



BUSINESS EXCELLENCE  
**AWARDS**  
NORTH VANCOUVER CHAMBER

— SUPPORT. CONNECT. LEAD. —

# BUSINESS EXCELLENCE AWARDS 2023

## Awards Programme

Presented by



# THANK YOU TO OUR SPONSORS



## PRESENTING SPONSOR



## DIAMOND SPONSOR



## AWARD SPONSORS

# THANK YOU TO OUR SPONSORS



## AWARDS CHAMPIONS



CHAMPAGNE SPONSOR

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BUSINESS EXCELLENCE  
**AWARDS**  
NORTH VANCOUVER CHAMBER

# 2023 AWARDS PROGRAMME

## 5:30 PM CHAMPAGNE RECEPTION

*Music provided by the Justin Juan Quartet*

## 6:15 PM AWARDS CEREMONY

### Opening Remarks & Acknowledgements

#### Awards Presentations

Service Excellence Award (1-10 Employees)

Service Excellence Award (11+ Employees)

Excellence in Equity Award

Environmental Initiative Award

#### *Special Performance*

Innovation Award

Best Employer Award

Young Entrepreneur Award

Business of the Year Award

### Closing Remarks

**#NVchamberbea**





BUSINESS EXCELLENCE  
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## 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;
- Extends community support above and beyond their business or professional responsibilities;
- A commitment to diversity and inclusion in their service practices.

### FINALISTS

HEAR AT HOME MOBILE HEARING CLINIC

RECKLESS SHIPYARDS

SKOAH LOWER LONSDALE

Presented by **VANCOUVER'S  
NORTH  
SHORE**



## Hear at Home Mobile Hearing Clinic

SERVICE EXCELLENCE AWARD  
(1-10 EMPLOYEES) FINALIST

<https://hearathome.ca/>

Hear at Home prides itself on 14 years of unmatched dedication to clients and families. They prioritize individual needs and provide tailored services for optimal hearing. Jennifer and her team aren't afraid of going the extra mile - they accommodate unexpected schedules, demonstrate flexibility by working late, and offer services even on days off for special cases. Hear at Home always aligns their actions with their tagline: exceptional service. Compassionate care is their unwavering promise.

Hear at Home provides mobile hearing care primarily to seniors and individuals challenged by clinic visits. Many face mobility constraints, lack transportation, or experience cognitive decline. Others, particularly the immunocompromised, prefer the safety of familiar surroundings over clinic settings.

Hear at Home caters to a diverse clientele. Their clients from North and West Vancouver enjoy the convenience and excellence of their well-equipped hearing clinic located in Delbrook Plaza. They choose Hear at Home for their outstanding reputation, cutting-edge technology, and hassle-free parking. Additionally, they proudly serve the Greater Vancouver Area with Vancouver's pioneering fully mobile hearing clinic. Operating from their North Vancouver base, they reach clients spanning from Bowen Island to Abbotsford, covering all areas in between!



## Reckless Shipyards

SERVICE EXCELLENCE AWARD  
(1-10 EMPLOYEES) FINALIST

<https://recklessshipyards.ca/>

Reckless Shipyards is in the business of “fresh air” and making people happy. All year round, they rent and sell premium electric bicycles, as well as offering repair services for bikes of all kinds. During winter months, they rent skis.

Reckless is open 7 days a week, 365 days a year. They respond to emails/online inquiries 16 hours a day. Each customer that walks in the door is seen as a new friend to be made. They welcome unusual requests and are only satisfied when they know they have delivered above and beyond industry standards.

In their line of business, needs are often less than obvious because most customers are novice riders, or visitors unfamiliar with the area. Tony and his team take the time to understand, encourage and ensure their customers make the most out of each ride. They have an entire wall outlining the bike routes of the North Shore to Vancouver, with popular points of interest highlighted with eye-catching cartoon graphics. For potential ebike shoppers, Reckless’ ebike guru will jump on the ride, not only to support and answer questions immediately, but also to better understand customer’s cycling preferences.





## scoah Lower Lonsdale

SERVICE EXCELLENCE AWARD  
(1-10 EMPLOYEES) FINALIST

<https://www.skoah.com/pages/skoah-lower-lonsdale>

scoah Lower Lonsdale offers customized facials and skin care products that help customers feel good and look their best from the skin in. They are a team of professionally trained estheticians that excel in the skincare industry to provide customized effective facials to all of their guests. Their offerings change frequently to provide the highest quality of treatment choices to our customers such as Dermaplaning, LED light treatments and high frequency facials. scoah Lower Lonsdale loves feedback and asks for customer comments after each facial they give.

