



SMALL BUSINESS BC **ANNUAL REPORT**

2018-2019

MESSAGE FROM THE CHAIR



British Columbia's economy is strong, innovative and sustainable, in large part due to the strength of our small business sector; a foundation in all industry sectors. Small businesses in B.C. employ over 1 million people (more than 20% of the entire provincial population) – accounting for nearly 55% of private sector employment. They also contribute 35% to the overall provincial gross domestic product (GDP).

Small businesses are the drivers of economic and job growth in British Columbia and we are a proud partner in the small business ecosystem. As the Chair of Small Business B.C. and small business-owner myself, I am impressed by the amount of help that's available to help entrepreneurs here. Our organization plays a significant role in providing resources, information, training, business tools and advice that propel small businesses forward. It is vital that small businesses in every corner of the province have access to the supports they need to increase business revenues and create sustainable jobs.

I have had the privilege of working with a visionary, energetic Board of Directors who have put forth a new and progressive vision for the future of Small Business B.C. with programs and deliverables that will be of the highest value for small business owners in these times of rapid change. I would like to thank all our Board Members for their stewardship, time, expertise and commitment to small businesses, including: Martin DesRosiers, Lawrence Eade, Barry Hartman, Jackie Hunter, David McDougall, Art Mercer, Sasha Sandur, Tammy Schulz, and Joyce Yip. I would also like to thank our funders and sponsors for their continued financial support. Their commitment is a testament to the value small business brings to the economy and job creation while enabling us to deliver products and services at a reduced cost to our small business owners.

As I prepare to step down as chair in the fall, I want to take a moment to also thank our remarkable staff for their welcoming and enthusiastic delivery of critical and timely programs, information, seminars and training for small business owners across the province. I would also like to welcome our new CEO, Tom Conway who brings years of experience and passion as both a small business owner and chief executive to Small Business B.C.

As Chair of Small Business BC, I am proud of what this organization represents. I look forward to the future with hope and excitement for our small business community and our province.

Sincerely,

A handwritten signature in black ink, appearing to read 'Katie Dunsworth-Reiach'. The signature is fluid and cursive.

Katie Dunsworth-Reiach
Chair of the Board
Small Business BC

MESSAGE FROM THE CO-CEO'S



2018-19 was a year of transition and a year of opportunity for Small Business BC. Our longtime CEO departed in the fall of 2018, leaving the organization to be led by its first ever co-CEO team. While searching for the right person to take the helm, SBBC came together and applied an entrepreneurial approach to running the organization. We summoned our passion, commitment and willingness to take on new challenges in the pursuit of continued growth.

Always seeking to better serve BC's entrepreneurs, we pushed further and expanded our outreach to the small business community. In 2018-19, entrepreneurs interacted with the SBBC team an incredible one million times, accessing the business support, education and guidance they need to succeed. Motivated by the demand for SBBC's services, our team underwent a strategic planning process to chart our goals for the organization. Our new operational plan sets the stage with a long-term, strategic roadmap, focused on growth and resiliency.

One of our goals was already achieved, thanks to the highly successful Export Navigator Pilot. We received a commitment for ongoing funding from the B.C. Ministry of Jobs, Trade and Technology and Western Economic Diversification Canada because of the positive outcomes seen from this program. Export Navigator will expand throughout BC, with an increased focus on services for women, youth and Indigenous-owned businesses.



SBBC is proud to play a part in the success of many entrepreneurs in our province, which is why we make it a priority to shine a spotlight on their talent. Our annual SBBC Awards gala brings together small business owners from every corner of the province in order to celebrate their achievements. At this year's gala we were thrilled to have the support of the Honorable Mary Ng, Federal Minister of Small Business and Export Promotion as well as the Honorable Bruce Ralston, BC Minister of Jobs, Trade and Technology.

What we achieved in 2018-19 was only made possible because of the passionate and dedicated individuals behind SBBC. We offer our sincerest thanks to our devoted Board of Directors, our hardworking and thoughtful team, and our dedicated volunteers and contractors. We also acknowledge the critical financial support from Western Economic Diversification Canada and the Province of BC, as well as the many community groups, organizations and partners who help us support BC's entrepreneurs.

We look forward to the coming year and are happy to announce SBBC's new CEO, Tom Conway. With his energy, ideas and fresh perspective, he'll be guiding SBBC towards future success.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sara Clark'.

