

# **CORPORATE PLAN**

2023-2024



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# JOINT MESSAGE FROM THE VICE CHAIRPERSON AND CHIEF EXECUTIVE OFFICER

It is our pleasure to present the 2023-2024 Corporate Plan for the Northwest Territories Business Development and Investment Corporation that builds on the Strategic Plan 2021-2024 and adapts to a rapidly changing environment.





**Matthew Bannister** Vice Chairperson



**Joyce Taylor** Chief Executive Officer (CEO)

It's a brave new world - one that holds much promise but also uncertainty. Recovery has been gaining momentum across Canada and a digital transformation is underway. However, economic factors such as inflationary pressures with rising interest rates, along with labour shortages, have been having a significant impact on businesses. Resiliency and innovation will be increasingly important as entrepreneurs and businesses, along with the BDIC, face new challenges and opportunities.

Over the last 18-months, the BDIC has been laying the groundwork to support major changes within the organization and the programs and services that it offers. Updates to the legislation and a new brand will set the stage for a renewal of the organization aimed at enabling flexibility, empowering innovation, and catalyzing opportunities in the territory.

In this plan, you'll see how the BDIC is embracing change and finding new ways to create value for entrepreneurs and businesses through new and enhanced programs, services, tools, and resources. We are confident that the BDIC, working alongside its partners and other key stakeholders, will be able to help small and medium-sized enterprises chart a course towards strong business development and sustainability.

It is an exciting time to be in business and we look forward to a promising future for the NWT, one that will be driven by entrepreneurs and supported by organizations like the BDIC.



# **ABOUT THE BDIC**

The Northwest Territories Business Development and Investment Corporation (BDIC) was established as a public agency of the Government of the Northwest Territories on April 1, 2005, by the Northwest Territories Business Development and Investment Corporation Act.

The BDIC is a territorial economic development organization that has a legislative mandate to help create and develop business enterprises in all industries promoting the economic development of the Northwest Territories.

#### **MANDATE**

To support the economic objectives of the Government of the Northwest Territories (GNWT) in a manner that benefits the people and the economy of the Northwest Territories, by:

- Encouraging the creation and development of business enterprises
- Providing financial assistance to business enterprises, either on its own or as a complement to private sector or other financing
- Directly investing in business enterprises
- Providing information to business enterprises and members of the public respecting the establishment and operation of businesses, and other business matters

#### **VISION**

A stronger, more resilient business sector in the Northwest Territories.

#### **MISSION**

To promote business growth and diversification by providing flexible financing options and targeted financial programs and services that support businesses throughout their lifecycles.

#### **VALUES**



#### Driven to make a difference in the NWT

What we do matters. Through our work, we help enable and empower NWT businesses to succeed, thrive, and reach their potential. We are motivated by results; we help support the creation of jobs and opportunities in the NWT which builds strong and healthy communities.



#### Respectful and inclusive

We are considerate and ensure everyone is treated fairly and with dignity. We value diversity and create an environment where everyone feels important and included.



#### Serve with integrity

We follow through on what we say we will do and take ownership of our work. We build and foster relationships by sharing information in an open and transparent manner. We abide by BDIC and GNWT legislation, regulations, policies, and processes.



#### **Innovative**

We pursue new ideas and value different perspectives. We are creative, exploring and introducing new approaches and programs that provide solutions to make things better for each other, our clients, partners, and stakeholders.

## Our Future: A New Brand

Since the BDIC was created in 2005, there have been significant changes in the business environment and within the organization. Opportunity exists to modernize the organization and update the brand and visual identity to better reflect the organization and its values, work, and future vision.

