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AGM

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52nd ANNUAL GENERAL MEETING

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

THE EDMONTON PETROLEUM CLUB
EDMONTON ALBERTA

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 2008 Annual General Meeting
5. Business Arising from the Minutes
 - a. Tribute to Ric Wrobel
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 Retiring Directors
13. Acknowledgement of Long Term Members
14. Induction into the 50 Years of Trust Club
15. Adjournment



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Agenda



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Minutes

51st ANNUAL GENERAL MEETING

WEDNESDAY, APRIL 23, 2008; 4:00 P.M.

THE EDMONTON PETROLEUM CLUB
EDMONTON ALBERTA

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

Chair Paul Wielens 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**

Chair Paul Wielens welcomed all those present. He recognized BBB Staff and Board Members present. He also recognized David Quest, who was a Past Chair of the BBB, and now is an MLA representing Strathcona. He extended appreciation to Chris Lawrence and the BBB Staff for their efforts in 2007.

3. **Approval of the Agenda**

The agenda was provided in the AGM kit.

MOTION: David Osbaldeston/John Caputo

"That the agenda be approved as presented."

Carried

4. **Approval of the Minutes of the 2007 Annual General Meeting**

The minutes from the 2007 Annual General Meeting were provided in the AGM kit.

MOTION: David Quest/Bill Book

"That the minutes of the 2007 Annual General Meeting be approved as presented."

Carried

5. **Business Arising from the Minutes of the 2007 Annual General Meeting**

There were no outstanding business items from the 2007 Annual General Meeting.

6. **Treasurer's Report**

A summary of the audited statements from fiscal year 2007 was included in the Annual Report. Treasurer Sean Melrose provided a report on fiscal year 2007. SVS Group, Chartered Accountants of Edmonton, Alberta, audited the Bureau's financial statements. The date of the auditor's report was March 13, 2008.

It was indicated that the full audited statements were available for review.

MOTION: David Quest/John Caputo
"That the Audited Financial Statements for fiscal year 2007 be accepted as resented."
Carried

7. **Appointment of the Auditor**

MOTION: Sean Melrose/Marilyn Campbell
"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."
Carried

8. **Appointment of Counsel**

MOTION: Dale Martin/David Osbaldeston
"That the firm Field Law be appointed as legal counsel to the Bureau for the year 2008."
Carried

9. **President's Report**

The Annual Report for 2007 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. Chair Bill Book provided an overview of the nominees.



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Minutes

The following were nominated as Directors of the Better Business Bureau of Central and Northern Alberta for the period starting April 23, 2008 and continuing to the Annual General Meeting in 2010:

Shawn Brown
Bob Campbell
John Caputo
Wayne Dosman
Robert Hebert
David Osbaldeston
Bill McCord

Chair Paul Wielens called three times for further nominations from the floor.

MOTION: David Quest/Bill Book

"That nominations cease."

Carried

Paul Wielens 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 Chair Paul Wielens for their contributions: Marilyn Campbell and Bill Book. Bill Book, a Past Chair of the BBB, provided an overview of his experiences with the BBB.

13. Acknowledgement of Long Term Members

Chair Paul Wielens presented long term member certificates to those members present who qualified.

14. Induction into the 50 Years of Trust Club

Chair Paul Wielens elaborated on the creation of the 50 Years of Trust Club and its significance to the community. Awards were presented to the following companies for their involvement with BBB from 1958 – 2008:

A. Clark Roofing and Siding Ltd.
Albert's Auto Body (1989)
Atco Gas

CTV
Connelly-McKinley
Grant Thornton
Healy Ford Sales Ltd.
Henry Singer Fashion Group Ltd.
Lafarge Canada
McBain Camera Ltd.
Rain-Alta Holdings Ltd.
Realtors Association of Edmonton
Todd Cleaners Ltd.
Waterloo Ford Lincoln

Ross McBain, who was the first Chair of the BBB, spoke on the history and legacy of BBB.