Starting in Vancouver 25 years ago, scoah Lower Lonsdale is an independently owned franchise. Their location stands out from the others as being highly personalized, welcoming and professional. scoah's products are locally made in Vancouver. They offer yearly memberships, and see most of their customers on a monthly basis for their facials.

With a vast age range in the customers they see, scoah customizes their facials for any skin type. Their branding is neutral and their space is calming, welcoming and comfortable for anyone. They offer advice that suits all types of lifestyle and personalities. Right on Lonsdale just off of Esplanade, scoah was one of the first businesses to open in the Shipyards District. They are very proud of the growth and engagement we have experienced in the community.



BUSINESS EXCELLENCE  
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## 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;
- Extends community support above and beyond their business or professional responsibilities;
- A commitment to diversity and inclusion in their service practices.

### FINALISTS

NORTH SHORE NEIGHBOURHOOD HOUSE

SPEEDBOLT PRINTING SOLUTIONS

WINDSOR MEATS LTD.

*Presented by*

 **CAPILANO**  
SUSPENSION BRIDGE PARK



## North Shore Neighbourhood House

SERVICE EXCELLENCE AWARD  
(11+ EMPLOYEES) FINALIST

<https://www.nsnh.bc.ca/>

North Shore Neighbourhood House is one of the largest non-profit organizations on the north shore. They offer services from birth to seniors including child care, youth programs, seniors programs, community programs (food bank, stroke recovery, overnight shelter) and family programs. Their mission is to enhance the lives of our neighbours, especially our most vulnerable.

North Shore Neighbourhood House's customers are our community members. They are all different, unique, and have various needs. NSNH follows a community development model which means they listen to what the community needs are and respond accordingly. They work in partnership with many community agencies, including all three municipalities on the north shore.

NSNH is an accredited agency which goes through an accreditation process every 4 years. They send out customer surveys every year and adjust their services according to results. Their staff are constantly communicating with our clients on how to best serve their needs. With the work they do, NSNH has developed strong relationships with their clients, particularly with the most vulnerable. Vulnerability can mean many different things to many different people. They strive to hear and to listen to individual needs and help them accordingly.





## SPEEDBOLT Printing Solutions

SERVICE EXCELLENCE AWARD  
(11+ EMPLOYEES) FINALIST

<https://speedbolt.ca/>

As their name suggests, SPEEDBOLT provides a wide range of printing solutions from trade show materials to business stationery and promotional items, to banners and vinyl decals, and much, much more.

SPEEDBOLT values all of its customers' needs and always ensures they meet deadlines as they strive to exceed customers' expectations on every order, every time. They feel that they demonstrate excellence in meeting the changing needs of their customers by listening closely to their specific requirements, and are happy to serve their customers in-person, by email and/or by phone to ensure a pleasant experience from start to finish. The team at SPEEDBOLT thoroughly enjoys working collaboratively with their clients as they provide them with custom printing solutions.

SPEEDBOLT's ongoing #1 goal is to continue to grow their business by fulfilling their clients' needs. They truly love their customers and have the utmost satisfaction in making each client pleased with their experience at SPEEDBOLT Printing Solutions. They feel very fortunate to be a part of a business that fully intends to make everyone happy, every time their clients support them.





## Windsor Meats Ltd.

SERVICE EXCELLENCE AWARD  
(11+ EMPLOYEES) FINALIST

<https://www.windsormeats.com/>

Windsor Meats Ltd. is a retail butcher and grocer that provides high quality, sustainably raised meat as well as a large selection of both local and imported dry and freezer goods. Windsor has a passion for producing in-house products, from frozen meal products or marinades (all made in house), or sausages, they want to create products that people can only find with them. Windsor is a company made up of people committed to providing the best dining experience possible for their clients, and they only serve products that we would be proud to serve their own families.

Windsor's team does an exceptional job of building long-term relationships with its customers through personalized service, and a genuine interest in the cooking habits of all who shop with them. Their staff go out of their way to always ask how a customer is cooking their protein, suggest favourite recipes or products of their own, and remember customers upon their return in order to follow up and receive feedback. They are always striving to improve what we offer in the store, and have a "never say no" policy.

The combination of empathetic, expert customer service ensures personalized and convenient interactions across all touch points. In addition, Windsor's loyalty program and tailored communications help to deepen customer relationships, while a commitment to continuous innovation and improvement fortifies the store's capacity to perpetually exceed evolving customer expectations.