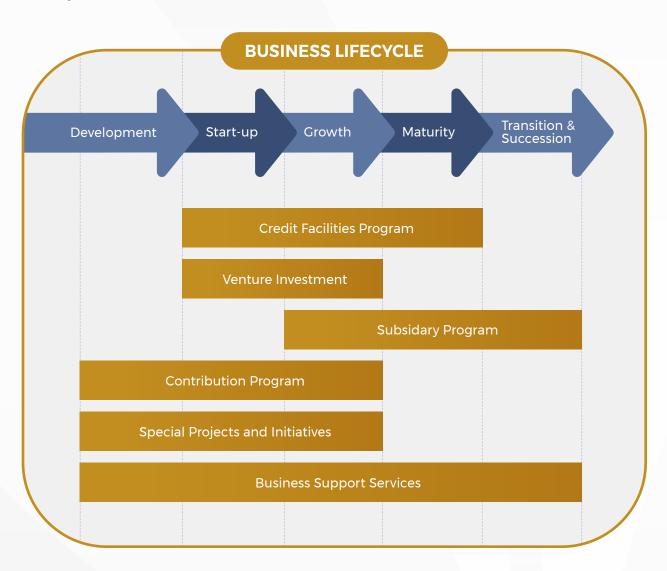
A new brand will be launched in 2023-2024, which will position the organization as a trusted financial partner and strategic business advisor that funds growth, empowers innovation, and fuels business opportunity in the NWT. The brand will act as a beacon for change and will help build greater awareness and understanding of the organization and its programs and services in the territory.



# **PROGRAMS AND SERVICES OVERVIEW**

The BDIC provides debt and equity financing and contributions to NWT businesses. Additionally, the BDIC offers business support services to help entrepreneurs in the Northwest Territories.

The BDIC supports enterprises across all stages of the business lifecycle: development, start-up, growth, maturity, transition and succession.





## Credit Facilities Program

The BDIC applies sound risk management practices when evaluating applications for credit facilities. Business sustainability and ability to repay are important considerations in the review of applications.

#### Loans

This program supports entrepreneurs and business owners with loans. Repayment terms can be customized and interest rates are based on credit risks.

#### Working Capital Guarantee

The BDIC can provide guarantees to help entrepreneurs secure a business line of credit or operating line from a conventional financial institution. Clients pay an annual commission based on credit risks.

#### Standby Letter of Credit

A Standby Letter of Credit (SLC) gives a third party the assurance that the BDIC will make a payment in the event the client (who contracted the SLC) is unable to meet their obligations. Clients use a SLC to secure contract bids or provide securities to suppliers.

## Venture Investment Program

The BDIC invests in businesses in return for preferred shares in the business that offer annual dividends. Shares can be redeemed at any time. The funds can be used as leverage to obtain additional financing.

## Subsidiary Program

The BDIC invests in business and community initiatives that create employment opportunities across the NWT. The BDIC owns 100% of five operating subsidiaries: Acho Dene Native Crafts, Fort McPherson Tent & Canvas. Ulukhaktok Arts Centre. Dene Fur Clouds, and the Arctic Canada Trading Company.

## Contribution Program

The Contribution Program has historically included the Business Development Project Fund (BDPF) which assisted businesses with expenses related to start-up or expansion. Funds could also be used to purchase accounting software and services, help with succession planning, and attend business training programs.

The program is currently under review and may evolve to focus the program on supporting NWT businesses with their digital transformation.

## Special Projects and Initiatives

The BDIC administers special projects and initiatives that support growth, empower innovation, and help NWT businesses take advantage of new opportunities.

A new initiative that the BDIC is delivering in partnership with the Government of Canada is the Canada Digital Adoption Program (CDAP). CDAP helps small businesses in the NWT take part in digital transformation - to get their business online, boost their e-commerce presence, and/or digitalize operations. Eligible businesses receive a micro-grant of up to \$2,400 to help with the costs related to adopting e-commerce and are supported by a network of e-commerce advisors.

## **Business Support Services**

The BDIC operates Canada Business NWT (CBNWT) in partnership with the Canadian Northern Economic Development Agency (CanNor). CBNWT provides information about business and government services, programs, and regulations. Free resources include a business centre, a business library, online learning sessions, and a variety of tools and industry publications.

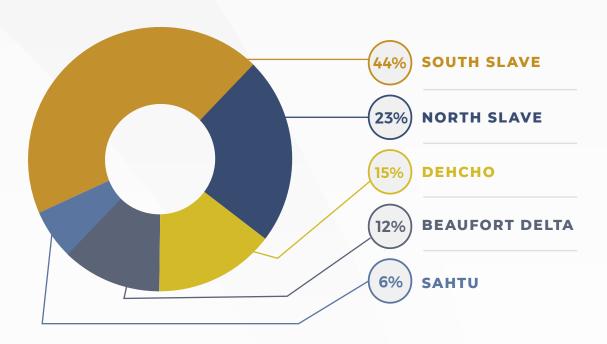
# **HIGHLIGHTS: BY THE NUMBERS**



#### TOTAL FINANCIAL DISBURSEMENTS BY REGION

(from April 1, 2005 to March 31, 2022)

