



Government of Northwest Territories  
Gouvernement des Territoires du Nord-Ouest

## Survey Results

# Economic Impact of COVID-19 on Tourism and Business in the Northwest Territories

Résultats des sondages

Incidence économique de la COVID-19  
sur le tourisme et les affaires aux  
Territoires du Nord-Ouest

# Tourism & Business Survey Results

*Capturing the Impact on COVID-19 on the Business Community, March – May 2020*

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## Introduction

As the Government of the Northwest Territories (GNWT) adapts to govern and deliver its programs and services in the “new normal”, it is also transitioning resources and administrative structures to lead and facilitate a full and permanent economic recovery.

The development of a comprehensive economic recovery plan will require planning and strategic investment. Moreover, it will require a foundational understanding of the economic status and challenges facing the Northwest Territories’ (NWT) industry partners and its business community.

To inform this work, in part, three surveys have been administered by the Department of Industry, Tourism, and Investment (ITI) since March 2020: NWT Tourism operators in March; the NWT Business Survey in April/May; and NWT residents (consumers) in June.

This document compiles the findings from the March 2020 survey of Tourism operators and a broader survey of NWT businesses in April/May. (Survey data from the June consumer survey is still being compiled and is yet to be released publically.)

## Key Findings - Tourism Survey (March)

The first economic impacts of COVID-19 were felt from the cancellation of tour packages, by Chinese travellers early in the year. By March, a survey of tourism operators showed a bleak outlook for the summer tourism season:

- 94 percent of respondents had reported decreased bookings for 2020;
- Over 40 percent indicated bookings had decreased more than 80 percent over the previous year;
- 73 percent of respondents reported that their sales/revenues had decreased from the year before;
- 77 percent of operators had closed temporarily, 30 percent had reduced services and 3 percent closed permanently;

- 36 percent terminated or laid-off employees with a total of 325 employees experiencing some form of job loss.

### **Key Findings - Business Survey (April/May)**

In April/May, an NWT-wide business survey captured the economic and financial impact of COVID-19 during the height of the pandemic and while strict economic lockdown measures were in place. It showed:

- 93 percent of businesses indicated they felt their business could survive the pandemic. However, 38 percent business respondents indicated that surviving the COVID-19 pandemic depends on how long it continues. Nearly half of the businesses indicated they felt their business could survive another 1-3 months with the lockdown and social distancing measures in place;
- The average length of time a business felt it could survive under the strict lockdown measures was reported at approximately 5 months, although 10 percent indicated less than one month;
- Businesses in the restaurant, food, and beverage industries were the least likely to indicate they could recover from the pandemic;
- 81 percent of businesses respondents reported a significant decrease in revenues, with an average decrease of 63% for all businesses. Tourism and transportation sectors experienced the largest decrease in revenues on average.
- Based on the Survey, we estimated on average all NWT businesses had to lay-off 2.5 full-time and 2.6 part-time jobs. With the following industries most impacted: restaurants, accommodations, arts, entertainment, and recreation industries; and
- A third of businesses reported an increase in their input costs (materials, labour and equipment) with an average increase of 22 percent.
- Businesses said they needed government support to pivot their business practices such as taking their business online.
- Some businesses wanted government support to cover costs and processes to meet health standards necessary to reopen.

# Résultats des sondages menés dans les milieux des affaires et du tourisme

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*Comprendre l'incidence de la COVID-19 sur le milieu des affaires pour la période de mars à mai 2020*

## Introduction

Le gouvernement des Territoires du Nord-Ouest (GTNO) s'efforce de s'adapter dans sa façon de gouverner et d'offrir ses programmes et ses services dans la nouvelle réalité; c'est pourquoi il réaffecte maintenant certaines ressources et remanie certaines structures administratives afin de permettre et de favoriser un rétablissement économique complet et permanent.

L'élaboration d'un plan de rétablissement économique complet exigera une planification et des investissements stratégiques. Elle nécessitera une compréhension fondamentale de la situation économique et des pressions de nos partenaires industriels et du milieu des affaires aux Territoires du Nord-Ouest (TNO).

Pour orienter ce travail, en partie, le ministère de l'Industrie, du Tourisme et de l'Investissement (MITI) a réalisé trois sondages depuis mars 2020, soit celui destiné aux exploitants d'entreprises touristiques, réalisé en mars, celui traitant des répercussions de la COVID-19 sur les entreprises, mené en avril et en mai, et le sondage des résidents (consommateurs), effectué en juin.

Le présent document compile les résultats provenant du sondage mené auprès des exploitants d'entreprise touristique en mars 2020 et du sondage mené auprès d'entreprises ténaises, à plus grande échelle, en avril et en mai. (Les données provenant du sondage des consommateurs en juin sont toujours en cours de traitement et ne sont pas prêtes à être présentées.)

## **Principales conclusions – Sondage sur le tourisme (mars)**

Les premières conséquences économiques de la COVID-19 se sont fait sentir au moment de l'annulation des vacances de touristes chinois en début d'année. Dès le mois de mars, un sondage mené auprès d'exploitants d'entreprises touristiques entrevoyait de sombres perspectives pour la saison estivale, comme le démontrent les faits suivants :

- 94 % des répondants ont vu baisser le nombre de leurs réservations pour 2020.
- Plus de 40 % des répondants ont indiqué que leurs réservations avaient diminué de plus de 80 % par rapport à l'année dernière.

- 73 % des répondants ont déclaré que leurs ventes et leurs revenus avaient diminué par rapport à l'année dernière.
- 77 % des entreprises touristiques ont dû fermer temporairement, 30 % ont réduit leurs services et 3 % ont mis la clé sous la porte.
- 36 % des entreprises touristiques ont mis fin à des emplois, temporairement ou définitivement, pour un total de 325 emplois perdus, toutes formes confondues.

### **Principales conclusions – Sondage auprès des entreprises (avril et mai)**

En avril et en mai, un sondage mené auprès d'entreprises ténénoises a fait ressortir les conséquences économiques et financières de la COVID-19 au plus fort de la pandémie, alors que des mesures de confinement rigoureuses étaient en place. Ce sondage a révélé que :

- 93 % des entreprises ont indiqué croire que leur entreprise survivrait à la pandémie. Cependant, 38 % des répondants ont indiqué que la survie de leur entreprise à la pandémie dépendrait de sa durée. Près de la moitié des entreprises ont indiqué croire que leur entreprise pourrait survivre 1 à 3 mois de plus avec les mesures d'éloignement social et de confinement en place.
- La période de survie moyenne d'une entreprise dans le contexte des mesures de confinement rigoureuses est évaluée à environ 5 mois, bien que 10 % des répondants aient répondu « moins d'un mois ».
- Les entreprises des secteurs de la restauration et de l'alimentation étaient les moins enclines à affirmer qu'elles se remettraient de la pandémie.
- 81 % des répondants ont déclaré avoir subi une diminution importante de leurs revenus assortie d'une réduction moyenne de 63 % des revenus pour l'ensemble de leurs secteurs d'activité. Les industries du tourisme et du transport ont connu les plus fortes baisses de revenus, en moyenne.
- Selon le sondage, nous avons estimé qu'en moyenne, toutes les entreprises ténénoises ont dû mettre fin à 2,5 emplois à temps plein et 2,6 emplois à temps partiel. Les industries les plus touchées ont été la restauration, l'hôtellerie, les arts, les divertissements et les loisirs.
- Un tiers des entreprises a déclaré avoir subi une augmentation de ses coûts d'activité liée au matériel, à la main-d'œuvre et à l'équipement, la hausse moyenne étant de 22 %.
- Les entreprises ont affirmé avoir besoin d'un soutien gouvernemental pour transformer leurs pratiques commerciales, par exemple se tourner vers la vente en ligne.
- Certaines entreprises souhaitent obtenir un appui du gouvernement pour ce qui est des processus à effectuer et des coûts à défrayer afin d'atteindre les normes sanitaires nécessaires à la réouverture.

PART ONE

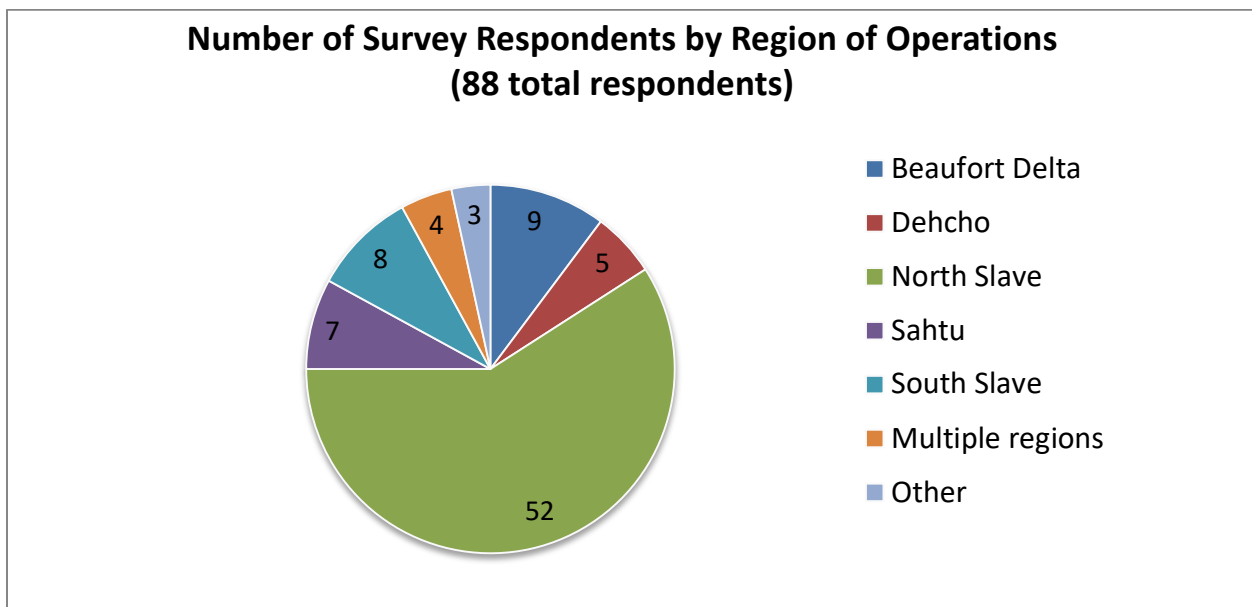
## Summary of the Tourism Survey Results – March 2020