Sara Clark
Co-CEO/V.P. of Strategic Projects
Small Business BC

A handwritten signature in black ink, appearing to read 'Josh Ludgate'.

Josh Ludgate
Co-CEO/V.P. of Operations
Small Business BC

SMALL BUSINESS BC BOARD MEMBERS



KATIE DUNSWORTH-REIACH
CHAIR

Principal and Co-Founder,
Talk Shop Media



DAVID MCDUGALL
VICE CHAIR

Founder and Principal,
Blenz Coffee Thompson
Okanagan



ARTHUR MERCER
TREASURER

CEO,
Tseax Development
Group Ltd.



MARTIN DESROSIERS
DIRECTOR

CEO and Partner,
Nucleus Networks



LAWRENCE EADE
DIRECTOR

Co-Founder and CEO,
Box Concepts Food Group



BARRY HARTMAN
DIRECTOR

Co-Founder and CEO,
505-JUNK



JACLYN HUNTER
DIRECTOR

Executive Director,
Small Business Branch
Ministry of Jobs, Trade &
Technology



SASHA SANDUR
DIRECTOR

Director, Leisure Lumber



TAMMY SCHULTZ
DIRECTOR

Director, General Operations,
Western Economic
Diversification Canada



JOYCE YIP
DIRECTOR

Managing Director,
Sylas Consulting Group

SMALL BUSINESS BC EVENTS



SMALL BUSINESS BC
AWARDS

This year marked the 16th Annual Small Business BC Awards, which saw 581 small businesses nominated from 61 communities across the province, a nine per cent increase over 2017/2018. The Small Business BC Awards Ceremony attracted 542 guests to the Vancouver Convention Centre on February 21, 2019. 2018/19 also marked the continuation of Small Business BC's collaboration with the Open For Business Awards ceremonies, an initiative led by the BC Small Business Roundtable.



Small Business BC hosted 428 guests at the 8th Annual INSPIRE Celebration of Entrepreneurship on October 1, 2018 at the TELUS World of Science in Vancouver. The event featured a keynote from Ratana Stephens, Co-Founder and Co-CEO of Nature's Path Foods, on "Operating with Purpose." along with a panel of successful entrepreneurs from SPUD Delivery, Persephone Brewing, Fairware, Mazu and Salt Spring Coffee.



During 2018-2019, Small Business BC held its fourth annual MyBizDay series. This year, MyBizDay visited the business communities of Vancouver, Abbotsford and Surrey, connecting business leaders and Small Business BC's education to local entrepreneurs and business owners. All three events were well attended, attracting a total of 1149 registrants combined. This year's MyBizDay events featured workshops and panel discussions from successful local business owners on an array of topics, including insurance, business planning, digital marketing, and more.



Small Business BC's monthly Meetups continue to draw strong attendance numbers and provide education and discussion opportunities on a broad range of topics that appeal to BC's small business community. As of March 31, 2019, the number of Small Business BC's Meetup members was 3,016 which is nearly 800 more members than last year, and it continues to climb. This year, Small Business BC hosted 9 Meetup events with topics such as "Let's Talk Marketing", "Finding the Right Space", and "Women in Business" as well as two seasonal mixers.

SUCCESS STORY



Meet Boldly Creative, Your 2019 Best Company Award Winner

“We started with no loans, a small camera, and the desire to use our skills to help our community,” Geoff Manton, Co-Founder, Boldly Creative.

From the humble beginnings outlined above, Vancouver’s Boldly Creative has shown how a great idea, and the conviction to carry it out, can overcome almost any obstacle.

Colloquially known as Hollywood North, Vancouver has been a centre for film and television production since the late 1970s. It’s a fertile space for creatives, amassing an impressive roster of actors, directors and producers. Though young in age and lacking the body of work of more storied rivals, Boldly Creative has already made massive waves on the scene.

Boldly was founded in 2013 by brother and sister duo, Geoff and Shelby Manton, alongside their friend Sebastien Galina. Their stock in trade is compelling video content crafted on a leaner budget than their rivals; without skimping on production values.

Becoming Entrepreneurs

Entrepreneurship appeals to individuals for a plethora of reasons. For some, their creativity doesn’t fit within a corporate environment. For others, they want a lifestyle that isn’t bound to a nine-to-five.