BUSINESS EXCELLENCE  
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## 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 (i.e. advancement, leadership and professional development);
- 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

THE HARLEQUIN THEATRE SOCIETY

NOMAD COFFEE

PRESENTATION HOUSE THEATRE

*Presented by*







## The Harlequin Theatre Society

EXCELLENCE IN EQUITY  
AWARD FINALIST

<https://www.theharlequintheatresociety.com/>

The Harlequin Theatre Society offers mentorship opportunities, annual programming, and spearheads productions to assist underrepresented and emerging artists in developing their portfolios. They hire based on talent and potential, with special focus given to underrepresented voices. They look for artists who have strong existing portfolios, but who have not yet been afforded opportunities to work on large productions or with complex gear. They have a robust code of conduct to prevent xenophobia and abusive behaviour at work, and believe in a top-down leadership system; by placing underrepresented voices in key roles, we are more likely to have a diverse overall team.

The Society's next short film is being created with two Indigenous writers at the helm. They have bi-monthly meetings to discuss how to improve the script and stay faithful to Indigenous cultural traditions without pan-Indigenizing their content. On their recent short ZIP, they brought in an all-MENA cast and Iranian cultural consultant to execute the vision.

This nonprofit organization stands out because it helps people grow as individuals and is not just self-serving. For example, they mentor actors who go to them without representation or demo reel material. They leave with hours worth of footage, new materials such as updated resumes and cover letters, and with some of the best agents in Canada. They believe that when their artists grow, the Harlequin Theatre Society grows with them!





## NOMAD Coffee

EXCELLENCE IN EQUITY  
AWARD FINALIST

<https://www.nomadyvr.ca/about>

NOMAD Coffee is North Vancouver's only coffee shop to eliminate single use coffee cups. Their staff is made up of multiple demographics, ranging from the age of 23 - 59, with have a multicultural team that is 80% female.

NOMAD serves mostly North Vancouver residents that live/work/play in our neighbourhood... including young Families, High-School students, Seniors, and large numbers of people on their daily dog walks. We also attract customers from other areas of Metro Vancouver who visit to support our sustainability initiatives.

NOMAD Coffee has been lucky enough to support multiple areas of the North Vancouver community. We have provided food donations to a local charity that operates to help female refugees to find work in Canada and we have supported the North Van Cares Foundation by donating to their annual gala. In addition, NOMAD has also worked alongside a local high school to provide work experience to students, training them in social media management and sustainable business management.

They recently ran an initiative to plant a tree for every coffee sold in the space of a 2 week period, resulting in an even better feeling for each customer, knowing that their impact was two fold.



## Presentation House Theatre

EXCELLENCE IN EQUITY  
AWARD FINALIST

<https://www.phtheatre.org/>

Presentation House Theatre is a theatre company. Every show they present or produce will be of the highest professional standard while also appealing to the diversity of the North Shore.

PHT's audience includes a wide range of people as their programming aims to serve the diversity that's reflected in the population in North Vancouver. They offer programming that appeals to both families and older generations alike. As a cultural hub they have a wide range of groups using their facilities, including youth groups and adult art classes.

PHT staff is reflective of the diversity of the North Shore, ranging in ages from 23 to 50+. Over half of their staff identify as women or non-binary and make up a larger part of the senior leadership of the company. Roughly 40% of their staff identify as BIPOC.

Part of the overall goal of the PHT is to ensure their programming is as accessible to the public as possible. They offer subsidized tickets to community groups who would otherwise find ticket price to be a barrier. They have subsidized their youth programming so every child is able to take part in the joy of storytelling. Every year they host free community events which welcome the wider North Vancouver community to see the work indigenous artists in our neighborhood are making. They believe there is a place for everyone at PHT and work to make sure that anyone who visits can see themselves reflected in their work.





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# 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

HATZ HAIR STUDIO

NOMAD COFFEE

SEASPAN

Presented by **Ratcliff** LLP



## Hatz Hair Studio

ENVIRONMENTAL INITIATIVE  
AWARD FINALIST

<https://www.hatzhairstudio.com/>

Shaun Mitha opened Hatz Hair Design Inc in 1992. His hands-on approach ensures the highest service standards and client satisfaction, demonstrating his deep commitment to success.

Hatz Hair is your sustainable beauty destination, where their dedicated team of expert stylists combines eco-conscious products with exceptional haircare services. They are known for their commitment to ethics, using cruelty-free and environmentally responsible products like ammonia-free colour and vegetable-based stains. Their vision is to lead in sustainable beauty, fostering a positive and nurturing atmosphere for their clients. Hatz Hair is setting new standards, and redefining the beauty experience with their talent and unwavering dedication to sustainability.

