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Mastering new networks

If Québec businesses need to venture into new markets, there is certainly a way for us to stack the cards in our favour by making use of the best tools available.

Today new information technologies offer simple, effective and user-friendly ways to reach new customers and increase exports. These tools improve contact, reduce the pressures of time and space, even transform our ways of organizing ourselves, and open new horizons.

In Québec, 86% of small and medium-sized businesses are connected to the Internet. Of this number, 90% are equipped with a high-speed or very high-speed connection. So Québec businesses are ready to operate at the Web 2.0 level.

An important lesson that can be drawn from the speakers' presentations is that doing business in Web 2.0 requires constancy and transparency, because everything that is put on the Web will be known in a flash. The age of the Web requires a serious commitment on the part of senior management, because success rests not only on technology but also on mastering interactions and networks. Just as Generation C has forced companies to change how they operate, consumers themselves are pushing these same companies to do business on the Web.

More than ever, businesses that will be successful are those who put innovation and imagination at the core of development. The FCCQ's 2009 Annual General Meeting proposed new ground to explore and daring new ways to innovate. And the conference did all this while remaining carbon-neutral; the GHG emissions resulting from the event were offset by carbon credits.



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With its wide network of 158 chambers of commerce, the FCCQ represents more than 40,000 businesses and 100,000 business people involved in all sectors of the economy throughout Québec. The FCCQ strongly supports its members' interests in matters of public policy, thus promoting an innovative and competitive business environment.



The Fédération des chambres de commerce du Québec is pleased to present the members of its 2009-2010 Executive Board.

2009-2010 Executive Board

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L'EXCLUSIF

FCCQ Member Newsletter



FAIRE AFFAIRES AUTREMENT!
La force du réseau

2009 CONFERENCE - A Different Way of Doing Business!

The 2009 Annual General Meeting of the Fédération des chambres de commerce du Québec (FCCQ) took place in St. Sauveur against the backdrop of an economy that seems to be emerging from a difficult recession. The Federation would like to thank the chambers of commerce in the Laurentians region for their dedication and untiring work in making the event possible.

Throughout the economic crisis, the Fédération repeated in every forum that Québec businesses needed to take advantage of the economic slowdown to train their labour force, invest in new technology and explore new markets in order to be ready when the turnaround arrived.

Now that there are clear signs that the economy is rebounding, the time has come to ask ourselves how businesses can take concrete action to prepare for the new economy and how chambers of commerce can support these efforts.

Under the theme "A different way of doing business," the Federation explored ways of positioning businesses and the chambers of commerce favourably in the post-crisis environment.



Toward new alliances

During the recent economic upheaval, entrepreneurs became aware of the importance of diversifying their markets.

Over the weekend, speakers and representatives from bilateral chambers of commerce showed that it is possible to become less dependent on traditional markets. Apart from the financial investment, investing in oneself is crucial to conquering a new market. For some entrepreneurs, learning to speak Mandarin to do business with the Chinese should be a key component of their new business strategy.

internationale du Manitoba reminded delegates that there are hundreds of thousands, even millions, of Francophones who live right next door to us and who are often overlooked by Québec entrepreneurs who fail to tap into these business opportunities.

These agencies work to promote and enable exchanges between Francophile and Francophone businesses at the national and transcontinental level.

If they truly want to keep pace with globalization, small and medium-sized businesses will need to show proof of steadfastness and perseverance. More than ever they will need to turn to available government programs and services. No doubt the best advice of the weekend was to view their failure internationally

as a necessary step in the learning process on the path to ultimately achieving success. » Continuing on page 4



Richard Payette, chair of the FCCQ's Board of Directors takes over from Roch L. Dubé, past-chair, seen here with FCCQ president and CEO Françoise Bertrand

Conference speakers also warned against focusing on apparent similarities between markets. France and Québec may share a common language, but it does not mean that we conduct business in the same way. The Centre de la francophonie des Amériques and the Agence nationale et

THE ANNUAL MEETING IN PHOTOS

THURSDAY, OCTOBER 2 AND FRIDAY, OCTOBER 3

More than 350 conference delegates gathered from October 2 to 4, 2009, in the Laurentian town of St. Sauveur to discuss ways of doing business in a new global environment that has been transformed by the emergence of new information technologies.



PLENARY SESSIONS, WORKSHOPS AND SEMINARS

Throughout an event-filled weekend, conference delegates took part in an array of workshops focusing on Web 2.0, market diversification and globalization, and export.

They also had the opportunity to hear several well-respected speakers, including the Honourable Stockwell Day, Minister of International Trade Canada and Minister of the Asia-Pacific Gateway; Pierre-Marc Johnson, lead negotiator for Québec in talks toward establishing a Free Trade Accord between Canada and the European Union; and France Dionne, Québec Delegate to Boston.



