excellence, winning awards like Product of the Year from the Canadian Health Food Association and double gold at the San Diego International Spirits Competition. Aelo's products are top-sellers in Canadian retailers such as Whole Foods, and the brand has successfully launched cocktails like Aperitivo Spritz and Gin & Tonic. With strong distribution channels and strategic partnerships, Aelo is poised for substantial revenue growth.

[drinkaelo.com/drinks](https://drinkaelo.com/drinks)





# Envirochem Services

INNOVATION AWARD  
FINALIST

Envirochem is an EHS (Environmental, Health, and Safety) consulting firm with 40 years of experience providing science-based solutions to industries across various sectors, including air, energy, climate change, contaminated sites, waste management, and more. Serving clients in Western Canada and internationally, Envirochem offers comprehensive services in environmental assessment, planning, permitting, and technologies. Their multidisciplinary team ensures a one-stop solution for clients' diverse needs in sectors like mining, oil and gas, agriculture, transportation, and government.

The firm's waste management tracking software helps clients, particularly in the bulk terminal industry, efficiently manage waste by automating data collection and providing real-time insights into waste reduction, recycling, and diversion trends. The software integrates data from multiple sources, tracks waste across various types, and visualizes trends through graphs, enabling organizations to monitor progress against set goals. It complies with Green Marine environmental standards, supporting sustainable practices by offering detailed reports, life cycle analysis, and insights into waste generation and management. This solution enhances operational efficiency, promotes environmental stewardship, and helps organizations minimize their environmental footprint.

[envirochem.com](http://envirochem.com)



## Non Profit of the Year Award

The Non-Profit of the Year Award is presented to a North Vancouver non-profit organization, society or charity that exemplifies consistent and exceptional achievement from an overall operating perspective, demonstrated by:

- Effective and efficient delivery of community programs and/or services to the North Vancouver community that match the stated mandate of the organization.
- Efficient and creative fund development, including leverage of funding and use of other resources in support of the organizational mandate.
- Demonstrated innovation and modification of operations, programs and services to adjust to the changing needs of the community.
- Strong community partnerships that help amplify the impact of community programs and/or services.
- Outstanding human resource leadership, including commitment to staff training & development, volunteer engagement & management, workplace diversity & inclusion, and workplace health & safety.

### Finalists

FAMILY SERVICES OF THE NORTH SHORE

LDS - LEARN. DEVELOP. SUCCEED.

MONOVA: MUSEUM & ARCHIVES OF  
NORTH VANCOUVER

*Presented by*







# Family Services of the North Shore

NON-PROFIT OF THE YEAR  
AWARD FINALIST

Family Services of the North Shore is a community-based agency dedicated to creating a lasting impact across North Shore communities. It offers counseling, support, education, and volunteer engagement to help individuals reach their full potential, with a particular focus on the most vulnerable. Serving populations from Deep Cove to Bowen Island, they support children, youth, families, women, seniors, single parents, people affected by trauma or abuse, LGBTQ2S+ communities, and those with low income or few resources.

The organization prioritizes early intervention to address challenges at their onset, helping to shape positive futures. They focus on individuals responsible for others and those impacted by systemic inequities. Family Services of the North Shore has made strides in increasing its capacity to serve vulnerable groups, including expanding services for racialized communities and LGBTQ2S+ populations. It has also grown its Thrive Family Programs, reduced waitlists for counselling, and expanded support for those affected by gender-based violence and mental health issues.

A key milestone in their growth was the move to a new Capilano Mall location, allowing them to support hundreds more individuals. They have also enhanced services for lower-income families, newcomers, and individuals through programs offering food, clothing, self-care items, and community connection events. The volunteer program has also flourished, with over 600 active volunteers supporting various programs, including senior and caregiver assistance. Overall, Family Services of the North Shore is deeply committed to advancing equity, diversity, inclusion, and reconciliation within the community.

[familyservices.bc.ca](http://familyservices.bc.ca)





# MONOVA: Museum & Archives of North Vancouver

NON-PROFIT OF THE YEAR  
AWARD FINALIST

MONOVA: Museum & Archives of North Vancouver is a cultural hub dedicated to preserving and sharing the diverse history and heritage of the region. The museum offers immersive exhibits, educational programs, and community engagement initiatives, promoting connection and deeper understanding of North Vancouver's history. MONOVA serves a wide audience, including local residents, schools, tourists, researchers, and community groups.

