

ARBOR MEMORIAL SERVICES INC.
2 Jane Street
Toronto, Ontario
M6S 4W8

ANNUAL INFORMATION FORM
for the year ended October 31, 2004

Dated: January 21, 2005

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ANNUAL INFORMATION FORM 2004

In this Annual Information Form, unless the context otherwise requires, "Arbor" or the "Company" refers to Arbor Memorial Services Inc., its subsidiaries and divisions and their respective predecessors. Unless otherwise indicated, references to "dollars" and "\$" are to Canadian dollars. Unless otherwise indicated, the information contained herein is given as at October 31, 2004.

CORPORATE STRUCTURE

Name and Incorporation

Arbor Memorial Services Inc. is an Ontario corporation subject to the provisions of the *Business Corporations Act* (Ontario). On March 14, 1994, the Company filed articles of amendment to change its name to "Arbor Memorial Services Inc." and to delete the provisions contained in the Company's articles entitling the holders of Class B Non-Voting Shares to receive a minimum preferential payment of \$0.10 per share on the liquidation or dissolution of the Company. On March 15, 1994 the Company filed articles of amendment to effectively restate its articles of amalgamation dated November 1, 1978.

Arbor's head office is located at 2 Jane Street, Toronto, Ontario M6S 4W8. The telephone number for the Company at its head office is (416) 763-4531 and the fax number is (416) 763-3989.

Intercorporate Relationships

Most of Arbor's operations are carried on through its subsidiaries. The following table lists Arbor's subsidiary companies as at October 31, 2004. The table also shows the respective jurisdictions of incorporation of such companies. Arbor owns, directly or indirectly, all of the issued and outstanding shares of each listed subsidiary.

Jurisdiction of Incorporation

(a) Companies wholly owned by Arbor Memorial Services Inc.:

Arbor Jane Property Ltd.	Ontario
Arbor Memorial Services, Inc. (inactive)	Delaware
Lakeview Memorial Gardens	Quebec
Memorial Gardens Canada Limited	Canada
Trillium Funeral Service Corporation	Ontario
1053396 Ontario Limited (land holding company)	Ontario
Quebec Memorial Services Inc. (financing company)	Canada

(b) Companies wholly owned by Memorial Gardens Canada Limited:

Rideau Memorial Gardens Limited	Quebec
Memorial Gardens (Oakville) Limited (land holding company)	Ontario

(c) Company wholly owned by Trillium Funeral Service Corporation:

Remembrance Services Inc.	Ontario
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During the past two years, funeral and cemetery operations were carried on through Memorial Gardens Canada Limited, except in Ontario, where funeral operations were carried on through Trillium Funeral Service Corporation and its subsidiary; and in Quebec, where certain of the Quebec cemeteries' operations were carried on through Lakeview Memorial Gardens and Rideau Memorial Gardens Limited.

Arbor Jane Property Ltd. owns an office building located at the intersection of Bloor Street West and Jane Street in Toronto, Ontario. Approximately 53% of this building was occupied by Arbor as its head office at October 31, 2004. The remainder of the building is held for lease as office or retail space and the current occupancy rate is 100%.

GENERAL DEVELOPMENT OF THE BUSINESS

The Company is engaged in providing interment rights, cremations and funerals, together with associated merchandise and services, in eight provinces across Canada. Arbor is the successor to a business formed in 1947 to establish a national system of garden cemeteries in which beauty and maintenance efficiency would be enhanced by careful landscaping and the use of memorials. All Arbor cemeteries and funeral homes are non-denominational. Arbor has created special gardens, features and services to respectfully appeal to the traditions of many ethnic and religious groups in Canada.

Cemetery operations offer interment rights (traditional ground burial, cremation ground burial, mausolea, columbaria and other cremation products including benches and pedestals), bronze memorials, upright monuments, vaults, urns, interment services, cremation services and other related merchandise and services. The Company offers a complete range of options for personalized memorialization and prides itself on providing the best quality products and services to its customers.

Funeral homes provide a range of services that includes embalming, registration of death, the use of funeral home facilities for visitation, memorial services, funeral receptions, transportation services, cremation and the sale of caskets, urns, flowers and other related merchandise. Most Arbor funeral homes have comfortable reception lounges with fully equipped kitchens and extensive seating. In recent years, the Company has been able to increase its average sale per funeral service by providing customers with value-added merchandise and services such as receptions including the provision of food, flower packages and ancillary merchandise.

In recent years, there has been a growing trend towards cremation as an alternative to traditional burial. The Cremation Association of North America reported that the percentage of deaths where cremation was provided has steadily increased from 38% in 1995 to 47% in 2002. They also reported that the percentage is expected to grow to at least 55% by 2010. The number of cremations performed by Arbor increased as follows over the last three years: 2004 – 3.7%; 2003 – 6.3%; 2002 – 3.0%, for an average increase of 4.3%. Comparatively, interments increased as follows: 2004 – 4.4%; 2003 – 2.4%; 2002 – 2.1%, for an average increase of 3.0%. While cremation was originally seen as a less costly alternative to burial, it is increasingly accompanied by traditional funeral services and memorialization, which offsets the potential revenue decline.

Due to the trend towards cremation, the Company has been developing cremation gardens in a number of its cemeteries. These gardens are landscaped with flowers, trees, shrubs, walkways, waterfalls and ponds and provide the Company's customers with alternatives for burial or scattering, and can be accompanied by various other memorial products such as benches, pedestals, rocks, trees and memorial walls. The sale of memorial products has increased on average by 5.7% from 2001 to 2004.

Statistics Canada indicates that Canada's population has been growing at an average annual rate of 1%. Indicators such as the median age of the population also indicate that the nation's population is aging. Between 1991 and 2001, the population aged 80 and over soared by 41%, to 930,000 and is expected to increase by an additional 43% from 2001 to 2011. Similarly, the population aged 65 to 79 increased to almost 3 million in 2001, representing an 18% increase since 1991, and is expected to increase by another 18% by 2011. The number of seniors aged 65 and older is expected to grow by 97% over the 25-year period from 2001 to 2026.

The death rate in Canada was higher than has traditionally been reported for the period July 1, 2003 to June 30, 2004. Statistics Canada reported that the number of deaths for the twelve months ended June 30, 2004 had increased by 3.7% over the prior year. This compared to an average increase of 0.9% from 1999 to 2003. The increases for the years ended June 30, 2002 and June 30, 2003 were 0.6% and 1.9% respectively.

The Company's average statutory federal and provincial rate of income tax has been declining over the last three years. This has partially been due to reductions in rates at both the federal and provincial level. In addition, a corporate reorganization completed at the end of the first quarter of 2004 had an impact in that year. From 2001 to 2004, the average statutory rate declined from 43.5% to 34.6%, a reduction of 8.9 percentage points.

In November 2002, the results of the Ontario Ministry of Consumer and Business Services ("MCBS") Bereavement Sector Advisory Committee ("BSAC") were presented to the Ontario legislature as Bill 209. On December 13, 2002, the Bill received Royal Assent. The Company has played an active role on the Committee since its formation in April 2001. The legislation provides increased consumer protection as well as fostering a level playing field between participants and suggesting options for a single regulatory regime. The legislation also sets out rules for how "combinations" (funeral homes located on cemetery properties) would be permitted. The impact of combinations for the Company should be positive, as currently, Ontario and Prince Edward Island are the only provinces that do not allow funeral homes on cemetery property. When the Government proclaims the legislation, the Company will further enhance its ability to serve its customers, since 21 of the Company's 41 cemeteries are located in that province. At October 31, 2004, two of the seven regulation segments had been released. While it is

difficult to estimate the amount of time to complete the remaining segments, the Company anticipates the completion time to be between twelve and eighteen months. The legislation would be proclaimed shortly thereafter.

