



2003-04
Annual Report



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Mission Statement

As the collective voice of Yukon's business community, the Yukon Chamber of Commerce works to create a climate conducive to a strong private sector economy by providing leadership and representation on issues and projects affecting business.

Guiding Principles

Non-Partisan...

The Yukon Chamber of Commerce is a non-partisan organization, open to all people with an interest in Yukon business.

Strategic Alliances...

The Yukon Chamber of Commerce will enter into strategic alliances with other groups and organizations in order to speak with a strong and better informed voice on behalf of our members.

Value Added Activities...

The Yukon Chamber of Commerce will emphasize value added activities to achieve our mission. The Chamber will only undertake activities that combine promotion of our goals and principles with self-reliances

Goals

- To provide service and support to prospective and existing Community Chambers
- To provide representation and leadership on issues and projects affecting Yukon business
- To lobby and liaise with all levels of government and identified Yukon stakeholders
- To provide an opportunity for business people to experience personal growth through active involvement in Yukon issues
- To work cooperatively and form strategic alliances with stakeholders



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Committee Representation

Alaska State Chamber of Commerce	Paul Goguen <i>Cooperatively promoting trade between Alaskas and Yukon as well as access to relevant information regarding many issues faced by both Alaskans and Yukoners</i>
Bid Challenge Committee	Donna Mercier <i>Providing industry input into the Yukon Government's Bid Review process</i>
Business Incentive Review Board	Rob Harvey <i>Providing industry input into Yukon Government business incentive policies and schedules</i>
Canada-Yukon Business Service Centre Management Committee	Michael Brandt <i>Providing direction to the Canada-Yukon Business Service Centre</i>
Canadian Rural Dialogue Partner	Sandy Babcock <i>Gathering and sharing information and input through an interdepartmental platform to facilitate strategic partnerships related to Yukon community priorities</i>
Enterprise Trade Fund Review Committee	Sandy Babcock <i>Providing industry input into the disbursement of funding through the Yukon Government's Enterprise Trade Fund</i>
Northern Chamber Forum	Ray Wells <i>Representing the Yukon's perspective through a forum of Chambers of Commerce in the North</i>
Partners for Economic Progress (PEP)	Paul Goguen & Sandy Babcock <i>Providing industry input into the Yukon Government's Economic Development direction</i>
Technology Innovation Centre	Sandy Babcock <i>Assisting in providing opportunities for Yukoners to learn new skills, create advanced applications and services, and market these skills throughout the world.</i>
Tourism Industry Association	Sharon Miller <i>Cooperatively promoting the tourism industry</i>
WCB Prevention Sub-Committee	David Morrison <i>Working with the YWCHSB and Stakeholders to improve injury prevention measures</i>
WCB Employers Advisory Committee	Sandy Babcock <i>Providing Employer input to the YWCHSB Board</i>
Whitehorse Chamber of Commerce (ex-officio)	Michael Brandt <i>Working together to stay informed</i>
Yukon Youth Entrepreneurship Society	Sandy Babcock <i>Providing an environment for Yukon youth to develop entrepreneurial skills</i>
Yukon Business Immigrant Nominee Program	Ron Daub <i>Providing industry input to the Yukon Government's Business Immigrant</i>
Yukon Chamber of Commerce Forestry Sub-Committee	Rob Harvey, John Devries, Terry Kennedy & Sandy Babcock <i>Working to develop strategies to promote forestry in the Yukon</i>
Yukon Chamber of Commerce YESAA Committee	Rob Harvey, John Witham & Sandy Babcock <i>Working towards ensuring an effective and pro-development implementation of the Yukon Environmental and Socio-economic Assessment Act ("YESAA") Regulations</i>
Yukon Climate Change Action Plan	Pat Tobler <i>Focussing on specific actions to enhance public awareness, reduce greenhouse gas emissions, address adaptation, and promote technology development</i>
Yukon Council on Economy & Environment	Stephen Dunbar <i>Providing industry input on issues affecting the economy & environment</i>

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Message from the Chair

When I assumed the position of Chair of the Yukon Chamber of Commerce a year ago, I knew of the tremendous opportunities and challenges before the Chamber and ultimately the business community of the Yukon. Yet, little did I appreciate the time, effort and patience it would take to work on the issues before us.

The goals set at the 2003/04 strategic planning session were in many ways a continuation of the Chamber's work already in progress. They included support for key infrastructure initiatives, lobbying on issues; regulations and legislation that pertain to land use activities, business regulations and playing a lead role in business development and events. Additionally, fostering cooperation with our northern counterparts in NWT, Nunavut and other industry organizations to further common interests and goals.

