

2021 AGM

**2020 END OF YEAR
REPORTING**



Chair's Report

Better Business Bureau serving Saskatchewan

Annual General Meeting | May 10, 2021

Welcome from the Chair

On behalf of the Board of Directors of the Better Business Bureau* of Saskatchewan, it is my pleasure to welcome you to our Annual General Meeting for the fiscal year of 2020. Our Board Members worked hard together in 2020 to ensure that we adhered to our roots as set out in our mission statement which affirms, "The Mission of BBB Saskatchewan is to be the undisputed leader in advancing marketplace trust and ethical behaviours."

2020 Report by the Chair

It's almost unimaginable that, for the second year in a row, the pandemic remains the key issue among both businesses and consumers. It's changed the way businesses and consumers interact. I like to believe that it's made businesses more appreciative of customers and their lifetime value, and that it's made consumers more willing to support local businesses.

That's really what we try and do at the Better Business Bureau - foster great relationships between Saskatchewan businesses and consumers, and act as an intermediary when things don't go as planned. We advise consumers of scam activity in their marketplaces, while promoting ethical local businesses. In 2020 and so far in 2021, we've done that more than ever as our online inquiries have reached record levels.

Our BBB staff and CEO Karen Smith have done an outstanding job of weathering the storm in the last year and I would like to thank them for their efforts on behalf of all of the Board of Directors. We would also like to thank Robert Millar, who recently retired after serving as our voluntary legal counsel for several decades. We welcome and thank Nicholas Smiatek of Halford Law Office in Fort Qu'Appelle for agreeing to serve as our new legal counsel.

2020 ANNUAL REPORT for the 2021 BBB AGM

Looking Forward

For the Better Business Bureau of Saskatchewan, 2020 was a year of strategic renewal. Our Board of Directors grew in both numbers and experience.

We remain committed to maintaining an ethical Saskatchewan marketplace in the future and we invite all Saskatchewan businesses to apply for membership and help us do so.

Thank You

It takes a dedicated team to make all this happen. Strong fiscal management has been an absolute requirement. On behalf of the Board of Directors, I would like to whole heartedly thank our CEO Karen Smith, and the entire staff of BBB Saskatchewan: Gwen B., Jody H., Sharon M., Donna P. and Michelle P., and Sales Consultants Doug Birkmaier, Ron Jacobs, Bob Hunko, Dave Scheirer, and Tom Wendell, for the hard work and enthusiasm they continue to show as we continue to grow BBB Saskatchewan. We also had several volunteers working in the office, too. The office and sales staff have been our conduits to both consumers and businesses within the province.

I would also like to thank our Accredited Businesses, nearly 1000 of them in some 90 Saskatchewan communities, who continue to have faith in BBB of Saskatchewan and demonstrate their trustworthiness and integrity in their day to day dealings with their customers.

I would also like to thank the members of the Board of Directors. The BBB Board is made up of people from the business community who believe in the BBB mission and who are willing to volunteer and contribute, without payment, their time, energy and expertise to ensure the continued growth and success of BBB in Saskatchewan.

The 2020-21 Directors are:

Allan Millham - Directwest

Jim Deane - Access Communications Cooperative

Johaine Thomas-Miranjie - JTM Business Solutions

Barb McGrath - Above the Fold

Charles Mowat - Charles A. Mowat Professional Accountant

Michael Katz - Heartgold Homes, Inc.

Kerry Rensby replacing Colin King - Commissionaires (South Saskatchewan)

Paige Sandvold - Directwest

Jacqueline Hoffman - Prairie Recovery Centre, Wilkie

Kaesir Istifo - Nufloors Saskatoon, Saskatoon

Mike Mario - Regina Auto Body, Regina

Nicole Haynes-Siminoff - Conexus Credit Union, Regina

Nicholas Smiatek of Halford Law Office in Fort Qu'Appelle replacing Robert Miller QC - McDougall Gauley (non-voting member and recording secretary).

Sincerest thanks to all of you.

Respectfully Submitted By:

Allan Millham

May 10, 2021



CHIEF EXECUTIVE OFFICER REPORT

AN ORGANIZATION WITH PURPOSE

A marketplace where buyers and sellers TRUST each other. Everything we do is based on this vision.

This year we are celebrating 40 years in Saskatchewan. We want to celebrate those founding businesses that helped us to get it off the ground back in 1981. We are dedicating a short video to those businesses and are intending to find other ways to celebrate and call on them through this year.