REGION	AMOUNT	NUMBER OF BUSINESSES
South Slave	\$52 MM	145
North Slave	\$28 MM	269
Dehcho	\$17 MM	51
Beaufort Delta	\$14 MM	104
Sahtu	\$8 MM	24
TOTAL	\$119 MM	593



#### TOTAL FINANCIAL DISBURSEMENTS BY COMMUNITY LEVEL

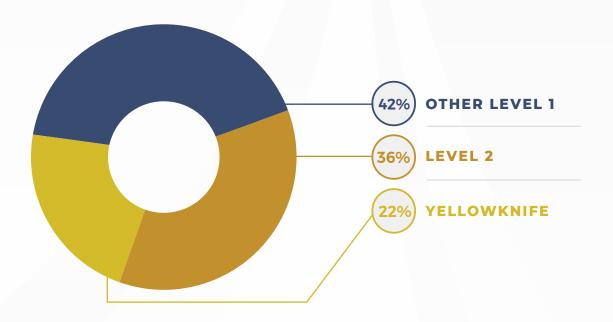
#### (from April 1, 2005 to March 31, 2022)

Level 1 Communities: Communities with well developed business infrastructure and air/road transportation links; includes Fort Smith, Hay River, Inuvik, and Yellowknife (including Ndilo).

Level 2 Communities: Communities with less developed business infrastructure and air/road transportation links; includes all other NWT communities not listed as Level 1.

COMMUNITY LEVEL	AMOUNT	NUMBER OF BUSINESSES
Other Level 1	\$49 MM	141
Level 2	\$43 MM	192
Yellowknife (Level 1)	\$27 MM	260
TOTAL	\$119 MM	593

#### % OF TOTAL FINANCIAL DISBURSEMENTS BY COMMUNITY LEVEL



#### TOTAL FINANCIAL DISBURSEMENTS BY PROGRAM

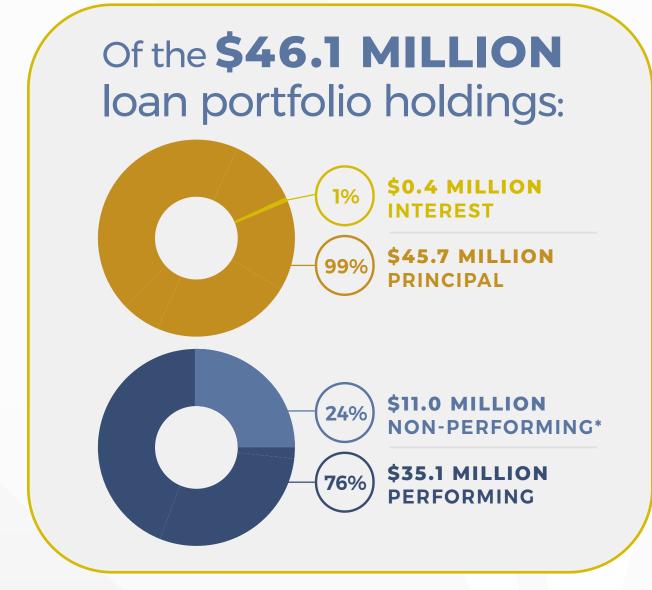
(from April 1, 2005 to March 31, 2022)





As of **December 31, 2022,** the loan portfolio holdings of the BDIC were

# **\$46.1 MILLION**



\*Loans are classified as non-performing when, in management's opinion, there is no longer reasonable assurance of the timely collection of the full amount of principal and interest.

#### LOAN PORTFOLIO HOLDINGS - AMOUNT BY REGION

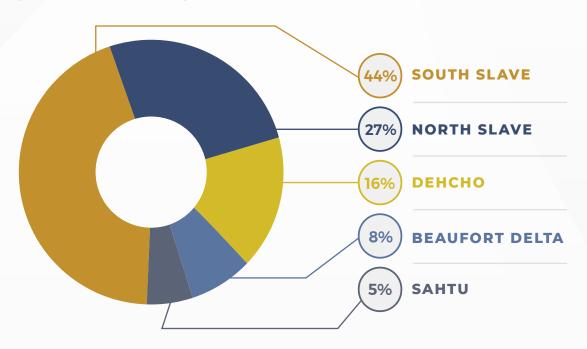
(as at December 31, 2022)