The Company's present priorities for future investments are as follows:

- to establish funeral homes and reception centres within its cemeteries or as stand-alone facilities in communities where there is market justification;
- to acquire or construct funeral homes that, in connection with the Company's cemeteries, will achieve the goal of seamless service to its customers; and
- to acquire property to expand existing or develop new cemeteries and to establish or expand facilities to service the growing cremation market.

In 2005, the Company expects to complete the construction of a replacement funeral home in Cap-de-la-Madeleine, Québec and a new funeral home in Markham, Ontario.

In the last two years, the Company sold two equity interests in five funeral homes and no longer holds equity investments. In the second quarter of 2004, the Company sold its equity investment in four funeral homes in Ottawa, Ontario for cash proceeds of \$6.2 million. In 2003, the Company sold an equity investment in one funeral home in Port Colborne, Ontario for cash proceeds of \$0.3 million.

The Company continues to monitor its cemetery land to identify surplus parcels that can be sold and to identify branch locations that require additional land. In 2004, the Company sold two parcels of surplus cemetery land for cash consideration of \$0.4 million and in the third quarter of 2003, the Company sold approximately 97 acres of surplus cemetery land in Markham, Ontario to a third party for \$6.5 million in cash and \$13.5 in vendor financing. In 2002, the Company acquired a parcel of land for cash consideration of \$1.4 million and disposed of two parcels of land for proceeds of \$1.3 million.

DESCRIPTION OF THE BUSINESS

General

Arbor's business was founded in 1947 to establish in Canada a national system of park-like cemeteries with memorials set flush to the ground and to develop the pre-need concept which enables consumers to make their cemetery arrangements in advance, avoiding additional emotional and financial stress during a time of bereavement. Sales were initially comprised of only interment rights for ground burials. Over the years, other related products such as bronze memorials, upright monuments, vases, candles, pictures, vaults, cremation services and interment services were made available. Mausolea and columbaria were introduced to satisfy public demand for alternatives to ground burials. In the late 1970s, Arbor commenced the construction of crematoria at several cemetery locations to address the public's growing preference for cremation. The Company currently operates 27 crematoria.

A basic goal of Arbor is to provide consumers with a complete selection of cemetery and funeral products and services. Consistent with this goal, Arbor began to provide funeral products and services and commenced sales of pre-need funeral arrangements in the 1980's. A substantial increase by Arbor in the rate of acquisition and construction of funeral homes occurred from the middle of the 1980's to the late 1990's.

In 1983, Arbor built its first funeral home on a cemetery property at Chapel Lawn Memorial Gardens in Winnipeg, Manitoba. In total, the Company has built 13 funeral homes and two reception centres on cemetery properties and has established this practice as one of its strategic priorities. Today, Arbor is the largest combined funeral home, cemetery and crematoria operator in Canada in terms of consolidated revenues from Canadian operations. It wholly owns 41 cemeteries, 27 crematoria, two reception centres and 87 funeral homes. Arbor operates in eight provinces of Canada. In fiscal 2004, Arbor performed 17,503 (2003 – 16,763) cemetery interment services, 14,303 (2003 – 13,798) cremation services and 19,132 (2003 – 18,271) funeral services at wholly-owned funeral homes.

The following table shows the number of the Company's operating facilities at the dates indicated:

	<u>2004</u> ⁽¹⁾	<u>2003</u>	<u>2002</u>	<u>2001</u>	<u>2000</u>
Cemeteries	41	41	41	40	40
Crematoria	27	27	27	27	27
Reception centres	2	1	1	1	1
Funeral homes ⁽²⁾	87	91	93	92	95

⁽¹⁾ The Company's operating locations as at October 31, 2004 are listed in Appendix "B".

⁽²⁾ In 2003, the Company wholly owned 87 of the 91 funeral homes and had a 48% interest in the remainder.

Principal Products and Services

Arbor's cemeteries and crematoria offer a variety of services and products that include interment rights, bronze memorials, upright monuments, vaults, urns, interment services and cremation services. Funeral homes provide a range of services that include embalming, registration of death, the use of funeral home facilities for visitation, memorial services and funeral receptions, and the sale of caskets, urns and related merchandise.

Products and services may be sold at the time of death ("at-need sales") or may be pre-arranged in advance of need ("pre-need sales"). Commissioned sales staff at the cemeteries arrange at-need and pre-need cemetery sales. Commissioned cemetery sales staff also arrange pre-need funeral sales across Canada, excluding Ontario and New Brunswick. At October 31, 2004, the Company had 332 commissioned cemetery sales staff. A group of 16 licensed funeral directors arrange pre-need funeral sales in Ontario, New Brunswick and Québec. At-need funeral sales are arranged by licensed funeral directors at the individual funeral homes.

Revenue from Principal Products and Services

A breakdown of revenue for the latest two fiscal years is provided below (in \$millions):

	2004		2003	
	\$	%	\$	%
Cemeteries and crematoria	90.1	46.1%	82.6	45.8%
Funeral homes	90.6	46.4%	84.0	46.5%
Other sales	0.6	0.3%	0.6	0.3%
Investment and other income	14.1	7.2%	13.3	7.4%
Total	<u>181.2</u>	<u>100.0%</u>	<u>167.6</u>	<u>100.0%</u>

Sales generated by Arbor result from sales to numerous consumers, including groups, and no one consumer or group accounts for a significant percentage thereof. In addition, sales from no one operating location contributed more than 10% of Arbor's total revenues.

Competitive Conditions in the Principal Markets and Geographic Areas

Cemetery Operations:

In Canada, cemetery operations are owned by a large number of religious, ethnic and fraternal organizations, municipal governments and other "not-for-profit" organizations in addition to commercial owners. Two large multi-national firms own a small number of cemeteries in Canada; however, their presence in the cemetery business is significantly less than in the funeral business. In addition, the Company competes with monument dealers and other providers of cemetery products and services in certain of its markets. Cemeteries range in size from under one acre to over 200 acres.

Only a small number of organizations have developed large modern cemeteries and even fewer provide a full range of services due to the significant barriers to entry. Specifically, entry into the cemetery industry can be difficult due to:

- complex cemetery regulations and zoning restrictions;
- the significant capital investment required and high land values particularly in metropolitan areas;
- land for new cemetery development being difficult to locate; and
- the desire for families to return to the same cemetery for generations.

Arbor competes in the cemetery segment by presenting well-maintained premises and a wide variety of burial space selection. In addition, the Company strives to provide products and services that appeal to the different cultural backgrounds of its customers. There is active competition in every major community in which Arbor operates cemeteries. Arbor is highly competitive in every market in which it operates.

Funeral Operations:

Although Arbor competes with two large multi-national firms that operate funeral homes in Canada, small independently owned firms, controlling one or two funeral homes, account for the largest number of funeral home operators in Canada. The Company also competes with casket stores, discount funeral providers and other providers of funerary products and services in certain of its markets. The Company estimates that it performs approximately 8% of all funeral services provided in Canada.

Barriers to entry are high due to the significant capital investment required, increasing regulatory complexity and the importance of an established reputation in competing for market share.

Throughout most of the 1980's and 1990's, the Company and its competitors engaged in the acquisition of independently owned firms. However, this trend slowed in early 1999 when the Company and its competitors generally applied lower valuation criteria and many potential sellers withdrew their businesses from the market rather than pursuing transactions at lower prices.