What makes Hatz unique is our strong commitment to sustainability, ongoing education, and community involvement. The following initiatives reflect their commitment to a greener future: the use of cruelty-free, eco-friendly haircare products; the use of energy-efficient lighting and appliances; minimizing waste; water saving approach to help conserve water. Sustainability not only aligns with Hatz's values but also gives them a competitive edge by building a positive reputation, saving costs, and fostering innovation.

Hatz embraces multiculturalism, and values diversity in colour, race, and gender. They are a salon that celebrates its vibrant, inclusive community, where everyone is welcome.





## NOMAD Coffee

ENVIRONMENTAL INITIATIVE  
AWARD FINALIST

<https://www.nomadyvr.ca/>

NOMAD Coffee is North Vancouver's only coffee shop to eliminate single use coffee cups. Their Bring Your Own Cup concept ("BYOC") has saved 60,000 single use cups from going to landfill, saving approximately 6 tons of CO2 during their first 18 months of operation.

NOMAD Coffee has championed the use of reusable cups by adopting a 'Bring Your Own Cup' policy. This achievement marks a significant step towards a more sustainable future and demonstrates that success in the retail coffee industry can be sustainable. The impact of their effort to eliminate single-use coffee cups cannot be overstated. By encouraging customers to embrace the BYOC concept, NOMAD has empowered individuals to make conscious choices that have a positive impact on the environment. The cumulative effect of these individual actions has resulted in the prevention of an incredible amount of waste, helping to preserve the planet for future generations.

The coffee industry is typically associated with fast pace consumption of coffee on the go. NOMAD Coffee has demonstrated that the daily coffee routine does not require a "to go" paper cup. They offer 5 alternatives: BYOC; rent a cup (pay a \$2.00 refundable deposit); buy a reusable cup (from \$3.00); take away a no-cost reusable cup using a drop off partner ([www.reusables.com](http://www.reusables.com)); or stay for a while and drink from a ceramic cup.





## Seaspan

ENVIRONMENTAL INITIATIVE  
AWARD FINALIST

<https://www.seaspan.com/>

Seaspan ULC includes the Seaspan Shipyards and Seaspan Marine Transportation divisions. Seaspan Shipyards is a leader in the ship design, engineering, building and ship repair industry, and a trusted partner on a range of projects for government and the private sector.

Seaspan has pioneered the use of battery and Liquid Natural Gas (LNG) hybrid powered ferries and increased their use of renewable fuels across their fleets with biofuels and renewable natural gas to minimize their carbon footprint. Seaspan Shipyards also supports its customers in meeting their emission reduction targets. For example, Victoria Shipyards converted two vessels last year to LNG. They helped launch HaiSea Marine - a partnership with the Haisla Nation - an innovative and industry leading new battery-powered and low emissions tugboat program. It includes the world's first fully electric harbour tugboats, along with dual fuel (LNG and Diesel) escort tugboats and is one of the greenest tugboat fleets in the world. Seaspan Ferries has established itself as a leader in marine emissions reduction initiatives through use of LNG, biofuels, batteries, shore power and operational efficiency improvements that has resulted in a 93% reduction in particulate matter and a 92% reduction in nitrogen oxides. Seaspan Ferries has also made industry leading advancements to reduce emissions in its terminal operations.



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## 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;
- Extends community support above and beyond their business or professional responsibilities.

## FINALISTS

**BUFFALO BUFFALO LABS INC.**

**NEXERA ROBOTICS**

**ZEN MAKER LAB**

*Presented by*



SCHOOL OF BUSINESS  
**CAPILANO UNIVERSITY**





## Buffalo Buffalo Labs Inc.

INNOVATION AWARD  
FINALIST

<https://www.buffalobuffalo.ca/>

Buffalo Buffalo is a future-forward game studio with a focus on Virtual Reality (VR) and Generative Artificial Intelligence (AI). They strive to create captivating, immersive experiences that are brimming with surprises.

Their innovative process starts with brainstorming unconventional narratives and game mechanics. They further this innovation by applying Generative AI, including Large Language Models and Voice Synthesis, to create dynamic in-game elements, resulting in unique playthroughs each time. Buffalo Buffalo's commitment is to push the boundaries of traditional gaming, making it an evolving, engaging experience using the latest technologies.