REGION	AMOUNT
South Slave	\$20.5 MM
North Slave	\$12.2 MM
Dehcho	\$7.2 MM
Beaufort Delta	\$3.9 MM
Sahtu	\$2.3 MM
TOTAL	\$46.1 MM

MM = million

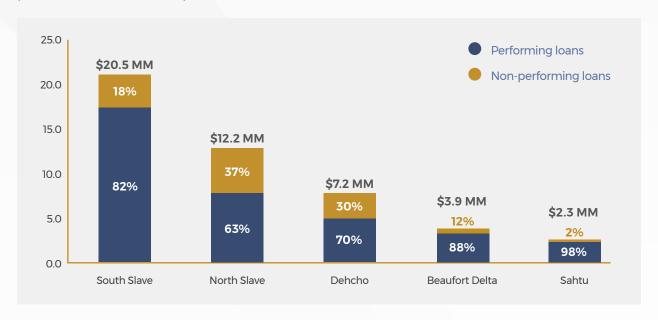
#### LOAN PORTFOLIO HOLDINGS - PERCENTAGE BY REGION

(as at December 31, 2022)



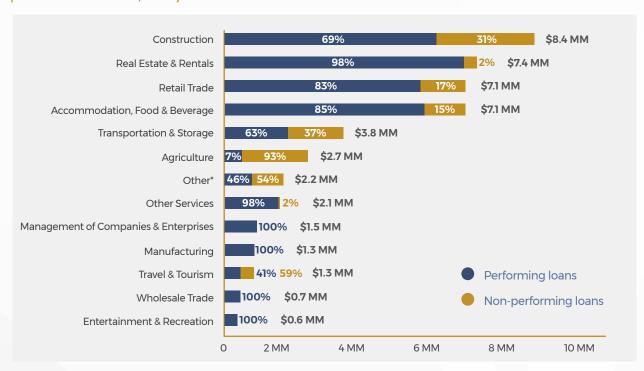
#### PERFORMING AND NON-PERFORMING LOANS BY REGION

(as at December 31, 2022)



#### PERFORMING AND NON-PERFORMING LOANS BY ECONOMIC SECTOR

(as at December 31, 2022)



\*Other includes the following sectors: Communication; Oil & Gas; Arts & Craft; Professional, Scientific & Technical Services; Finance & Insurance; Mining & Mineral Exploration; Business Services; Information & Cultural Industries; Healthcare; Fisheries & Wildlife Harvest; Forestry & Logging; and Educational Services

# STRATEGIC PLAN 2021–2024

The Strategic Plan 2021-2024 serves as a high-level guidance and decision-making framework to assist the BDIC in aligning resources and objectives to realize its vision of a stronger, more resilient business sector in the Northwest Territories.

As part of the development of the Strategic Plan 2021-2024, the vision, mission, and values of the BDIC organization were updated.

The Strategic Plan sets out the broad and long-term goals and priorities whereas the Corporate Plan outlines the shorter-term objectives, strategies, actions, and financial resources for the fiscal year.

#### STRATEGIC GOALS

- To support NWT businesses throughout their business lifecycles
- To increase awareness and understanding of the BDIC
- To promote entrepreneurial growth and sustainability
- To be an engaged and continuous learning organization
- To support business growth and diversification in the regions which includes subsidiary operations
- To strengthen corporate governance

# **PRIORITY AREAS Communications People Operations Programs**

## **CORPORATE PLAN 2023-2024**

## Operating Environment

The changes that have happened over the last several years have been extraordinary and have had profound impacts on organizations and businesses.

The Corporate Plan 2023-2024 builds on the Strategic Plan 2021-2024 and will help the BDIC navigate a changing landscape to better serve entrepreneurs and businesses.