15. Tribute to Ric Wrobel

Chair Paul Wielens provided a tribute to Ric Wrobel, Chair of the BBB, who passed away on April 2, 2008 while in China. He reported that the Board of the BBB will be creating a memorial in his name, in support of Post-Secondary Business Students.

A minute of silence was observed in honour of Ric's memory.

16. Adjournment

MOTION: John Caputo/Bill Book
"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 Plasma TV, donated by Johnson Inc. John Lebsack, from Action Security Locksmiths, was the winner.

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Minutes

Report of the Nominating Committee



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Chairperson: Paul Wielens

1. Board of Director Status

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

Rose Henry	(served since 2007)
Collin Herbers	(served since 2003)
Sean Melrose	(served since 2005)

Retired/Resigned Directors

Ray Grenier	(served since 2003)
Dwight Koch	(served since 2007)
Dale Martin	(served since 2003)
Bill MCord	(served since 2008)

New Nominees

Colin Kuefler, Johnson Inc.

Colin is currently the Region Manager of Consulting, West Region for Johnson Inc., a leading group Auto-Home and Benefits Insurance provider across Canada. He has been associated with Johnson Inc. for six years. He obtained an Associate in the Insurance Institute of Canada in 1984 and subsequently received my Chartered Insurance Professional designation in 1991. Prior to joining Johnson Inc., he was an owner of a general insurance agency which was sold in 2001.

He has been married for 37 years and has two daughters and three grandchildren. Colin and his wife enjoy playing golf and spending time with their grandchildren.

He has resided in Edmonton since 1979.

2. Nominations

The following are nominated as a Director of the Better Business Bureau of Central and Northern Alberta for the period starting May 12, 2009 and continuing to the Annual General Meeting in 2011:

Rose Henry
Collin Herbers
Colin Kuefler
Sean Melrose

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	Shawn Brown
Membership Development Chair	Collin Herbers



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annual report



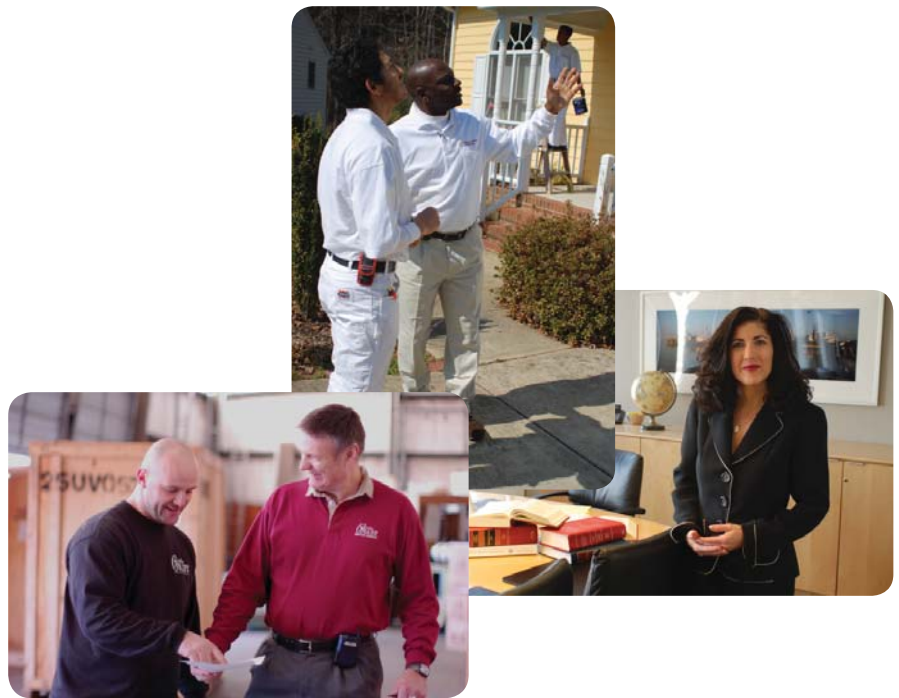
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annual report

Mission & Vision

mission

To be the leader in
advancing marketplace trust



vision

An ethical marketplace where
buyers and sellers can
trust each other



The Better Business Bureau has had a tremendous year of change. In 2008, we proudly heralded our new logo, new vision and new tagline. BBBs across North America all rebranded their websites, improving our search engines for the benefit of consumers. Also, in an effort to better serve our community, we also initiated a new rating system, replacing the satisfactory, neutral and unsatisfactory levels with an A+ through F method.