The strength of the BBB system is the breadth of businesses—large and small—that support our mission of trust in the marketplace. In 2020, there were nearly 1,000 BBB Accredited Businesses operating in Saskatchewan (about 4.3% of the business market).

In addition, the strength of the Better Business Bureau is the local, independent non-profits that are licensed to serve as BBBs across North America. There are BBBs covering every corner of the U.S., Puerto Rico and the Caribbean territories, Mexico and all of Canada. Quebec was brought back in 2019 after a few years hiatus.

As a licensee, we are required to meet annual standards covering 10 facets of our business. They are known as Performance and Accountability Standards and they keep every BBB office running smoothly under the same framework for accrediting businesses, handling complaints, customer reviews, investigations, scams and branding rules. These standards were suspended during the pandemic. In particular, it was felt unfair to have businesses meet timing critical benchmarks when they may not be open or have staff able to access remotely. The financial obligation of meeting dues or accounts receivable was part of that suspension. We suspended implementation of a dues increase and temporarily removed the administration fee for new accounts, in addition to offering switching from annual to monthly dues and we also offered deferral of dues as options for businesses.

This report will summarize the efforts BBB of Saskatchewan continues to implement at operational and strategic levels through 2020 and into 2021. BBB Saskatchewan's Board of Directors finalized a Strategic Plan for the next three year window in January 2020. Please also take a moment to review the BBB Strategic Plan Infographic.

ACKNOWLEDGEMENTS & DAILY OPERATIONS

2020 was particularly challenging because of the pivot we had to do to ensure we could maintain our Core Operations during the remote work required by the pandemic. No small feat when you're operating on a small budget. The BBB of Saskatchewan's office staff consists of one part-time and four full-time employees, each dedicated to the effective and efficient operation of the Saskatchewan office and to the achievement of the larger mission of the BBB. Those individuals include Michelle (Operations Manager), Jody (Arbitrations & Investigations Specialist), Sharon (Administrative Assistant), Donna (12 month term) and Gwen (Administrative Assistant). I would like to formally express my thanks for the individual and collective efforts that they lend to the organization on a daily basis.

We continued to use volunteers to assist us with some of our activities like marketing and data quality. A shout out to those individuals and some of the organizations that referred them to us, like Neil Squire Society and the Regina Open Door Society.

The Independent Sales Representatives (ISR) continue to service and strengthen the network of Accredited Businesses in the province, and each helps to spread the message on the value of accreditation with business owners and operators of every size. These individuals include; Ron, Doug, Dave, Tom, and Bob. 2020 started strong and then the pandemic hit. It was a difficult year in the provincial economy and this was felt by the drastic drop in acquiring new accredited businesses. They were able to assist us in maintaining credible retention. The pandemic required us to do some of our work in sales using virtual technology.

For the ISRs, we are continuing efforts to provide additional elements to enhance sales techniques and perspective on BBB messaging. After all, the larger picture is to help buyers and consumers make informed, and thoughtful purchasing decisions.

REPORT BY OPERATIONAL AREA

GOVERNANCE

We are governed locally by our own board of directors from around the province. We strive for diversity in everything we do, from hiring, volunteers and board members.

The standing committees were active in 2020, each separately creating their own work plan to enact in the subsequent year.

The Board and Executive Committee has held slightly more than the required meetings (with quorum) as stipulated by IABBB's Performance and Accountability standards.

We created a composite list of the policy requirements to conform with IABBB's licensing standards and some additional Best Practices applied to our own governance standards. We also have reviewed our Bylaws and have before you some amendments. We were able to hold our annual meeting last year because of an order in council that allowed non-profits to do so. This year we are proposing amendments to our bylaws to ensure we have this capability going forward. We took the time to also recommend some other amendments to the Bylaws.

FINANCE

2020 was a year dedicated to improving BBB of Saskatchewan's financial standing even while we had less operating revenues. In response to the pandemic, we suspended the annual dues increase and removed the administration fee associated with new accounts. We also offered deferral of dues or a switch from annual to monthly payments. The surplus was larger than anticipated because we made use of the federal government's CEBA loan and the Canadian Wage Subsidy Program. The two main financing standards of maintaining a 3 year rolling average of revenue

2020 ANNUAL REPORT for the 2021 BBB AGM

exceeding expenses and the 60 day reserve requirement was also met.

