

Business Hub Newsletter

Discover how we have been working with local business to grow the economy in Victoria.

What is the Business Hub?

The Business Hub, located at City Hall is a welcoming first point of contact for business start-ups, relocations, expansions, investors, and others interested in creating prosperity in the City of Victoria.

The main goal of the Business Hub is to make it easier to do business in the City. We're here to help you navigate the City's business processes and connect you with relevant agencies in the community to get your business up and running as quickly and efficiently as possible.

Business Hub Activity

After being closed during the pandemic, the Business Hub has re-opened with regular in-person business hours. Staff are ready to welcome entrepreneurs and businesses anytime, Monday to Friday, 8:30 a.m. to 4:30 p.m. Appointments are recommended, but you can also drop in, call, or email. Learn more: victoria.ca/bizhub

Stop by the Hub to pick up a new "How to Start a Business" guide designed for offices, restaurants, cannabis businesses and more, or access our resource wall where you can find valuable information from many organizations that can assist you with your business or startup.

About half of the businesses utilizing the Business Hub are new small business owners looking for support to get off the ground. The other half have been inquiries related to expanding, or relocating a new business in the city.

The Hub is also continually working to help businesses by identifying and removing unnecessary red tape in City of Victoria regulations, processes and permits.

Business Hub Successes

Build Back Victoria

Throughout the pandemic the Business Hub was an integral part of implementing the Build Back Victoria (BBV) program that supported local businesses by providing access to public space for commercial use. This highly successful temporary program has been extended through to March 31, 2023, for businesses with well-maintained spaces and actively used patios (including those in parks), as well as mobile vendors and businesses operating flex spaces. New applications for mobile vendors, flex spaces and patios that do not serve alcohol are welcome to apply until February 28, 2023. If you are interested in this program, fill out the application form, and submit your completed application with all required documentation by email to bizhub@victoria.ca.



Small Business Information Sessions

After being on hold during the pandemic, the Business Hub recently hosted a Small Business Information Session at City Hall. Twelve community organizations and three City of Victoria departments participated in the event and provided valuable information about services and resources to businesses and entrepreneurs.

Some of the resources available included mentorship opportunities, loan information, tax advice and much more. Attendees were able to make connections with organizations directly that could help them with their business or start up needs.



Stay tuned to our website and social media for more events like this throughout 2023.

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Economic Action Plan

In 2020, Council adopted the City’s new Economic Action Plan, Victoria 3.0; a plan designed to accompany the City’s Official Community Plan until 2041. It is a long-term plan and vision for a sustainable, influential city that will build a strong, innovative ecosystem and create a resilient economy now and for the future. Victoria 3.0 has three main goals:

- Supporting businesses to adapt to a new normal and become more resilient considering experiences and lessons learned during the COVID-19 pandemic
- To create a city and an economy for everyone
- While we build our economy for the next two decades, we do so within the boundaries of Earth’s capacity to sustain us.

You can find more information on the initiatives that the Economic Development Department is working to deliver within the Action Plan here: victoria.ca/economicdevelopment

Business Hub Highlights

Staff attended, sponsored, and presented awards at many community and regional events recently. Here are just a few:

- Victoria Chamber of Commerce Business Awards; from start-ups to local legends, the awards shine a light on hard-working businesses, entrepreneurs, and community leaders in 14 categories worth celebrating – www.victoriachamber.ca/business-awards
- Douglas 10 to Watch Awards; presented to new and innovative local businesses that are three years old or younger – www.douglasmagazine.com/10-to-watch-awards-nominations
- Yam Restaurant Awards; an opportunity to celebrate some of Victoria’s finest food purveyors – www.yammagazine.com/best-restaurants
- Eco Star Awards; recognizing outstanding environmental achievements and leadership on Vancouver Island – www.ecostarawards.com/awards



Upcoming Events

The Business Hub has several upcoming events that we are hosting, participating in, or attending to support our business community:

How to Start an Urban Farm Mixer

City Hall, Antechamber, November 23, 4 p.m. to 6 p.m.

Have you ever looked at your neighbour’s lawn and seen rows of beets, or wondered whether that building across the street could fit a greenhouse on its roof? Do you have several seasons of growing vegetables under your belt and you would like to apply those skills to the urban landscape? If you are feeling inspired to start an urban food production business, come, learn, and network with City staff and other local organizations to glean contacts and information that will help you take the next steps in your journey.

Destination Greater Victoria’s Christmas Luncheon

Crystal Garden, December 7, 11 a.m. to 2 p.m.

Destination Greater Victoria will host their Annual Luncheon, which combines a traditional turkey luncheon with fundraising efforts for the BC Hospitality Foundation. There will also be a short elections meeting, introductions to the Board of Directors and a wonderful opportunity to network.

If you are interested in attending any of these events or would like to learn more, please contact our Business Ambassador at the Business Hub.

Growth at the Business Hub

The City’s Economic Action Plan set the direction to expand the operations and capacity of the Economic Development Department and Business Hub. While this initiative was on hold through the pandemic, staff are excited to announce that a new full-time staff member has joined the team and will support the ongoing work of the Hub and delivery of projects from the Economic Action Plan.

Our New Business Ambassador:

Kylie Black joined the City of Victoria as the City’s Business Ambassador in August 2022. She brings almost 10 years of business experience within retail organizations, having been involved in every aspect of business. Her desire to see businesses thrive has inspired her to step into a position focused on economic development. Kylie is passionate about business development in Victoria, in efforts to support a vibrant city for generations to come.

bizhub@victoria.ca
250.361.0629

Sustainable Takeout Guide

Product and Purchasing Guidelines for Victoria’s Food Service Businesses



Are you a food service business operating in Victoria? Our Sustainable Takeout Guide helps you to choose which takeout products can be reused, recycled, or composted in our region. The Guide is also available in Mandarin and Cantonese.

Learn more at victoria.ca/reducesingleuse