Since the previous Corporate Plan (2022-2023), there have been several major new developments as follows:

- Economic factors that include inflationary pressures, rising interest rates, and changing supply chains have presented significant challenges for the business community. Increasing lending costs have also resulted in higher borrowing costs to businesses and organizations across Canada.
- New and emerging technologies including artificial intelligence and greater digitalization will drastically change the nature of work and shape businesses of the future. Opportunity exists for the BDIC to support the digital transformation efforts of NWT businesses and to accelerate digital adoption within the organization to better serve clients. As we shift to a digital economy, there will be a greater need for people with the knowledge and skills to adopt and use these digital technologies.
- Through research and engagement with its key stakeholders over the last 12-months, the BDIC has obtained a strong understanding of needs, challenges, service gaps, and opportunities for entrepreneurs

- and businesses. The learning has informed the development of this Corporate Plan and will continue to guide the BDIC as it becomes more client focused. The BDIC will aim to continue to gather feedback from its clients and stakeholders and leverage insights to improve its programs and services.
- Governments, businesses, and organizations in all sectors are facing rapid transformation and unforeseen events with many needing to respond quickly and adapt accordingly. Updated legislation and regulations will enable the BDIC to have greater flexibility in meeting business needs and become even more responsive.
- Partnerships remain essential to addressing challenges, pursuing opportunities, and generating more impact. To maximize resources, the BDIC will continue to collaborate with other stakeholders and strike partnerships to build capacity and generate more value for entrepreneurs and businesses in the territory.

These changes have informed the development of this Corporate Plan and contributed to several updates with regard to the objectives, strategies, and actions for the 2023-2024 fiscal year.

## Goals, Objectives, Strategies and Actions



Objective: Deliver and promote programs and services that meet business needs at every stage and increase engagement

STRATEGIES	ACTIONS	
Continue to understand the needs of NWT businesses by lifecycle stage	<ul> <li>Develop and pilot an ongoing feedback tool that includes a net promoter score</li> <li>Leverage research to inform changes and enhancements to the brand and to programs and services</li> </ul>	
Implement and enhance programs and services based on the business lifecycle	<ul> <li>Update program applications and streamline processes</li> <li>Provide guidance and explore flexible solutions</li> </ul>	
Enhance communications based on business lifecycle and needs	<ul> <li>Explore and test a new customer relationship system (CRM)</li> <li>Develop a client contact strategy and introduce standardized communication templates</li> </ul>	



Objective: Develop new/enhanced programs and services to generate investment, growth, and innovation

STRATEGIES	ACTIONS
Develop an updated Venture Investment Program (VIP) and a new Venture Fund to support increased investment in the territory	<ul> <li>Revise regulations and policies that support an updated Venture Investment Program (VIP)</li> <li>Gather best practices and develop a prototype for a new Venture Fund</li> </ul>
Modify the Contribution Program to accelerate digital adoption among NWT businesses	<ul> <li>Update policy and request approvals to provide contribution funding that augments existing Canada Digital Adoption         Program funding to support businesses with their digital transformation</li> <li>Expand participation and funding with the Canada Digital Adoption Program</li> </ul>
Explore and implement enhancements to the Credit Facilities Program	<ul> <li>Update the regulations and policies for the Credit Facilities         Program based on updates to the Act     </li> <li>Explore enhancements to the program to increase capital and/or add value</li> </ul>
Provide targeted advisory services and mentoring where community service gaps exist	<ul> <li>Establish and leverage partnerships with academic institutions and other stakeholders to expand capacity building opportunities available to NWT entrepreneurs</li> <li>Provide targeted advisory services and mentorship to NWT businesses as part of the Venture Investment Program and for digital and special projects</li> </ul>
Develop a strategic framework for Business Support Services	Based on the framework, pilot some enhanced tools, resources and services that address specific business needs

### **Strategic Goal 3:**

To support business growth and diversification in the regions which includes subsidiary operations

Objective: Increase regional engagement and uptake of programs and services

STRATEGIES	ACTIONS
Evaluate and define BDIC's future role and options for the subsidiaries	<ul> <li>Explore opportunities with potential partners for the subsidiaries</li> <li>Evaluate options for long-term succession planning/transition of the subsidiaries</li> </ul>
Explore/strengthen partnerships to increase regional delivery of programs	<ul> <li>Review and update the delivery agent's memorandum of understanding</li> <li>Develop and implement a structure/approach that supports regular engagement and knowledge sharing among delivery agent staff</li> </ul>



## **Strategic Goal 4:**

To increase awareness and understanding of the BDIC

Objective: Increase awareness and engagement with BDIC and its programs and services