Arbor competes in the funeral segment by providing unique, personalized funeral services and by offering well-maintained, attractive facilities that cater to its customers' requirements. The Company's objective is to be first or second in terms of market share in every market in which it competes. In large part, the Company has been able to achieve this objective.

Industry Trends:

Establishment of new cemeteries: The establishment of individual cemeteries by religious, ethnic and fraternal organizations and municipal governments has declined. Many existing religious cemeteries are nearing full capacity and few religious organizations have the funds to acquire new cemetery facilities. In general, the interest of municipal governments in fulfilling the requirement for cemetery facilities has been declining.

Cremation: There has been a growing acceptance of cremation as an alternative to traditional burial in Canada and internationally. In 1995, the number of cremations represented 38% of total Canadian deaths. This percentage grew to 47% in 2002 and is expected to grow to at least 55% by 2010.

While cremation was originally seen as a less costly alternative to traditional burial, it is increasingly accompanied by traditional funeral services and memorialization. Cremation also provides the Company with an opportunity to better serve its families by offering unique products and services. Arbor has been developing cremation gardens in a number of its cemeteries. These gardens are landscaped with flowers, trees, shrubs, walkways, waterfalls and ponds and provide the Company's customers with alternatives for burial or scattering, and can be accompanied by various other memorial products such as benches, pedestals, rocks, trees and memorial walls.

Need for products and services: There is an inevitable need for the products and services the industry offers. In addition, the number of deaths in Canada is expected to increase at a steady, moderate pace. Annual population estimates by Statistics Canada indicate that Canada's population is growing by approximately 1% annually. More specifically, the number of seniors aged 65 and older is expected to grow by 97% over the 25-year period from 2001 to 2026.

Seasonality

While the death care industry is fairly stable and predictable, the Company's at-need business and pre-need deliveries of some merchandise and services can be affected by seasonal fluctuations in the death rate. Death rates are generally higher in the winter months. The Company's pre-need cemetery sales of burial spaces can also have seasonal fluctuations, whereby sales are generally lower in the winter and summer months.

Employees

As at October 31, 2004, the Company employed 1,553 people, including 383 part-time employees. A total of 76 employees at 11 of the Company's locations are unionized. The collective agreements expire as follows: ten locations in 2006 and two locations in 2007.

Regulatory Environment

Cemetery and funeral operations of the Company are required to comply with municipal zoning and public health, as well as provincial and federal environmental, trust and consumer laws and regulations. In the Province of Ontario, cemeteries are regulated under the *Cemeteries Act (Ontario)* by the Cemeteries Regulation Section of the Ministry of Consumer and Business Services, and funeral services are regulated under the *Funeral Directors and*

Establishments Act (Ontario) by the Board of Funeral Services. These two Acts provide the most stringent set of Canadian rules dealing with cemetery and funeral operations. The Company, along with the Ontario Association of Cemeteries and other industry stakeholders, has been active in the Bereavement Sector Advisory Committee, which was convened by the Ontario Ministry of Consumer and Business Services.

Trust Funding

The major regulatory controls on funeral home and cemetery operations are the requirements of various provinces relating to the establishment of trust funds. The three types of trust funds that are required in order to comply with provincial laws are cemetery care funds, cemetery pre-need funds and funeral pre-need funds.

Cemetery Care Funds

Prudent cemetery operators, including Arbor, place a percentage of sales proceeds from interment rights in an irrevocable trust in order to ensure income for the care and maintenance of its cemeteries. This practice has been legislated by most provinces. The level of care and maintenance funding required by Arbor ranges from a low of 5% in Quebec to a high of 40% in Ontario. The book value of the investments in the care fund trusts of the Company at October 31, 2004 was \$133.3 million (2003 - \$124.4 million) while the market value was approximately \$139.2 million (2003 - \$129.6 million). The care funds are not recorded as an asset of the Company since the funds are not available to the Company for general use.

Cemetery Pre-need Funds

In accordance with statutory requirements, which vary among jurisdictions, anywhere from 50% in certain provinces to 100% in Ontario of the receipts from pre-need sales of products and services (excluding interment rights) is set aside in trust in order to ensure the availability of funds to deliver the merchandise and services when they are required at the time of need. The pre-need funds and merchandise set-aside with trustees and suppliers are assets of the Company. The pre-need funds are included under "pre-need receivables" on the balance sheet. The Company also undertakes a merchandise storage program for pre-need cemetery sales of merchandise, whereby certain merchandise is purchased after it has been fully paid by the customer and stored for the customer until required for use. Once the merchandise has been purchased, the company is allowed to withdraw the related funds from trust in accordance with provincial legislation. The stored merchandise is recorded as an offset to deferred revenue.

As at October 31, 2004, the Company had acquired and stored merchandise with a book value of approximately \$10.8 million (2003 - \$10.2 million) and had set aside or paid into trust approximately \$158.8 million to meet future pre-need cemetery obligations. Investment income on the trust funds is distributed to the Company and/or to the customer in accordance with legislative requirements. In Ontario, for example, the income remains in trust until the time of delivery and any excess of the funds over the current selling price at the time of delivery must be refunded to the customer.

Funeral Pre-need Funds

The Company is required to set aside with a corporate trustee, anywhere from 80% in British Columbia to 100% in Ontario and certain other provinces of the receipts from pre-need funeral sales. The pre-need funds are assets of Arbor and the funds are recorded under the balance sheet category "pre-need receivables". Arbor's demographic profile of pre-need funeral purchasers has resulted in a need to deliver services on average 8 years from the date of sale. To date, the Company has set aside or paid into trust approximately \$179.2 million (2003 - \$172.4 million) to meet future pre-need funeral obligations. Investment income on the trust funds is distributed to the Company and/or customer in accordance with legislative requirements. In Ontario, for example, the income remains in trust until the time of delivery and any excess of the funds over the current selling price at the time of delivery must be refunded to the customer.

The Company also has agreements with various insurance companies whereby the funds collected from pre-need funeral customers are set aside under group annuity policies administered by the insurance companies. The Company receives certain administrative and marketing allowances from the insurance companies on these pre-need contracts. As at October 31, 2004, the Company had \$79.1 million (2003 - \$66.4 million) in pre-need funeral contracts receivable from insurance companies.

Trustees

The Company has trust agreements with TD Canada Trust Company and The Bank of Nova Scotia Trust Company. The capital of each fund in most cases may be invested only in securities qualified for investment by the applicable Trustee Acts. The Company also has an Investment Committee of the Board of Directors that monitors and approves the Company's investment strategy and ensures investments are directed in accordance with the Trustee Acts. The Company receives fees from the trustees on the deposit of pre-need cemetery and funeral funds under the trust programs.

Consumer Protection

Revenue from pre-need cemetery interment right sales is recorded at the date of the sales contract. The Company provides annually for an amount of pre-need interment right sales estimated to be cancelled in subsequent years based on prior experience. The provision for cancellation is netted against sales and installment accounts receivable and other liabilities.

In Ontario and certain other jurisdictions, the purchaser is afforded the opportunity to cancel pre-need cemetery and funeral contracts at any time up to the provision of services and the delivery of merchandise. Upon cancellation, the Company may be required to repurchase unused interment rights and to pay the consumer the funds held in trust for undelivered supplies and services in the prescribed manner. Under proposed legislation in Ontario (Bill 209), the Company would no longer be required to repurchase unused interment rights and customers would be allowed to re-sell interment rights on the open market.