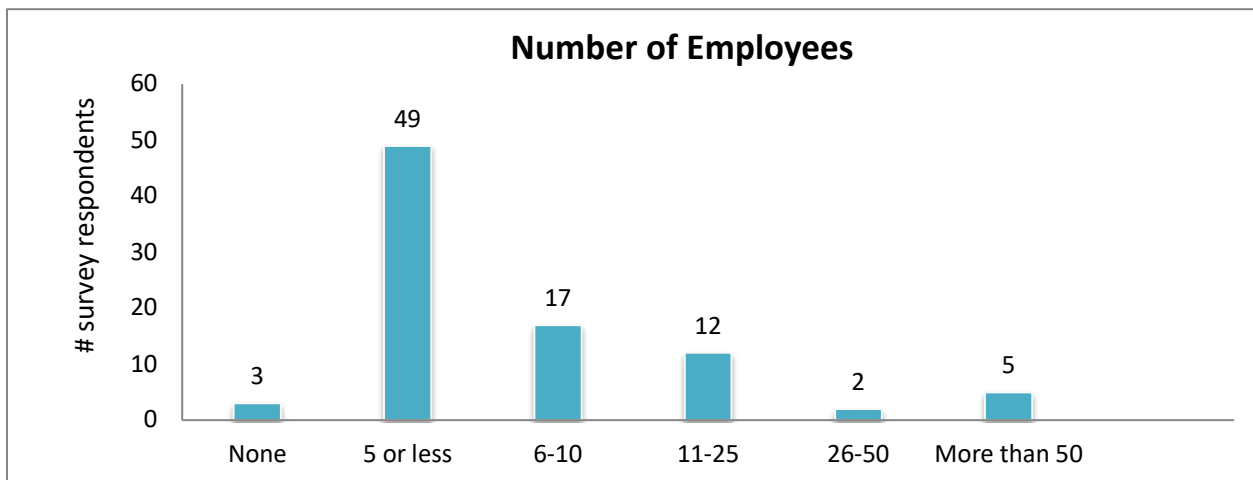
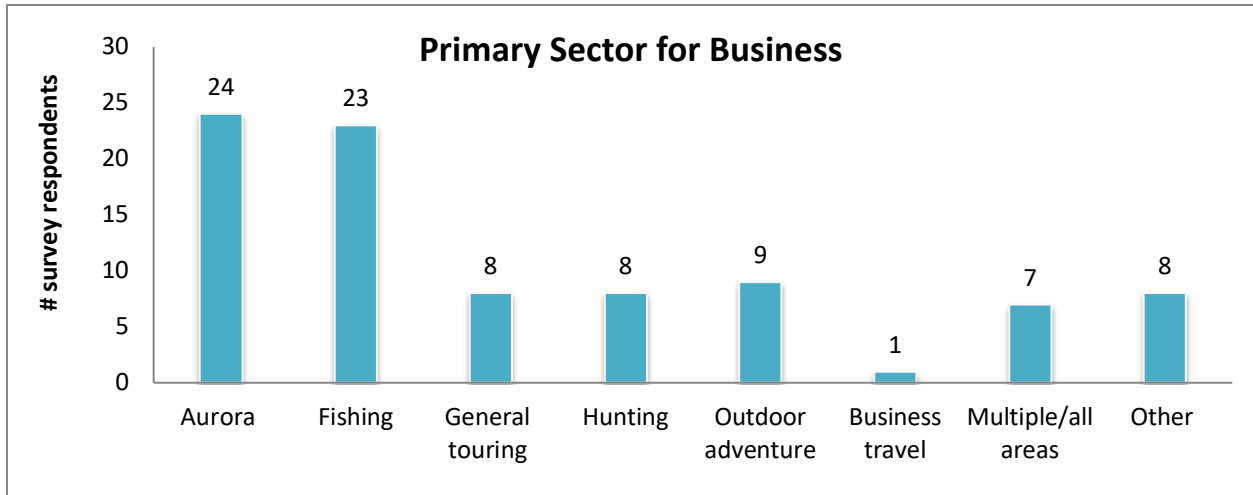
Tourism was one of the first and among the hardest hit sectors from the COVID-19 pandemic. On March 20, 2020, an online survey was sent to all licensed tourism operators and NWT Tourism. The survey was open until March 27, 2020.

The purpose of the survey was to gather data to help assess the effects of COVID-19 on the tourism industry in the NWT and inform future activities.

Of the 88 respondents, 84 were licensed tourism operators (the invitation was emailed to 133 operator emails), resulting in a 63 percent response rate for this group.

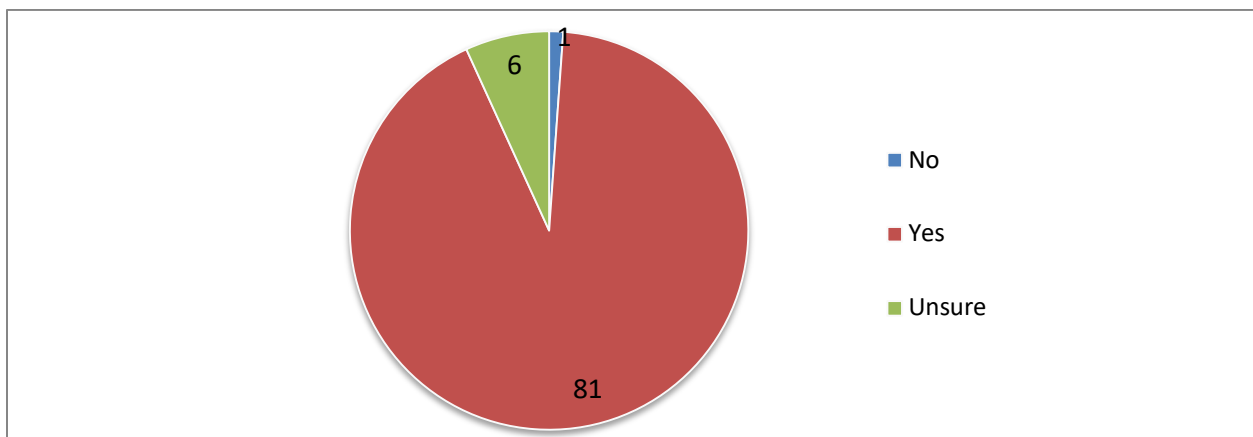
### Overview of the Tourism Respondents





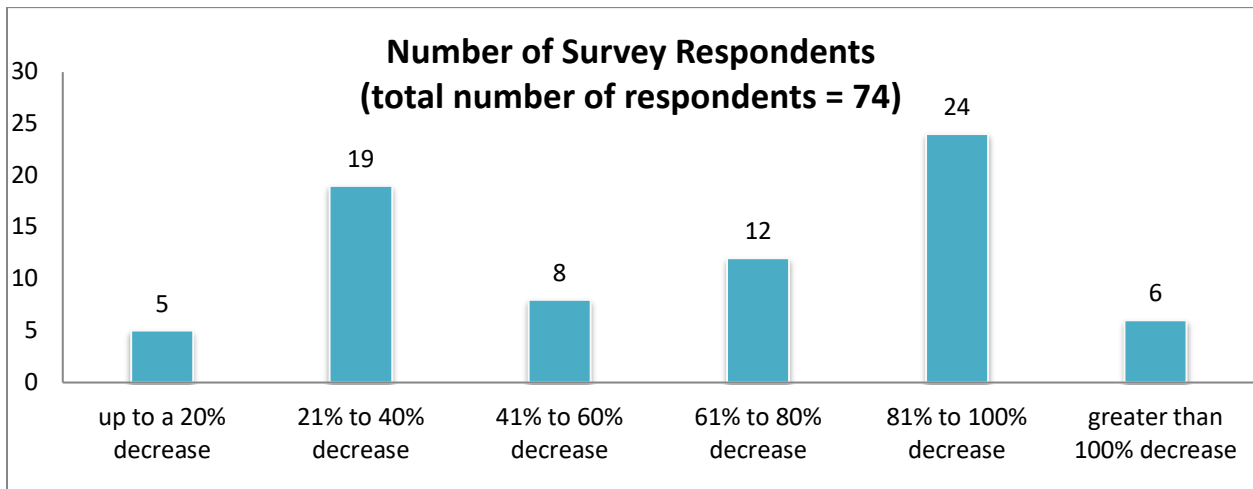
## Tourism Survey Results

**Question: Has COVID-19 impacted your business?**



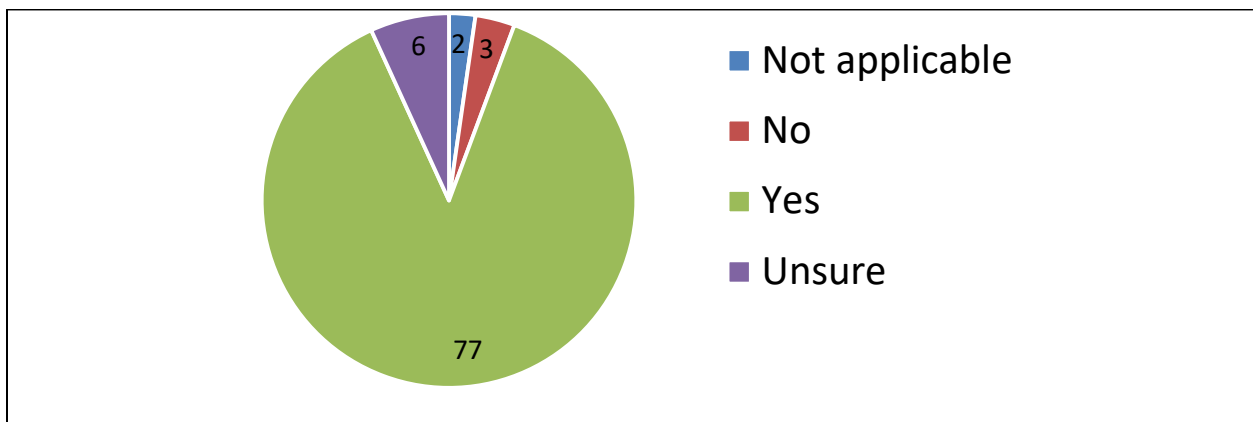
92 percent of respondents reported that COVID-19 has impacted their business.

**Question: How much have your bookings in 2020 decreased versus the same time period last year?**



There were 94 percent of respondents reported a decreased bookings in 2020.