Our Torch Award special event was cancelled in 2020. We are exploring other means of recognizing ethical businesses.

OPERATIONS

Every local BBB is subject to two audits each year. Presented at this year's AGM will be the Financial Audit as conducted and reported by MWC Chartered Professional Accountants – the 'arms-length' auditor of our choosing. Further details can be found in the Auditor's Report.

To operate as a BBB, an organization must meet ten BBB Performance and Accountability Standards, including specific requirements relating to organizational categories such as finance, governance, technology, accreditation and other programs central to the mission. All BBBs undergo annual operational audits and compliance reviews to ensure they are meeting standards.

The next operational and governance audit will be conducted and reported later in the year. We, too, have to walk the talk. We expect businesses to be "better", behave ethically and with integrity, and we must do the same.

Key Performance Metrics for the 2020 Operational Year can be found in the Appendix under Figure 1.

PROGRAMMING

BBB of Saskatchewan utilizes a number of in-house and IABBB-developed programming for our outreach and educational efforts pertaining to the BBB Mission and Vision.

The In Pursuit of Ethics (IPOE) training program is available as an online program for Saskatchewan residents and businesses wishing to further develop their perspective and awareness of ethical messaging and business best practices. Elements of the IPOE program are regularly applied to BBB presentations made to students of Regina Trades & Skills Centre. This 1 hour session has become a regular component delivered to each 'module' as a part of the students' orientation sessions. The modules commonly utilized by BBB training sessions include the Renovation, Mechanics, and Generic modules.

BBB makes continued efforts to establish beneficial partnership through its Affinity Partner Program, which see co-branding and a sharing of marketing, communications, and other business networks along with marginal financial returns from some Partners. Current Affinity Partners include Above the Fold, Compass Advertising, CTV/Bell Media, and Safe & Trusted Canada.

The Canadian Motor Vehicle Arbitration Plan (CAMVAP) is a cross-Canada program that can be used to resolve disputes with a manufacturer about defects in a vehicle's assembly or materials, or how the manufacturer is applying or administering its new vehicle warranty. Disputes are resolved through binding arbitration. We administer both Manitoba and Saskatchewan territory since 2017 and have seen increases in the activity and our revenue base. The CAMVAP program has a flat annual base plus usage fees. Revenues garnered through administrating the program in Saskatchewan and Manitoba was on par with 2019.

Digital Ad Sales are steadily increasing since we moved them in-house. We anticipate more growth in this area as our inquiries build. The pandemic has increased all of the core operating metrics - more inquiries, more complaints, more scams, more google searches, more facebook followers, just more. This has happened systemwide and in Saskatchewan.

PARTNERSHIPS

We've participated in the creation of Canadian Top Scams once again. Consumer Protection is included in this partnership with a cash sponsorship towards distribution costs.

2020 ANNUAL REPORT for the 2021 BBB AGM

We are continuing to explore partnerships with other association type organizations. They generally tend to be associations or councils and may be affiliated with an industry or a cultural group.

PUBLIC PROFILE

We have moved to utilize local stories across the province through weekly publications (i.e., Coffee News, Compass Advertising Affinity Partner) along with more Public Service Announcements as they can be arranged. We collaborated with the Canadian BBB offices to create a 30 second video PSA that we own and are using in various media channels. It was a tremendous dollar saving arrangement and is seen on all the Canadian cable companies through Access Communications and one of their partners NG Media. You may have seen it on Access, Bell, Shaw, or Telus. The collaboration & planning was completed in 2019 and it was released in Q1 2020.

IABBB's ScamTracker, a database for reporting and analyzing all types of scams is proving lucrative in terms of local stories. The Top Scams for Canada is released along with promotion of Password Day in March. Of course, now that the Handbook and brochures are in every library, we are getting more inquiries from the rural areas. Special thank you for the monetary contribution made by Saskatchewan's Consumer Protection Division of the Ministry of Justice. IABBB's new crowd-sourced AdTruth program is also gaining some traction. Check out the free tutorials to ensure your ads are meeting, not just the basics, but better.

The Speaker's Bureau – public speaking engagements by BBB staff - has resulted in 2-4 sessions per month. Most engagements have been with senior's groups and service or cultural organizations.