As we began the 2003/04 year, a priority for the chamber was to lobby the Yukon Government to establish a clear action plan for the Yukon economy. I am pleased to report that we were successful in seeing the first steps of this process completed with the re-building of the department of economic development and the creation of an Economic Development Strategy Direction Paper; however, key components of the action plan have yet to materialize. The lack of a detailed series of action plans that would determine areas of focus and expected deliverables with clear and measurable economic targets is very disturbing to our executive and me. Furthermore, the chambers recommendations to government that the department of Economic Department be "lean and mean", less risk averse and reshape the governments corporate attitude to be one of "can do" are clearly not apparent in the departments plans. I urge the Chamber to continue to hold government accountable on these issues. It is imperative for the future of the Territory.

Mid-year the Chamber had to refocus its priorities to the regulatory arena, specifically the Yukon Environmental Socio-economic Assessment Act and its governing regulations. This piece of legislation and its accompanying regulations have the potential to advance future commercial and/or industrial activities in the Territory or to sever hopes and plans for any future development. Working with other industry organizations, the Yukon Chamber has done extensive research in understanding the potential impacts this new regulatory regime brings to industry as well as develop strong strategies to challenge the policy makers to ensure this process respects the needs of business as well as the environment. The Chamber's efforts on this matter are ongoing.

This past year has been one of great challenges, learning and many rewards. I have had the opportunity to work with an incredible group of individuals in my term, those being the membership, the executive committee, the chamber president and her staff, without whom the Yukon Chamber would not be the force it is today. I would like to thank Rob Harvey for taking on the many responsibilities of the Chairmanship of the Chamber as my work saw me leaving the Yukon a little sooner than I expected.

Through the hard work of my successors, I am confident the Yukon will realize the amazing potential it possesses to become a vibrant and thriving economy. I wish you all the best in the future and thank you for your support.

Paul Goguen, Chairman



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2003-04 Executive Committee

Paul Goguen, Chair

Yukon Electrical Co. Ltd.

Rob Harvey, 1st Vice-Chair

Yukon Engineering Services Inc.

Michael Brandt, 2nd Vice-Chair

White Pass & Yukon Route

Ron Daub, Treasurer

Vuntut Development Corporation

John Witham, Secretary

Trans North Helicopters

David Morrison, Vice-Chair at Large

Curtis Shaw, Past Chair (President)

Staff

Sandy Babcock, President & CEO

Jonathan Lomas, Administrative Assistant

Jerry Lee Jones-Soltani, Business Information Officer

Darryl Bray, Business Information Coordinator

2003-04 Board of Directors

Carcross/Tagish Chamber of Commerce (CTCC)

Marilyn Buchanan

Dawson City Chamber of Commerce (DCCC)

Jon Magnusson

Rhonda Taylor

St. Elias Chamber of Commerce (SECC)

Erick Oles

Debbie Hotte

Teslin Regional Chamber of Commerce (TRCC)

Adam Grinde

Bob Hassard

Watson Lake Chamber of Commerce (WLCC)

Jim Holt

Pat Irving

Whitehorse Chamber of Commerce (WCC)

Donna Mercier

Alaska State Chamber of Commerce (*Associate*)

Pete Leathard

Atlin Board of Trade (*Associate*)

Haines Chamber of Commerce (*Associate*)

Tok Chamber of Commerce (*Associate*)

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Yukon Business Person of the Year Award

Objective: To recognize an individual in the Yukon Community (owner, manager, employee) who is particularly outstanding and deserving of praise. The performance may represent either individual achievement or the achievement of the business.

Criteria/Procedure:

- 1) Nominations are to be submitted in writing with an explanation of why the candidate has been recommended for the award to the Yukon Chamber of Commerce office by October 10th, 2002.
- 2) Candidates will be judged on four elements, taking into account the relative size, nature and particular conditions of the business:

Performance - usual criteria of profitability, growth and stability.

- Length of residence in community
- Time in present business
- Subsidized or self-supporting
- Future of business - long vs. short term

Quality of Life - maintaining or improving quality of the physical environment (such as air, water, noise or visual pollution or energy conservation) or improving the quality of life at work (such as health, accident prevention, job enrichment, profit sharing).

Is the business successful at recruiting and retaining employees?

Community Involvement - support of the arts and culture, amateur sports or voluntary groups.

- Chamber of Commerce member
- Member of service club(s)

Business Expansion/Job Creation - growth, creation of new jobs through expansion, social and economic impact of capital investments.