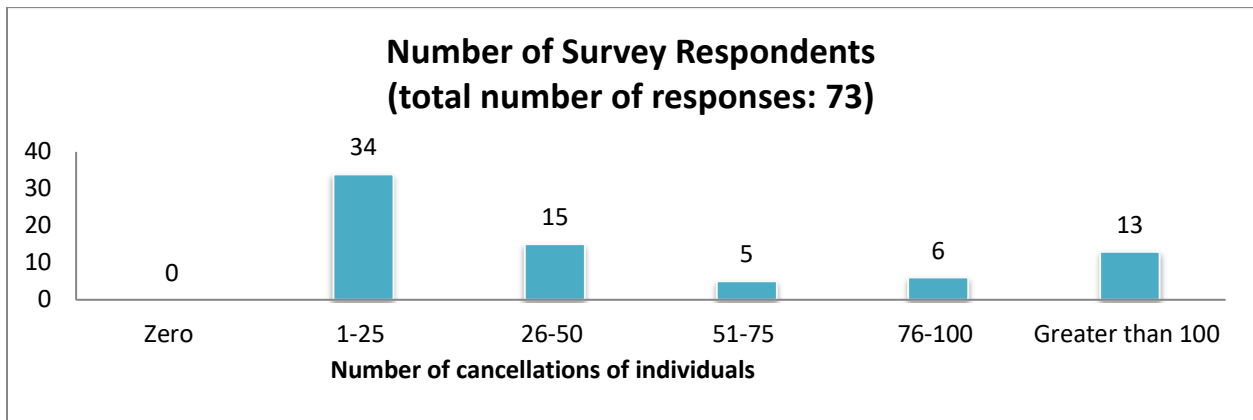
**Question: Have you experienced any cancellations of individuals or groups in 2020 as a result of COVID-19?**



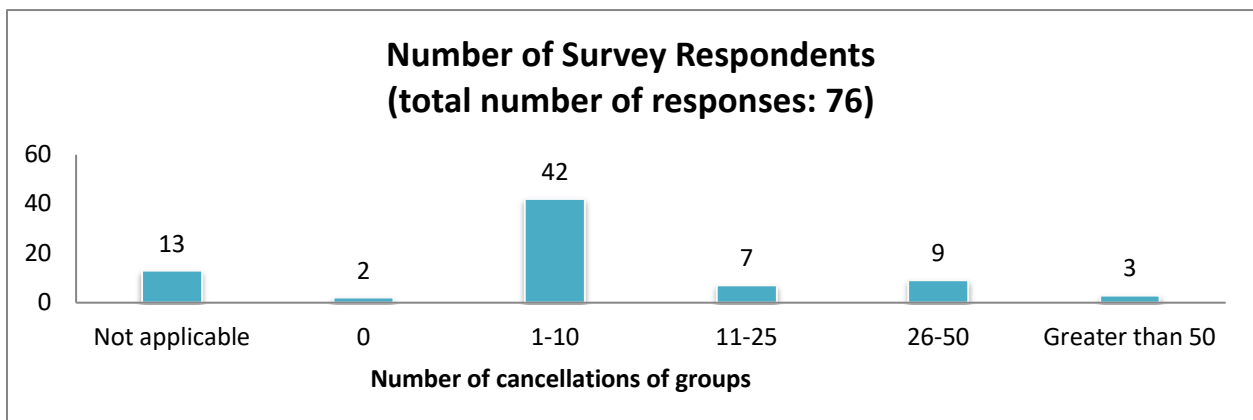
88 percent of respondents who have experienced cancellations indicated that they have not been filled by other sources



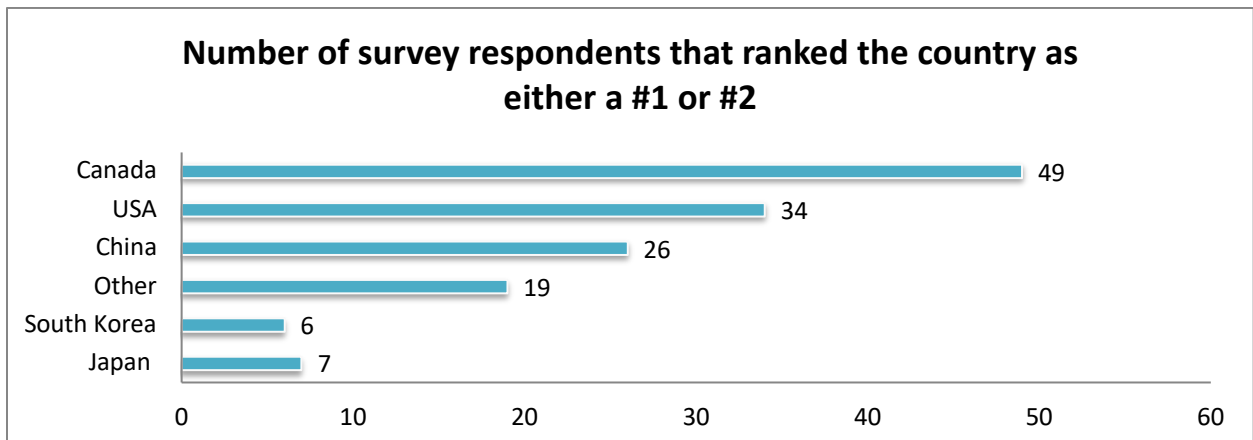
**Question: As a result of COVID-19, please indicate how many cancellations (number of individuals) you have received for 2020?**



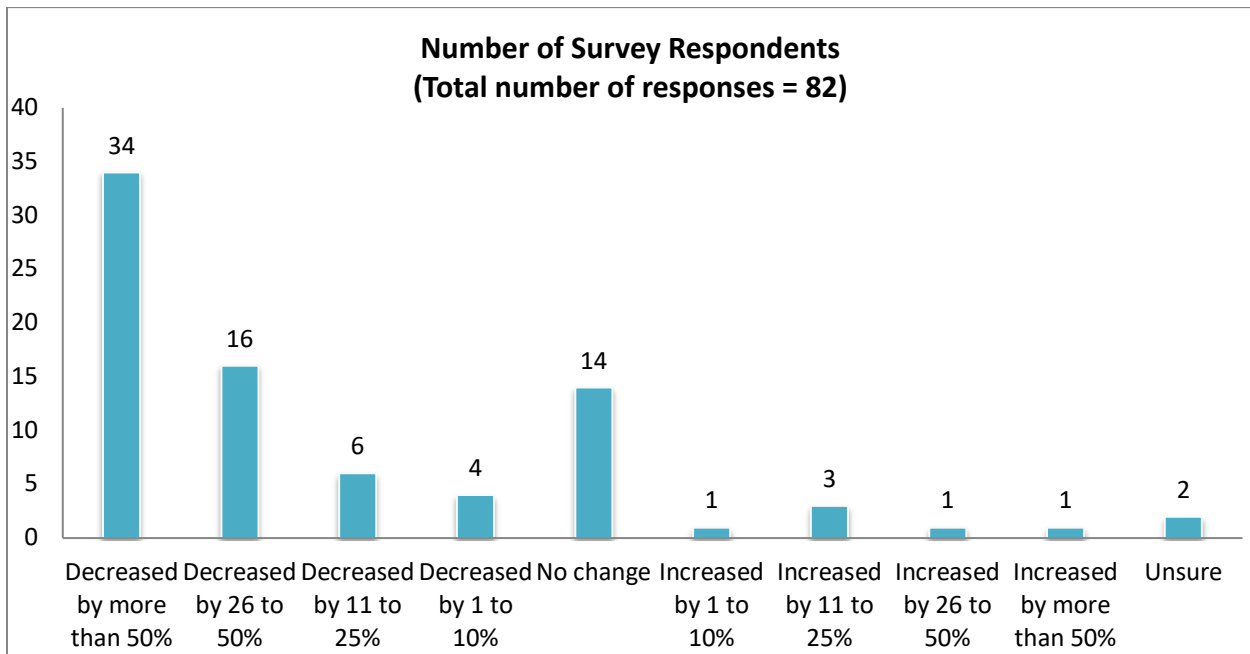
**Question: As a result of COVID-19, please indicate how many cancellations from groups you have received for 2020?**



**Question: For your cancellations (individuals or groups), please rank the country of origin of where the visitors are from (in terms of numbers).**

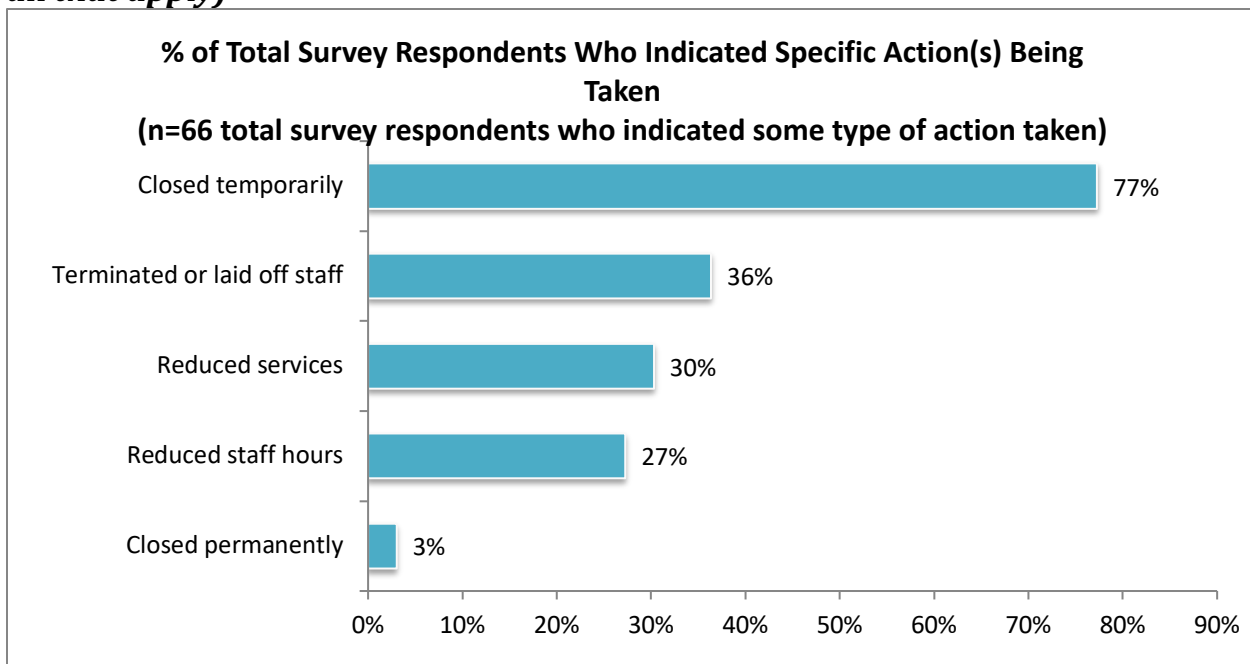


**Question: How do your sales/revenues in your first 3 months of 2020 look versus your first three months of 2019?**

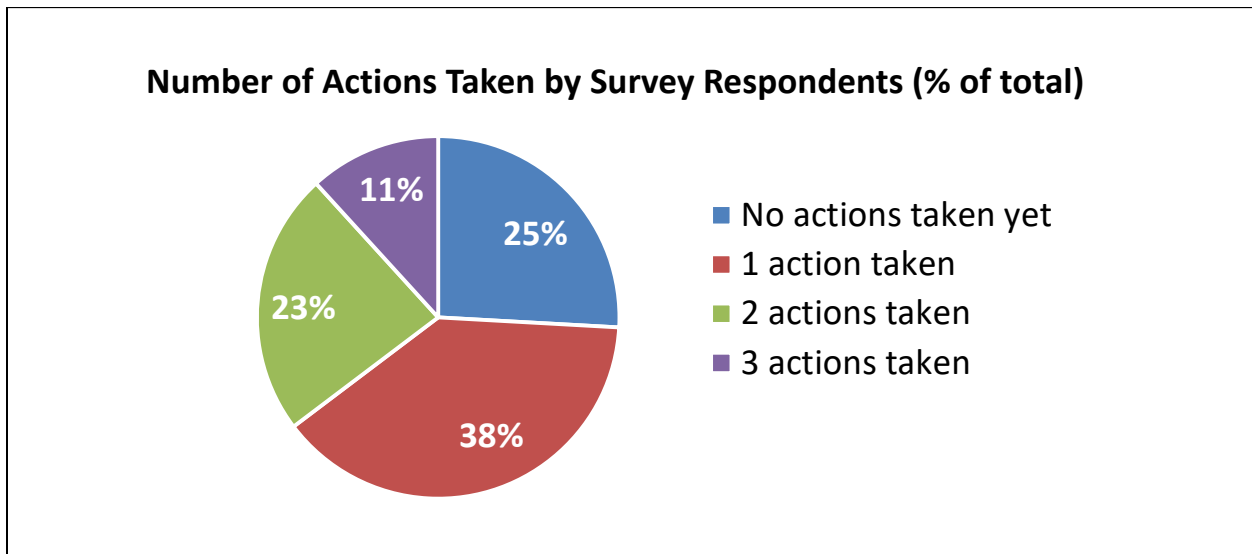


73 percent of respondents reported that their sales/revenues have decreased versus same time year ago.

