

**WD does not require a signed copy of the Annual Performance Report as the Board Motion will demonstrate Board approval. Please email, in WORD format only, a copy of the approved Annual Performance Report to xxxxxxxxxxx@canada.ca by May 31, 2020**

**SECTION 1**  
**Board Motion**

**Motion from your Board of Directors that approved the 2019-20 Annual Performance Report.**

<b>Date of Board Meeting:</b>	June 20, 2020
<b>Motion:</b>	To approve the 2019/2020 WED Annual Performance Report
<b>Moved By:</b>	Elizabeth Hunter
<b>Seconded By:</b>	D’Arcy Henderson

**SECTION 2**  
**Executive Summary on Overall Performance for 2019-20**

**Please provide a short narrative (1/2 to one page) summarizing your organization’s overall performance, successes, challenges and issues for the past fiscal year.** Highlight any governance improvements undertaken (board training, new policies, etc.)

Business Counseling and Training  
 Working in partnership with CF Cariboo-Chilcotin and CF Sun Country we continued to offer training for businesses and not-for-profits impacted by the 2017 wildfires..  
 CF staff developed and delivered an “Entrepreneurial Exploration” workshop targeted at individuals considering self-employment.  
 CF Staff provided one-on-one coaching on Facebook and other digital marketing tools to business and not-for-profits.  
 CF hosted the Digital Marketing Boot Camp Cohort with Alacrity Canada instructing and CF staff facilitating.

Operations  
 Staff conducted a “friction audit” identifying procedures and/or processes that could be streamlined to improve customer service and reduce redundant and unnecessary processes. Improvements undertaken included:  
 - Created a loan amendment request/approval form reducing the time required for this process.  
 - Signed up for FaasBank - replacing TEA with a more intuitive client management software.  
 - Accounting staff began transitioning Adagio to Sage Accounting.  
 - New existing client loan application has been created. This document is much shorter than the standard application and more accurately reflects the information needed to be gathered from existing clients.  
 - Banking services were put out for bid with TD Bank selected on the basis of lower cost and simplification of investment of surplus funds.

Marketing and Events  
 Marketing efforts were focused on a combination of digital media and networking with key referral partners.  
 - Our website was updated to a more streamlined and smartphone-friendly platform.  
 - CF staff were provided with enhanced training on digital media with subsequent improvements to our efforts in this area.  
 - Regular breakfast round-tables were held with key referral partners.  
 - “Pub talk” events were held in partnership with the Chamber of Commerce.  
 - A presentation was made to the City of Quesnel and Cariboo Regional District .

Community Economic Development  
 In response to the Tolko mill closure, Staff participated on the Economic Transition Committee. CF work to date includes:  
 - Created ThingsChange.biz website to target impacted supply-chain businesses  
 - Entrepreneurial Exploration workshop – 2x  
 - Created 2 new loan products – Pivot and Cash Flow loans

**SECTION 3**  
**Success Stories**

Please provide 3 success stories with a short description, the role your organization played and why you feel this is a success for the community. *Note: Client approval should be obtained to share information about them.*

WD uses these stories to demonstrate the impact of the CFs in Western Canada and to outline concrete examples of positive outcomes for western Canadian stakeholders.

Client Name	Service Provided (loan, bus. services, comm. planning & implementation)	Description should include: <ul style="list-style-type: none"> <li>• Did it align with GOC/WD Priorities? <ul style="list-style-type: none"> <li>• What role did the CF play?</li> </ul> </li> <li>• Describe how this project/loan/service/initiative made a difference in the client's organization and/or community? <ul style="list-style-type: none"> <li>• What were the final outcomes* from the activity?</li> <li>• How has this positively affected the community?</li> </ul> </li> <li>• How has this service enhanced the economy in the community?</li> </ul> <p style="text-align: center;"><b>(6-8 sentences)</b></p>
8 local retail operations	Business Training	One initiative of particular popularity was the Heddy Bing event. This involved working closely with local businesses to bring in a merchandising, display and purchasing guru to help boost storefront appeal and employee morale, while also ensuring each business remained true to their brand and uniqueness. The initiative brought together owners, managers and employees, while highlighting the self-directed program's ability to work with the needs and wants of potential clients. The four-day event kicked off with a seminar with close to 60 people in attendance, followed by ten businesses taking part in one-on-one sessions.
Spa Rivier	Loan, business services	Community Futures provided financing, counseling and coaching support (funded through the Wildfire Business Transition project and NDIIT Competitiveness Consulting Rebate) to assist Spa Rivier in adding a retail operation to their spa operations.
La Belle Vallée Fromagerie	Business services	Community Futures supported La Belle Vallee Fromage with business planning and application to the Milk Marketing Board. La Belle Vallée Fromagerie specializes in artisan cheeses made in the French Alpine tradition. The 1,000 square foot facility includes a milk receiving room and separate lab for analyzing the milk, a cheese-processing room and a temperature and humidity controlled aging room. The artisan cheese-maker produces four different kinds of cheese – a Mont Blanc Gruyère; a semi-soft Raclette; a Clerment; and a Farmer's spreadable cheese – as well as fresh cheese curds.