The BBB also developed new standards which combined the previous three sets of standards into one comprehensive set.

All of these profound changes were happening against the backdrop of the economic crisis in North America. In spite of this, your BBB was able to achieve financial goals as set by the Board of Directors and to meet an increased demand for our services with an increase of 30% of complaints opened, 31% of complaints closed and a 40% in inquiries. We almost doubled the number of inquiries for accredited businesses in 2008.

Our BBB continues to meet the needs of our constituents – both consumers and businesses alike. We are solid in meeting our commitments for the future due to a strong Board of Directors and a dedicated staff.



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annual report

Message from the CEO

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

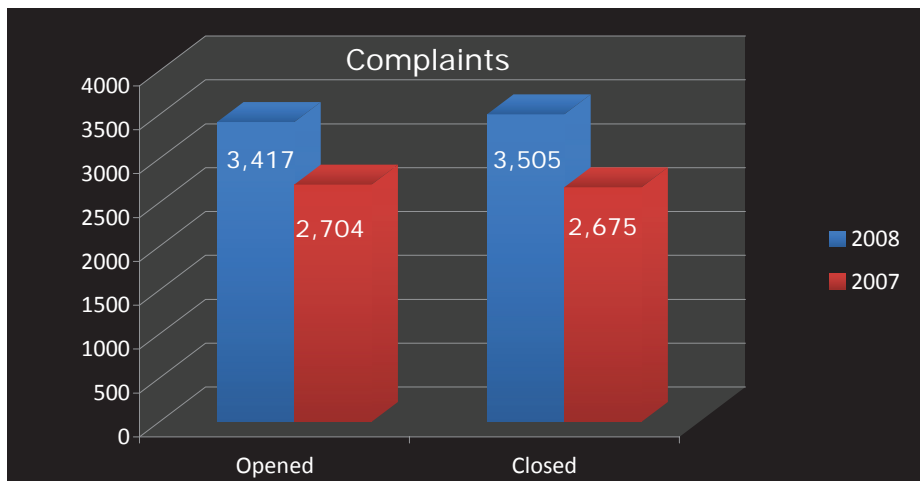
	<u>2008</u>	<u>2007</u>
As of December 31, 2008	2719	2600

Website

	<u>2008</u>	<u>2007</u>
Visitors	89,976	77,247
Hits	943,691	1,372,497

Complaints

	<u>2008</u>	<u>2007</u>
Received (Opened)	3,417	2,704
Answered (Closed)	3,505	2,675
Accredited Business (Opened)	1,090	737
Accredited Business (Closed)	1,111	729



BBB.