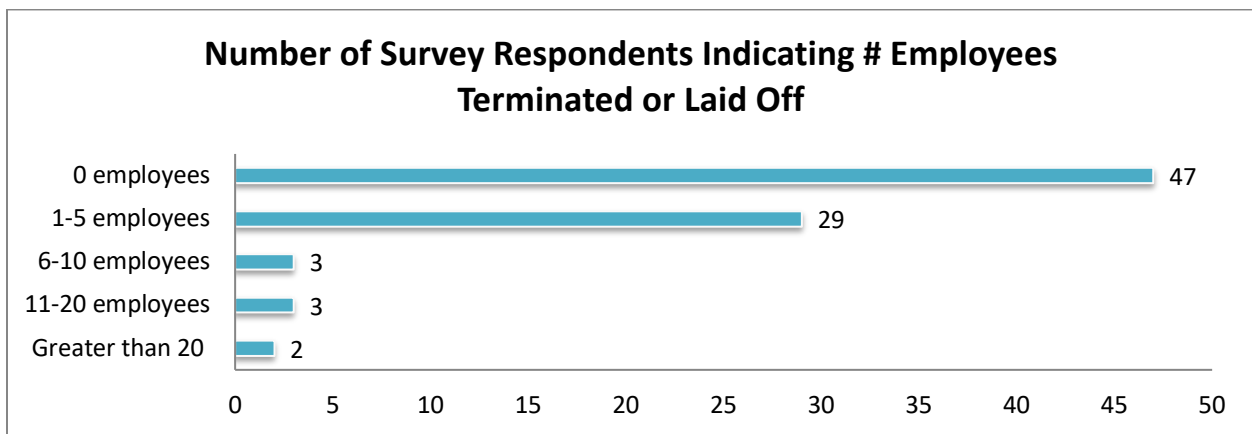
**Question: What actions have you currently taken as a result of COVID-19? (Select all that apply)**



**Question: What actions have you currently taken as a result of COVID-19?  
(Number of actions taken)**



**Question: Please indicate the number of employee(s) you have had to terminate or lay off.**



A total of 325 employees have been reported as terminated or laid off. This chart and the total number of terminated employees.



## PART TWO

### Summary of the Business Survey Results – April/May 2020

The GNWT developed a business survey to provide a venue for businesses across the NWT to let the government know how the COVID-19 pandemic has impacted their bottom-line.

The business survey went public on April 24th to May 22nd on ITI website and Facebook, as well as, sent out through our business association partners via email:

- NWT Tourism;
- NWT and Nunavut Chamber of Mines;
- NWT and communities Chamber of Commerce;
- NWT Construction Association;
- NWT Association of Communities;
- NWT Manufacturing Association; and
- CDÉTNO (Conseil de développement économique des Territoires du Nord-Ouest).

To summarize, the Business Survey is intended to understand:

- The measures taken to minimize impacts of COVID-19;
- Support requested from governments and responses to date;
- Future anticipated impacts of COVID on business; and
- What more government can do to help?

### Summary of Respondents for Business Survey

There were 198 respondents to the Business Survey.

#### Breakdown of by Region(s) the Respondent are Located In

Regions	# Respondents	Percentage
Beaufort Delta	12	5%
Sahtu	14	6%
North Slave	125	56%
South Slave	54	24%
Deh Cho	13	6%
Outside the Territory	6	3%
Total	<b>224</b>	<b>100%</b>

## Breakdown of Respondents by Sector

Sector	# Respondents	%	# of Businesses	
			in the NWT	%
Accommodations	15	8%	64	2%
Agriculture, forestry, fishing and hunting	6	3%	193	6%
Arts, entertainment, and recreation	22	11%	335	10%
Construction	19	10%	76	2%
Finance and Insurance	10	5%	227	6%
Health care and social assistance	12	6%	105	3%
Information and culture	5	3%	256	7%
Manufacturing	11	6%	18	1%
Mining, oil and gas, and support services	8	4%	135	4%
Other	14	7%	1,344	38%
Personal care services	10	5%	116	3%
Professional, scientific and technical services	16	8%	58	2%
Real estate and rental and leasing	5	3%	37	1%
Restaurants, food and beverage	18	9%	23	1%
Retail and wholesale	18	9%	43	1%
Transportation and Warehousing	9	5%	468	13%
<b>All industries</b>	<b>198</b>	<b>100%</b>	<b>3,498</b>	<b>100%</b>

## Breakdown of Respondents by Size of Business

Size of Business based on # of Employees	# Respondents	%	# of Businesses	
			in the NWT	%
Self-employed	45	23%	1,863	53%
1 to 19	119	60%	1,281	37%
20 to 99	33	17%	315	9%
100 or more	1	1%	39	1%
<b>Total</b>	<b>198</b>	<b>100%</b>	<b>3,498</b>	<b>100%</b>

## COVID-19 Impact on the NWT Labour Market

The most immediate effect on economy we have seen so far concerns the labor market. The data obtained from 198 respondents reveals 496 full-time and 517 part-time jobs were lost among those who answered to the survey, while 12 new positions were created as a result of COVID-19.

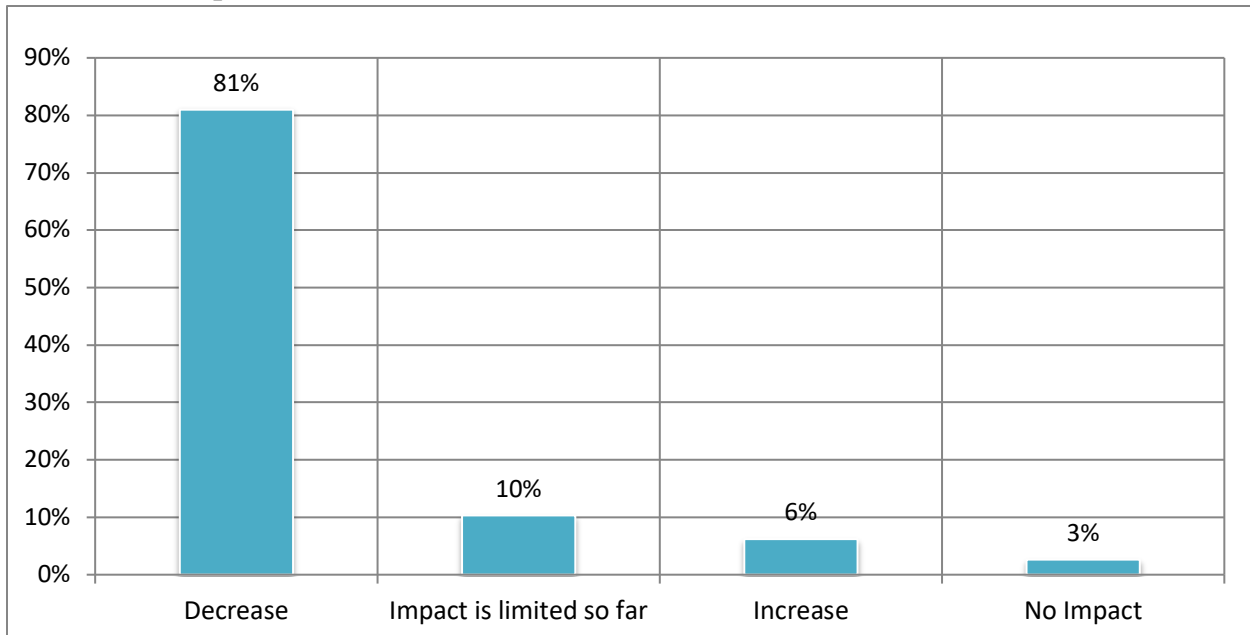
Based on the Business Survey, we estimated based on average 2.5 full-time and 2.6 part-time jobs lost by all industries.

<b>Total Employment Impact</b>			
<b>Sectors</b>	<b>Full-time</b>	<b>Part-time</b>	<b>Total Employment</b>
Accommodations	74	110	184
Agriculture, forestry, fishing and hunting	0	0	0
Arts, entertainment, and recreation	26	101	127
Construction	45	15	60
Finance and Insurance	2	3	5
Health care and social assistance	45	8	53
Information and culture	19	21	40
Manufacturing	18	4	22
Mining, oil and gas, and support services	16	22	38
Other	35	47	82
Personal care services	4	5	9
Professional, scientific and technical services	4	4	8
Real estate and rental and leasing	0	0	0
Restaurants, food and beverage	81	148	229
Retail and wholesale	54	27	81
Transportation and Warehousing	73	2	75
<b>All Industries</b>	<b>496</b>	<b>517</b>	<b>1,013</b>
<b>Average Employment Impacts</b>			
<b>Sectors</b>	<b>Full-time</b>	<b>Part-time</b>	<b>Total Employment</b>
Accommodations	0.4	0.6	0.9
Agriculture, forestry, fishing and hunting	0.0	0.0	0.0
Arts, entertainment, and recreation	0.1	0.5	0.6
Construction	0.2	0.1	0.3
Finance and Insurance	0.0	0.0	0.0
Health care and social assistance	0.2	0.0	0.3
Information and culture	0.1	0.1	0.2
Manufacturing	0.1	0.0	0.1
Mining, oil and gas, and support services	0.1	0.1	0.2
Other	0.2	0.2	0.4
Personal care services	0.0	0.0	0.0
Professional, scientific and technical services	0.0	0.0	0.0
Real estate and rental and leasing	0.0	0.0	0.0
Restaurants, food and beverage	0.4	0.7	1.2
Retail and wholesale	0.3	0.1	0.4
Transportation and Warehousing	0.4	0.0	0.4
<b>All Industries</b>	<b>2.5</b>	<b>2.6</b>	<b>5.1</b>