STRATEGIES	ACTIONS	
Implement a new brand for the organization	<ul> <li>Implement the brand strategy with a new visual identity for the organization</li> <li>Develop and introduce new branded materials, creative, and messaging while minimizing obsolescence</li> </ul>	
Optimize marketing and communication activities to maximize reach and relevancy	<ul> <li>Develop and execute an updated marketing and communication plan</li> <li>Develop and implement a new website that offers an improved user experience</li> <li>Implement the social media plan which includes the launch and ongoing management of Facebook</li> </ul>	
Enhance visibility and presence of the organization in the regions	<ul> <li>Plan and execute targeted advertising campaigns in communities outside of Yellowknife</li> <li>Conduct increased public relations and outreach in the regions (including regional tours/visits)</li> </ul>	



Objective: Continue strengthening internal capacity and collaborating with other organizations to benefit the NWT business community

STRATEGIES	ACTIONS
Nurture an organizational culture of accountability and continuous improvement	<ul> <li>Implement new outcome-based Key Performance Indicators (KPIs)</li> <li>Introduce a revised quarterly report based on KPIs</li> </ul>
Build/strengthen internal capacity	<ul> <li>Define standards/requirements for continued professional development for staff by role</li> <li>Ensure staff complete targeted level of training including digital training relevant to their respective areas</li> </ul>
Assist with building of knowledge/ skills among regional staff of delivery agent(s)	<ul> <li>Identify and endorse professional development opportunities for front-line agent staff in the regions</li> <li>Coordinate ways to support sharing of knowledge and best practices</li> </ul>



#### Objective: Strengthen corporate governance to enhance management oversight

STRATEGIES	ACTIONS
Strengthen board governance and committee oversight	<ul> <li>Recruit several Board Directors (up to 6 members)</li> <li>Develop an updated Terms of Reference for the Audit Committee</li> <li>Develop and execute an orientation for Audit Committee members and implement an orientation for new directors</li> </ul>
Develop and report on strategic plans	<ul> <li>Ensure alignment of BDIC corporate goals to the GNWT mandate and implementation of the final year of the Strategic Plan 2021-2024</li> <li>Develop a new four-year Strategic Plan</li> <li>Develop and issue corporate publications</li> </ul>
Implement the modernized BDIC Act and update regulations/policies	<ul> <li>Pass and implement updated legislation</li> <li>Update the regulations and policies to support the updated legislation</li> <li>Plan and execute a campaign to communicate the updated legislation</li> </ul>
Develop a strategy to monitor the BDIC's enterprise risk	<ul> <li>Define and organize the risk management oversight by the Board of Directors</li> <li>Outline a risk management framework for the loan portfolio</li> </ul>



## Performance Measures

Key Performance Indicators (KPIs) are quantifiable activity measures used to monitor progress toward the strategic goals and objectives of the organization and program effectiveness. The indicators are used to assess whether the BDIC is on target as we work toward our goals.

The BDIC has updated its KPIs using a logic model which provides a graphical representation of the organization's work, from the resources (inputs) and activities that will take place, to the deliverables (outputs), and the outcomes and intended impacts.

Overall Statement: If the BDIC invests in businesses and entrepreneurs by offering flexible financing and innovative business service solutions throughout a business's lifecycle, economic conditions will be created that will help NWT businesses thrive and will help NWT communities experience renewed growth and economic diversification.

GOALS AND OBJECTIVES	PERFORMANCE INDICATORS	LONG-TERM OUTCOMES
Strategic Goal 1: To support NWT businesses throughout their business lifecycles Objective: Deliver and promote programs and services that meet business needs at every stage and increase engagement	<ul> <li># of program applications</li> <li># of approved applications</li> <li>Target application processing times met</li> <li>% of satisfied clients</li> <li>Net promoter score</li> <li># of repeat clients</li> </ul>	More entrepreneurs and businesses are supported
Strategic Goal 2: To promote entrepreneurial growth and sustainability  Objective: Develop new/ enhanced programs and services to generate investment, growth, and innovation	<ul> <li># and \$ of loans</li> <li># and \$ of clients receiving contributions</li> <li># of people accessing business support services</li> <li># and \$ of venture investments</li> <li>% of clients who report a positive impact on their business resulting from programs and services of the BDIC</li> <li>Increased collection of key client data points to increase ability to assess client results, financial health, and enterprise value</li> </ul>	Greater number of clients achieving stronger results in terms of revenue, profitability, employment, cash flows, and/or export of goods and services  Improved client financial health and enterprise value that is monitored and reported on
	<ul> <li>\$ total loan portfolio</li> <li># and \$ of higher value loans</li> <li>(&gt; \$500K) provided</li> <li># of partners investing in NWT projects and businesses</li> </ul>	Increased direct and indirect capital/investment provided by the BDIC and/or with its partners that is monitored and reported upon

