



Annual General Meeting Minutes

Corner Brook Civic Centre

February 25, 2020

1. Approval of Agenda
2. Adoption of Minutes of February 26, 2019 Annual General Meeting
3. CEO Report
4. Chair's Message
5. Treasurer's Report
6. Appointment of Auditors
7. Announcement of 2019 HNL Board of Directors
8. Business Arising
9. Adjournment

The meeting was called to order at 1:15 p.m. There were 50 voting members present.

1.0 Approval of Agenda

Bruce Sparkes moved the agenda be accepted as presented. Seconded by Darlene Thomas.
Motion carried.

2.0 Adoption of Minutes of 2019 AGM

The minutes of the AGM on February 26, 2019 were presented for approval. Lisa Martin moved the minutes be accepted as presented. Seconded by Ed English. **Motion Carried.**

3.0 CEO Report

Craig Foley delivered the CEO Report, highlighting the following key points:

- **Policy** – HNL continues to foster relationships with government on a federal, provincial and municipal level. As part of the Tourism Industry Association of Canada, HNL participated in Hill Lobby Days in Ottawa. On a provincial level, HNL met with all three political parties and continues to development relationships with government departments. HNL continues to meet with municipalities and Municipalities NL.
- **Membership and Networking** – HNL facilitated a number of networking events for members during 2019:
 - TIAC Tourism Town Hall – held in Bonavista in April of 2019 in conjunction with a meeting of the HNL Board of Directors.
 - Golf Classic 2019 – held at The Wilds at Salmonier River in September of 2019 in conjunction with a meeting of the HNL Board of Directors

- Tourism Week – held at the Manuals River Interpretation Centre in May of 2019 in conjunction with a meeting of the HNL Board of Directors
- Atlantic Canada Showcase – October 2019 at the St. John’s Convention Centre
- Roadshow – various locations throughout the province.
- **Skills and Knowledge** - In 2019, more than 500 tourism front-line employees from across the province participated in customer service training.
- **Commercial Property** – HNL continues its search for a commercial property to help ensure the financial sustainability of the organization. An internal process has been developed to look at the impacts of this venture.
- **NL Tourism Board** – Vision 2020 ends in December 2020. HNL is presently in the process to secure funds to hire a facilitator to start the new vision process. New planning is expected to be underway in 2021.
- **Access** – HNL is leading a group of all sectors involved in access to lead an access action plan. Currently the sectors involved include tourism/hospitality; oil and gas; mining and business. The current plan is to pool resources and create a strategy.
- **Unlicensed Accommodations** – this issue has a long history going back to the 1970’s. The inequity is in the regulations and application to licensed properties versus unlicensed properties. HNL is working on a whole government approach to handle the issue of enforcement of regulations.

A number of points were brought forward with regards to unlicensed accommodations:

- There is a loss of tax revenue and insurable wages due to unlicensed properties
- HNL needs key people in all regions to lobby government
- Unlicensed property rentals also affect restaurants, bars and taxi services
- Adding room levies in the city does not address the issue
- The industry needs a comprehensive approach to bring unlicensed properties on board
- Industry needs to push for timely action from government

4.0 Chair’s Message

Larry Laite delivered the Chair’s Message for 2019 highlighting a number of key points:

- **Advocacy and Communications** – HNL worked on behalf of members, meeting with elected officials and stakeholders, preparing letters and submissions, clarifying issues, supporting other tourism stakeholders and highlighting the concerns of industry operators to ensure that the needs of the industry are acknowledged and that we are respected as a significant and sustainable economic driver and employer.
- **Policy Issues** - The most prominent policy initiatives for Hospitality NL in 2019 were short-term rental regulation, regulatory/legislative changes impacting tourism operations and access to the province.
- **Skills and Knowledge** – HNL has a provincial mandate to lead and coordinate tourism skills and knowledge initiatives. In 2019, HNL completed a roadshow with 5 stops around the province for our Knowledge Exchange workshop series and launched two new customer service training programs. Another successful Tourism Job Fair was successfully implemented in 2019, featuring prominent tourism employers from around the province who were connected with an elaborate network of job seekers to help them build an inclusive pool of potential employees for their business. HNL continues its 3

year research and training Reskill project, aimed at reskilling non-tourism sector workers for employment in the tourism industry. A number of successful workshops took place in 2019 as well as the launch of Serve Responsible NL.

- Membership and Networking – HNL continues to create and maintain relationships with industry members through events and networking sessions.

Further details are included in the Hospitality Newfoundland and Labrador 2019 Annual Report available at www.hnl.ca

5.0 Treasurer's Report

Tourism Industry Association of NL (HNL)

The Chair of the HNL Finance Committee, Brenda O'Reilly, presented the Treasurer's Report for the Tourism Industry Association of NL.

Cathy Lomond moved the 2019 Financial Statements for Hospitality NL be accepted. Seconded by Lisa Martin. **Motion Carried.**

TIA Holdings

The Chair of the HNL Finance Committee, Brenda O'Reilly, presented the Treasurer's Report for TIA Holdings. The current assets totaling \$278,684 are held in a GIC to be used in the future acquisition of a building. The Board of Directors continues an active search for a property with the potential to lease excess space as a component of future financial stability for the organization.

Audited statements for the Tourism Industry Association of NL and TIA Holdings are available from the HNL office

Chris Moss moved the Financial Statements for TIA Holdings Inc be accepted as presented. Seconded by Lisa Martin. **Motion Carried.**

6.0 Appointment of Auditors

Brenda O'Reilly called for a motion for the appointment of the auditors for Hospitality NL and TIA Holdings.

Deborah Bourden moved that J. F. Gough Chartered Accountants be appointed as auditors for Hospitality NL and TIA Holdings for 2020. Seconded by Joe O'Brien. **Motion Carried.**

7.0 Announcement of 2020 Hospitality NL Board of Directors

Larry Laite thanked the 2019 Board of Directors for their contributions with special note to outgoing Board members Darlene Thomas and Lisa Martin.

The members of the 2020 Board of Directors were introduced as follows:

Returning to the Board of Directors:

- Joe O'Brien, O'Brien's Whale & Bird Tours; Director
- Steve Denty, Murray Premises Hotel; Director
- Deborah Bourden, Alphabet Fleet Inn B&B; B&B Sector Representative
- Brenda O'Reilly, O'Reilly's Irish Newfoundland Pub; Director

- Ed English, Linkum Tours; Director
- John Devereaux, Edge of the Avalon Inn; Director
- Chris Moss, Lightkeeper's Café; Food and Beverage Representative
- Tara Saunders, Qalipu First Nation; Director

New to the Board of Directors:

- Kelly Finlay, The Wilds at Salmonier River; Director
- Cathy Lomond, Hotel Port aux Basques; Hotel/Motel Representative

9.0 Business Arising

There was no further business.

10.0 Adjournment

Motion to Adjourn

As there was no further business, Darlene Thomas moved the meeting be adjourned. Seconded by Julie White. **Motion Carried.**

The meeting adjourned at 3:10 p.m.