## COVID-19 Impact on NWT Business Revenues

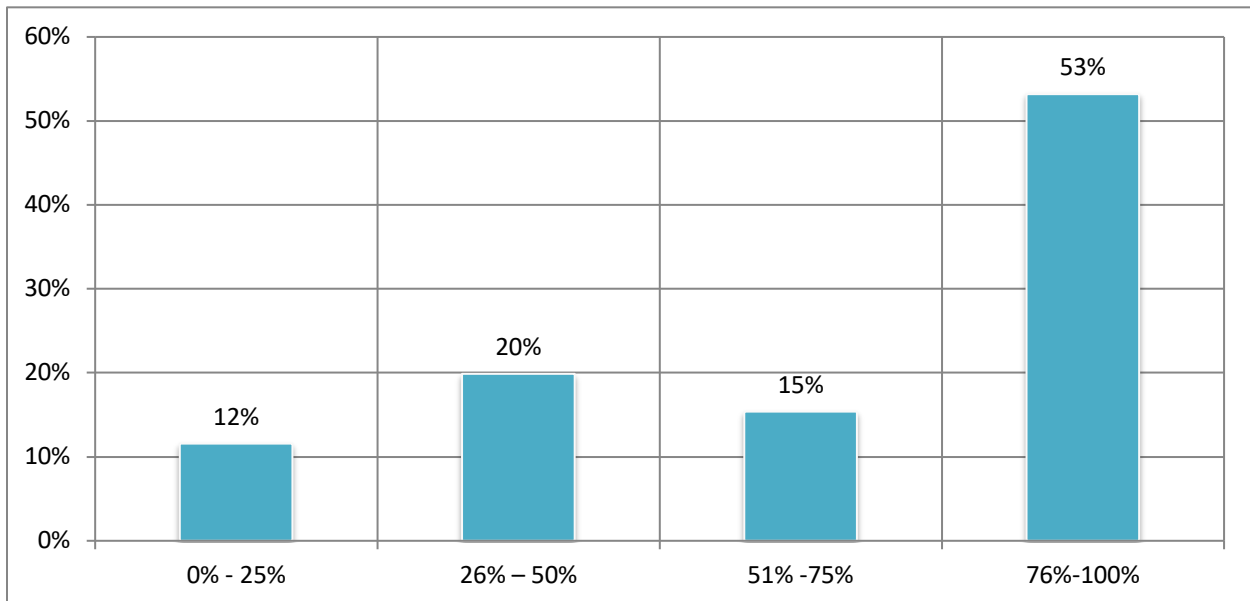
Nearly 20 percent of the business respondents had indicated the impact of COVID-19 has been within a range of limited to increase in sales during the peak of the pandemic. The remaining business respondents indicated significant decreases to their revenues from the lockdown and social distancing measures.

### COVID-19 Impact on NWT Businesses Revenues



Note: Number of respondents 156 or 79%

### Decrease in Revenue/Sales due to COVID-19

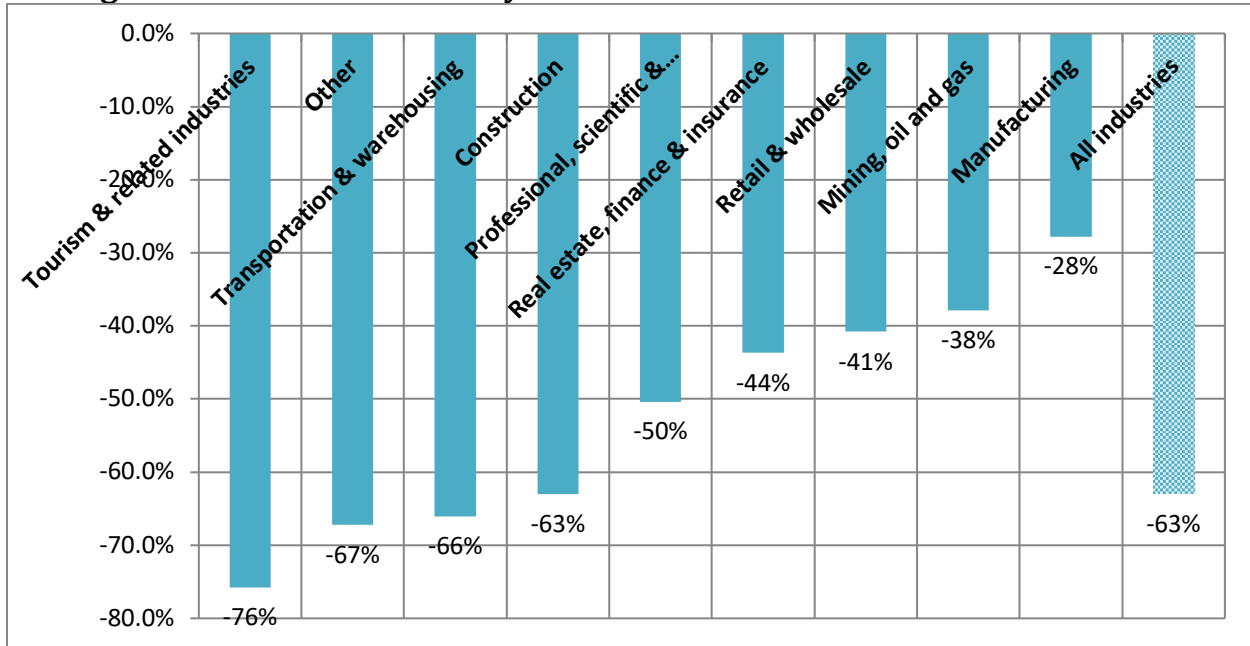


Note: Number of respondents 156 or 79%



Based on our estimation from the survey, we estimated a decrease in business revenues of 63 percent for all businesses. The three industries that experienced the largest decrease were tourism, other and transportation at 76 percent, 67 percent and 66 percent, respectively.

### Average Decrease in Revenue by Sector

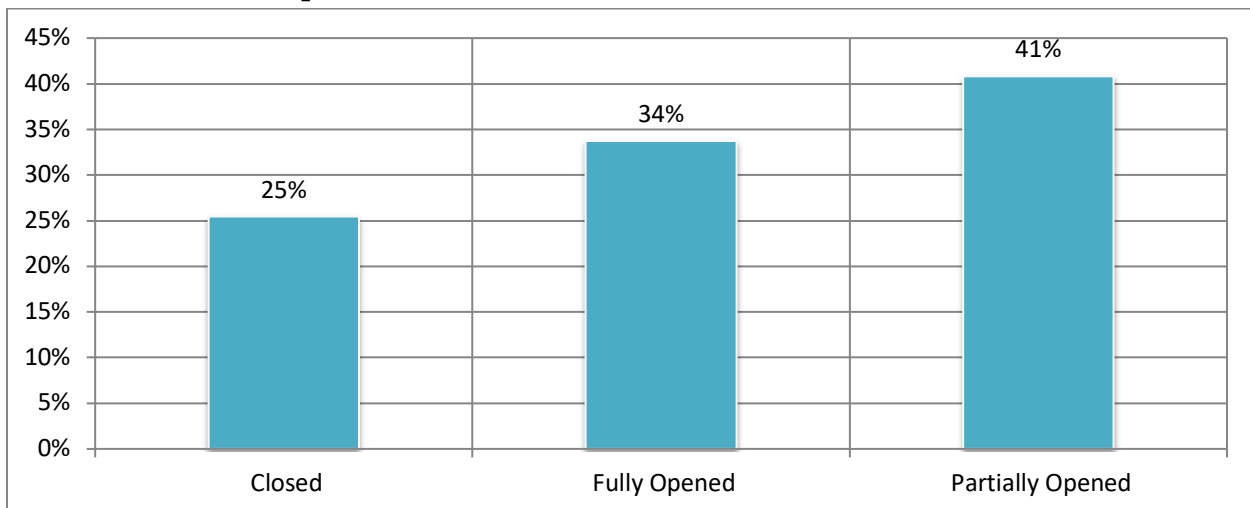


Note: Number of respondents 156 or 79%

### COVID-19 Impact on Business Operations

Due to the business restrictions enforced due to COVID-19, approximately two-thirds of businesses were closed or partially opened.

### NWT Businesses Operations



Note: Number of respondents 169 or 85%

With travel restrictions and social distancing measure implemented, it is not surprising that the industry most impacted by COVID-19 is the tourism and related industries.

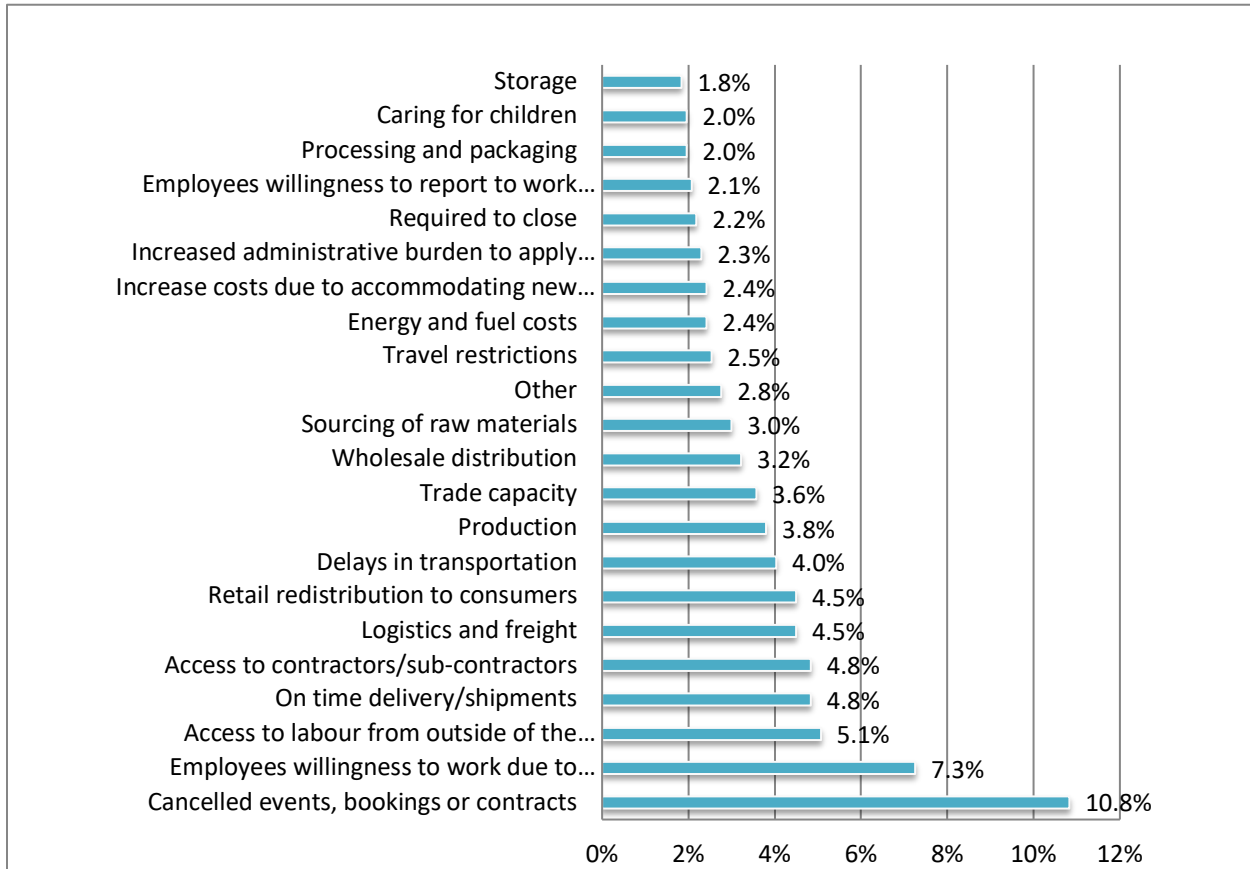
### **NWT Businesses Operations by Sector**

<b>Sector</b>	<b>Fully Opened</b>	<b>Partially Opened</b>	<b>Closed</b>
Construction	2%	14%	13%
Manufacturing	0%	12%	4%
Mining, oil and gas, and support services	0%	5%	3%
Professional, scientific and technical services	5%	11%	7%
Real estate, finance and insurance	5%	7%	12%
Retail and wholesale	5%	12%	10%
Tourism and related industries	44%	14%	32%
Transportation and warehousing	0%	12%	0%
Other	40%	12%	18%
<b>All industries</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Note: Number of respondents 156 or 85%

Based on the survey results, over 10 percent of respondents indicated their business was impacted due to cancelled events, travel bookings or contracts. The next leading issues businesses encountered were finding employees willing to work due to safety concerns of COVID-19.