The Government of British Columbia enacted new consumer protection legislation in 2004. The Alberta government has also enacted new consumer protection legislation as well as new funeral and cemetery regulations. While neither of these jurisdictions has increased regulatory fees as a result of the new legislation and regulations as yet, the Company anticipates increases in the next year. Any fee increases are not expected to impact the Company as these fees have traditionally been passed on to the customer.

Due to new privacy legislation enacted federally and in British Columbia and Alberta in 2004, the Company adopted new policies, procedures and practices intended to comply with the new legislation. The legislation has not had an impact on the Company's statement of earnings. Other jurisdictions are considering drafting their privacy legislation and it is unknown at this time how such legislation will impact the Company.

In Ontario and certain other provinces, some of the Company's prices for cemetery products and services, particularly interment rights and fees, are subject to regulatory approval. To date, this requirement has not had a significant impact on the Company's operations or significantly affected its ability to adjust prices promptly to match changes in costs.

Environmental Protection

Several Canadian cities in Eastern Canada, including the City of Toronto, are attempting to develop pesticide by-laws that would ban or severely restrict pesticide use. Pesticide by-laws would increase the cost of maintaining the Company's cemetery land, however, the increase in cost would not be significant. The Company and its competitors are lobbying to obtain exemptions from these restrictions based on the expectations of their customers.

Environment Canada released new Canada wide standards in 2000 for allowable limits of air emissions from crematoria. Pronouncements and events over the last few years have indicated that provincial legislation will be harmonized with the federal standards; however, nothing has yet been published at the provincial level. While environmental advocates are encouraging significantly higher emission standards, it is unknown at this time how changes to provincial legislation, if any, will impact the operations of the Company.

Risk Factors

Interest rates: Increases in interest rates would increase the interest cost of the Company's variable rate long-term debt and have an adverse effect on the Company's net income and earnings per share. As at October 31, 2004, the Company had \$21.8 million, or 28.0%, in variable rate long-term debt. Therefore, a 1% increase or decrease in the market interest rate could impact the Company's annual interest expense by approximately \$0.2 million.

Market factors: A weakening economy could cause the Company to experience a decline in pre-need arrangements. A decline in pre-need cemetery arrangements would reduce the amount of revenue and net earnings the Company recognizes each year as a result of a decrease in burial space sales. In addition, a decrease in pre-need arrangements of cemetery and funeral products and services would reduce the Company's accumulation of deferred revenue to be recognized in future years.

Competition: Price competition, increased advertising, better marketing or improvements in products and services offered by competitors in any market in which Arbor competes, could reduce the Company's market share or cause the Company to reduce prices or incur increased costs in order to retain or recapture market share, either of which could reduce revenues and margins.

Trust and Care Funds: Earnings from pre-need funeral and cemetery funds and care funds could be reduced by changes in stock and bond prices, and interest and dividend rates. Investment earnings and gains/losses on trust and care funds are affected by financial market conditions that are not within the Company's control. Earnings are also affected by the mix of fixed-income and equity securities that the Company has in the funds, and it may not choose the optimal mix for a particular market condition. A decline in earnings from pre-need trust funds would cause a decrease in future revenues. A decline in earnings from care funds would cause a decrease in current revenues.

Environmental: Various jurisdictions develop new environmental legislation from time to time. This legislation can increase the Company's cost of operations.

Decline in number of deaths: A decline in the number of deaths in any of the Company's markets could cause a decrease in revenues. Changes in the number of deaths are not predictable over the short-term or from market to market.

Cremation: The increasing number of cremations in Canada could cause revenues to decline since the average revenue received from a cremation arrangement is generally lower than that received from a traditional arrangement. The Company has, however, been developing new products that are increasing the revenue received from cremation arrangements.

Regulations: Changes in regulations applicable to the Company's business could increase costs, or require changes to business administration or operational practices. The death care industry is subject to extensive regulation and licensing requirements under federal, provincial and local laws. From time to time, various governments and agencies amend or add regulations, which could increase the Company's cost of operations.

DIVIDENDS

The following is the latest three-year cash dividend payment history of Class A Voting and Class B Non-Voting shares:

		Cash Dividend Per Share ⁽¹⁾	Date Declared Payable	Date Paid	Date of Record of Shareholders
Fiscal	2004	7 cents	Aug. 26, 2004	Nov. 3, 2004	Oct. 15, 2004
	2003	7 cents	Aug. 21, 2003	Nov. 3, 2003	Oct. 16, 2003
	2002	7 cents	Aug. 22, 2002	Nov. 1, 2002	Oct. 16, 2002

⁽¹⁾ The cash dividend per share is for both Class A and Class B shares.

Arbor's banking arrangements require the Company to obtain the consent of its bankers before dividends may be declared in excess of 30% of the Company's net earnings for the year. All decisions by the Company's Board of Directors regarding the payment of dividends are subject to the foregoing consideration as well as factors such as earnings, the financial position of the Company, future capital requirements and general business conditions.

DESCRIPTION OF CAPITAL STRUCTURE

Authorized shares included an unlimited number of Preferred Shares, Class A Voting Shares and Class B Non-Voting Shares. The Company had 2,525,497 Class A Shares and 8,069,746 Class B Shares issued and outstanding at October 31, 2004. The Class A and Class B shares have identical rights and privileges, except that the Class A shares are voting. In certain circumstances, if an offer is made by the Company or a third party to purchase Class A shares from each holder in Ontario, each Class B share is convertible into one Class A share.

MARKET FOR SECURITIES

Arbor's Class A Voting Shares (trading symbol ABO.A) and the Class B Non-Voting Shares (trading symbol ABO.NV.B) have been listed for trading on The Toronto Stock Exchange since 1973. Following are the price ranges and volume traded on The Toronto Stock Exchange in 2004 (in \$).

	Stock Price – Class A Voting				Volume
	<u>Open</u>	<u>High</u>	<u>Low</u>	<u>Close</u>	<u>Traded</u>
November 2003	14.50	14.50	13.60	13.61	16,348
December 2003	14.00	14.75	13.25	14.75	36,333
January 2004	14.80	16.99	14.80	16.99	12,637
February 2004	16.00	17.59	15.75	17.59	40,650
March 2004	16.50	17.49	16.20	17.44	12,019
April 2004	16.50	17.49	16.20	17.45	4,560
May 2004	17.10	18.00	17.00	17.00	10,730
June 2004	17.00	18.00	17.00	18.00	3,751
July 2004	18.00	18.00	17.10	18.00	1,670
August 2004	18.05	18.05	17.00	17.03	11,819
September 2004	17.63	17.63	16.50	16.55	25,528
October 2004	16.10	17.95	16.00	17.95	33,990

	Stock Price – Class B Non-Voting				Volume
	<u>Open</u>	<u>High</u>	<u>Low</u>	<u>Close</u>	<u>Traded</u>
November 2003	13.40	14.30	13.30	13.30	3,400
December 2003	13.75	14.24	12.50	14.20	32,930
January 2004	13.50	14.50	13.50	14.45	6,800
February 2004	14.50	16.50	13.75	15.75	17,985
March 2004	16.25	18.00	16.00	16.25	63,762
April 2004	16.30	17.00	16.25	16.40	25,378
May 2004	16.40	18.25	16.40	17.25	3,579
June 2004	17.25	19.50	16.80	17.50	7,300
July 2004	17.60	20.50	17.60	17.65	14,650
August 2004	17.52	17.52	17.02	17.25	3,359
September 2004	17.85	18.00	15.75	16.00	20,980
October 2004	15.55	16.50	15.55	16.50	10,260

DIRECTORS AND OFFICERS

The following table sets forth information with respect to each of the current directors and the executive officers of the Company. The following information is given as of January 21, 2005 and is based on 2,525,497 Class A Voting Shares issued and outstanding. The directors are elected annually by the shareholders at the Annual Meeting. The next annual meeting will be held on March 10, 2005.

