

SMALL BUSINESS SERVICE PACK GUIDE

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Burlington
ECONOMIC DEVELOPMENT

Table of Contents

INTRODUCTION..... 1

ECONOMIC DEVELOPMENT..... 1

TECHPLACE..... 2

ENVIRONMENT..... 2

WHAT KIND OF ENTREPRENEUR ARE YOU?..... 3

ADVICE AND ASSISTANCE 3

HUMAN CAPITAL 4

FINANCE..... 5

SHARED PLACES..... 5

BURLINGTON TECHNOLOGY CAMPUS 5

FEATURED SITES 6

CONTACT US..... 7

INTRODUCTION

Burlington has been consistently ranked as one of Canada's Best Places to Live. In 2019, Burlington was named the #1 Community in Canada and Best Place to Raise a Family by Maclean's Magazine, a leading Canadian business magazine. Situated at the northwestern end of Lake Ontario, Burlington is a city in the Regional Municipality of Halton. The municipality of Halton was reported as one of the safest places to live in Canada. To reinforce this, Statistics Canada reported that the Halton region had the lowest crime severity index (CSI) of 23.95% compared to the average CSI of 73.7% in Canada during the year of 2021. Along with Milton to the north, Burlington forms the west end of the Greater Toronto Area. Economically, Burlington is strategically located near the geographic centre of the Golden Horseshoe, a densely populated and industrialized region of over 8 million people.

ECONOMIC DEVELOPMENT

Burlington Economic Development's priority is to lead, facilitate and advance Burlington's efforts for continued economic growth and diversification, job creation and revitalization, entrepreneurship, and innovation throughout the city. In 2021, Burlington Economic Development supported the creation of 849 jobs in the city, attended to over 340 support requests from businesses, and served over 260 local businesses through the Digital Main Street program. More information can be found in the [2021 Annual Report](#).

Burlington Economic Development offers a variety of services, including:

- Access to start-up resources through small business and innovation networks
- Provide industry, economic, and community benchmarking analysis
- Access to talent through educational and workforce development networks
- Complimentary service for businesses
- Answer all questions on investment and locating in Burlington
- Facilitate interactions with all levels of government
- Connect clients to sector experts, business to business linkages, and professional service providers
- Provide guidance on site location and selection
- Liaise with the local real estate community
- Main Street business supports to adopt a digital presence

This resource guide serves to help guide your small business through the environment, spaces, programs, and resources that can help your business grow.

TECHPLACE

Burlington Economic Development launched TechPlace in 2017 to help innovative technology start-up businesses better connect with resources and programs that are available. [TechPlace](#) is a one-stop destination for new and growing technology companies located in Burlington. Led by Burlington Economic Development, and with support from our partners across the public and private sectors, TechPlace is dedicated to connecting, developing, and advancing entrepreneurs at all stages.



The 8,600-square foot space at 5500 North Service Road is home to Haltech, Halton's Regional Innovation Centre, and Angel One Investor Network, one of Canada's most active Angel groups.

During the first five years in operation, TechPlace supported the creation of 174 jobs within the city, generated approximately \$48 million worth of revenue for businesses in Burlington, and introduced almost 136 new products and services to the Canadian market. More information on the impacts of TechPlace on Burlington's innovation environment can be found in the [TechPlace Impact Report](#).



With the support of these co-location partners alongside public and private sectors partners, TechPlace will provide access to space, programming, mentorship, networking, and resources to new and growing technology companies.

ENVIRONMENT

Burlington has over 7230 businesses within the city and there is a talent pool of 4.5 million people within commuting distance to the city. Furthermore, Burlington has a vast post-secondary network as there are 20 post-secondary institutions within a 1-hour drive of Burlington. It is estimated that approximately 73% of Burlington residents have a post-secondary education. Burlington's economy has well established [industry clusters](#) in advanced manufacturing, biomedical & life sciences, clean technologies, food & beverage, information & communications technology (ICT), and professional and technical services.



WHAT KIND OF ENTREPRENEUR ARE YOU?

Small Business or Main Street Entrepreneurs:

These businesses serve a local community function with limited scalability or desire to scale. These entrepreneurs have the desire to meet their personal and family needs. These businesses can operate across all sectors and industries. Supports available for Burlington's small businesses can be found [here](#).

Scalable Start-ups or Innovative Entrepreneurs:

These businesses have a larger business rather than looking for the short-term return of a salary. These start-ups are looking to take on greater risk with the goals of achieving significant growth.

Non-profit or Social Entrepreneurs:

These businesses are focused on addressing social needs. Apart from different business success metrics used to measure business performance, they operate and use similar techniques as scalable start-ups.