The museum emphasizes inclusivity, diversity, and reconciliation. It provides a supportive and welcoming work environment, with a team that includes women, BIPOC, LGBTQ2S+ individuals, and people with disabilities. MONOVA is committed to Indigenous education and works closely with the Squamish and Tsleil-Waututh Nations through Memoranda of Understanding (MOUs) to foster cultural sharing, repatriation, and collaborative programming.

With two locations—an archives in Lynn Valley and a museum in Lower Lonsdale—MONOVA is a key space for community events, exhibitions, and public gatherings. The museum's focus on truth and reconciliation, alongside its commitment to Indigenous partnerships, ensures that Indigenous voices and histories are integrated into all aspects of its work, making it a vital resource for education and cultural understanding in North Vancouver.

[monova.ca](http://monova.ca)





# LDS - Learn. Develop. Succeed.

NON-PROFIT OF THE YEAR  
AWARD FINALIST

LDS – Learn. Develop. Succeed. is a nonprofit charity focused on providing academic and social-emotional support to children, youth, and adults with learning and brain-based differences, such as dyslexia and ADHD. Their mission is to empower learners to recognize their strengths and develop the tools for lifelong success. LDS offers over 17 subsidized programs, ensuring equitable access for individuals regardless of socioeconomic status. These services are available in-person at learning centres in North Vancouver and East Vancouver, through mobile classrooms in high-need areas, and online across B.C.

LDS serves a diverse group, with more than 75% of students relying on financial assistance, including those from marginalized backgrounds. The organization is committed to fair wages, offering a supportive work environment for staff, including interns and contractors. Their neuroaffirming programs align with the unique learning styles of neurodiverse individuals, helping to tailor individual learning plans and improve life outcomes.

LDS also offers free workshops and resources for families and caregivers, providing a holistic support system. In addition to direct services, LDS works to raise awareness and drive systemic change by delivering workshops, presenting at conferences, and hosting mental health forums across B.C. Their approach combines individualized support with a commitment to equitable education and community empowerment.

[ldsociety.ca](https://ldsociety.ca)



## Best Employer Award

The Best Employer Award is presented to a North Vancouver business in recognition of their commitment to offering exceptional workplaces for their employees, demonstrated by:

- Proven track record of providing programs that support the well-being of their employees through health & wellness, safety, workplace diversity and community involvement initiatives.
- Established programs and/or services that support the challenges employees face working in North Vancouver (i.e., transportation, housing, work/life balance, etc.
- Innovation, growth, and development of new programs and services that meet the changing needs of all employees.
- Demonstrated leadership and commitment to employee training, development and retention strategies within the organization.
- Deep commitment to making the community of North Vancouver a better place for their employees to live and play.
- Leadership in creating and promoting diversity and inclusion.

### Finalists

FRESCA CLEAN LTD.

HATFIELD CONSULTANTS LLP

MAVEN CONSULTING LIMITED





## Fresca Clean Ltd.

BEST EMPLOYER AWARD  
FINALIST

Fresca Clean provides professional cleaning services for homes, offices, buildings, and construction sites, specializing in both interior and exterior cleaning. The company focuses on delivering trustworthy, efficient, and high-quality services, using advanced cleaning techniques to maintain and extend the life of buildings.

Fresca Clean serves a wide range of clients, including families, commercial workplaces, and construction sites, who value cleanliness, safety, and a healthy environment. Clients rely on the company to handle essential cleaning tasks, allowing them to focus on their work and well-being.

The company emphasizes employee development and retention, offering a supportive work culture with a training module for new hires, supervisory checklists, and recognition programs like “employee of the month.” They encourage personal development, including English training, and provide extended health benefits. Fresca Clean fosters employee equity, diversity, and inclusion by hiring individuals of all backgrounds, including different genders, sexual orientations, and ages. They offer positions suitable for older workers and ensure that all employees feel valued and respected, particularly during personal or family emergencies. Many of their staff have been with the company for over a year, highlighting a strong commitment to employee satisfaction.