Left to right : Stockwell Day, Minister of International Trade Canada and Minister of the Asia-Pacific Gateway
• Pierre-Marc Johnson • France Dionne, Québec Delegate to Boston Top photo : Workshop Reports Plenary Session

The FCCQ wishes to thank the Ministère du Développement économique, de l'Innovation et de l'Exportation for sponsoring the conference, as well as all partners who have contributed to the success of this event, and Imperial Tobacco Canada for their donation.

Silver partners



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Partners



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During the evening ceremony marking the end of conference, the FCCQ, as it does each year, paid tribute to those individuals and chambers of commerce that distinguished themselves in the Québec network of chambers of commerce.

1 • CHAMBER OF COMMERCE OF THE YEAR

Chambre de commerce et d'industrie de Bécancour
In the past three years, this chamber has been a forceful advocate on behalf of its members. The chamber distinguished itself in particular by the organization of a major job fair, the "We Recycle!" challenge and the Comptoir RH staffing service. • Left to right: Richard Perron, Roch Dubé, Martine Pépin, Françoise Bertrand and Jean-François Giroux

2 • VOLUNTEER RECOGNITION AWARD

Pierre Jetté, Chambre de commerce et d'industrie de Mirabel
This award is bestowed on the volunteer who over many years has worked tirelessly on behalf of his or her chamber of commerce. Mr. Jetté has been a board member of his chamber for more than 30 years and has occupied several positions. • Left to right: Pascal Beaudry, Mr. Jetté's wife, Pierre Jetté and Lysanne O'Sullivan

3 • RECRUITMENT AWARD

Chambre de commerce de la MRC de la Matapédia
This award encourages the recruitment of new members and recognizes the work of the chamber of commerce that increased the ranks of its membership. In the last three years, the membership of the Chambre de commerce de la MRC de la Matapédia has grown by more than 600%. • Left to right: Nathalie Arbour, Françoise Bertrand and Chantal St-Pierre

4 • SPECIAL RECOGNITION AWARD

Carol Dagneau, Chambre de commerce de la Haute-Gaspésie
With this award, the FCCQ recognizes the commitment and dedication of Julie Bouchard, who has served the Chambre de commerce et d'industrie de Rouyn-Noranda loyally for 30 years. • Left to right: Françoise Bertrand, Julie Bouchard and Marguerite Saubat

5 • JEAN-PAUL-LÉVESQUE PRIZE

Monsieur Carol Dagneau, de la Chambre de commerce de la Haute-Gaspésie
This award recognizes the outstanding work of the CEO of a permanent chamber of commerce. Mr. Dagneau has distinguished himself by his competency and, especially, by his achievements in managing a chamber of commerce. • Left to right: Françoise Bertrand, Carol Dagneau and Hugo Caissy

6 • CENTENNIAL AWARD

Presented in collaboration with the Ministère du Développement économique, de l'Innovation et de l'Exportation et le Mouvement des caisses Desjardins.

Groupe SCL
The company and its affiliates, SCL Medtech and SCL Éléments, garnered the \$20,000 Centennial Award for their work in developing and providing innovative solutions in the field of industrial hygiene, wireless sensor networks and building control. • Left to right: Richard Payette, Simon Leblond, Simon Caron and Marie-Huguette Cormier

GALA AND MERCURIADES

SATURDAY, OCTOBER 3

This year for the first time, the 2009 Mercuriades Awards were handed out during the conference in recognition of exceptional "Contribution to economic and regional development" by a large business and a small and medium-sized business (SMB). Roch L. Dubé, past-chair of the Board, presented the awards.

7 • WINNER IN THE LARGE BUSINESS CATEGORY

Beenox
Beenox is now one of the most promising companies in its field and is listed among the Top 50 best video game developers in the world. Today it employs more than 315 specialized staff. The company's games are designed entirely at its studios in Québec City and enjoy international popularity. • Left to right: Roch Dubé, Virginie Faucher and Alain Kirouac

8 • FINALIST IN THE LARGE BUSINESS CATEGORY

Soprema
Left to right: Alain Côté, Richard Voyer and Diane Fortin

9 • WINNER IN THE SMB CATEGORY

Campor
Campor is an industry leader in technological innovation, research and development, training and recovery processes, and storage management for the handling and transformation of waste matter and used materials. Forty-five employees work at the company, which is currently involved in many development projects. • Left to right: Pascal Gagnon, Laurent Gagnon, Patrick Gagnon and Roch Dubé

10 • FINALISTS IN THE SMB CATEGORY

Groupe Propur
Left to right: Armand Bergeron, François Gagné and Réjean Boucher

11 • Novik

to right: Louis-André Gaudreau and Alain Kirouac

12 • SGM Automation

Left to right: Jean-François Martin, Alexis Véronneau, Sylvie Villemure and Serge Lecompte

13 • XEOS Imagerie

Left to right: Tony St-Pierre, Jean Domingue and Alain Kirouac