## Additional COVID-19 Impacts on NWT Businesses



Note: total responses 711

A key concern as COVID-19 pandemic grew internationally was the impact of significant increases in input costs for businesses due to disruptions in global supply chains, monetary and fiscal policies that can impact lead to inflation issues.

### Have NWT Businesses Experienced an Increase in Input Costs?

Response	# Respondents	Percentage
Yes	61	32%
No	127	68%
<b>Total</b>	<b>188</b>	<b>100%</b>

Note: Examples of input costs are labour, materials and equipment

Based on our survey results, a third of respondents indicated increases in their input costs due to COVID-19. The industries most impacted by the increase in costs included construction, retail and wholesale, and manufacturing. Overall, input costs increased approximately 22 percent.

## Average Increase in Input Costs by Sector

Sector	Average Cost Increase in %
Construction	24%
Manufacturing	3%
Mining, oil and gas, and support services	0%
Other	34%
Professional, scientific and technical services	3%
Real Estate, Finance and Insurance	3%
Retail and wholesale	46%
Tourism and Related Industries	79%
Transportation and warehousing	10%
<b>All industries</b>	<b>22%</b>

Note: Number of respondents 167 or 84%

## Have NWT Businesses by Sector that Experienced an Increase in Input Costs?

Sector	Yes	No	Total
Construction	53%	47%	100%
Manufacturing	40%	60%	100%
Mining, oil and gas, and support services	0%	100%	100%
Other	32%	68%	100%
Professional, scientific and technical services	19%	81%	100%
Real Estate, Finance and Insurance	29%	71%	100%
Retail and wholesale	44%	56%	100%
Tourism and Related Industries	30%	70%	100%
Transportation and Warehousing	25%	75%	100%
<b>All industries</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

Note: Number of respondents 188 or 95%

## Average Increase in Input Costs by Category

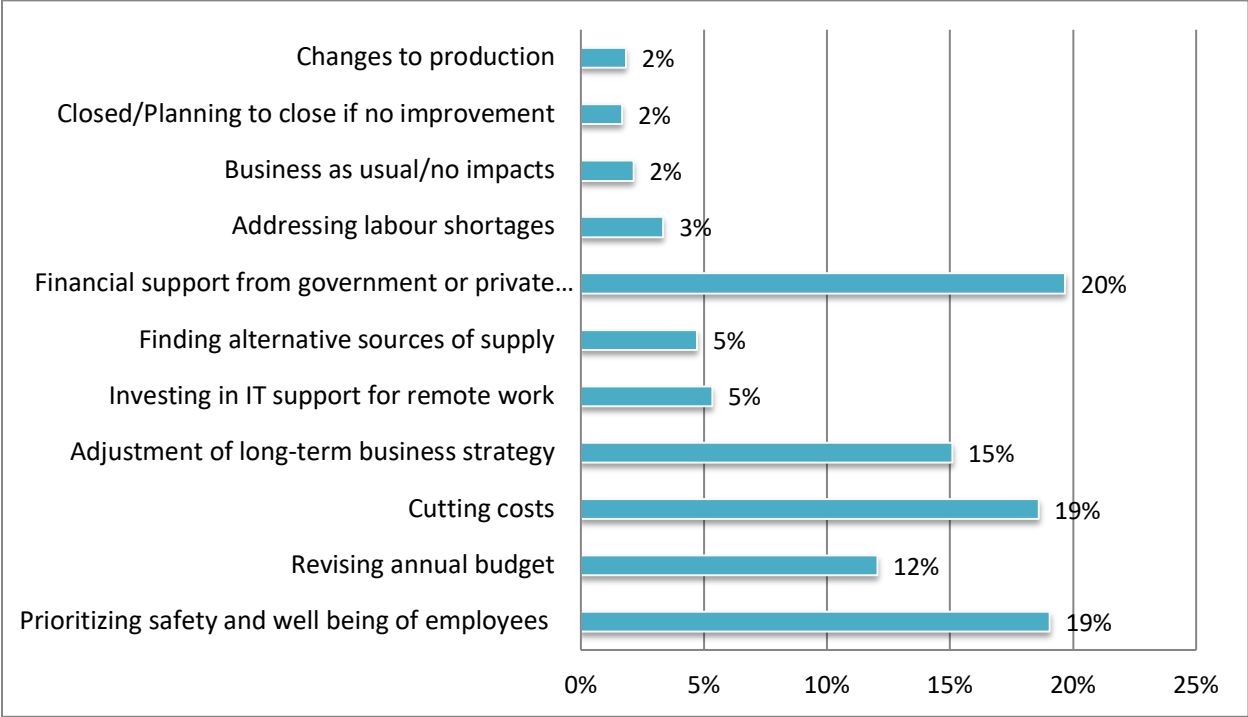
Input Costs	Average Cost Increase in %
Material costs	13%
Equipment costs	21%
Materials and Labor costs	21%
Equipment and Labor costs	26%
Materials and Equipment costs	31%
Materials, Labor and Equipment costs	20%
Other costs	45%
<b>Average</b>	<b>25%</b>

Note: Number of respondents 63 or 32%

# Measures Taken to Address COVID-19

Based on our survey results, the immediate response by NWT businesses due to COVID-19 pandemic was applying for financial supports from government and the private sector, while prioritizing the safety of its workforce. Followed by these measures, they began to cut costs and make adjustments to their long-term business strategies.

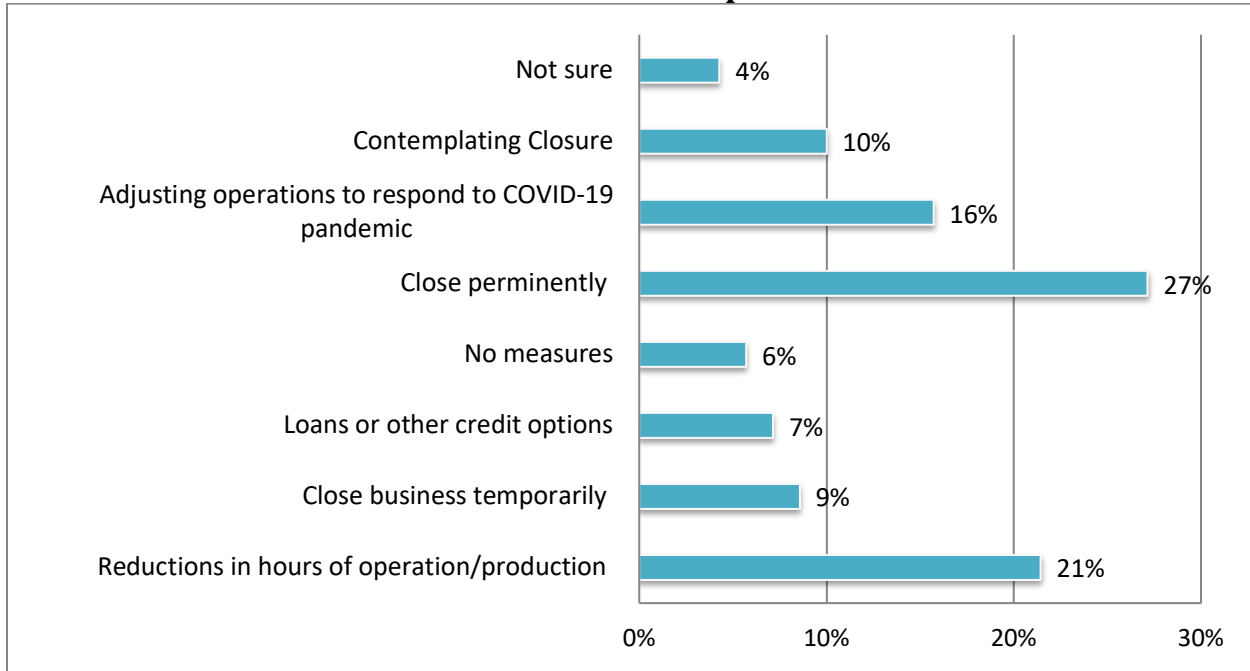
## Measures Taken to Address the Economic Impact of the COVID-19



Note: Number of responses 656

There were 27 percent of NWT businesses that indicated if the pandemic were to continue into the future that they would have to closely permanently, while 21 percent felt that reduction in hours of operations and production would suffice to carry them through the economic hardship of COVID-19 impacts.

## Future Measures to Address the Economic Impact



Note: Number of respondents 70 or 35%

## NWT Businesses Ability to Survive COVID-19

During the height of the COVID-19 pandemic, 93 percent of businesses indicated they felt their business could survive the pandemic. However, 38 percent business respondents indicated that surviving the COVID-19 pandemic depends on how long it continues. Nearly half of the businesses indicated they felt their business could survive another 1-3 months with the lockdown and social distancing measures in place.