- Is it a local business?
- Is it an innovative type of business?
- How is it perceived by its competitors?

Award Recipients

<u>Name</u>	<u>Year</u>	<u>Name</u>	<u>Year</u>
Paul Birckel	1986	Earl & Lynn MacKenzie	1995
Norm Ross	1987	John Rudolph	1996
Bill Bowie	1988	Curtis Prosko	1997
Randy Lewis & Tony Hill	1989	Norm & Sandy Ross	1998
Chuck Halliday	1990	Paul & Sally Derry	1999
Gail Hendley	1991	Barry Bellchambers	2000
Keith Byram	1992	Mike Stanoch	2001
Joyce Ronaghan	1993	Doug Thomas	2002
Earl & Lynn MacKenzie	1994	Joe Sparling	2003



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Yukon Business Service of the Year Award

The objective of this award is to recognize businesses that have demonstrated high standards in the provision of point-of-sale and after-sale service. In presenting the award, the Chamber aims to generate a territory-wide awareness of the value of providing quality customer service.

Community Chambers nominate a worthy candidate in each community and submit the business name to the Yukon Chamber of Commerce. The nomination should be made in writing with an explanation of why this business has been selected to receive this award.

The Yukon Chamber of Commerce will notify the business owner that they have been chosen by their local chamber to receive a **Business Service Award**. The awards are presented at the Awards Banquet during the Yukon Chamber of Commerce Annual General Meeting.

Criteria:

- 1) The competition is open to businesses of all sizes and in all fields of economic activity. Associations and societies are not eligible. The business need not be a member of a Chamber of Commerce to receive this award.
- 2) The business must have been in operation in the Yukon Territory for at least three years.

Other factors for consideration are:

- level of involvement in the community
- use of competitive or innovative marketing skills
- use of training programs which emphasize customer-oriented service
- provision of development opportunities for staff

Award Recipients

<u>Business</u>	<u>Year</u>
Madley's General Store	1993
Frontier Freightlines	1994
Hougens Watson Lake	1995
Dawson City Hardware	1996
Dawson City River Hostel	1998
Jedway Enterprises Ltd.	1999
Canada Post Dawson City	2000
Arctic Inland Resources	2001
Edgewater Hotel	2002
CKRW	2003

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President's Report on Projects & Activities

It has been an exceptionally busy year on many fronts for the administration of the chamber, ranging from providing support to the executive committee on policy development and implementation, representing the Chamber and business interests on many committees to running the various programs managed by the Chamber office.

Infrastructure Development

As mandated by its membership, the Chamber actively lobbied the territorial government to provide a permanent river crossing in Dawson City. On March 3, 2004, YTG announced plans to proceed to build a bridge crossing in Dawson. The Chamber continues to follow and monitor future initiatives such as the proposed Alaska Highway Pipeline, Alaska/Yukon/BC Rail Link and Juneau Access projects.

Recently passed gas pipeline measures by US Congress, increasing demand for natural gas and strong natural gas prices combine to bring the Alaska Highway Pipeline Project closer to reality. The Yukon Chamber continues to voice its support for this important project to federal ministers and stress the need for a responsive regulatory environment to be in place when this project commences.

The Chamber has been lobbying Ottawa for the past 3 years to respond to an invitation from the United States to participate in a feasibility study regarding an Alaska/Yukon/BC rail link. We were very pleased with Prime Minister Martin's announcement last May accepting the invitation. The Chamber will continue to press federal officials to keep this moving forward as well as determine at what level Canada intends to participate.

Land Tenure

Forestry at one time provided many business opportunities for Yukoners, particularly in the rural communities. However, opportunity diminished greatly over the last five to six years due to the lack of available wood permitted for harvest. With the implementation of Devolution, YTG assumed responsibility for forestry from Ottawa and is currently working on developing a Yukon Forest Strategy. The Yukon Chamber reviewed the first draft of the Yukon Forest Strategy Discussion Paper and was alarmed at the lack of consideration given in the discussion paper from an economic perspective. The Chamber expressed its concerns to YTG through written correspondence and in meetings with government officials. Government officials gave their commitment that the forest industry was a priority and we are pleased to see this better reflected in the second draft of the discussion paper. The Yukon Chamber will continue to work hard on forestry issues to ensure the interests and economic viability of industry are integrated in the Yukon Forest Strategy that will lead to legislation of a Yukon Forest Act.