ADVICE AND ASSISTANCE

[Halton Region Small Business Centre](#) is a comprehensive resource that includes the tools, training, and expertise to help guide your business in the right direction at any stage. They offer consultation services and funding to help your business grow.

[The Government of Canada](#) is a great online source to learn more about entrepreneurship regarding on what type of business structure to choose, accessing market research, and developing a business plan.

[Haltech](#) is a non-profit Regional Innovation Centre (RIC) funded by the Ontario Network of Entrepreneurs and located in Burlington, Ontario. Haltech helps tech companies transform ideas and innovations into well-positioned, growing ventures through business advisory services and mentorship.

[Digital Main Street Program](#) assists main street businesses to adopt digital technology to scale their business and manage operations more efficiently. To help businesses to achieve this goal, this program is structured around an online learning platform, structured training programs, and a [Digital Service Squad](#).

Burlington's Digital Service Squad, led by TechPlace, are trained specialists who will assist main street businesses with free one-on-one consultations and help these businesses to adopt social media presence, create a website, google business profiles, and much more.



HUMAN CAPITAL

[The Centre for Skills Development & Training](#) works closely with employers, providing free, professional recruitment with access to pre-screened candidates, financial wage and training incentives and customized skills trades training.

Job Analysis – Helps to establish the requirements of your position(s) and needs of your business, helping you identify what a successful candidate will look like.

Targeted Job Postings – Assistance in the creation of a clear and accurate job posting(s) and finding free and/or low-cost ways to advertise and network your job opportunities.

[Peel Halton Workforce Development Group](#) is a community based, non-profit corporation. It is one of 25 local boards in the Province of Ontario, funded by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). The Peel Halton Workforce

Development Group consists of a volunteer Board of Directors representing business, labour, women, visible racial minorities, educators/trainers and other equity groups.

FINANCE

[Angel One Investments](#) is a member-based, non-for-profit organization of accredited investors who live, work, or have strong interests in Mississauga, Oakville, Burlington, Hamilton, and other communities in Southern Ontario. Angel One provides venture capital to entrepreneurs and start-ups that are at an early stage but have a solid, credible plan for high growth and a dedicated management team to execute it. They are a founding member of Equation Angels.

Since 2017, there were over 40 investments made and approximately \$6.72 million was invested in Angel One companies. A combination of four angel groups from Southern Ontario that aim to accelerate the innovation ecosystem for investors and entrepreneurs through their vast expertise and resources.

SHARED PLACES

Within the city of Burlington there are great options for flexible and co-working space. Please [contact us](#) for the most up-to-date list of these businesses.

BURLINGTON TECHNOLOGY CAMPUS

Burlington is known for its entrepreneurial spirit and an atmosphere that supports innovation and global engagement. Now, Burlington Economic Development is proud to introduce Burlington's Technology Campus. Burlington's Technology Campus is one of the GTA's best leasing opportunities for growing technology businesses.

Centrally located on the QEW and Burloak Drive, the buildings offer a vast array of amenities, free parking, and convenient access to the QEW and 403. Additionally, these building feature views of Lake Ontario and Bronte Creek Provincial Park.

FEATURED SITES

Burloak Towers

Burloak Towers is comprised of 4 “A” class office buildings and offers tenant’s flexibility in terms of growth, a vast array of amenities, free parking, and convenient access to the QEW and 403. These buildings are located at:

1100 Burloak Drive
5515 North Service Road
5420 North Service Road
5575 North Service Road

The Burloak Towers are the ideal place to locate your growing business. Large-scale upgrades are underway including lobby modernizations, common corridor upgrades, the addition of EV Charging stations and other green technologies, new building automation systems, targeting LEED Gold Certification and much more! Suite sizes range from 1,000 s.f. up to 25,000 s.f.

Rental rates are \$17.50 net p.s.f./annum and tenant improvement allowances are \$20 p.s.f. for five-year deals.

HIGHLIGHTS

- Move-in ready model suites available
- Rental rates are \$17.50 net p.s.f./annum
- Tenant improvement allowances of \$25 p.s.f. for five-year deals.
- Flexible rental terms.
- Great highway and transit accessibility

5500 North Service Rd. – Millennium Tower

Grow your business at 5500 North Service Road. Suites range in size from 1,000 s.f. and up. All suites have fantastic natural light and ample parking. Excellent amenities including fitness studio, restaurant, meeting rooms, and presentation center. Excellent views of Lake Ontario and Bronte Park and quick highway access.

Millennium Tower is the tallest and most recent office tower in the Burlington Technology Campus. It is the home of TechPlace, Aerotek, and H2O Innovation.

HIGHLIGHTS

- Plug n’ play suites ready for immediate occupancy
- Rental rates starting at \$17.00 net p.s.f./annum
- Flexible rental terms as short as 1 year
- Cominar Concierge to assist your evolving business needs

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