The company's uniqueness stems from blending narrative depth with advanced technology. While many studios focus on either compelling storytelling or technology, Buffalo Buffalo harmoniously marries the two. Inspired by linguistics, as seen in their name, they use Generative AI not just as a tool, but as an integral part of the game's narrative and design. As the industry shifts towards AI and VR, our approach serves as a gold standard for integrating the two technologies seamlessly. They're inspiring their peers to view Generative AI not just as a tool, but as a co-creator, and are raising the bar for narrative depth in VR games.



## Nexera Robotics

INNOVATION AWARD  
FINALIST

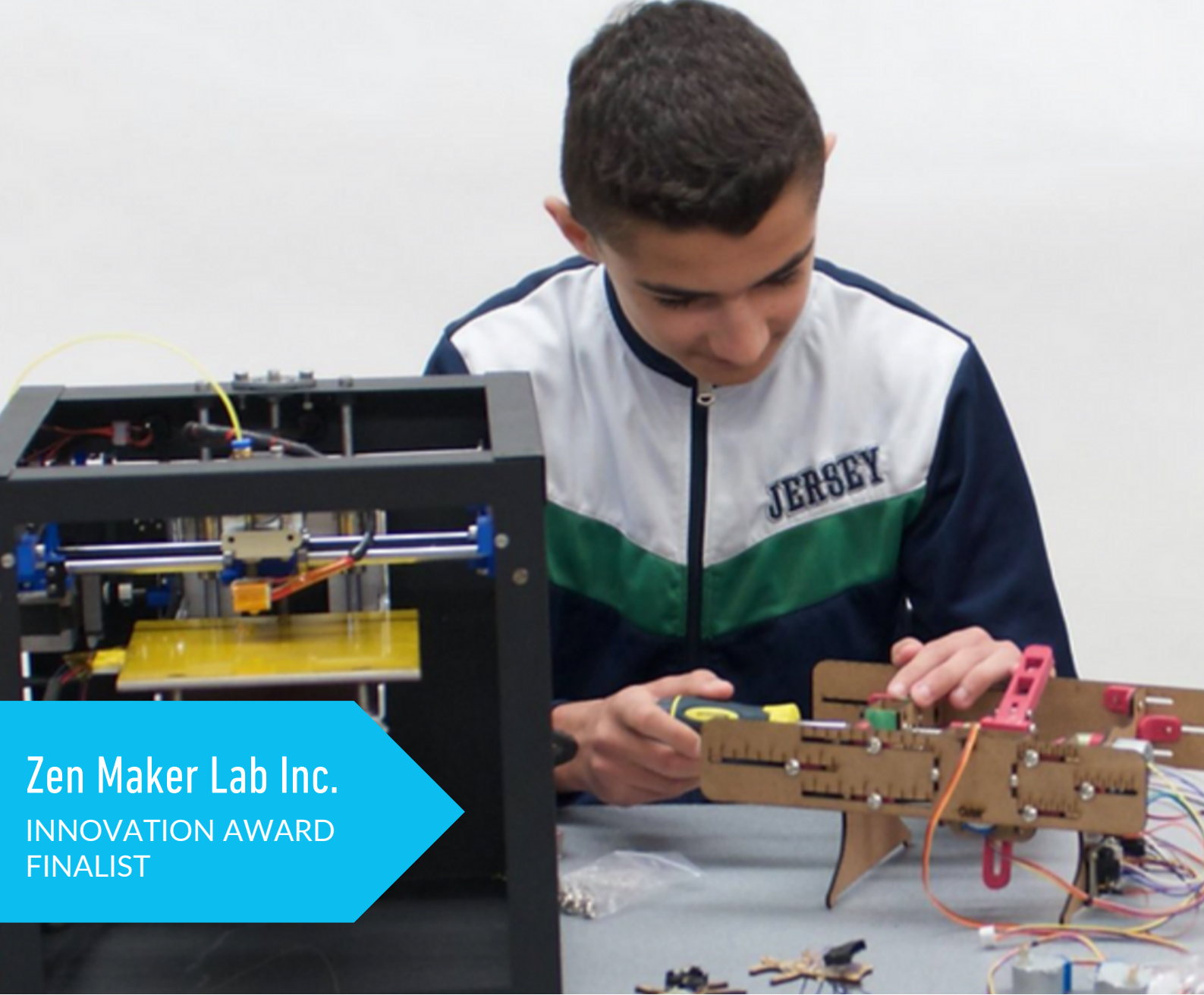
<https://nexera-robotics.com/>

The state of the art gripper technology developed by the team at Nexera Robotics over the past 5+ years has evolved into a leading technology. There is nothing else like it on the market anywhere in the world. Nexera Robotics developed the ability for robotics to grasp the most diverse set of objects in the most challenging orientations. From boxes, to porous, delicate and heavy objects, the Nexera gripper can grasp and move almost any item.