Business Regulations & Legislation

Workers' Compensation continues to be an important issue for Yukon Business. The Chamber has been very active on matters pertaining to the Yukon Workers' Compensation Health & Safety Board ("YWCHSB") this past year.



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Last year, employers indicated they wished more specific information about the rate group to which they belong and the impact their actions are having on the assessment premiums. To this end, 10 separate *RiskProfiler* Newsletters covering each rate group were distributed - approximately 2350 newsletters - to each employer covered by YWCHSB. Copies of each newsletter are posted on the website for further review. It would appear that these newsletters were successful in creating awareness between employer prevention activities and assessment rates as this office received an increased volume of inquiries by the recipients shortly after they receiving their copy of the newsletter.

The Employer Consultant's website was finally completed by the end of January and became live on February 1st. This site was created as a source of information to employers on such topics as assessments, prevention, claims and the appeal process. Since February 1st, there have been 822 employer visits to this site with over 1,868 pages viewed.

Since last year, very little has been required in the area of the Act Review due to lack of activity by the Panel and the Government. It would appear that employers will need to become very educated and develop strong positions on all 88 issues identified for review once the panel commences consultation.

The stakeholder advisory committee met numerous times over the course of the year to be informed on all of the below policies as well as updates on the "Achieving Better Customer Service" ("ABCS") project and a review of the annual financial statements.

The policy working group for YWCHSB has been very active this year with the development of 5 new policies. During this process, the Employer Consultant ensured that the employers' perspective was brought forward on each of the policies and good progress was made to ensure that employer rights were protected while maintaining the overall wellbeing of the compensation system in the Yukon. Below is a recap of some of the policies developed.

In 2002, the Information and Privacy Commissioner determined that the YWCHSB is not a public body and therefore not covered by the Access to Information and Protection of Privacy Act ("ATIPP"). This policy states that the YWCHSB administration would uphold the principles and timelines of the ATIPP legislation.

A policy was developed to provide consistency in the administrative processing of lump sum applications as well as to provide safeguards for the worker. The policy applies to workers injured prior to 1993.

Following the 1999 Task Force Review, the Workers' Compensation Act was amended. Among other things, the principles of "merits and justice of the case" and "benefit of doubt to the worker" were added to the legislation. The Board developed a policy to guide decision-makers on the process of making decisions based on these two principles.

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This policy provides clarity on the method used in the blending of experience accounts. In addition, a timeframe of four years of historical data will only be considered in this calculation. Effective May 11, 2004

Numerous enquiries and presentations were completed on this important change to the Federal Act. Bill C-45 is an important development in Canadian law, impacting all employers, their directors and senior management. The Criminal Code has been expanded to effectively target at – and enforce against – companies and individuals that show a reckless disregard for the safety of workers and the public.

With regards to the ABCS, stakeholders were provided with the ability to review the costing of the new claims information system. Three options were provided.

Option One - Keep existing system and do nothing.

Option Two - Purchase a new complete system for a cost of between \$2.2m - \$3.2m.

Option Three - Implement reduced scope version of system for a cost of \$1.3m - \$1.7m.

The Chamber urged YWCHSB to adopt option one, keep the status quo, until such time as a firm quote of a new system is obtained in addition to showing us the business case demonstrating the benefits of a new system. YWCHSB is currently doing further research before making any decision to purchase a new claims system.

The YWCHSB Board stated that there would be a full review of the Reserve requirement in 2003/2004 as well as a full review of the assessment rates. YWCHSB has stated that increased assessment rates are essential to sustain the economic viability of the fund. Until such time as the review of reserve levels is completed, employers should not consider an increase in assessment premiums.

It was anticipated that with the expiry of the contribution agreement as of August 31, 2004 that the role of the Employer Consultant could be expanded to include advocacy and the ability to represent employer throughout the claims appeal process. This would be more in balance with the activities of the Workers' Advocate Office, however, the YWCHSB Board of Directors wishes to have an independent evaluation of the services rendered by the position of the employer consultant. As such, the contribution agreement was not renewed at this time.

Almost one year ago, Premier Fentie announced the formation of a Regulatory Review Committee. The Chamber was very pleased with this initiative as regulatory uncertainty, as we have been told by the business community and potential investors, is a stumbling block to development and investment in the Territory. The Chamber met with the review committee on several occasions to determine the scope of the committee. Unfortunately, very little has been done to date; however, we will continue to press for regulatory reform in the Territory.