K = thousand

GOALS AND OBJECTIVES	PERFORMANCE INDICATORS	LONG-TERM OUTCOMES
Strategic Goal 3: To support business growth and diversification in the regions which includes subsidiary operations  Objective: Increase regional engagement and uptake of programs and services	<ul> <li># and \$ of loans by region</li> <li># and \$ of venture investments by region</li> <li># and \$ of contributions by region</li> <li># of people accessing business support services by region</li> <li># of contacts with community partners and businesses</li> <li># of regional businesses accessing digital programs and supports</li> <li># of regional partnerships</li> </ul>	More regional entrepreneurs and businesses are accessing programs and services  More long-term regional partnerships  Projects are developed and/ or are initiated to leverage subsidiary assets
Strategic Goal 4: To increase awareness and understanding of the BDIC  Objective: Increase awareness and engagement with BDIC and its programs and services	<ul> <li># of visitors</li> <li># of inquiries and interactions</li> <li># of engagements and projects</li> <li># of program applications</li> <li># of partners</li> <li># of clients</li> </ul>	More entrepreneurs and businesses are accessing programs and services
Strategic Goal 5: To be an engaged and continuous learning organization  Objective: Continue strengthening internal capacity and collaborating with other organizations to benefit the NWT business community	<ul> <li># of certifications obtained and training programs completed by staff</li> <li>% of clients satisfied with staff knowledge level</li> <li>Net promoter score</li> <li># of repeat clients</li> </ul>	Increased capacity among staff More entrepreneurs and businesses are supported
Strategic Goal 6: To strengthen corporate governance Objective: Strengthen corporate governance to enhance management oversight	<ul> <li># of Board members recruited</li> <li># of Board members participating in orientation and training</li> <li># of Board meetings</li> <li>Strategic planning and corporate publications completed</li> <li>Regulations/policies updated</li> </ul>	Funding and resources to the BDIC are secured/ growing Risk targets for portfolio are defined and monitored



# **BUDGET 2023-2024**

The BDIC's budget is comprised of two separate funds, the Contribution Fund and the Loans and Investments Fund.

#### **Contribution Fund**

The Contribution Fund is funded through contribution agreements with the GNWT and the federal government, interest income from bank accounts, and transfers from the Loans and Investments Fund. The Fund's purpose is to provide funding for the Subsidiary Program, Contribution Program, Special Projects and Initiatives, Business Support Services, and operations.

The Contribution Fund is administered through four separate funds:

- 1. Subsidy Fund Provides subsidies to BDIC subsidiaries and Business Development Project Fund (BDPF) contribution funds to **NWT** businesses
- 2. Capital Fund Provides start-up costs for new subsidiaries
- 3. Capital Reserve Fund Provides capital funds for repairs to existing subsidiaries
- 4. **General Operating Fund Provides operating** costs for the BDIC's delivery of programs and services including the Canada Business NWT (CBNWT) Business Services Centre which receives partial funding from the Canadian Northern Economic Development Agency (CanNor); as well as the Canada Digital Adoption Program which receives some funding from Innovation, Science and Economic Development Canada

#### Loans and Investments Fund

The Loans and Investments Fund is funded through client loan repayments, client venture payments, and/or GNWT loans. The Fund's purpose is to provide financing to assist businesses under the Credit Facilities Program and the Venture Investment Program.

This fund is administered through two funds:

- 1. **Loans Fund** Provides loan capital to NWT businesses
- 2. **Venture Investment Fund** Provides equity investment to NWT businesses



## **Exhibits**

Exhibit 1 - Contribution Fund Budget Summary (\$000)

			General	
	Subsidy	Capital	Operating	
	Fund	Fund	Fund	Total
	(Exhibit 2)	(Exhibit 3)	(Exhibit 4)	Total
Opening Balance	559	1,020	4,282	5,861
Sources of Cash	799	0	2,744	3,543
Uses of Cash	799	0	3,009	3,808
Closing Balance	559	1,020	4,017	5,596
Exhibit 2 - Subsidy Fund (\$000)				
Fiscal Year ending March 31, 2024				
		Budget	Budget	Actual
	_	2024	2023	2022
Opening Balance		559	559	434
Sources of Cash:				
GNWT Contribution		640	700	840
Federal Government Contribution		159	0	0
Subtotal	-	<b>799</b>	700	840
Uses of Cash:				
Business Development & Special Projects		359	200	205
5983 NWT Ltd. Ulukhaktok Arts Centre		90	100	110
913044 NWT Ltd. Fort McPherson Tent & Ca	nvas	200	200	250
Acho Dene Native Crafts Ltd.		50	100	50
Dene Fur Clouds Ltd.		100	100	100
Subtotal		799	700	715
Closing Balance		559	559	559
	-		,	