The evolution to date of the Nexera gripper has the top Robotics companies in the world invested. With so many companies moving to e-commerce models the past four years, the demand to move varying objects from a warehouse to a box that will be shipped, has grown exponentially. The Nexera gripper will have companies using more robots and less physical man power than ever before. This in turn saves money, moves items faster and with no damage.

Nexera has developed ground breaking technology to address advanced needs for robotics. Specifically the company is addressing unmet needs in the market for e-commerce and logistics handling of items. The company has attracted the attention of top tier customers and investors in its sector.





Zen Maker Lab Inc.  
INNOVATION AWARD  
FINALIST

<https://www.zenmakerlab.com/>

Zen Maker Lab has been Canada's premier leader in STEM/STEAM programs for children and youth since 2013. They were one of the first children and youth focused maker labs in North America and have been known for their high-quality, innovative programs ever since. Zen Maker's mission is to inspire and empower the next generation of designers, makers and healthy and active citizens. They develop innovative STEM/STEAM project kits as well as learning management software and a teacher assistant, collaborative and AI-enabled robot.

Zen Maker Labs has a world class engineering and product development team that makes engaging STEM projects for children and youth as well as innovative product offerings for teachers such as their NRC-supported teacher assistant robot. They are in the process of developing innovative inventory, purchasing, and learning management systems to help support their future scaling to other locations and growth.

They are unique in that their STEM/STEAM curriculum is very engaging and hands-on and teaches in many cases university level science and technology concepts and projects to elementary and secondary school children and youth. Zen Maker Labs has processes in place for continuous improvement and are constantly looking at how they can improve their processes to provide high quality, memorable programs at a reasonable price.



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## 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

AVA MUSIC & ART CENTRE

NORTH CONSTRUCTION LTD.

PURE DESIGN INC.

*Presented by*



**Western  
Stevedoring**



## Ava Music & Art Centre

BEST EMPLOYER AWARD  
FINALIST

<https://avamusic.com/>

Ava Music and Art Centre offers a diverse range of artistic and educational services such as music lessons, art classes, acting and theatre programs, film and directing courses, as well as piano tuning services. Their centre also has music store with a variety of instruments and accessories.

Ava Music and Art Centre's staff represents a diverse and inclusive workforce, reflecting the vibrant North Vancouver community. They are proud to have a mix of various backgrounds, ages, and experiences, with an emphasis on gender and cultural diversity. Ava's staff makeup is an essential part of their organizational strength and success.

The company is unwavering in its dedication to fostering an inclusive workplace. Their commitment to diversity and equity is exemplified by their proud recognition as the inaugural recipient of the North Vancouver Chamber Business Excellence Award for Equity. They continuously advance their efforts for equity through the following initiatives: diversity recruitment; inclusive policies, and staff resource groups. Ava Music and Art Centre fosters an environment where staff-led affinity groups flourish, offering a platform for staff to initiate and support initiatives that champion diversity and inclusion within the workplace. These groups are an essential part of Ava's commitment to a more inclusive and equitable workforce, which they believe is vital for both our success and the betterment of our community.



# North Construction Ltd.

BEST EMPLOYER AWARD  
FINALIST



<https://north-construction.com/>

North is a heavy civil construction company that is primarily involved in earthworks, otherwise described as, "getting the ground ready to build on". They focus on steep terrain and projects that are seen as difficult to complete due to logistics or location.

North is always seeking opportunities for their employees to participate in workshops, training sessions, or educational seminars that focus on developing their workforce. They like to give their employees the autonomy to try out different techniques, tools, and software. They also have a program called "North U", where employee's are able to take any relevant course of their choice, whether it's something they have never done before or simply to continue their education. North will cover the expense of enrolling in the course and reward employees with a "point system" and prizes upon completing them.

North Construction believes that hard work deserves reward. They love treating our employees to social events and provide opportunities to socialize and try new things. We offer competitive wages and understand the importance of work life balance. North Construction strongly instills equity, diversity, and inclusion in the workplace and company culture. Overall, they have a very supportive and inclusive company environment and ensure everyone feels safe and welcomed.





## PURE Design Inc.

BEST EMPLOYER AWARD  
FINALIST

<https://www.purebyamimckay.com/>

PURE Design Inc has three parts: a full service Interior Design firm, construction management, and PURE Shoppe that sells homewares, artisan goods and art.