The *Yukon Environmental and Socio-economic Assessment Act* (“YESAA”) received Royal Assent on May 13, 2003, and comes into full force November 14, 2004. YESAA is intended to capture all activities that are currently assessed under the Canadian Environmental Assessment Act (“CEAA”). During the 18-month implementation period, there was to be a third round of public consultation on the draft regulations. This took place from March 22, 2004 to April 21, 2004. There was considerable concern this time period was not long enough to adequately respond to the draft regulations.

The Chamber formed an industry coalition to lobby the Minister responsible for the Department of Indian Affairs and Northern Development to have the opportunity for public input into the draft regulations extended to May 31, 2004 providing a 60-day window to respond from the original 30 days.

At that time, the Chamber retained the services of a consulting firm to do the following:

- 1) Create matrices comparing YESAA and CEAA regulatory requirements, identifying differences and determining the relative stringency or opportunity arising from each of these differences.
- 2) List the specific differences that appear to create constraints on development in Yukon and provide suggestions for amendments to the draft YESAA regulations that seem capable of removing these constraints.
- 3) Note the opportunities for amendment of the draft YESAA regulations to remove ambiguities, to standardize use of language, to create definition of undefined terms and to otherwise improve the clarity and meaning of the draft language
- 4) Identify the comparative difference in the decision-making discretion available in the YESAA especially for the creation of effective review/approval processes at the Designated Office (“DO”), Executive Committee (“EC”) and Board levels.
- 5) Identify other means for improving the ability of the YESAA to enhance attraction of investment to Yukon, including such mechanisms as suggested adoption of procedures or standards from other jurisdictions, suggested amendments to proposed thresholds for various regulatory decisions, suggested tools and/or processes for enhancing decision-making in the regional DO, EC and/or Board processes, etc.
- 6) Create an initial draft submission from the Yukon Chamber to the federal government proposing changes to the draft YESAA regulations.
- 7) Develop recommendations for the Chamber to consider submitting to the DO, EC and/or Board outlining ways to enhance decision-making and to become quickly engaged in implementing the YESAA, particularly suggested procedures, approaches to developing decision-making criteria, approaches to ensuring transparency, timeliness, and consistency of decision-making, priorities for immediate attention, etc.

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The Chamber is currently reviewing the final draft of the above information and will lobby aggressively to ensure we are governed through effective regulation that enables an economy to develop and flourish while fostering sound, local, environmental stewardship.

Business Leadership

The Yukon Chamber of Commerce plays a key role in working with government on economic issues. We do this through a variety of venues from providing advice to government on policy, partnering with various stakeholders to promote the Yukon as a place to do business and attract investment and liaise with other jurisdictions through affiliations with the Alaska State Chamber of Commerce and the Canadian Chamber of Commerce, conventions, trade shows and meetings.

At the 2003 Annual General Meeting in Haines Alaska, the membership mandated the Yukon Chamber to aggressively lobby YTG to develop an economic strategy. Shortly after that, the Premier announced his government would be developing a strategy and invited stakeholder groups to participate in the process. The Chamber supported this initiative and participated in

extensive stakeholder consultations where economic themes were identified and broken into categories and a series of strategic initiatives were developed

Throughout the consultation process, the Yukon Chamber had continually expressed concerns that the “direction paper” lacked both focus and deliverables. We were concerned that there were no real action plans contemplated in the paper and no outcomes identified. We do acknowledge that the Direction Paper contains next steps, but these are related to strategy and not actual implementation of new initiatives or action items.

We advised the Premier that Yukon businesses are looking for action, not just strategy. They want the Government to take the lead in economic renewal and they want to see that something concrete is being done to bring our economy back to life.

It is our strong belief that as part of the next steps, the government must identify a detailed series of action plans as well as a focus and expected deliverables in order for the new Yukon economic strategy to have any hope of success. We have been here before and with experience, we know that a global approach simply will not work.

We have indicated the Chamber is prepared to work side by side with government to further this important initiative. We want the strategy to succeed but we know that at this point it is a job half done.

The Yukon Chamber of Commerce made a pre-budget presentation to Finance Minister Ralph Goodale, requesting the following:

- 1) that a regional development agency be created;

- 2) that the National Energy Board be funded appropriately so that the necessary regulatory regime is in place for either pipeline that comes through;
- 3) that the Yukon be funded to the same extent that the Northwest Territories has been funded to further a pipeline (Aboriginal Pipeline Group);
- 4) that the Federal government provide support and funding for the feasibility study for the Alaska/Yukon/B.C. railway link; and
- 5) that the federal government continue to maintain balanced budgets and reduce the deficit. There was a limited amount of time for each group to make their presentation.