### Will Your Business Recover from the COVID-19 Pandemic?

Response	# Respondents	Percentage
Yes	178	93%
No	13	7%
<b>Total</b>	<b>191</b>	<b>100%</b>

## Will your Business Recover from the COVID-19 Pandemic – Other Responses

Response	# Respondents	Percentage
Unsure	15	23%
Reduced Operations	1	2%
Depends on Government Funding	14	22%
Depends on how long restrictions are in place	25	38%
Opening would require operational changes	2	3%
Yes, but will be more difficult	8	12%
<b>Total</b>	<b>65</b>	<b>100%</b>

## How Much Longer Businesses Can Survive Under Lockdown Measures

Response	Percentage
Less than 2 weeks	4%
More than 2 weeks but less than one month	6%
1 to 3 months	41%
4 to 6 months	17%
7 to 12 months	7%
More than 12 months	14%
Don't know/Unsure	11%
<b>Total</b>	<b>100%</b>

Note: Number of respondents 194 or 98%

## How Much Longer NWT Businesses Can Survive Under Lockdown Measures by Sector

Sector	Average # of Month(s)
Transportation and Warehousing	0.9
Professional, scientific and technical services	1.8
Manufacturing	1.9
Construction	2.2
Real Estate, Finance and Insurance	2.7
Mining, oil and gas, and support services	2.9
Retail and wholesale	4.1
Other	7.1
Tourism and Related Industries	7.2
<b>All industries</b>	<b>4.8</b>

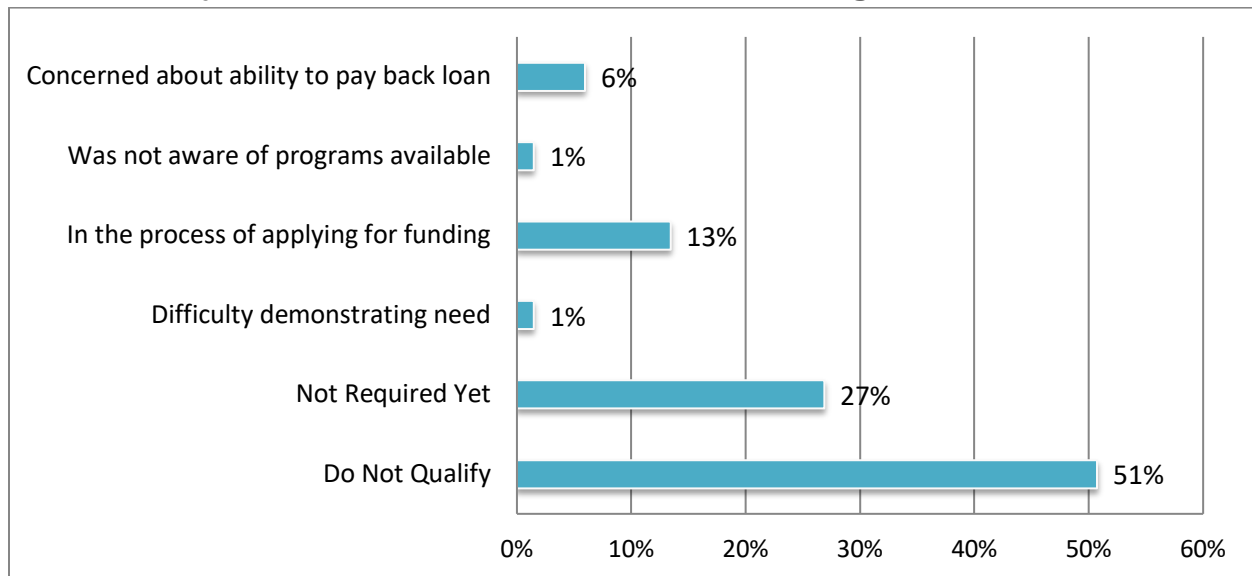
## Access to Government Support Programs

Approximately half of the businesses respondents had accessed government financial support programs, with the Canada Emergency Response Benefit (CERB) that gives financial support to employed and self-employed Canadians who are directly affected by COVID-19, was the most utilized program at 27 percent.

### NWT Businesses that Accessed Government Funds

Response	# Respondents	Percentage
Accessed funds	94	47.5
Have not accessed funds	104	52.5
<b>Total</b>	<b>198</b>	<b>100</b>

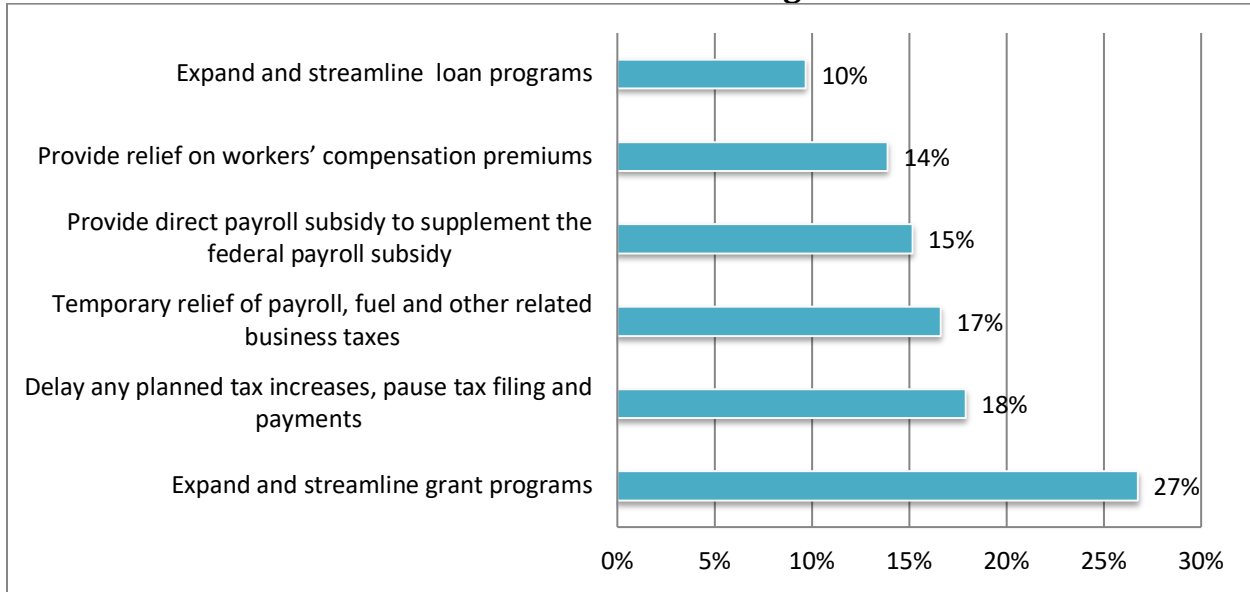
### Reasons Why NWT Businesses Did Not Access Funding



Note: Number of respondents 67 or 34%

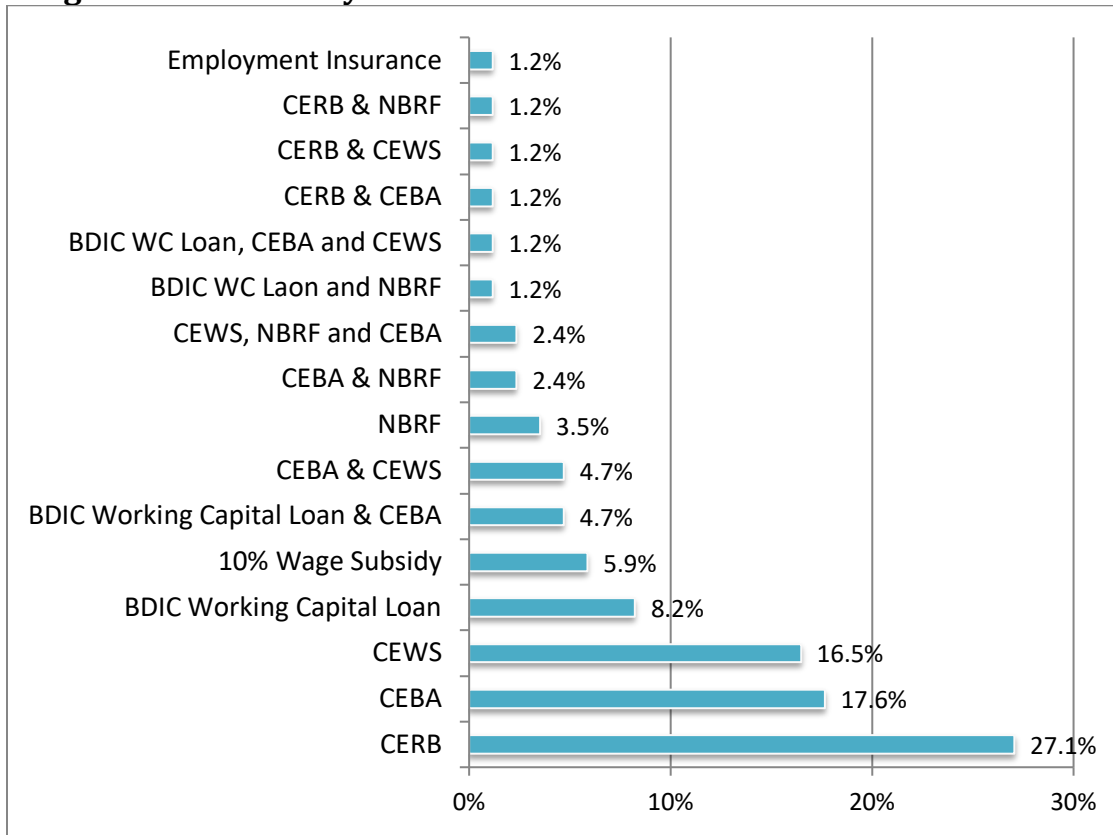


## What NWT Businesses Need from Government Right Now



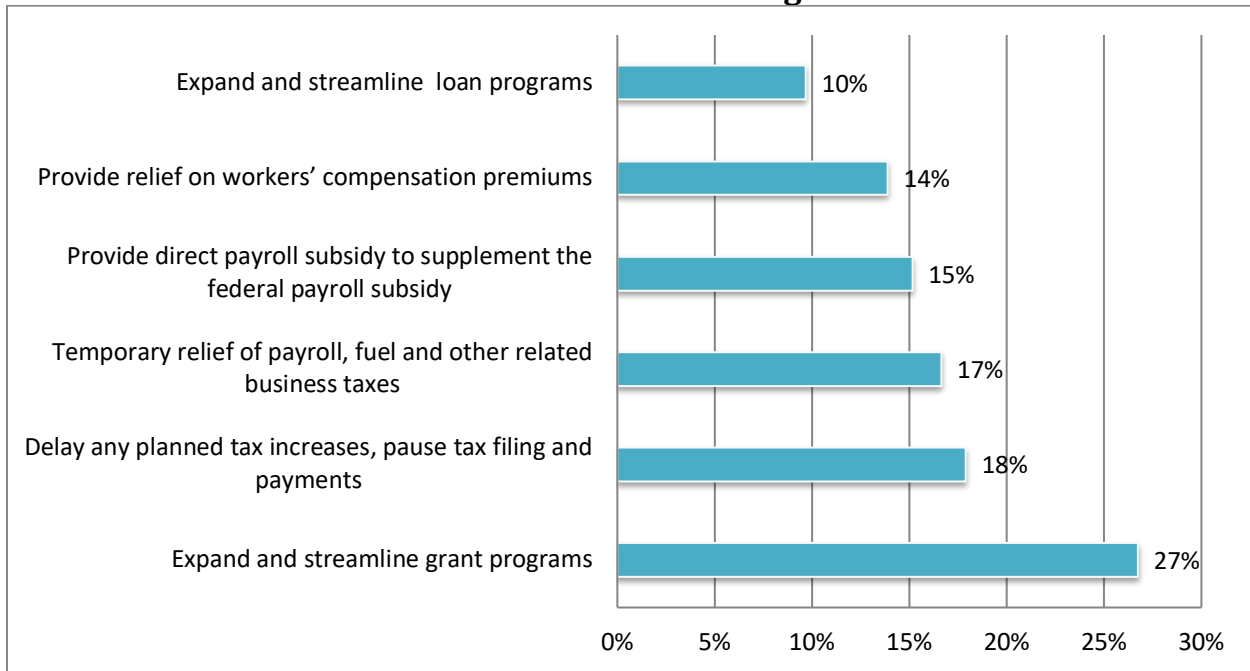
Note: Number of responses 475

## Programs Accessed by NWT Businesses



Note: Number of respondents 85 or 43%

## What NWT Businesses Need from Government Right Now



Note: Number of responses 475

<b>Anecdotal Responses Group by Themes: Support NWT Businesses Want from Government</b>	
<b>1. Extend the period for remitting payments to government</b>	
WSCC pre-payment: report monthly/quarterly (depends on size of company) and allow for payment 60 days after month end report, this would allow companies to receive some revenue to pay premiums, instead of payments in advance.	
Having one-year off not to have to pay corporate tax	
One year tax break or ownership grant. As an owners we are not taking paychecks and do not qualify for any subsidies. The Fed or local governments should help us keep employees working and grant the owners with tax credits and no repayable grants. We believe in small business it is the heart and soul of our country. Have governments recognize this by rewarding those few for keeping employees and their families working while not taking a wage during this pandemic.	
Having 1 year off not to have to pay corporate taxes would be a huge burden lifted.	
Tax breaks	
Will accept anything for loss of earnings, or pay no GST, or to pay for staying and teaching my kids.	
<b>2. Allow Employees to Collect EI while working part-time</b>	
Allow employees to remain on employment insurance while working for an employer part-time. Employees would receive assistance to a cap amount, also this would prevent employees becoming	