Everyone is welcome at PURE Design. PURE has had a diverse team over the last 23 years, and they wholeheartedly support inclusion and equity. PURE Design encourages several team members to work from home. This helps with the cost of gas and child care for team members and allows for flexibility. Ami is very generous with encouraging her team to take time off and to have a healthy work/life balance. It is very important to Ami to have a cohesive team that enjoys working together. The number one qualification for employment is to be kind, inclusive, and a team player, which everyone appreciates and is motivated by. Ami has a relationship with each team member and believes everyone who works for the PURE team knows they can go to her with issues and for to help with problem solving.

PURE Design provides detailed one on one training for new hires. They believe in employee development, culture of hiring and promoting from within first. Employees are constantly given the opportunity to learn new things and the company provides paid training. The work environment is friendly and open, and employees are given a voice. They have a tight knit team.



BUSINESS EXCELLENCE  
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## 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;
- Extends community support above and beyond their business or professional responsibilities.

\* Before December 31st

### FINALISTS

AVA MARIA SAFAI  
THE HARLEQUIN THEATRE SOCIETY

DEVON HAMIDI-KIRCHNER  
WINDSOR MEATS LTD.

HOPE MIKAL  
UNICORN MARKETING CO.





Ava Maria Safai  
The Harlequin Theatre Society  
YOUNG ENTREPRENEUR  
AWARD FINALIST

<https://www.theharlequintheatresociety.com/the-company>

Ava Maria Safai is the Artistic Director of the The Harlequin Theatre Society spearheads film and theatrical productions to assist underrepresented and emerging artists in developing their portfolios.

Going from managing six artists to over 100 on one given day is a unique challenge and one that Ava Maria has risen to. It takes a different kind of leadership to be able to command a set of that number of workers compared to a skeleton crew. Ava Maria has maintained positive relationships with all of her artists, and many of them come back to work for free or very little year after year, which is why she is committed to getting them salaries in the short term. Her projects have also been well-received by the public.

The Harlequin Theatre Society was founded with \$0 to kickstart it. Ava Maria and her Associate Artistic Director relied heavily on the talent of their artists and Indiegogo campaigns to prove they deserved additional funding. Their key initiative was creating the Harlequin Incubator, which directly mentors 6-8 actor-writers each year and turns their co-written script into a large-scale project every August. Ava Maria has committed over 1000 volunteer hours to ensuring that these projects get made.

A portrait of Devon Hamidi-Kirchner, a woman with long, wavy brown hair, wearing a white shirt and a grey vest. She is looking slightly to the left of the camera with a gentle smile.

## Devon Hamidi-Kirchner Windsor Meats Ltd.

YOUNG ENTREPRENEUR  
AWARD FINALIST

<https://www.windsormeats.com/the-windsor-promise>

Devon is the General Manager and part owner of Windsor Meats Ltd. - a retail butcher and grocer that provides high quality, sustainably raised meat as well as a large selection of both local and imported dry and freezer goods.

The biggest risk Devon has taken is trusting her skills, as she invested financially in a company that has been her passion for over a decade. Growing the business from two stores to 5 in the years she has been with the company, nurturing and mentoring her teams and consistently searching for new and innovative programs and products (some which bear fruit, and many that do not!) are what she is most proud of in her time with Windsor.

Devon has pushed hard for inclusivity in Windsor's hiring, as being a queer woman she has faced many challenges over the years in a very male-dominated, typically homogenous industry. It is important to her to break down barriers for those interested in learning the art of butchery so that in the future the industry is more vibrant and diverse than it is today. Devon feels the majority of her professional growth came from "wearing many hats", as she has always been responsible for multiple aspects of the business, and have grown alongside it. She has faced each challenge with an openness, curiosity and understanding that making mistakes is part of the process. Leading with compassion, empathy and respect has helped Devon to leverage the individual skills and talents of every person on her team to achieve success together.





Hope Mikal  
Unicorn Marketing Co.  
YOUNG ENTREPRENEUR  
AWARD FINALIST

<https://unicornmarketingco.ca/>

Unicorn Marketing Co. was started as a passion project during the pandemic. Unicorn became a freelancing outlet for Hope to work on creative projects, meet new people, and find joy. Whether you are a part-time creative, aspiring entrepreneur, or a longtime professional, Unicorn Marketing Co. believes that marketing should be fun and represent your business. Their team handles everything from design to strategy and every little thing in between! They create custom strategies for small businesses, entrepreneurs, non-profits and e-commerce businesses.