The Finance Minister's summary of what he heard from the presenting groups was to ensure that programming and funding are relevant to the north.

The Yukon Chamber of Commerce organized and promoted Yukon's active participation in the Canada Gala and Canada Week under sponsorship by the Government of Yukon. This venue is sponsored by the Canadian Consulate General's office and is an ideal forum to host Canadian and Alaskan stakeholders to enthusiastically renew relationships and make joint commitments for the future on mutual interests.

Canada Week and the Canada Gala celebrates the relationship shared between the United States and Canada, the Yukon/B.C. and Alaska and promotes Canadian issues, products and services.

It showcased the economic, cultural, social and geographical linkages that are the foundation of our relationship.

This opportunity provided value to the Yukon Government, Municipalities, First Nations, Yukon Businesses and Yukon NGOs. This coordinated effort leveraged the investment of the Canadian Consulate General's office and provided the critical mass to demonstrate "Brand Yukon" in the Canadian context.

A charter of 40 Yukoners, representing a cross-section of Yukon stakeholders attended the Gala in Anchorage to participate in a program developed to showcase Yukon's role in the Canada Gala. The event was highlight publicized and received extensive media coverage in Alaska that made it an ideal forum to promote Yukon interests in Alaska.

The Chamber attended Prospects North in Yellowknife in September 2004 where we were able to meet with our sister NWT and Nunavut Chambers of Commerce. The focus of the meeting was to identify common issues facing the North and develop a strategy to work together to move the issues forward at the territorial and federal levels. Areas of priority pertain to infrastructure and regulatory issues. The other objective in attending Prospects North was to ensure support for a similar type conference in the Yukon.

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A number of years ago, the City of Edmonton and the Edmonton Chamber of Commerce created *Meet the North*. This was a conference and trade show designed to introduce the Alberta business community to the North. Subsequently came *Prospects North* in Yellowknife created by the NWT Chamber of Commerce that showcases business prospects in the NWT. The Yukon was invited to participate with its own conference to create a tri-annual conference schedule. Unfortunately, the Yukon did not see itself in a position to be involved. The offer was extended again in 2003 and the Yukon Chamber began discussions with the Edmonton and NWT chambers of commerce and committed to creating a similar conference. We are very pleased to announce *Opportunities North 2005* conference and trade show will be held in Whitehorse in September 2005.

Canada-Yukon Business Service Centre

The Chamber continues to deliver the services of the Canada-Yukon Business Service Centre (“CYBSC”). The concept of business service centres was initiated over ten years ago by Industry Canada. It came about as a result of a report titled “Jobs and Growth”

In this document, the federal government recognized that small business in Canada was responsible for the creation on 80 – 90% of all new jobs and that access to government information was a major impediment to doing business. There were a range of perceived service problems identified: getting the “run-around”, confusion of proper procedures, confusion and complexity of programming, paper burden, over regulation and so on. The intent of the Canada Business Service Centre (“CBSC”) initiative was not to solve all these problems but to tackle the problems of access by creating a single access point for information, thus creating a valued-added client or informed client which could be sent to the various federal, territorial and local business sources in the right order, with the right paperwork and with some understanding of the overall business process.

The government first piloted several BSC’s in various parts of the country, with tremendous success and positive feedback, and then continued on to develop a “National Network” of BSC, with one in every province and territory.

The CBSC initiative targets small to medium and start-up business clients. The centre’s aim is to demystify the multitude of governmental information and programs. Its mandate is to provide business users with access to business-related information and assistance offered by government. Entrepreneurs, particularly during the start-up phase, have extensive information needs, and often lack the experience in dealing with the government and dealing with research. The CBSC’s can be looked upon as a “one-stop shop” for individuals who wish to open a business or expand a business.

The CBSC has two distinct client groups – business users or entrepreneurs and our federal, territorial and local partners. On one hand, we provide referrals to business users and direct them to the most appropriate sources of information and assistance. And on the other hand, we are a channel that federal and territorial partners can funnel potential clients to.



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The CBSC provides the information required to facilitate decision-making about either starting or managing a business. This includes information about government programs and services, sectoral and trade data, business planning and management, statistics, procurement information, industry profiles, and third party-produced information where appropriate. Our Centre's objective is to be down-to-earth and focus on client service.

Yukon Community Profiles

The Yukon Chamber launched the new Yukon Community Profiles during Small Business Week. This publication has been widely used as a means to inform potential newcomers, be they looking for information about a given community to consider a job there, or setting up a new business, or simply looking to relocate to the Yukon. It has become a staple recruitment instrument for numerous federal and territorial departments, and has been useful in attracting new people to our territory. It has also been an excellent source of information for those seeking to open a new enterprise in any community.