Name and Municipality of Residence	Office Held	Principal Occupation	Year Elected ⁽⁷⁾	Number and Percentage of Class A Voting Shares Owned or Controlled
Daniel J. Scanlan Toronto, Ontario	Chairman and Director	Chairman of the Company	1973	1,341,899 (6) 53.1%
Richard D. Innes (2) Toronto, Ontario	President, Chief Executive Officer and Director	President and Chief Executive Officer of the Company	1997	Nil Nil%
Joseph M. Scanlan (5) Burlington, Ontario	Vice-Chairman, Senior Vice-President, Sales and Director	Vice-Chairman and Senior Vice-President, Sales of the Company	1989	5,000 <1%

Name and Municipality of Residence	Office Held	Principal Occupation	Year Elected ⁽⁷⁾	Number and Percentage of Class A Voting Shares Owned or Controlled
Paul F. Scanlan (4) Mississauga, Ontario	Director	Branch Sales Manager of the Company	1993	570 <1%
Philip L. Wilson (1)(3) Toronto, Ontario	Director	Corporate Director	1973	1,000 <1%
John C. Clark (1)(8) Toronto, Ontario	Director	President and Chief Executive Officer of J.C. Clark Limited (Investment Management Company)	2001	557,819 22.1%
Roger A. Hall (2)(3)(5) Oliver, British Columbia	Director	Corporate Director and Management Consultant	2001	Nil Nil%
Robert E. Rose (1)(3) Toronto, Ontario	Director	Partner, Clarke Henning LLP (Accounting Firm)	2002	Nil Nil%
Brian L. Zenkovich (2)(4) Toronto, Ontario	Director	Chief Executive Officer and Secretary of Winzen Properties Inc. (Real Estate Company)	2002	Nil Nil%
Kenneth T. Rosenberg (4)(5) Toronto, Ontario	Director	Partner, Paliare Roland Rosenberg Rothstein LLP (Law Firm)	2003	300 <1%
Iain A. Robb Toronto, Ontario	Corporate Secretary	Partner, Gowling Lafleur Henderson LLP (Law Firm)	N/A	Nil Nil%
John S. Earle Toronto, Ontario	Senior Vice-President, Funeral Service	Senior Vice-President, Funeral Service of the Company	N/A	2,410 <1%
Gary R. Carmichael Markham, Ontario	Vice-President, Government and Corporate Affairs	Vice-President, Government and Corporate Affairs of the Company	N/A	Nil Nil%
Gillian Mossington Toronto, Ontario	Assistant Secretary	Executive Assistant of the Company	N/A	200 <1%
Gary D. Rogerson Hamilton, Ontario	Vice-President, Operations	Vice-President, Operations of the Company	N/A	Nil Nil%
Stephen J. Rupert Toronto, Ontario	Vice-President, Construction and Development	Vice-President, Construction and Development of the Company	N/A	Nil Nil%
Michael J. Scanlan Scarborough, Ontario	Vice-President, Marketing	Vice-President, Marketing of the Company	N/A	Nil Nil%
Brian D. Snowdon Toronto, Ontario	Vice-President and Chief Financial Officer	Vice-President and Chief Financial Officer of the Company	N/A	Nil Nil%

Notes:

- (1) Member of the Audit Committee. John Clark is the Chairman.
- (2) Member of the Human Resources and Compensation Committee. Roger Hall is the Chairman.
- (3) Member of the Investment Committee. Philip Wilson is the Chairman.
- (4) Member of the Environmental Committee. Paul Scanlan is the Chairman.
- (5) Member of the Nominating and Corporate Governance Committee. Kenneth Rosenberg is the Chairman.
- (6) In addition, Mr. Scanlan's wife, Mrs. Shirley Scanlan, is the registered holder of 10,425 Class A Voting Shares of the Company.
- (7) All directors are elected for a term expiring immediately prior to the next annual meeting of shareholders or until their successors are elected or appointed.
- (8) Not standing for re-election.

The Company does not have an Executive Committee. The Company has an Audit Committee, Human Resources and Compensation Committee, Investment Committee, Environmental Committee and a Nominating and Corporate Governance Committee. The membership of each committee is noted above.

The directors and senior officers of Arbor as a group beneficially own directly or indirectly, or exercise control or direction over 1,909,238 Class A Voting Shares of Arbor, being 76% of the issued and outstanding Class A Voting Shares.

The principal occupation, business or employment during the preceding five years of each of the directors and executive officers of the Company is summarized below.

Daniel J. Scanlan – Chairman and Director. Mr. Scanlan has been a Director of the company since 1973 and Chairman of the Company since 1975.

Richard D. Innes – President, Chief Executive Officer and Director. Mr. Innes has been President and Chief Executive Officer of the Company since 1997.

Joseph M. Scanlan – Vice-Chairman, Senior Vice-President, Sales and Director. Mr. Scanlan has been Vice-Chairman throughout the last six years. Mr. Scanlan has been Senior Vice-President, Sales of the Company since 1997.

Paul F. Scanlan – Regional Sales Director, Branch Sales Manager and Director. Mr. Scanlan has been Regional Sales Director and Branch Sales Manager of the Company since 1993.

Philip L. Wilson – Director. Mr. Wilson has been a Corporate Director since 1973 and has been a retired businessman since 1992.

John C. Clark – Director. Mr. Clark has been Chairman, President and Chief Executive Officer of J.C. Clark Ltd., an investment management company, since February 2001. From 1977 to 2000, Mr. Clark was the Chairman of Connor Clark & Company Limited, an investment management company.

Roger A. Hall – Director. Mr. Hall has been a self-employed management consultant since 2000. Prior to that he spent 13 years with the General Electric Corporation in various senior management roles including, Vice-President Enterprise, Financial & Business Continuity Services for GE Capital Information Technology Solutions.

Robert E. Rose – Director. Mr. Rose has been a partner with the accounting firm of Clarke Henning LLP since 1990.

Brian L. Zenkovich – Director. Mr. Zenkovich is Chief Executive Officer and Secretary of Winzen Properties Inc., a diversified real estate company, and has held that position since 2000. From 1984 to 1999, Mr. Zenkovich was Vice-President Finance of Winzen Properties Inc.

Kenneth T. Rosenberg - Director. Mr. Rosenberg is a founding Partner of the law firm Paliare Roland Rosenberg Rothstein LLP since its formation in 2001. Prior to that Mr. Rosenberg practiced law since 1981 at a law firm, which subsequent to various mergers, is now known as Gowling Lafleur Henderson LLP.

Iain A. Robb – Secretary. Mr. Robb has been a partner of the law firm of Gowling Lafleur Henderson LLP since 1996.

John S. Earle – Senior Vice-President, Funeral Service. Mr. Earle has been Senior Vice-President, Funeral Service of the Company since 1997.

Gary R. Carmichael – Vice-President, Government and Corporate Affairs. Mr. Carmichael has been Vice-President, Government and Corporate Affairs of the Company since 1997.

Gillian Mossington – Assistant Secretary. Ms. Mossington has been Assistant Secretary of the Company since 1989.

Gary D. Rogerson – Vice-President, Operations. Mr. Rogerson has been Vice-President, Operations of the Company since 1996.