[frescaclean.ca](https://frescaclean.ca)





# Hatfield Consultants LLP

BEST EMPLOYER AWARD  
FINALIST

Hatfield is an owner-operated consultancy that provides multidisciplinary environmental and social sciences services to promote sustainable development both in Canada and internationally. Specializing in environmental and social impact assessments, management, and monitoring, Hatfield serves sectors such as transportation, infrastructure, mining, oil and gas, renewable energy, and forestry. The firm works with a variety of clients, including private sector companies, municipalities, provincial and federal government agencies, Indigenous communities, and international organizations, especially in Indonesia and Southern Africa.

Hatfield's team of experts includes professionals in environmental project management, hydrology, social science, Indigenous consultation, and data science. The company values career growth, offering opportunities for professional development and a mentorship program that fosters interdepartmental knowledge sharing.

Hatfield prioritizes the well-being of its employees with a comprehensive benefits package, which includes dental and medical coverage, life insurance, and mental health support. The company also offers a hybrid work policy, stand-up workstations, and wellness resources like weekly organic fruit and a designated quiet room.

Hatfield is committed to diversity, equity, and inclusion, with a gender-diverse workforce (46% women) and visible minorities represented at various levels. It adheres to the Federal Contractors Program for Employment Equity, ensuring its workforce reflects diverse groups, including women, Indigenous peoples, persons with disabilities, and visible minorities.

[hatfieldgroup.com](https://www.hatfieldgroup.com)





# Maven Consulting Limited

BEST EMPLOYER AWARD  
FINALIST

Maven is a professional consultancy providing engineering, construction, and project management services across Western and Northern Canada, specializing in utility and infrastructure projects, with a focus on quality, safety, and sustainability. The company works with major clients in the power utilities, energy infrastructure, and renewable energy sectors, including BC Hydro, FortisBC, and the City of Vancouver.

Maven is committed to fostering equity, diversity, and inclusion (EDI) across its workforce, with a leadership team that includes accomplished women and a diverse staff. The company actively supports gender diversity in the industry through partnerships with organizations like Women in Consulting Engineering and Canadian Construction Women, and it partners with SPAL General Constructors, a company owned by Tsleil-Waututh First Nation.

Maven offers a supportive work environment with comprehensive training, personalized career development, and flexible work options to promote employee growth and well-being. The company provides health benefits, encourages work-life balance, and maintains a collaborative culture that values continuous learning and development. Maven's focus on EDI drives innovation and enhances client service, strengthening both the company and its client relationships.

[mavengroup.ca](http://mavengroup.ca)



# Young Entrepreneur Award

The Young Entrepreneur Award is presented to a North Vancouver business person, under 40 years of age \*, who excels in business, exemplifies leadership and exhibits strong entrepreneurial skills, demonstrated by:

- Exceptional initiative to assume the risk of establishing a new business.
- Utilization of business skills necessary for long-term success.
- Progressive growth within new and/or prevailing markets.
- Dedication and commitment to our community through their interest in leadership, peer mentoring, inclusion and personal achievement.
- Extending community support above and beyond their business or professional responsibilities.

\* Before December 31

## Finalists

CHRISTINE REID  
UNITED STRANGERS COFFEE

DR. SWAIL PIRZADA  
CLEARLIGHT EYECARE

DR. TERI HINES  
VIEW OPTOMETRY





## Christine Reid United Strangers Coffee

YOUNG ENTREPRENEUR  
AWARD FINALIST

United Strangers is a community-oriented corner store and coffee shop located on Seymour Mountain, offering a welcoming space for locals to connect over high-quality coffee. The business primarily serves residents of Blueridge and Seymour, including families, travellers, cyclists, students, and outdoor enthusiasts. The owners, Christine and Joe Reid, established the shop after recognizing a need for a vibrant community hub in North Vancouver. Their startup was funded through personal investment and a Canada Small Business Financing Loan.