\*Examples of possible outcomes: jobs created, impact on the community, successfully assisted companies to enter global markets, new export sales for businesses, new office(s) opened in Western Canada, investment attracted to a business, new product(s) created or new service(s) created, successful joint venture established, etc.

**SECTION 4**  
**Alignment with Government of Canada and WD Priorities in key areas**

Please describe the initiatives or projects your organization was involved in that aligned with the WD 2019-20 operational priorities listed below:

**Inclusiveness:** Enhance economic well-being and prosperity of under-represented groups in Western Canada. WD's primary focus for this priority is on supporting Indigenous peoples and women, with a secondary area of focus on youth and persons with disabilities.

**Cluster Growth:** Clusters are networks of interrelated companies, researchers, investors and other partners working in a specific industry or region. WD will focus on supporting select clusters within: clean technology; value-added agriculture; advanced manufacturing; digital industries; clean resources; and health and biosciences.

	<b>Strategy</b>	<b>Project/Initiative (2 – 3 sentences)</b>	<b>Outcome Achieved</b>
<b>1 (a)</b>	Inclusiveness – primary focus on Indigenous peoples and women	The CF Board approved ongoing support for a Women’s business networking group. Staff assisted in the planning of the "Happy Hour Hustle - An Event for Women in Leadership". The evening included networking games and activities, refreshments and 'next steps' activities.	Established a women’s business/leadership group.
<b>1 (b)</b>	Inclusiveness – secondary focus on youth and persons with disabilities	The Chamber Trade Show was held May 4,5. Total sales revenue for the Youth Entrepreneurs was \$4,500 with approximately \$2,300 in profit. Students donated 20% of their profits to charitable causes. 8 4H loans were disbursed, providing funding for youth to purchase, raise and sell livestock.	Students were introduced to entrepreneurship.
<b>2</b>	Cluster growth – focus on specialized clusters within: clean technology; value-added agriculture; advanced manufacturing; digital industries; clean resources; and health and biosciences.	In April, we lead the Coworking Takeover Challenge with Rural on Purpose. We invited the Chamber, the 3 BIA’s and the city to play an active role in the delivery of the program. We hosted a community meeting introducing the program, created a Facebook group “Co-Work Quesnel”, promoted the Challenge and participating businesses. Throughout the week there were 18 businesses participating and 32 registered CoWorkers. We followed up with the businesses and coworkers to get their personal thoughts of the experience. Six of the businesses will continue to offer a coworking space throughout the year and will be posted on the coworkrural.com website hosted by Rural on Purpose.	Established 6 co-working spaces and ongoing communication through Facebook group.

**SECTION 5**  
**Performance Indicator Variance**

In the table below, please ensure a detailed explanation is provided if your organization did not meet an MPS.

Performance Indicator	2019-20 Target	2019-20 Actual	If you did not meet an MPS, please provide a detailed explanation and a plan for ensuring the MPS will be met in 2020-21.
Indicate which Group the CF is in :		<b>Choose your assigned group</b>	
Total # of community based projects (New <b>PLUS</b> Ongoing)	2	14	It was a busy year for projects.
# of business training session participants	413	402	Training and advisory results were negatively affected as a result of the loss of the Self-Employment program.
# of business advisory services	430	295	
\$ value of loans (*)	\$1,000,000	\$719,379	Business activity and loans were impacted by sawmill closures.
# of loans (*)	<b>15</b>	30	There were a number 4H loans.
# of Projects/Initiatives that align with GOC/WD priorities and <b>(PLUS)</b> # of Loans that align with GOC/WD priorities	2	5	

\*Total value of ALL loans and other investments approved where initial disbursements made

**FOR REFERENCE ONLY:**

MPS	GROUP 1	GROUP 2	GROUP 3
Total # of community based projects (New PLUS Ongoing)	2	2	2
# of business training session participants	400	400	300
# of business advisory services			
\$ value of loans	\$600,000	\$400,000	\$200,000
# of loans	12	8	6
# of Projects/Initiatives that align with GOC/WD priorities and <b>(PLUS)</b> # of Loans that align with GOC/WD priorities	3	2	1

**SECTION 7**  
**CF Web Reporting**

Please provide the link to the 2019-20 Performance Results posted on your website.