## Exhibit 3 - Capital and Capital Reserve Fund (\$000)

	Budget 2024	Budget 2023	Actual 2022
Opening Balance	1,020	1,020	1,020
Sources of Cash:			
GNWT Contribution	0	0	0
Subtotal	0	0	0
Uses of Cash:			
New Subsidiary	0	0	0
Subtotal	0	0	0
Closing Balance	1,020	1,020	1,020

Exhibit 4 - General Operating Fund Budget (\$000)

	Budget 2024	Budget 2023	Actual 2022
Opening Balance	4,282	4,843	4,569
Sources of Cash:			
GNWT Contribution	1,432	1,372	1,235
Federal Government Contribution	168	97	97
Loan Fund	1,000	1,000	1,000
Interest	144	92	64
Subtotal	2,744	2,561	2,396
Uses of Cash:			
Advertising	45	43	14
Board expenses	66	76	14
Business Service Centre	220	225	186
Compensation and benefits	2,247	2,400	1,715
Computers and communications	105	115	81
Office	60	45	56
Purchased services	178	198	53
Travel and training	88	20	3
Subtotal	3,009	3,122	2,122
Closing Balance	4,017	4,282	4,843

## Exhibit 5 - Loans and Investments Fund Budget Summary (\$000)

	Venture Invest	Loans Fund (Exhibit 7)	
Opening Balance		4,076	1,523
Sources of Cash		0	7,565
Uses of Cash		350	8,000
Closing Balance		3,726	1,088
Exhibit 6 - Venture Investment Fund Budget (\$000)			
Fiscal Year ending March 31, 2024			
	Budget	Budget	Actual
	2024	2023	2022
Opening Balance	4,076	4,326	4,676
Sources of Cash:			
Dividends	0	0	0
Redemptions	0	0	0
Subtotal	0	0	0
Uses of Cash:			
Venture Investments	350	250	350
Subtotal	350	250	350
Closing Balance	3,726	4,076	4,326

## Exhibit 7 - Loans Fund Budget (\$000)

	Budget	Budget	Actual
_	2024	2023	2022
Opening Balance	1,523	3,668	4,593
Sources of Cash:			
Repayments Received	7,500	5,800	6,990
Interest Income	65	55	86
Subtotal	7,565	5,855	7,076
Uses of Cash:			
Loans Disbursed	6,500	6,500	6,001
Repayment to the GNWT	500	500	1,000
General Operating Fund	1,000	1,000	1,000
Subtotal	8,000	8,000	8,001
Closing Balance	1,088	1,523	3,668

Exhibit 8 - Consolidated Budgets (\$000)

	Budget	Revised Budget	Budget	Actual
Revenues	2024	2023	2023	2022
Federal Government	327	97	97	97
Government of the Northwest Territories	2,794	2,982	2,952	2,785
Interest on loans receivable	2,633	2,160	2,160	2,270
Sales and other income	635	625	625	607
Investment income	218	142	142	102
Subtotal	6,607	6,006	5,976	5,861
Expenditures				
Advertising and promotion	49	47	47	16
Amortization	27	73	73	74
Bank charges and interest	29	26	26	28
Board expenses	69	79	79	16
Business Service Centre	275	282	282	246
Compensation and benefits	3,035	3,276	3,276	2,428
Computers and communications	127	137	137	102
Cost of goods sold	607	625	625	640
Credit loss (net)	558	750	750	547
Grants, contributions and transfers	359	200	200	206
Insurance	33	26	26	28
Interest expenses on advance from the GNWT	860	230	230	269
Office and general	83	82	82	81
Professional services	236	248	248	107
Rent	185	179	179	185
Travel and training	90	28	28	4
Utilities	45	59	59	59
Subtotal	6,667	6,347	6,347	5,036
Annual (deficit) surplus	(60)	(341)	(371)	825



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