Since opening in 2020, United Strangers has grown steadily, becoming a beloved destination for locals and visitors. The business focuses on offering locally sourced products, including goods from female-owned, Indigenous, and Black producers, aligning with their commitment to reconciliation and equity. Despite challenges like opening during COVID-19, the business has seen consistent growth, expanding its team from 5 to 12 employees and increasing revenue by over 10% annually.

United Strangers prioritizes creating a positive, engaging customer experience and a supportive work environment for its diverse staff. The shop's growth is fueled by strong community support, social media engagement, and word-of-mouth referrals. The owners take pride in their impact on the community, highlighting moments like customers sharing positive experiences with others, which go beyond sales to foster meaningful connections.

[unitedstrangerscoffee.com](https://unitedstrangerscoffee.com)



A portrait of Dr. Swail Pirzada, a woman with long, dark, wavy hair, smiling warmly at the camera. She is wearing a dark top and a delicate necklace. The background is softly blurred, showing what appears to be an indoor setting with light-colored walls and some greenery.

## Dr. Swail Pirzada

### ClearLight EyeCare

YOUNG ENTREPRENEUR  
AWARD FINALIST

Dr. Swail Pirzada is the sole owner and optometrist at ClearLight EyeCare, a full-scope optometry clinic serving the North Shore community. Her goal is to build long-term relationships with her patients while prioritizing their comfort and safety. Dr. Pirzada uses the latest technology and innovative practices to provide exceptional eye care. ClearLight Optometry offers a wide selection of frames, lenses, and contact lenses to suit various lifestyles and preferences. Recently, they launched a mobile eye clinic to provide specialized services to seniors in local retirement communities and independent living centres.

ClearLight EyeCare is an independent practice, allowing Dr. Pirzada to offer customized services, specialty treatments, and unique, hand-selected eyewear. Starting the clinic in 2022, she designed every aspect to create a welcoming space for her patients. Starting a business in a new community like North Vancouver was challenging, but she invested time in learning how to successfully operate a retail optical store and grow her patient base. Through networking and connecting with residents, Dr. Pirzada has been able to better serve the community's eye care needs. She is also passionate about educating the public on eye safety and care through social media and online platforms.

[clearlighteyes.ca](https://clearlighteyes.ca)





## Dr. Teri Hines View Optometry

YOUNG ENTREPRENEUR  
AWARD FINALIST

Dr. Teri Hines is the owner and lead optometrist at View Optometry, where they provide eye exams, eyewear, contact lenses, specialty contact lenses, emergency eye care, myopia management, and dry eye assessments. View Optometry uses high-tech equipment in every exam to aid in the early detection of eye diseases and medical conditions. Dr. Hines takes pride in curating eyewear that blends style with functionality. Her clinic serves a wide range of patients, from high earners to low-income families. The majority of Dr. Hines' patients are young families in the area, though they also welcome people from across the lower mainland.

View's team is small but diverse. Dr. Hines' newest staff member is a student who helps with vacation coverage and social media. The clinic has two main staff members who complement each other well, one from Iran and the other from Afghanistan, both contributing to the team's dynamic work environment. The other doctor at View Optometry clinic is a local mom like Dr. Hines, and their team is entirely female.

As an independent business owner, Dr. Hines manages nearly every aspect of the clinic, from being the manager and COO to bookkeeping and cleaning. Despite challenges like the COVID shutdown, View Optometry's sales have steadily increased each year, and their team has grown from just Dr. Hines to three staff and an associate doctor. She always looking for ways to innovate and improve patient care with new technology.

[viewoptometry.ca](http://viewoptometry.ca)



# Business of the Year Award

The Business of the Year Award is presented to a North Vancouver business that exemplifies consistent and exceptional achievement from an overall operating perspective, demonstrated by:

- A proven track record of business sustainability, growth, and sound financial management.
- Differentiated customer service, product and value proposition.
- Established employment leadership standards for staff diversity, development and retention.
- An elevated level of business operations that encompass vision, integrity and civic responsibility.
- Proven milestones, achievements and/or notable recognition in their field of business.
- Leadership in creating and promoting diversity and inclusion.
- A recognized role as a strong business partner through active involvement in supporting the community, charitable and civic organizations.