Stephen J. Rupert – Vice-President, Construction and Development. Mr. Rupert has been Vice-President, Construction and Development of the Company since 1997.

Michael J. Scanlan – Vice-President, Marketing. Mr. Scanlan has been Vice-President, Marketing of the Company since 1995.

Brian D. Snowdon – Vice-President and Chief Financial Officer. Mr. Snowdon has been Vice-President and Chief Financial Officer of the Company since 1999. From 1997 to 1999, Mr. Snowdon was Vice-President, Finance.

LEGAL PROCEEDINGS

In 2003, the Company was charged with three consumer related offences under Alberta's Provincial Fair Trading Act. The charges stemmed from the suspect practices of a former funeral home manager in Calgary from 2000 to 2002. The former manager was also charged with fraud, false pretence and theft under the Criminal Code of Canada. Upon learning of the practices of the former manager in June 2002, the Company immediately terminated the manager's employment with the Company and brought the matter to the attention of the Alberta regulators. The Company also developed a remedial plan for the families involved, including financial restitution. In January 2005, all charges against the Company were either withdrawn or stayed.

TRANSFER AGENT AND REGISTRAR

The Company's transfer agent and registrar is Computershare Trust Company of Canada of Toronto, Ontario ("Computershare"). Contact details for Computershare are:

Telephone: 514-982-7555 or 1-800-564-6253
Email: service@computershare.com

ADDITIONAL INFORMATION

Audit Committee Information

On January 16, 2004, the Canadian Securities Administrators (CSA) released National Instrument 52-110 – Audit Committees. This Instrument applies to issuers beginning on the earlier date of July 1, 2005 or its first annual meeting after July 1, 2004 and is therefore effective for the Company as of March 10, 2005. Form 52-110F1 requires specific disclosures in the Annual Information Form.

Audit Committee Charter

Please refer to Appendix "A" of this Annual Information Form. This Charter is effective for the Audit Committee as of the next Annual Meeting on March 10, 2005.

Audit Committee Report

The Audit Committee reports to and assists the Board of Directors by providing oversight of the financial management, independent auditors and financial reporting procedures of the Company. The Audit Committee operates under a written charter approved by the Board of Directors.

In fulfilling its obligations, the Audit Committee has reviewed and discussed the audited financial statements of the Company for the fiscal year ended October 31, 2004 with management and the Company's independent auditors. In addition, the Audit Committee has discussed with the independent auditors the auditors' independence from the Company and management. Based on the review and discussions held, the Audit Committee recommended to the Board, and the Board has approved, that the audited financial statements be included in the Company's Annual Report and filed with SEDAR.

Audit Committee: John C. Clark, Chairman⁽¹⁾
Robert E. Rose
Philip L. Wilson

⁽¹⁾ Not standing for re-election to the Board of Directors.

Composition and Relevant Education and Experience of the Audit Committee

The members of the Audit Committee are John C. Clark, Chairman, Robert E. Rose and Philip L. Wilson. All members of the Audit Committee are unrelated, as defined in the TSX Guidelines and all members are financially literate.

John C. Clark is the President and Chief Executive Officer of J.C. Clark Limited, an investment management company.

Robert E. Rose is a Chartered Accountant and a Partner of Clarke Henning, LLP, an accounting and audit firm. Mr. Rose's clientele includes owner-managed businesses, public corporations and not-for-profit organizations.

Philip L. Wilson is a lawyer and a Certified Management Consultant and was the President of Arbor Memorial Services from 1973 to 1992. Mr. Wilson has served as a member of the Audit Committee since his retirement in 1992.

Composition

Following the Company's Annual General Meeting on March 10, 2005, the Board of Directors plans to appoint an Audit Committee whose members will all be independent and financially literate.

Pre-Approval Policy

The Audit Committee has adopted a policy that requires pre-approval of all audit services, audit-related services, tax services and other permitted non-audit services performed by the independent auditors. In approving the annual audit plan and related fees, the Audit Committee grants pre-approval for permitted services, to be provided by the independent auditors, without obtaining specific pre-approval from the Audit Committee.

External Auditor Service Fees

Audit Fees: The fees billed for auditing the Company's financial statements for fiscal 2004, and reviewing the Company's interim financial statements for the third quarter were \$395,450. The fees billed for auditing the Company's financial statements for 2003 were \$347,500. There were no reviews of the Company's interim financial statements in 2003.

Audit Related Fees: The audit-related fees billed during fiscal 2004 and 2003 were \$205,000 and \$182,750, respectively. These fees were primarily for the audit of trust funds and pension plans.

Tax Fees: Fees billed for tax services, including tax compliance, tax advice and tax planning, totaled \$60,745 in 2004 and \$49,400 in 2003. Fees for tax services in both years included restructuring advice for the Arbor group of companies.

All Other Fees: Fees for all other services in 2004 were \$131,938 and \$4,000 for 2003. The fees for 2004 related to assistance regarding compliance with the Canadian Securities Administrators rules, including CEO/CFO certification, and a review of internal controls at one location.

Other

The Company shall provide to any person, upon request to the Company:

- (a) when the securities of the Company are in the course of a distribution pursuant to a prospectus or a preliminary prospectus that has been filed in respect of a distribution of its securities, (i) one copy of the Company's Annual Information Form together with one copy of any document, or the pertinent pages of any document, incorporated by reference in the Company's Annual Information Form, (ii) one copy of the comparative consolidated financial statements of the Company for its most recently completed financial year together with the accompanying report of the auditors and one copy of any interim financial statements of the Company subsequent to the financial statements for its most recently completed financial year, (iii) one copy of the Company's Management Information Circular in respect of its most recent annual meeting of shareholders that involved the election of directors, and (iv) one copy of any other documents that are incorporated by reference into the preliminary prospectus or the prospectus and are not required to be provided under (i) to (iii) above; or
- (b) at any other time, one copy of documents referred to in (a)(i), (ii) and (iii) above, provided the Company may require the payment of a reasonable charge if the request is made by a person who is not a security holder of the Company.

Additional information, including directors' and officers' remuneration and indebtedness, principal holders of the Company's securities, options to purchase securities and interest of insiders in material transactions is contained in the Company's Management Information Circular for its most recent annual meeting of shareholders that involved the election of directors. Additional financial information, including audited consolidated financial statements for the years ended October 31, 2004 and 2003 is contained in the Company's 2004 Annual Report. Additional information relating to Arbor Memorial Services Inc., including the Management Information Circular and the Annual Report, may be found on SEDAR at www.sedar.com.

Additional copies of this Annual Information Form and the materials listed in the preceding paragraphs of this section may be obtained, upon request, from the Assistant Secretary of Arbor Memorial Services Inc. at 2 Jane Street, Toronto, Ontario, M6S 4W8, telephone (416) 763-3230 extension 3044 and fax (416) 763-3989.

APPENDIX “A” - AUDIT COMMITTEE CHARTER

CHARTER OF THE AUDIT COMMITTEE OF THE BOARD OF DIRECTORS

The Audit Committee (the “Committee”) shall report to and assist the Board of Directors (the “Board”) by providing oversight of the financial management, independent auditors and financial reporting procedures of the Company, as well as such other matters as directed by the Board or this Charter.

Membership of the Committee

1. The Committee shall be comprised of three members of the Board.
2. All Committee members shall be “independent” as defined by the Canadian Securities Administrators (the “CSA”).
3. Each Committee member shall be “financially literate” as defined by the CSA.