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annual report

Statistics



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annual report

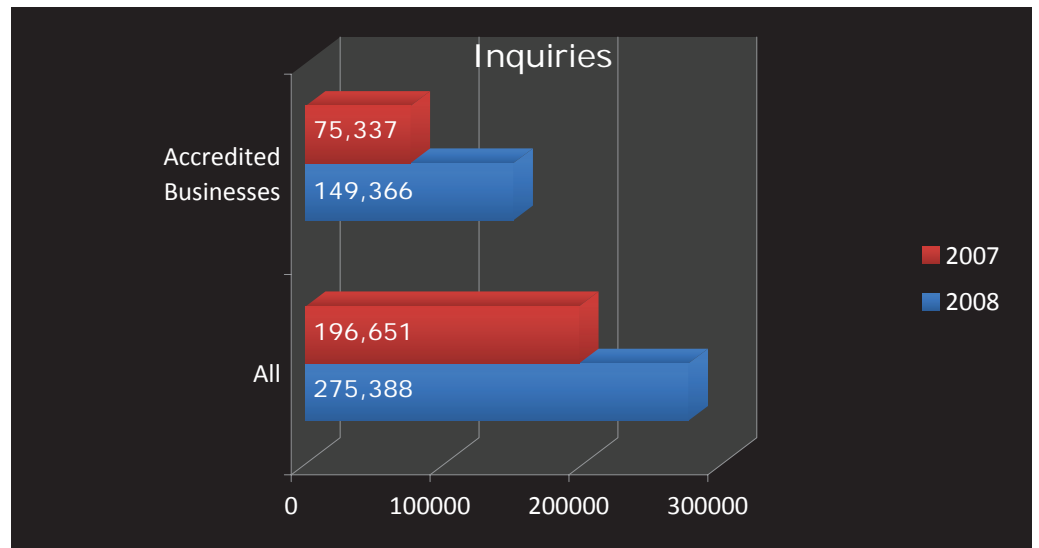
Statistics

Satisfaction Index

	<u>2008</u>	<u>2007</u>
Accredited Business	99.40 %	99.81 %
Non-Accredited Business	69.20 %	59.74 %
Total	69.20 %	71.57 %

Inquiries

	<u>2008</u>	<u>2007</u>
Accredited Business	149,366	75,337
Total	275,388	196,651





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annual report

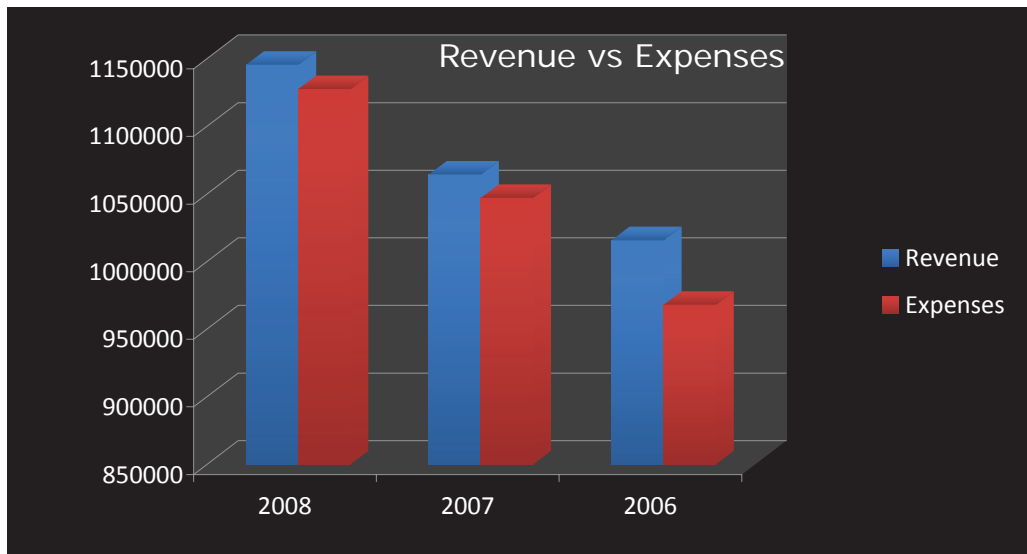
Statement of Operations

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Revenues	\$ 1,145,408	\$1,064,358	\$1,015,749
Expenses	\$ 1,127,674	\$1,047,038	\$ 968,054
Loss on Disposal of Capital Assests	-	-	-
Excess Revenue (Expenses)	\$ 17,734	\$ 17,320	\$ 47,695

Balance Sheet

Cash and Sundry Assests	\$ 526,880	\$ 516,092	\$ 446,453
Capital Assets	\$ 90,637	\$ 98,706	\$ 101,216
Total Assets	\$ 617,517	\$ 614,798	\$ 547,669
Payables and Accruals	\$ 62,162	\$ 68,517	\$ 53,348
Deferred Revenue	-	-	-
Lease Inducement	\$ 25,980	\$ 34,640	-
Total Liabilities	\$ 88,142	\$ 103,157	\$ 53,348
Net Assets Available	\$ 529,375	\$ 511,641	\$ 494,321

Operating Results & Balance Sheet





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