The wealth of information provided in this publication ranges from employment and population statistics to information about the first Nations in any community to business information on the economy and services available. This publication is available in print at the Chamber offices, on CD and on the Internet and was made possible by the following sponsors; Human Resources and Skills Development Canada, Indian and Northern Affairs Canada, Agri-Food Canada, YTG departments of Education, Economic Development, Health and Social Services, Tourism, Bureau of Statistics, Bureau of French Language Services and Yukon College.

It has been an exciting year working on your behalf. I would like to thank Paul Goguen, Rob Harvey and the Executive Committee of the Chamber for their hard work. I would also like to thank my staff at the Chamber office that work tirelessly on your behalf. I consider it a great privilege to have had the opportunity to work with this very dedicated team. I look forward to the upcoming year with a sense of optimism that the voice of the Yukon business community will grow and continue to be heard and be heard loudly.

Sandy Babcock, President

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Treasurer's Report

It is my pleasure to report on the financial statements as prepared by BDO Dunwoody LLP for the Yukon Chamber of Commerce for the year ended August 31st, 2004.

In the 2003 Treasurer's Report, it was reported that the fiscal year ended in a surplus of \$31,901. This was a result of the surplus of over \$42,000 in the Workers' Compensation Board Employer Consultant Contract. This year we are pleased report a surplus of \$62,570, which is largely due to revenues from Community Profiles, Canada Gala, WCB Employer Consultant contract and others. This reflects a 32% increase in revenues from last year.

On the expense side, our greatest increase in expenditures was advertising and promotion, which resulted primarily from an increase in participation at shows, conferences and events outside the Yukon, and includes as well a number of local events & activities. Office & miscellaneous expenses did grow again this year as a result of greater activity and the resulting document generation, and the greater flexibility provided by operating surpluses. Salaries and benefits decreased slightly due to staff turnover during the year. The overall increase in expenses is 10%.

Although the upcoming fiscal year will be affected by the loss of revenues from the Employer Consultant Contract, the Chamber is expected to remain in a strong financial situation due to this year's surplus and anticipated revenues from events and regular operating revenues.

In closing, the Yukon Chamber of Commerce continues to be a financially viable operation. Controlling costs and growing revenues will continue to be key to the financial success of the Yukon Chamber. I would like to thank the Board of Directors, the Chamber's President Sandy Babcock, and her staff for their support, commitment and dedication to the Chamber. Thank you for the opportunity to serve the Chamber and best wishes to everyone in the coming year.

Ron Daub
Treasurer

Yukon Chamber of Commerce
Financial Statements
For the year ended August 31, 2004
(Unaudited)

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Review Engagement Report

**To the Members of
Yukon Chamber of Commerce**

We have reviewed the balance sheet of Yukon Chamber of Commerce as at August 31, 2004 and the statement of revenue, expenditures and members' equity for the year then ended. Our review was made in accordance with Canadian generally accepted standards for review engagements and accordingly consisted primarily of enquiry, analytical procedures and discussion related to information supplied to us by the organization.

A review does not constitute an audit and consequently we do not express an audit opinion on these financial statements.

Based on our review, nothing has come to our attention that causes us to believe that these financial statements are not, in all material respects, in accordance with Canadian generally accepted accounting principles.

BDO Dunwoody LLP

Chartered Accountants

Whitehorse, Yukon
October 5, 2004

Yukon Chamber of Commerce
Balance Sheet
(Unaudited)

August 31 **2004** 2003

Assets

Current

Cash	\$	75,317	\$	5,945
Short-term investments		3,146		3,096
Accounts receivable		112,668		138,596
Prepaid expenses		10,253		4,162
		\$ 201,384		\$ 151,799

Liabilities and Net Assets

Current

Accounts payable and accrued liabilities	\$	8,217	\$	20,397
Deferred revenue		47,355		48,160
		55,572		68,557

Net Assets

Members' equity		145,812		83,242
		\$ 201,384		\$ 151,799

On behalf of the Board:



Director



Director

Yukon Chamber of Commerce
Statement of Revenue, Expenditures and Members' Equity
(Unaudited)