Unicorn Marketing Co. embodies a unique blend of values and qualities. From the very beginning, Hope's journey with Unicorn Marketing Co. was driven by exceptional initiative—a passionate quest to bring magical marketing to all. Hope's commitment to authenticity shines through in every project Unicorn Marketing Co. undertakes, ensuring that their marketing solutions are both genuine and one-of-a-kind. As a company, they place great importance on education and teamwork, fostering an environment of continuous learning and collaboration that enhances their business skills and propels them toward long-term success. What truly sets them apart is their unwavering dedication to the community. Through leadership, peer mentoring, and inclusive practices, Unicorn Marketing Co. actively supports its community, going above and beyond their business responsibilities. This commitment to community extends to personal achievements and building trust within our community, core values that define Unicorn Marketing Co.'s essence.



## 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:

- 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;
- 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;
- Recognized role as a strong business partner through active involvement in supporting the community, charitable and civic organizations.

## FINALISTS

HANNA INFRASTRUCTURE

LAUTEN WOODWORKING

NORTH SHORE LAW LLP

*Presented by*





## HANNA Infrastructure Ltd.

BUSINESS OF THE YEAR  
AWARD FINALIST

<https://www.hannainfrastructure.com/>

Hanna Infrastructure is a general contractor that designs and builds infrastructure such as roads, bridges and pump stations.

They have a varied employee base made up of engineers, managers, skilled crafts people, accountants and more. They stand apart from their competitors with their hands on operation and acute focus on overall project delivery and client satisfaction. From the project's inception to the completion, Hanna's clients receive the full intention of their organization, from the skilled labour on site up to the CEO.

The company's main success is driven by the diversity of its team and employees. They have multi-national backgrounds and are gender diverse. The key to their success is what each employee adds to their organization, no matter who you are or where you came from. Hanna Infrastructure focuses training and transforming the knowledge and information from the senior staff to the new generation.

Hanna Infrastructure is currently shortlisted for nomination of the Bridge Contractor of the Year for their 16 Million contract at HWY 3 by Manning Park



# Lauten Woodworking Ltd.

BUSINESS OF THE YEAR  
AWARD FINALIST



<https://www.lautenwoodworking.com/>

Lauten Woodworking manufactures high quality cabinetry and millwork mostly for single family homes. Their client base ranges from contractors, designers and architects, to single family home owners.

Since establishing their business in 2006, Lauten has built a name in the industry for creating architectural millwork of the highest quality, employing state-of-the-art technology and utilizing world-class wood finishes. Based in North Vancouver, they have become the go-to partner for designers and architects in the region, specializing in luxury residential and commercial projects. They continuously strive to exceed industry standards, catering to a discerning high-end clientele. Their commitment to excellence is evident in their relentless pursuit of superior products that offer outstanding performance while minimizing environmental impact.

Lauten Woodworking is 50% owned by a female which is highly unusual for a trade, specifically woodworking and cabinetry. Kate has 3 children, the youngest of which is 7 months old and regularly accompanies Kate to the office and is present at meetings. Lauten believes women and mothers can play active and valuable roles in the workplace and trade environments. In addition, Lauten employs an extremely diverse group of highly skilled craftsman from all over the world who contribute their unique skill sets to the work environment.





## North Shore Law LLP

BUSINESS OF THE YEAR  
AWARD FINALIST

<https://www.northshorelaw.com/>

North Shore Law LLP is a full service community law firm, employing a team-based approach to the practice of law. They primarily represent the interests of individuals and businesses in South Western British Columbia, with the majority of their clients coming from the Metro Vancouver area. While some of their clients are large companies, most are individuals and small, family held, businesses.

In an environment of increasing specialization and boutique firms that tend to centralize in the downtown core, North Shore Law LLP has remained a relatively small, full service, community based firm. Their team is comprised of lawyers, paralegals, legal administrative assistants and administrative staff. 43% of our lawyers are female. Our support staff (paralegals, legal admin assistants and administrative staff) is 97% percent female.

North Shore Law LLP has positioned its firm to appeal to clients who are seeking reliable legal advice, and they do not compete on price. They try to provide an environment that is professional and up to date, but simple and not extravagant so as to reflect our value proposition. Their identity is local and their branding reflects their community roots. That said, as a service provider, their reputation is more important than anything else, and they enjoy a reputation for doing quality work, on time, and at a fair price.





BUSINESS EXCELLENCE  
**AWARDS**  
NORTH VANCOUVER CHAMBER

*Congratulations*

to our

**WINNERS &  
FINALISTS!**

**#NVchamberbea**