2019-20 Performance Report on Website	<a href="https://cfquesnel.com/aboutus/">https://cfquesnel.com/aboutus/</a>
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**SECTION 8**  
**Loans over \$150,000**

Did your CF provide loans over \$150,000 in total to an organization in 2019-20 (i.e. include previous loans still outstanding)?  Yes  No

If **yes**, then please provide a list of all loans given over \$150,000 in total to an organization and provide the reasoning/justification behind providing those loans. Please use your internal file or client number and **not client name**. **Note: Your updated policy on loans over \$150,000 should have been provided to WD. If not, please attach to this report.**

File #	Amount	Rationale for Loans over \$150,000
123456	\$165,000	Explanation

**SECTION 9**  
**Syndicated Loans**

Did your CF participate in any syndicated loans in 2019-20?  Yes  No

If **yes**, please provide a list of any syndicated loans your organization may have been a part of. Note: As per the Contribution Agreement (Attachment B, Investment Fund Terms and Conditions), each participating CF may only provide up to \$150,000.

Lead CF	Which CF reported the loan in the reporting system?	Amount Contributed by your CF	Total Loan Amount	Number of Partner CFs
CF North Cariboo	CF North Cariboo	150,000.00	354,000.00	2

**SECTION 10**  
**Loans with Interest Rates Less than Prime Plus 2%**

Did your CF provide loans with interest rates less than prime plus 2%?  Yes  No

If **yes**, then please provide a list of all loans given and provide the reasoning/justification behind providing those loans with interest rates less than prime plus 2%. Please use your internal file or client number and **not client name**. **Note: Your new policy on interest rates less than prime plus 2% should have been provided to WD. If not, please attach to this report.**

File #	Amount	Interest Rate	Rationale for interest rate less than prime plus 2%
2018-601-4H	\$1,500.00	0%	<1 year, 4H loan
2018-602-4H	\$1,500.00	0%	<1 year, 4H loan
2018-603-4H	\$1,500.00	0%	<1 year, 4H loan
2018-604-4H	\$1,500.00	0%	<1 year, 4H loan
2018-605-4H	\$1,500.00	0%	<1 year, 4H loan
2018-606-4H	\$1,500.00	0%	<1 year, 4H loan

**SECTION 11**  
**Investment Fund**

**1. WD Investment Fund Activity as of March 31, 2020**

Total Value of Loans Receivable	Total Number of Loans Receivable	Total Value of Loans Receivable over 90 days	Number of Loans Receivable over 90 days
\$4,315,218.31	59	\$25,000	5

**2. Equity Investment / Related Entities / Subsidiaries as of March 31, 2020**

Does your CF have investments in equity, related entities or subsidiaries as of March 31, 2020?  Yes  No  
 If yes, please list them below.

Company Name	Percentage of Shares	Dollar Value

**3. FOR THOSE WITH A 3 YEAR AGREEMENT : Interest transfers up to 75% of net interest up to a maximum of \$100,000**

Did the CF transfer interest in 2019-20?  Yes  No

If Yes, please list all interest transfers amounts, the activities, and the WD Investment Fund type. Note: Your updated policy on interest transfers should have been provided to WD. If not, please attach to this report.

Activity	WD Investment Fund Source	Amount Transferred
	Choose an item.	

**4. Interest transfers above 75% of net interest or \$100,000 (not included in Section 3) and all interest transfers for those with 1 year agreements**

Did the CF transfer interest in 2019-20?  Yes  No

If yes, please list all interest transfer amounts, the activities, the WD Investment Fund type, and WD approved date. Note: Your updated policy on interest transfers should have been provided to WD. If not, please attach to this report.

Activity	WD Investment Fund Source	Amount Transferred	Amount and Date WD Approved
	Choose an item.		

**SECTION 12**  
**Appeals**

1. Please report on the number of appeals the CF received in 2019-20. If there were no appeals, please enter “0” in the first box below.

<b>Number of Appeals</b>	0
<b>Basis for the Appeals (please list all reasons)</b>	N/A
<b>Number of Appeals Upheld</b>	N/A
<b>Number of Appeals Denied</b>	N/A
<b>Number of Appeals Pending Decision</b>	N/A

**SECTION 13 - OPTIONAL**  
**Highlights**

1. This section is optional and is provided for you to show case anything the CF does that you feel may be different from other CFs. This could include; best practices, interesting processes, unique services, meaningful community based projects or events, etc.