We have increased our exposure through messaging on social media sites, including: Linked In, Facebook, Twitter and google business. Messages place a focus on BBB services and events, and provide engaging topics to share and discuss. In the coming months, more content will be developed on a regular basis to encourage the public to follow BBB on social media platforms and use it as a tool to engage with our accredited businesses and the organization as a whole. The Canadian group of BBB offices has established a sub group to coordinate and streamline some of the marketing and communications initiatives for Canada.

Accredited Business retention is 88.3%. We are well above the 70% standard. We are seeing improvements with service satisfaction and brand usage (i.e., businesses displaying the Accredited Business Seal on customer touchpoints), and believe it is partially as a result of the new initiatives.

We have implemented new online features for businesses, including dedicated event pages, Get a Quote, Get Accredited application features, online digital advertising initiatives, and others. Business Profiles have had improvements throughout 2020. There are various testing pieces that get implemented as completed. It really is an evergreen project to keep technology up to date.

CELEBRATING ETHICAL BUSINESSES

Efforts are ongoing to provide our Accredited Businesses with the recognition and support they deserve, as examples of ethical business leadership in our province.

It was not possible to hold an event in 2020. Never-the-less we need to recognize and celebrate those that excel. Other BBB offices re-thinking how they deliver, too. IABBB has struck a committee to have a look at the options around the system and provide some leadership.

LOOKING FORWARD

The Saskatchewan economy was on track at the beginning of 2020 to have a great year. It looked like we were going to make it out of the slump. We were on track to do so, too. However, COVID-19 pandemic threw everyone a curve

2020 ANNUAL REPORT for the 2021 BBB AGM

ball. We were able to quickly pivot to working remotely. The Temporary Wage Subsidy and then the Canadian Emergency Wage Subsidy helped us to avoid laying off staff. Not all businesses were so lucky. Although we have a plan in place in case of a drastic shut-down or a severe second or third wave that we have implemented.

In person workshops, presentations and media has now converted to video. This may prove to be just what we needed to reach rural and remote areas cost effectively.

We continue to work on the strategic initiatives. Please ensure you take a look at the BBB Strategic Infographic. A concise pictorial of the next few year's priorities.

The BBB of Saskatchewan will continue to improve service delivery and value to its Accredited Businesses, and ensure compliance with IABBB operating standards while broadening diversity in all its forms. IABBB has launched a number of improvements to the BBB search directory and are planning more. The Foundation side will be launching a new program later in 2021 BBB4Good, a program about measuring and reporting on social good.

Further improvements BBB of Saskatchewan will address are:

- We will continue to work on establishing written policies and procedures to supplement the Bylaws.
- Working at getting in front of consumers and businesses in as many avenues as possible through the use of contra/trade and Affinity plans where possible.
- We are working on more partnerships with chambers, tribal councils, military veterans, and new comers.
- We have work to do to improve the Torch Award event. A survey of those who attended the last couple of years indicates a preference for alternating cities and to hold it in the fall. We look forward to the research from IABBB and know that what happens will also depend on public health measures.
- Our office staff is small. We have plans to automate more procedures and to make them more secure and accessible to enable a more secure remote experience. We are not exempt from the various cyber security threats.

We are part of the Canadian Region of BBBs. They are a source of comparison and a source for Best Practices recommendations. We are the smallest BBB in Canada, and one of the smallest in Category 2. Please check out our Key Performance Metrics to see how we compare in Appendix 1, Figure 1.

THANK YOU

As CEO, I would like to thank the Board for its support and direction. You are volunteers, lending your energy, experience, and passion to this organization and our continued efforts in Saskatchewan. I would like to impart my sincere gratitude and appreciation to each Board member for helping Better Business Bureau of Saskatchewan move towards achieving the Vision of a marketplace where buyers and sellers trust each other.

Thank you.

Karen L. Smith | Better Business Bureau of Saskatchewan

Respectfully submitted on May 10, 2021

GOVERNANCE COMMITTEE REPORT

Committee Members

- Michael Katz, Heartgold Homes Inc.
- Kaesir Istifo, Nufloors Saskatoon
- Mike Mario, Regina Autobody Ltd.
- Allan Millham, ex officio

During 2020, The Board of Directors met every second month for a total of six Board meetings. The Executive Committee of the Board met every other month for a total of six meetings. Quorum was present at each of these meetings. The 2020 Annual General Meeting was held virtually on June 22 , 2020.

Four Standing Committees were operational during 2020, including: Executive Committee, Accreditation and Discipline Committee, Finance / Audit Committee, and Governance Committee. All operated within the scope of their respective Terms of Reference.