## Finalists

CAROLINE BAILE, ROYAL LEPAGE SUSSEX

HATFIELD CONSULTANTS LLP

STONG'S MARKET

*Presented by*







Sussex

Caroline Baile  
Royal LePage Sussex

BUSINESS OF THE YEAR  
AWARD FINALIST



Caroline Baile is a sole proprietor, Personal Real Estate Corporation, and Vice President of Network Success & Support for Royal LePage Canada. At the Royal LePage Sussex office in North Vancouver, they have over 100 licensed agents. The brokerage is dedicated to providing agents with top-notch training, business planning, and innovative marketing strategies, supported by cutting-edge technology. Royal LePage Sussex is also heavily involved in philanthropy, supporting initiatives like the Royal LePage Shelter Foundation and the North Shore Crisis Society.

In her role, Caroline focuses on business development, recruitment, coaching, and working on equity, diversity, and inclusion (EDI) efforts. She handles consumer complaints and liaises with organized real estate bodies.

The company culture emphasizes inclusivity, collaboration, and giving back to the community. Royal LePage Sussex actively participates in local events and contributes to charitable causes, raising funds for women's shelters and other community organizations. Their focus on agent development, retention, and recruitment has fuelled consistent growth, including the opening of a second office in Lower Lonsdale.

By fostering a supportive environment and offering unmatched resources, they continue to lead the market and set the stage for ongoing success.

[carolinebaile.com](http://carolinebaile.com)





# Hatfield Consultants LLP

BUSINESS OF THE YEAR  
AWARD FINALIST

Hatfield is an owner-operated consultancy that provides multidisciplinary environmental and social sciences services to promote sustainable development both in Canada and internationally. Specializing in environmental and social impact assessments, management, and monitoring, Hatfield serves sectors such as transportation, infrastructure, mining, oil and gas, renewable energy, and forestry. The firm works with a variety of clients, including private sector companies, municipalities, provincial and federal government agencies, Indigenous communities, and international organizations, especially in Indonesia and Southern Africa.

Hatfield's team of experts includes professionals in environmental project management, hydrology, social science, Indigenous consultation, and data science. The company values career growth, offering opportunities for professional development and a mentorship program that fosters interdepartmental knowledge sharing.

Hatfield prioritizes the well-being of its employees with a comprehensive benefits package, which includes dental and medical coverage, life insurance, and mental health support. The company also offers a hybrid work policy, stand-up workstations, and wellness resources like weekly organic fruit and a designated quiet room.

Hatfield is committed to diversity, equity, and inclusion, with a gender-diverse workforce (46% women) and visible minorities represented at various levels. It adheres to the Federal Contractors Program for Employment Equity, ensuring its workforce reflects diverse groups, including women, Indigenous peoples, persons with disabilities, and visible minorities.

[hatfieldgroup.com](https://www.hatfieldgroup.com)



# Stong's

## MARKET

### Stong's Market

BUSINESS OF THE YEAR  
AWARD FINALIST



Stong's Market is a family-owned and locally operated grocery store known for its deep commitment to supporting local suppliers and engaging with the community. Founded by the Stong family, the market has been a staple in Vancouver's grocery landscape for decades, and has recently expanded to three locations, including its newest in Squamish. Despite its growth, Stong's remains independent, staying true to its roots of community involvement and a focus on locally sourced products.

The market offers an extensive selection of high-quality products, including a wide range of gourmet, natural, and organic items. Stong's prides itself on featuring local brands, from large suppliers to small, artisanal companies, helping to support the local economy. In addition to traditional grocery items, Stong's is known for its unique offerings, including specialty meats, cheeses, florals, and gourmet products, making it a popular choice for customers looking for high-end, curated grocery selections.

Stong's Market stands out for its personalized customer service, offering expert guidance on premium products. This includes knowledgeable staff in specialized areas like butchery, baking, wellness, and floral design. Their customer service approach is centered on building a warm, neighbourhood feel. Their commitment to excellence in both customer service and product quality, as well as its focus on local sourcing, innovation, and community involvement, have allowed it to differentiate itself from larger grocery chains.

[stongs.com](https://stongs.com)





# Congratulations

to our

# 2024

# WINNERS & FINALISTS!

#NVChamberBEA2024