When founding Boldly Creative, the desire came from the realization they couldn’t just do film well. They could do it boldly.

“We try to look at other solutions, so we’re just a little craftier with how we approach production problems,” explained co-founder, Shelby Manton.

“A lot of the time in this industry, people say, ‘oh just throw a bit of money at it and it’ll go away’ but there’s always a solution, and it doesn’t have to be money that solves it, just some creative thinking.

Taking The First Steps

With so much competition in the video sphere, standing out from the crowd is a tough ask for any new business. Boldly made a strategic decision to work with local municipalities and create video that would highlight their events and programs. According to Geoff, it was a move that quickly began paying dividends:

“Working with local municipalities slowly started garnering attention for us and eventually snowballed into our 2019 business model; servicing agencies and companies who think boldly about their creative approach,” he said.

“We took the leap of faith for starting our business once we realized people enjoyed the high level of quality and experience we delivered, both in our end products and in the process of making them.”

Building a Successful Business

Within five years of their founding, Boldly hit \$2 million in annual revenue and moved into swanky new digs in Vancouver’s Mount Pleasant. A first feature film is also in the works. Getting from Point A to Point B takes a lot of effort and a slice of luck. What advice would Geoff give to those looking to follow in Boldly’s footsteps:

“One thing we learned, and we learned it EARLY, was to stay organized,” he revealed.

“It’s surprising how quickly a year goes by and suddenly, the paperwork piles up – from receipts and bookkeeping to contracts, filing projects away, scanning receipts, expense forms, reimbursement, ledgers, process documents and so on and so forth. Start early – map out how your business should work. It’s fine to tweak that process as you grow and learn but having the strong foundation will set you up for success.

“Whatever position you’re in, keep going. Every day you must chip away at your business, improving in little bits and pieces until the whole is more polished and refined. Your hard work will pay off.”

Award Winners

This February, in front of a packed room of fellow entrepreneurs and government officials, Boldly Creative was named 2019’s Best Company Award winner at the 16th Annual Small Business BC Awards. Like their fellow winners across our 10 categories, the award has brought legitimacy and a renewed momentum to the team’s efforts:

“Winning the award helps legitimize us in the community – people reach out to us because of the award, and having this recognition helps people build trust with us in a unique way,” Geoff said.

“It’s tough to toot your own horn, so having SBBC do some of that for us has been a great help. Small Business BC is an invaluable resource we wish we knew more about when we started. We recommend it highly to anyone starting a business from scratch.”



2018-2019 HIGHLIGHTS

The 2018/2019 Small Business BC Awards received 581 nominees from 61 communities. On February 21st, the 16th Annual Small Business BC Awards ceremony took place at the Vancouver Convention Centre with 542 attendees.



SBBC e-communications now reach close to **20,000 subscribers** across BC, up 26%.

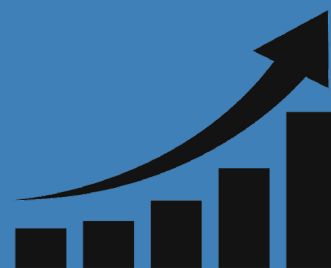
On November 15, 2018, Small Business BC, in partnership with the City of Vancouver and 17 Vancouver BIAs, launched Bizmap.ca, a new online tool for businesses that provides easy access to market data tailored to customized business districts.

The Bizmap website **received over 19,000 page views** within the first 4 months.



Small Business BC served just under **a million clients** in 2018/2019.

14% more clients participated in Talk to an Expert consultations than last year.



In partnership with the Northern Development Initiative Trust (NDIT), Northern BC companies from **30+ communities** registered for over 200 Small Business BC webinars.



Seminar attendance **increased by 31%** supported by our free week of education (sponsored by the province) and the free month of education (sponsored by WorkSafeBC).

Small Business BC saw a **68% increase** in webinar attendance.

Kootenay:
152% increase

Thompson-Okanagan:
120% increase

Lower Mainland:
78% increase

Vancouver Island:
66% increase

Cariboo:
16% increase

Export Navigator received confirmation of funding from the Province of BC and Western Economic Diversification to transition from pilot to program.

Export Navigator now has **317 participating companies** across the six regions supported.