The Governance Committee worked on----

- Updating policies within the 3 year renewal cycle and a couple of new policies
- Annual Review of Conflict of Interest Policy and annual completion of Conflict of Interest Questionnaire by Board Members
- New Strategic Planning Policy and update of Strategic Plan
- Annual review of CEO's Performance
- Review of Bylaws

The Board consisted of 12 members during 2020. Two members retired from the board in 2020 namely Colin King, Commissionaires South and Laura McKnight, Conexus Credit Union. We thank them for their dedication to the Board. Two members joined the Board during 2020: Nicole Haynes-Siminoff, Conexus Credit Union and Kerry Rensby, Commissionaires South. The 2021 AGM will see Johaine Thomas-Miranjie - JTM Business Solutions retire from her Board position. Thank you for your creative contributions to Board discussions and decisions, Johaine.

BBB currently has additional openings for new Board Members. A Notice and Call for Nominations was issued to all current Accredited Businesses. Nominations received are outlined in the 2021 Slate of Nominees (Appendix, Figure 2).

Thank you to all the Board Members for volunteering with the Better Business Bureau. It is through your dedication and commitment that the Board can carry out its mandate of promoting business-place trust. Your willingness to serve on the Board and Board Committees is appreciated.

In closing, I want to express thanks to Kaiser Istifo, Mike Mario and Allan Millham for their help and support on the Governance Committee.

Respectfully Submitted By:

Michael Katz,

May 10, 2021

ACCREDITATION & DISCIPLINE COMMITTEE REPORT

Introduction to Committee

The Accreditation and Discipline Committee is tasked with the review of and approval or revocation of applications for accreditation between full meetings of the Board and/or Executive Committee.

The Committee members are:

Barb McGrath, *Above The Fold*

Nicole Haynes-Siminoff, *Conexus Credit Union*

Jacqueline Hoffman, *Prairie Sky Recovery*

Kerry Rensby replacing Colin King part way through the year, *Commissionaires South*

Paige Sandvold, *Directwest*

Nicholas Smiatek replacing Robert Millar, *Legal Counsel*

Allan Millham, *ex officio*

2020 Report by the Committee

The Committee reviews the accreditation processes and investigative steps completed by the administration. We will also review matters of discipline that are referred to the Committee. Discipline matters were referred to either the Board or Executive Committee in 2020.

We met electronically 26 times over the course of the year. We handled over 58 accreditation applications in 2020. Some carried over to 2021. This is a 10% decrease from 2019's applications. This was a tough year for businesses. All businesses had to implement new pandemic safety protocols. Many businesses closed their doors either temporarily or permanently.

We provided input into a new policy on accreditation and disciplinary issues.

Thank You

Thank you to the committee members for their volunteer work over the past year. A big thanks and appreciation to the staff, for doing a great job in researching and preparing documents for the Committee. Subsequently, they put everything together so the new Accredited Businesses can enjoy the benefits of being an accredited business.

Respectfully Submitted By:

Barb McGrath

Accreditation and Discipline Committee

May 10, 2021

TREASURER'S & FINANCIAL / AUDIT COMMITTEE REPORT

Introduction to Committee

The Treasurer and Finance/Audit Committee members include:

Jim Deane, Chair, *Access Communications Cooperative*

Charles Mowat, *Charles A. Mowat Professional Accountant*

Johaine Thomas-Miranjie, *JTM Business Solutions*

Allan Millham, *ex officio*

2021 Report by the Committee

KEY EVENTS

- The Audit Committee is pleased to report that the 2020 Better Business Bureau of Saskatchewan again received an unqualified opinion from the independent auditor, MWC Chartered Professional Accountants LLP. MWC's report states that the BBB's 2020 statements present fairly, in all material respects, the financial position of the BBB at December 31, 2020 and the results of the 2020 operations.
- MWC also recommended that BBB move to a capitalization of assets for 2020 as result of exceeding the non-profit \$500,000 gross revenue exemption limit. There is no material adjustment required for prior years. Future purchases will be allocated to one of three categories (Equipment & Furnishings, Computer Equipment, and Leasehold Improvements) with a 5 year straight-line method.
- BBB accessed the Canadian Emergency Business Account along with the Canadian Emergency Wage Subsidy Program as a result of the COVID 19 Pandemic.