stagnant (home dependency)
<b>3. Remove Qualifier to be a NWT Business Owner</b>
Please remove the qualifier of NWT resident shareholder(s)/owner(s) for NWT tourism based operations apply for the working capital relief loan. We have had used the Metis Dene Development Fund (MDDF) of Yellowknife for a working capital loan without any NWT residency criteria imposed. I also propose monetary emergency relief assistance for remote lodges for the following overhead expenditures. (Supported by receipts from the operator).
<b>4. Assist with financial assistance for cancelled trips/events/contracts</b>
For any COVID-19 canceled trips starting March 15, 2020 to March 15, 2021. The NWT Government will assist lodges in payback of client deposits paid in good faith to the lodges. These deposits are typically collected upon booking and reserving space at a lodge. Every lodge is different and deposits and cancellation policies will vary; however, with mandated shutdowns and travel restrictions we seek assistance to help keep the faith for our clients. Our lodge has offered our clients the following 3 options for our 2020 cancellations: (1) Re-book for 2021, will keep the deposit and apply it to any trip booked for 2021. We will also keep our 2020 pricing for 2021. (2) For those clients who purchased travel insurance or paid with a credit card, we encourage our clients to reach out to their insurance agencies for reimbursement of their deposits. Will issue letters of support to any of our clients who wishes to go with this option. (3) For those clients who wish to cancel completely, offers 50% reimbursement of any deposit paid to date. We feel that the Covid-19 was a mutual risk and that any deposit money should be mutually shared between us and the client. The Covid-19 pandemic was not the fault of the client nor is the business; therefore sharing cost of cancellation our solution.
<b>5. More payroll subsidy</b>
100% payroll subsidy
Grant's for wage subsidies beyond 2 months, as it will take months after for construction and manufacturing businesses to get work, then our prime season will almost be over, we also rely on the mining industry tremendously.
Wage subsidy not available as gross revenue not > 25% decrease, yet labour costs have increased -> should reassess how the subsidy is assessed
<b>6. More financial support for operating costs</b>
3 months of interest and carrying charges on bank loans and line of credits on any bank (non-backed BDIC or BDC) loans that were already in place before March 15, 2020. (March 2020 to March 2021). With the maximum amount to be claimed is \$5,000. Our lodge has contacted the Royal Bank of Canada to temporarily defer our payments for 6-month period starting April 1, 2020 without penalty; however, we are still required to pay the interest accrued and bank charges for this period.
Forgiveness of 2020 NWT land lease costs.
Forgiveness of 2020 NWT land tax costs – hinterland-based lodges only.
Forgiveness of 2020 NWT tourism license costs – premises only. Wildlife and fish licenses still apply and are issued to the end consumer. Liquor licenses will be paid by the lodge.

2020 loss and liability Insurance costs. (March 2020 to March 2021) Maximum of \$10,000
One Charter Air Travel from an NWT based flight center to and from the lodge for resident lodge inspections in case the entire 2020 tourism season is shut down. As owners and operators, we still need to tend to the maintenance and care of the lodge as well as inspect and make sure the lodge remains in working condition when it is time to re-open Maximum \$2,000
Per diem travel allowance for inspection of the lodges. This is paid at the current government rate up to 7 consecutive day period
2020 waste management removal – assist in waste removal so not to attract wildlife and incur damages while the lodges sit vacant. (March 2020 to March 2021) Maximum \$1,000
2020 education costs – for returning workers, safety and operations training grant to allow for new staff to be trained for duty. This would include safety uniforms and some safety equipment such as PFD's, boots and outerwear. (March 2020 to March 2021) Maximum \$500 14. 2020 safety programs and inspections – assist in maintain fire extinguishers and other safety equipment for a period of 1 year. (March 2020 to March 2021) maximum \$500
100% rent support
Businesses property rent and tax grants/relief for 6 months not loans they just drive businesses into more debts
Commercial rent support
A loan or grant to assist with monthly costs for April, May, June.
Pay rent
Rent assistance
Rent relief
Rent relief from the barber shop or compensation for the owners of the barber shop so self-employed barbers do not have to pay rent for the foreseeable future
Rent relief would be huge
Rental fees, studio bills
Rental support. Even until the application is approved, it's a shame that the small businesses have to take the hit
We need operation revenue. Rent and bills still have to be paid
Living off of our savings, but it is dwindling and not sure what to do next. Have mortgage payments and other bills to pay it's a struggle
Would be very beneficial if the government would help us covering the cost of the spots for the children that are no longer attending, in which we are no longer receiving that income, that helps to pay our bills.
Private development incentive low interest loans
<b>7. Assist with the costs of obtaining professional services</b>
- Accounting and legal services, for any lodge or tourism business who retains NWT professional services, I recommend the NWT assist with payments for services for a period of one year starting March 15, 2020. We need these services now more than ever to help navigate through these troubled financial times. Maximum amount allowed is \$10,000
- Assistance with communications. (March 2020 to March 2021) Maximum amount allowable amount is \$2,000 or 75% of invoice whichever is lower. Website and email hosting. Satellite telephone for remote communications. Satellite internet for remote lodge communications

Immediate financial assistance to cover the cost of required book keeping and accounting
<b>8. Increase funds to R&amp;D Research for our Manufacturers and Construction Industry</b>
Remissible taxes and grants aimed at R&D to create products in the manufacturing and construction industry we work in, not specific to COVID-19, just to help keep employees employed
<b>9. Allow non-essential businesses to implement safety measures to reopen</b>
A plan to start allowing more non-essential businesses to operate if they have a social distancing plan in place
Ease restrictions to allow events to go forward
Let us work. We know no one locally, nationally, or internationally impacted by COVID 19, but everyone we know has been adversely impacted by the shutdown including our children
Reopen the economy. Implement another virus mgmt. strategy
Slowly re-open the business community
Stop spending our tax dollars and let us get back to work. Use tax dollars for needed social programs and COVID security measures at borders/airports
To lax the social distancing measures. There's NO community spread
To open travel options to those going on land for economic development
<b>10. More financial support in the form of grants</b>
Businesses property rent and tax grants/relief for 6 months not loans they just drive businesses into more debts
Change loans to grants
Either grants, or some sort of EI for people who are on their own, so they can still pay rent, renovations for the store, bills, and to be able to still get there business ready for when the pandemic is over
Set-up grants for the fixed costs incurred with B&Bs
Grant relief not more loan
Loans are hard for small businesses to take on when they are unsure of the future. Grants are what small businesses need in these times, not more debt. If my business was open full-time I would have made the decision to close as I would not have been able to survive this without a loan and I would not want to take on another loan in such uncertain times when I rely so heavily on tourism
Loans are not good without work firms cannot take on loans with no reason to forecast a means of paying them off
One year tax break or ownership grant. As owners we are not taking paychecks and do not qualify for any subsidies. The Fed or local governments should help us keep employees working and grant the owners with tax credits and no repayable grants. We I believe in small business it is the heart and soul of our country. Have Governments recognize this by rewarding those few like for keeping employees and their families working while not taking a wage during this pandemic
Small grants
Grant funding/loans focused on supporting business that are going to positively impact local economic recovery. For instance, if we were to hire a local contracting company to do some renovations to

facilities
Self-employed business grants, the current programs only address issues with companies with store fronts or with employees, it does not address concerns to self-employed contractors
Not sure but creative thinking on these challenges will be welcome and we are very willing to hear what creative supports or grants can be identified for this unique industry
<b>11. Better communication of programs and timelines</b>
An idea of when things might change. Without a plan from the government we cannot determine a future
Clear answers and communication of the Canada Emergency Commercial Rent Assistance that was announced, but nothing has come from the Territorial Government to date
Clear communication of the plan and timelines as soon as they are available
Communicate directly with industry regarding the re-opening plan
<b>12. Maintain existing programs, not just COVID-19 related</b>
Continue the Mackenzie Valley Fur Program
Continue with programs beyond just COVID
Funds to access raw materials so that creativity is ongoing as no sales won't allow for new purchases of raw materials
A grant to assist with the costs of increasing alternate revenue streams such as art sales, food offerings for guests, meal offerings for groups, art framing
<b>13. Support with purchasing protective supplies related to COVID-19</b>
Direct supply of PPE to businesses. We have a hard time purchasing masks, sanitizer, etc.
<b>14. Inventory assistance during the reopening</b>
Costs to reopen can be quite high, need to restock product that has expired, etc.
<b>15. Continue with procurement opportunities to keep people working</b>
Essential projects need to be rolled out, businesses need work that generates profit versus government loan or deferral programs that add debt
Infrastructure funding. Local procurement
Issue RFP's for design work to firms with the majority of their staff living in the NWT. If we do not have work we will have to let people go
Outsource as much as possible; keep northern businesses working
Small work projects for sub-contractors, maintenance, PMs etc.
Start spending money openly in the economy. The GNWT is the largest consumer and the trickle down benefits are extensive or also impactful when it is not happening

To insure that the printed products they are purchasing are actually being manufactured here in the NWT and not from Alberta
<b>16. Expand existing programs to include sole-proprietors</b>
Expand CEBA loan eligibility to include sole-proprietorships that file gross income and do not have employer accounts that issue T4
Need something like a base income, as sales slowdown so does most sole-proprietorships income
Self-employed business grants, the current programs only address issues with companies with store fronts or with employees, it does not address concerns to self-employed contractors
<b>17. Extend the loan deferral program</b>
Extend deferral BDIC payment until the tourism start again in the north
<b>18. Grants to take business online</b>
Grants to support moving my business to online - this is actually great as I can support my local clients (Yellowknife) but also reach beyond - NWT, Canada and the world. It is a huge undertaking
<b>19. Extend contract deadlines due to issues with obtaining staff and supply chain shortages</b>
May need extensions on contract fulfillments if deadline can be met due to staff and supply chain shortages
<b>20. Be more responsive with decision-making</b>
Quicker decisions
<b>21. Mentorship</b>
Understanding and mentorship