For the year ended August 31	2004	2003
Revenue		
Programs, net (schedule 1)	\$ 41,483	\$ 40,404
Membership fees	36,997	34,930
Fee-for-service	53,000	39,000
Operating	31,503	8,689
	<u>162,983</u>	<u>123,023</u>
Expenditures		
Advertising and promotion	11,856	3,463
Bad debts (recovery)	(20)	(180)
Bank charges and interest	899	1,090
Insurance	1,052	649
Office and miscellaneous	7,228	5,804
Professional fees	767	1,364
Rent	6,946	6,626
Salaries and benefits	63,034	67,203
Telephone	1,469	1,147
Travel	6,919	3,619
Workers' compensation	263	337
	<u>100,413</u>	<u>91,122</u>
Excess of revenue over expenditures	62,570	31,901
Members' equity , beginning of year	<u>83,242</u>	<u>51,341</u>
Members' equity , end of year	\$ 145,812	\$ 83,242

Yukon Chamber of Commerce
Notes to Financial Statements
(Unaudited)

August 31, 2004

1. Significant Accounting Policies

a) Nature of Business

The organization is a Yukon based non-profit organization which provides a unified voice for Yukon community chambers of commerce and the Yukon business community on issues affecting the welfare of the Yukon.

b) Revenue Recognition

Membership fees and fee-for-service charges are recorded as revenue when billed by the Chamber. Contributions are recorded as revenue when the corresponding expense has been incurred in the various programs.

c) Statement of Cash Flows

A statement of cash flows has not been provided as the directors are of the opinion it would not provide meaningful disclosure.

d) Capital Assets

Capital asset purchases of \$3,376 (2003 - \$7,628) have been expensed in the current year's statement of revenue and expenditures. The following is an accumulation of capital costs which have been purchased in this and prior years:

	<u>2004</u>	<u>2003</u>
Computer hardware	\$ 91,753	\$ 88,377
Computer software	20,598	20,598
Furniture and equipment	26,066	26,066
	<u>\$ 138,417</u>	<u>\$ 135,041</u>

**Yukon Chamber of Commerce
Programs
Schedule 1
(Unaudited)**

For the year ended August 31

2004 2003

	Business Service Centre (schedule 2)	Community Profiles	WCB Advocate (schedule 3)	Alaska State Convention	AGM 2003	Business Service Centre Regional- ization	Canada Gala	Total	Total
Revenue	\$ 156,486	\$ 108,831	\$ 151,252	\$ -	\$ 13,029	\$ 3,980	\$ 40,457	\$ 474,035	\$ 313,309
Expenditures	156,486	88,290	151,252	3,307	7,699	3,980	21,538	432,552	272,905
Excess (deficiency) of revenue over expenditures	\$ -	\$ 20,541	\$ -	\$ (3,307)	\$ 5,330	\$ -	\$ 18,919	\$ 41,483	\$ 40,404

Programs are various projects handled by the Chamber that have been funded for the most part by the Federal Government, Yukon Territorial Government and Yukon business contributions.

Yukon Chamber of Commerce
Business Service Centre
Schedule 2
(Unaudited)

For the year ended August 31	2004	2003
Revenue		
Government contributions	\$ 155,986	\$ 139,366
Miscellaneous	500	500
	156,486	139,866
Expenditures		
Accounting and bookkeeping	2,047	1,364
Administration	11,287	-
Equipment and furniture	-	134
Evaluation	-	-
Insurance	1,255	1,339
Library upgrade	1,728	1,484
Marketing and promotion	8,943	4,222
Office and postage	3,459	5,945
Rent and storage	25,771	24,275
Repairs and maintenance	27	80
Telecommunications	11,303	13,455
Travel and training	13,372	13,801
Translation	2,713	-
Wages and benefits	74,295	69,126
Website	-	4,223
Workers' compensation	286	418
	156,486	139,866
Excess of revenue over expenditures	\$ -	\$ -

Yukon Chamber of Commerce
Employer Consultant for WCB
Schedule 3
(Unaudited)

For the year ended August 31	2004	2003
Revenue		
Workers' Compensation Board	\$ 151,252	\$ 157,793
Expenditures		
Advertising and promotion	8,093	3,522
Equipment and maintenance	-	6,155
Meetings and travel	1,452	3,994
Office Expense	39,658	2,343
Postage	2,273	548
Professional Fees	849	-
Rental expense	12,650	13,019
Telephone	3,345	3,748
Vehicle	-	766
Wages and salaries	79,038	79,839
Website	3,562	-
Workshops	-	800
Workers' compensation	332	482
	151,252	115,216
Excess of revenue over expenditures	\$ -	\$ 42,577



A collective voice for Yukon business...
...Membership has its advantages!