67% of businesses surveyed had increased their export sales over the last year, with one business reporting an **increase of \$2 million**.

Social media followers **increased by 7%** across all SBBC channels.

2018-2019

STATEMENT OF FINANCIAL POSITION

CANADA/BRITISH COLUMBIA BUSINESS SERVICES SOCIETY

Statement of Financial Position

March 31

	2019	2018
Assets		
Current		
Cash and term deposits	\$ 385,317	\$ 280,229
Amounts receivable	1,102,587	176,161
Inventory	2,075	690
Prepaid expenses	318	0
	1,490,297	457,080
Internally Restricted Cash and Term Deposits (note 5)	561,301	1,564,464
Capital Assets (note 6)	98,455	132,150
	\$ 2,150,053	\$ 2,153,694
Liabilities		
Current		
Accounts payable and accrued liabilities (note 7)	\$ 104,938	\$ 112,545
Deferred contributions (note 8)	75,546	35,459
Deferred contributions - restricted (note 8)	1,113,674	869,643
	1,294,158	1,017,647
Deferred Contributions - Restricted (note 8)	0	24,000
	1,294,158	1,041,647
Net Assets		
Invested in Capital Assets	98,455	132,150
Operating Funds	309,813	309,076
Internally Restricted Fund (note 5)	447,627	670,821
	855,895	1,112,047
	\$ 2,150,053	\$ 2,153,694

Commitments (note 9)

2018-2019

STATEMENT OF OPERATIONS

CANADA/BRITISH COLUMBIA BUSINESS SERVICES SOCIETY

Statement of Operations

Year Ended March 31

	Operating Funds	Project Funds	2019	2018
		(schedule 1)		
Receipts				
Western Economic Diversification (note 2)	\$ 1,052,061	\$ 0	\$ 1,052,061	\$ 1,054,126
Small business (schedule 2)	784,594	0	784,594	718,636
Projects (schedule 1)	0	769,033	769,033	459,753
Province of British Columbia (note 2)	686,000	0	686,000	686,000
Rent recovery	31,667	0	31,667	32,377
Interest	14,457	0	14,457	13,476
	2,568,779	769,033	3,337,812	2,964,368
Expenditures				
Salaries and benefits	1,559,894	0	1,559,894	1,626,484
Projects (schedule 1)	0	774,638	774,638	457,585
Operations	400,244	0	400,244	455,995
Vancouver lease/facility	354,197	0	354,197	341,603
Board expenses	90,570	0	90,570	41,033
Cost of sales	74,032	0	74,032	54,375
Advertising and promotion	35,979	0	35,979	55,754
Amortization	49,410	0	49,410	49,762
	2,564,326	774,638	3,338,964	3,082,591
Excess (Deficiency) of Receipts over Expenditures for Year	\$ 4,453	\$ (5,605)	\$ (1,152)	\$ (118,223)

2018-2019

STATEMENT OF CASH FLOWS

CANADA/BRITISH COLUMBIA BUSINESS SERVICES SOCIETY

Statement of Cash Flows

Year Ended March 31

	2019	2018
Operating Activities		
Deficiency of receipts over expenditures	\$ (1,152)	\$ (118,223)
Item not involving cash		
Amortization	49,410	49,762
	48,258	(68,461)
Changes in non-cash working capital		
Amounts receivable	(926,426)	(137,887)
Inventory	(1,385)	578
Prepaid expenses	(318)	4,331
Accounts payable and accrued liabilities	(7,607)	23,151
Deferred contributions	260,118	652,435
Internally Restricted Fund	(255,000)	0
	(930,618)	542,608
Cash Provided by (Used in) Operating Activities	(882,360)	474,147
Investing Activity		
Purchase of capital assets	(15,715)	(9,723)
Inflow (Outflow) of Cash	(898,075)	464,424
Cash and Term Deposits, Beginning of Year	1,844,693	1,380,269
Cash and Term Deposits, End of Year	\$ 946,618	\$ 1,844,693
Represented by:		
Unrestricted cash and term deposits (bank indebtedness)	\$ 385,317	\$ 280,229
Restricted cash and term deposits (note 5)	561,301	1,564,464
	\$ 946,618	\$ 1,844,693



IN BC, SMALL BUSINESS IS BIG BUSINESS

SMALL BUSINESS BC

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