AUDITED FINANCIALS

- The BBB generated a surplus of revenues over expenses of \$73,727 for the year; \$2,991 for 2019. If the pandemic subsidies are removed (\$57,140) the net is now \$16,587. This is still an increase of \$13,596 over last year a combination of new affinity partner revenue and reducing some expenses.
- Revenues declined by \$33 thousand or 6% to \$479 thousand during the year, primarily due to membership and fundraising revenue. We did not implement the annual dues increase and waived the application administration fee.
- The BBB's cost structure was aggressively managed during 2020 as a result of lower operating revenues. Expenses amounted to \$462 thousand, also 4% lower than prior year.
- As at December 31, 2020, the BBB's cash position was \$36 thousand and \$113 thousand was held in the restricted fund, an increase of \$71 thousand from 2019. \$30,000 is to be paid back from the CEBA loan by the end of 2022.
- Current liabilities however also decreased during the year by \$3 thousand, primarily due to accounts payable while vacation payable was up.
- Net assets for the BBB increased to \$128 thousand as at December 31st, an increase of \$73 thousand from 2019.

The BBB met all of the International Association of Better Business Bureau's (IABBB) operating standards as at December 31, 2020.

Finally, the Audit Committee is recommending that MWC Chartered Professional Accountants LLP be appointed as independent auditor for the 2021 fiscal year.

2020 ANNUAL REPORT for the 2021 BBB AGM

Motion: To receive the Treasurer's Report. Moved by:

Motion: To appoint MWC Chartered Professional Accountants as the **Auditor for 2020** Financial Year. Moved by:

Respectfully Submitted By:

Jim Deane, *Chair, Treasurer's and Audit Committee*

May 10, 2021

2020 ANNUAL REPORT for the 2021 BBB AGM

APPENDIX 1

FIGURE 1

Key Performance Metrics, Operational 2020 Year - End

Accreditation 2020	2020 YTD - AB' S	2019 YTD - AB' S
New	80	68
Renewal	885	945
Market Penetration as of 12/31/2020	3.8%	3.9%
Market Penetration Category 2	9%	9%
BBBs		
Market Penetration Category 2 Highest BBB	15.2%	14.7%
ABs as of 12/2019	946	
ABs as of 12/2020	955	1,017
Change in ABs 2019-2020 (number)	9	-62
Change in ABs 2019-2020 (percentage)	1%	-6%
Number of SK Businesses 24,505		

Evaluation Metrics	2020 YTD	2019 YTD	IABBB Standard	CAT 2 . BBB Avg.	Canadian Region Av.
Resolution Rate	73.2%	69.9%	66%+	82.2%	89.4%
Not Reportable Rate	24.1%	23.4%	33% or Less	n/a	30.4%
Days to Close	36.1 Days	23 Days	30 Days or Less	24.5 Days	n/a
Days to Open	0.6 Day	0.7 Day	2 Days or Less	0.4 Day	n/a
Ad Review	15 Points	18 Points	18+ Points	16 Points	38 Points
Investigation Cases	49 Points	27 Points	12+ Points	21 Points	45 Points
Retention Rate	83.6%	83.6%	70%+	85.7%	85.1%

*Standards suspended

Operations	2020	2019	Cat 2 . Av.	Canadian Region Av.
Inquiries	284,060	230,097	670,421	1,216,967
Complaints	613	599	3,195	4,358
Customer Reviews	662	597	3,270	5,580
Dropped ABs	111	166	279	380

Outreach	2020	2019
Media	20	18
Web Page	328,187	246,017
Unique Users	283,291	206,411
Presentations	30	33
Social Media - FB	FB 760	FB 681
TW	TW 926	TW 935
Lin	Lin332/2103	Lin 103/1543
Google	G 4078	G new
Streampage	ABs 764 non ABs 6560 Consumers 1448	ABs 813 non ABs 5604 new

FIGURE 2

Slate of Nominees 2021

Existing Board Members Whose Terms Expired:

Johaine Thomas-Miranjie, JTM Business Solutions in Saskatoon

Members have agreed to let their name stand again for a 3 year term

Jim Deane, Access Communications, Regina

Nominations from the Board filled part-way in the year and recommended for 3 year terms:

Kerry Rensby, Commissionaires South, Regina

Nicole Haynses-Siminoff, Conexus Credit Union, Regina

New Nominations for Board Member Positions with a 3 year term:

Adam Stark, *Vendasta, Saskatoon*

New Nominations for Board Members. Call from those present.