Meetings of the Committee

1. The Committee will meet formally four times each fiscal year, and call special meetings as required.
2. A quorum at meetings shall be a majority of the members.
3. The Committee will appoint a Secretary to record the major decisions. Meeting minutes will be prepared and filed in the Corporate Minute Book.

Key Responsibilities

The Company’s management is responsible for preparing the Company’s financial statements and the independent auditors are responsible for auditing those financial statements. The Committee is directly responsible for overseeing the conduct of these activities by the Company’s management and the independent auditors. The Audit Committee shall have unrestricted access to Company personnel and documents and will be provided with the resources necessary to carry out its responsibilities.

In carrying out its oversight responsibilities, the Committee shall perform the following functions:

A. *Oversight of Independent Auditors*

The Committee shall be responsible for:

1. Recommending to the board of directors the external auditors to be nominated for the purpose of preparing or issuing an audit report or performing other audit, review or attest services, as well as the compensation to be paid to such auditors;
2. Reviewing and approving the original proposed scope of the annual independent audit of the Company’s financial statements and trust funds and the associated engagement fees, as well as any significant variations in the actual scope of the independent audit and the associated engagement fees;
3. Overseeing the work of external auditors engaged for the purpose of preparing or issuing an audit report, or performing other audit, review or attest services, including the resolution of disagreements between management and the external auditors regarding financial reporting. The Audit Committee will also ensure that the external auditor is in good standing with the Canadian Public Accountabilities Board and will enquire if there are any sanctions imposed by the CPAB on the external auditor;
4. Pre-approving all non-audit services to be provided by the external auditors, subject to a de minimis provision as set out in the Pre-Approval policy in accordance with Multilateral Instrument 52-110; and
5. Approving the hiring of partners, employees or former partners or employees, of the independent auditors.

B. *Oversight of Internal Controls*

1. The Committee shall obtain annually reasonable assurance from management and the external auditors that the Company’s accounting systems are reliable and internal controls are adequate.
2. The Committee shall review and discuss, annually, with management and the internal auditor the planned internal audit-type activities of the Company. The findings shall be reviewed and a determination made that they are being dealt with appropriately.

C. *Oversight of Management's Conduct of the Company's Financial Reporting Process*

1. *Audited Financial Statements:* The Committee shall review and discuss with management and the independent auditors the audited financial statements, Management's Discussion & Analysis (MD&A) to be included in the Company's Annual Report, Annual Information Form (AIF), CEO/CFO certification and the earnings press release before this information is disclosed. The Committee will also review and discuss the Company's disclosure controls and procedures. Based on these discussions, the Committee will advise the Board of Directors whether it recommends approval of the audited financial statements, MD&A, AIF, and earnings press release. This shall occur prior to public disclosure of such information.
2. *Interim Financial Statements:* The Committee shall review with management, prior to the filing thereof, the company's interim financial statements and MD&A to be included in the Company's quarterly reports and the related earnings press releases. Based on this review, the Committee will advise the Board of Directors whether it recommends approval of the interim financial statements and press releases. This shall occur prior to public disclosure of such information.
3. *Financial Reporting Practices:* The Committee shall review:
 - (i) Changes in the Company's accounting policies and practices and significant judgments that may affect the financial results.
 - (ii) The nature of any unusual or significant commitments or contingent liabilities together with the underlying assumptions and estimates of management.
 - (iii) The effect of changes on accounting standards that may materially affect the Company's financial reporting practices.

D. *Assist the Board in Oversight of the Company's Compliance with Policies and Procedures Addressing Legal and Ethical Concerns.*

1. The Committee shall establish procedures for:
 - (i) The receipt, retention and treatment of complaints received by the issuer regarding accounting, internal accounting controls, or auditing matters; and
 - (ii) The confidential, anonymous submission to the issuer of concerns regarding questionable accounting or auditing matters from employees to the Chairman of the Audit Committee.
2. The Committee shall review and monitor, as appropriate:
 - (i) Litigation or other legal matters that could have a significant impact on the Company's financial results.
 - (ii) Significant findings of any examination by regulatory authorities or agencies, in the areas of securities, accounting or tax, such as the Ontario Securities Commission or the Canada Customs & Revenue Agency.
3. The Committee shall report regularly to the Board on its meetings and discussions and review with the Board significant issues or concerns that arise at Committee meetings.
4. The Committee shall have authority to retain and consult with outside legal, accounting or other advisors, as the Committee may deem appropriate and to set and pay the compensation for any advisors retained and consulted with and to communicate directly with the internal and external auditors.
5. The adequacy of this Charter shall be reviewed by the Committee on an annual basis. The Committee will recommend to the Board any modifications to this Charter, which the Committee deems appropriate, for approval by the Board.

Effective Date

This policy shall be effective on the date of Arbor's next annual meeting on March 10, 2005.

SUMMARY OF OPERATING LOCATIONS

The following table shows, by jurisdiction, Arbor's operating locations as at October 31, 2004.

	<u>Cemeteries</u>	<u>Crematoria</u>	<u>Reception Centres</u>	<u>Funeral Homes</u>
New Brunswick	1	1	-	8
Nova Scotia	3	1	-	7
Quebec	2	2	-	7
Ontario	21	12	2	41
Manitoba	3	1	-	4
Saskatchewan	3	3	-	4
Alberta	5	4	-	8
British Columbia	<u>3</u>	<u>3</u>	<u>-</u>	<u>8</u>
TOTAL	<u>41</u>	<u>27</u>	<u>2</u>	<u>87</u>

CEMETERIES

<u>Location</u>	<u>Name</u>	<u>Date of Establishment or Acquisition</u>
<u>New Brunswick</u>		
Moncton	Fair Haven Memorial Gardens (i) (ii)	1955
<u>Nova Scotia</u>		
Dartmouth	Dartmouth Memorial Gardens (ii)	1983
Halifax (Lower Sackville)	Oakridge Memory Gardens (i)	1981
Halifax (Lower Sackville)	Linwood Cemetery	1983
<u>Quebec</u>		
Point Claire	Lakeview Memorial Gardens	1985
Dollard des Ormeaux	Rideau Memorial Gardens (i) (ii)	1954
<u>Ontario</u>		
Ajax/Pickering	Pine Ridge Memorial Gardens	1986
Brampton	Brampton Memorial Gardens	1986
Burlington	Burlington Memorial Gardens	1978
Gormley	Highland Hills Memorial Gardens	1999
Stoney Creek (Smithville)	Chapel Hill Memorial Gardens	1951
Hamilton	White Chapel Memorial Gardens (i)	1949
Kingston (Glenburnie)	Glenhaven Memorial Gardens (i)	1955
Kitchener (Breslau)	Memory Gardens	1950
London	Forest Lawn Memorial Gardens (i) (ii)	1948
Oakville	Glen Oaks Memorial Gardens (i) (ii)	1980
Ottawa (Nepean)	Capital Memorial Gardens (i)	1952
Peterborough	Rosemount Memorial Gardens (i)	1957
St. Catharines (Fonthill)	Pleasantview Memorial Gardens (i)	1952
Thunder Bay	Sunset Memorial Gardens (i)	1955
Toronto (Etobicoke)	Glendale Memorial Gardens (i)	1952
Toronto (North York)	Highland Memory Gardens (i)	1953
Toronto (Scarborough)	Resthaven Memorial Gardens	1951
Vaughan	Glenview Memorial Gardens	2002
Whitby	Mount Lawn Memorial Gardens (i)	1981
Windsor (Oldcastle)	Greenlawn Memorial Gardens (i)	1954
Windsor (Oldcastle)	Victoria Memorial Gardens	1983
<u>Manitoba</u>		
Winnipeg	Chapel Lawn Memorial Gardens (i) (ii)	1949
Winnipeg	Glen Lawn Memorial Gardens (ii)	1961
Winnipeg (West St. Paul)	Glen Eden Memorial Gardens (ii)	1955

<u>Location</u>	<u>Name</u>	<u>Date of Establishment or Acquisition</u>
<u>Saskatchewan</u>		
Prince Albert	Prince Albert Memorial Gardens (i)	1954
Regina	Regina Memorial Gardens (i) (ii)	1954
Saskatoon	Hillcrest Memorial Gardens (i) (ii)	1952
<u>Alberta</u>		
Calgary	Mountain View Memorial Gardens (i) (ii)	1953
Calgary	Eden Brook Memorial Gardens	1985
Edmonton	Westlawn Memorial Gardens (i) (ii)	1983
Edmonton	Evergreen Memorial Gardens (ii)	1953
Edmonton (Sherwood Park)	Glenwood Memorial Gardens (ii)	1962
<u>British Columbia</u>		
Nanaimo (Cedar)	Cedar Valley Memorial Gardens (i)	1982
Vancouver (Surrey)	Valley View Memorial Gardens (i) (ii)	1955
Victoria	Hatley Memorial Gardens (i)	1978

(i) Crematorium on site.

(ii) Funeral home or reception centre on site.

FUNERAL HOMES

<u>Location</u>	<u>Name</u>	<u>Date of Establishment or Acquisition</u>
<u>New Brunswick</u>		
Allardville	Robichaud Funeral Home	1996
Fairvale	Castle Funeral Home (Kings Chapel)	1986
Lameque	Bulger Funeral Home	1996
Moncton	Fair Haven Funeral Home (ii)	1995
Neguac	Robichaud Funeral Home	1996
Saint John	Castle Funeral Home (Fallsview Chapel)	1986
Shippagan	Bulger Funeral Home	1996
Tracadie	Robichaud Funeral Home	1996
<u>Nova Scotia</u>		
Amherst	Campbell's Funeral Home	1996
Dartmouth	Atlantic Funeral Home (ii)	1987
Glace Bay	McGillivray Funeral Home	1996
Halifax	Atlantic Funeral Home	1984
New Waterford	McGillivray Funeral Home	1996
Sackville	Atlantic Funeral Home	1985
Windsor	Lindsay Funeral Home	1997
<u>Quebec</u>		
Cap-de-la-Madeleine	Garneau Funeral Home	1997
Cap-de-la-Madeleine	Garneau Funeral Home	1997
Grand-Mere	Pellerin Funeral Home (i)	1996
Dollard des Ormeaux	Armstrong Funeral Home (Rideau Chapel) (ii)	1987
Shawinigan	Pellerin Funeral Home	1996
Trois Rivieres	Garneau Funeral Home	1997
Ville St. Laurent	Armstrong Funeral Home	1985
<u>Ontario</u>		
Ajax	McEachnie Funeral Home	1994
Amherstburg	James H. Sutton Funeral Home	1984
Ancaster	Dodsworth & Brown Funeral Home (Ancaster Chapel)	1981
Barrie	Scott Funeral Home (Georgian Chapel) (iii)	1995
Belle River	Melady Funeral Home & Chapel	1998
Belleville	Burke Funeral Home	1998
Brampton	Scott Funeral Home (Brampton Chapel)	1985
Burlington	Dodsworth & Brown Funeral Home (Burlington Chapel)	1981

<u>Location</u>	<u>Name</u>	<u>Date of Establishment or Acquisition</u>
Chatham	Bowman Funeral Home	1998
Goderich	McCallum & Palla Funeral Home	1996
Hamilton	Dodsworth & Brown Funeral Home (Robinson Chapel)	1981
Hamilton	L.G. Wallace Funeral Home	1981
Kingston	Robert J. Reid & Sons Funeral Home	1999
Kingston	Kingston Cremation Services (iii)	1999
Kingston	Tompkins Funeral Home (Central Chapel)	1993
Kingston	Tompkins Funeral Home (Township Chapel)	1993
London	McFarlane & Roberts Funeral Home	1996
London	Memorial Funeral Home & Chapel	1998
Midland	Nicholls Funeral Home	1997
Mississauga	Scott Funeral Home (Mississauga Chapel)	1993
Newmarket	Taylor Funeral Home	1995
Oakville	Oakview Funeral Home	1987
Penetanguishene	Penetanguishene Funeral Home	1997
Peterborough	Nisbett Funeral Home	1997
St. Catharines	Butler Funeral Home (Duke St. Chapel)	1991
St. Catharines	Butler Funeral Home (Niagara St. Chapel)	1991
St. Catharines	Patrick J. Darte Funeral Chapel	1998
Stouffville	O'Neill Funeral Home	1996
Tecumseh	Marcotte Funeral Home & Chapel	1998
Thunder Bay	Jenkins Funeral Home	1995
Toronto (Scarborough)	Highland Funeral Home	2000
Toronto	Lynett Funeral Home	1998
Toronto	McDougall & Brown Funeral Home (Eglinton Chapel)	1993
Toronto (Scarborough)	McDougall & Brown Funeral Home (Scarborough Chapel)	1987
Toronto	Ross Craig Funeral Chapel	1993
Toronto	Scott Funeral Home (West Toronto Chapel)	1985
Toronto	Sherrin Funeral Home	1994
Toronto	Washington & Johnston Chapel	1993
Windsor	Janisse Bros. - Marcotte Funeral Home	1998
Windsor	Morris Sutton Funeral Home	1983
Woodbridge	Scott Funeral Home (Woodbridge Chapel) (iii)	1985
<u>Manitoba</u>		
Winnipeg	Chapel Lawn Funeral Home (ii)	1983
Winnipeg	Desjardins Funeral Chapel	1984
Winnipeg (West St. Paul)	Glen Eden Funeral Home (ii)	1994
Winnipeg	Glen Lawn Funeral Home (ii)	2000
<u>Saskatchewan</u>		
Prince Albert	River Park Memorial Chapel	1986
Regina	Regina Funeral Home (ii)	1993
Saskatoon	Park Funeral Chapel	1986
Saskatoon	Hillcrest Funeral Home (ii)	2002
<u>Alberta</u>		
Calgary	Mountain View Funeral Home (ii)	1985
Calgary	Leyden's Funeral Home (i)	1999
Claresholm	Leyden's Funeral Home	1999
Edmonton	Evergreen Funeral Chapel (ii)	1983
Edmonton	Howard & McBride – Chapel of Chimes (i)	1985
Edmonton	Howard & McBride Funeral Home (Westlawn) (ii)	1985
Edmonton	South Side Memorial Chapel	1984
Edmonton (Sherwood Park)	Glenwood Funeral Home (ii)	1999

<u>Location</u>	<u>Name</u>	<u>Date of Establishment or Acquisition</u>
<u>British Columbia</u>		
Colwood	Sands Funeral Chapel	1985
Delta	Delta Funeral Home	1995
Duncan	Sands Funeral Chapel	1985
Nanaimo	Sands Funeral Chapel	1985
Richmond	Richmond Funeral Home	1984
Vancouver (Surrey)	Avalon & Surrey Funeral Home	1984
Vancouver (Surrey)	Valley View Funeral Home (ii)	1984
Victoria	Sands Funeral Chapel	1985

- (i) Crematorium on site.
- (ii) Funeral home located at cemetery.
- (iii) Funeral home located on leased premises.