1st call

2nd call

APPENDIX 2

BETTER BUSINESS BUREAU OF SASKATCHEWAN INC.

Statement of Financial Position December 31st, 2020

	2020	2019
ASSETS		
CURRENT		
Cash	\$ 36,064	\$ 27,224
Accounts Receivable	3,303	698
Prepaid expense	3,634	1,589
Gov't Pandemic subsidies receivable	24,825	
RESTRICTED FUNDS	113,347	42,851
	\$ 181,173	\$ 72,362
LIABILITIES		
CURRENT		
Accounts Payable	\$ 3,900	\$ 8,377
Goods and Service Tax Payable	3,080	1,198
Vacation Payable	4,128	2,955
Employee Deductions Payable	-	-
Unearned Revenue	1,174	4,668
CEBA Loan	12,282	17,198
	\$40,000	-
NET ASSETS		
General Fund	\$ 15,544	\$ 12,313
Restricted Fund	113,347	42,851
	128,891	55,164
	\$ 181,173	\$ 72,362

APPENDIX 2

BETTER BUSINESS BUREAU OF SASKATCHEWAN INC.

Statement of Operations December 31st, 2020

	2020	2019
REVENUES		
Memberships	\$ 409,905	\$ 427,860
Gov't Pandemic Subsidies	57,140	-
Neil Squire Society Grant	21,206	-
Services - CAMVAP	17,867	19,505
Advertising	12,600	14,065
Sponsorship & other grants	12,377	8,685
Investment Income	1,710	1,196
Other	1,558	1,047
Insurance Promotional allowance	1,318	1,357
Administration fee	600	3,607
Fundraising	50	4,130
	536,331	481,452
EXPENSES		
Salaries and Benefits	\$ 260,604	\$ 235,011
Commission	50,612	56,715
International BBB levy	26,532	25,980
Advertising and Promotion	25,243	31,910
Rental	21,750	21,600
Computer Expense	16,307	17,601
Interest and Bank Charges	15,701	12,920
Telephone	7,132	9,686
Office	6,427	9,545
Professional Fees	6,360	13,020
Audit Fees	5,777	5,724
Training	5,359	1,193
Event Costs	3,951	24,981
Utilities	3,578	3,181
Insurance	1,563	2,849
Postage	1,360	2 195
Meetings & conventions	1,050	-
Other	1,000	-
Executive Director Expenses	898	1, 019
Travel	400	3,330
	462,604	478,461
EXCESS OF REVENUES	\$ 73,727	\$ 2,991

APPENDIX 2

BETTER BUSINESS BUREAU OF SASKATCHEWAN INC.

Statement of Changes in Net Assets December 31st, 2020

	General Fund	Restricted Fund	2020	2019
NET ASSETS - BEGINNING OF YEAR	\$12,313	\$42,851	\$55,164	\$52,173
EXCESS OF REVENUES (EXPENSES)	72,019	1,708	73,727	2,991
TRANSFERS	(68,788)	68,788	-	-
NET ASSETS - END OF YEAR	\$15,544	\$113,347	\$128,891	\$55,164

APPENDIX 2

BETTER BUSINESS BUREAU OF SASKATCHEWAN INC.

Statement of Cash Flows December 31st, 2020

	2020	2019
OPERATING ACTIVITIES		
Excess of revenues (expenses)	\$ 73,727	\$2,991
Item not affecting cash:	(1,708)	(1,189)
Reinvested investment earnings	<u>72,019</u>	<u>1,802</u>
Changes in non-cash working capital:		
Accounts receivable	(2,605)	508
Accounts payable	(4,477)	2,583
Unearned revenue	(3,494)	3,517
Prepaid expenses	(2,045)	597
GST tax payable	1,882	275
Gov't pandemic sub rec	(24,825)	-
Vacation payable	1,173	202
	<u>(34,391)</u>	<u>7,682</u>
Cash Flow from operating activities	<u>37,628</u>	<u>9,484</u>
INVESTING ACTIVITY		
Net redemption (purchase) of investments	(68,788)	-
FINANCING ACTIVITY		
Proceeds from CEBA loan	40,000	-
INCREASE IN CASH FLOW	8,840	9,484
CASH - BEGINNING OF YEAR	27,224	17,740
CASH - END OF YEAR	\$ 36,064	\$ 27,224