

# Business **Plan**

A practical guide to assist you in developing a business plan



1.	Na	me of comp	oany:					
	Cor	mpany addre	ess:					
	City	/:					Postal code:	
2.	Na	me of applic	cant:					
	Арр	olicant addres	SS:					
	City	/:					Postal code:	
3.	Со	ntacts:	Telephone:		Cell:			
			Fax:		Email:			
4.	ls t	his a new o	r existing busir	iess?				
		New		Existing	Date the bu	Isiness	s was established:	
5.	Со	mpany's se	ctor of activity	?				
			-					
6.	Ha	ve vou ever	been in busine	ess before?				
		,						
7.	Ad	ditional info	rmation					
	Plea	ase answer ti	he following que	stions:				
				ou in the process of a	applving for pro	otectic	n under the Bankr	uptev Act?
		Yes		lo				
	b.	Have vou ev	ver been sued or	been the subject of	an originating r	notice	?	
	101	Yes		lo		10000		
		100						
	C.	Are vou or t	he business in ta	ax arrears to CRA (HS	T and Source	Deduc	ctions)?	
	01	Yes				Dodad		
		100						
	d.	Have vou re	preived previous	assistance from the F	- Ederal or the F	Provinc	rial government?	
	u.	Yes				10 1110		
		169						
	lf		voo to opvi of the		do dotoilo:			
	пус	u answered	yes to any or the	e above, please provi	ue uetalis:			



### 1. Company overview

Information providing the context for your project. Describe your business. What is your area of expertise? Describe what you do, where you do it, how and why. What are your objectives and the company's values?



### 2. Products and services

Provide a list of products and/or services offered. Provide as many details as possible (i.e. pricing, supply of raw materials, transportation, etc.). If a similar one exists in your trading area, describe any advantage your business may have.

### 3. Are your business services/products seasonal?

No

If yes, provide period of business services:

What is your high season period?

### 4. Legal form of Business (type of business)

Sole proprietorship

Partnership

Incorporated

Co-operative

Business name registration date Registration date

Date of incorporation

Fiscal year end

MM	YYYY
MM	YYYY
MM	YYYY
MM	YYYY



5.	Address of proposed location:			
	I can provide the zoning certificate for the zoning of th	Yes	No	
	Is the zoning adequate for your business?		Yes	No
	Rent	Ownership		
	Rent per month	Property taxes (month)		
	Utilities/Heating (month)	Water/Sewers (month)		
	Other expenses (month)	Insurance (month)		
	Number of years of lease	Mortgage (month)		

### 6. Management (the person or persons responsible for the success of the business)

Owners/Managers/Shareholders/Key Staff (please attach detailed resumes):

Name	Position	Key Roles	Shares Held (%)

### 7. Professional advisors

Provide information on the following service providers:

		Name	Phone Number	Yearly estimated cost	Monthly estimated cost
a.	Accountant				
b.	Legal Advisor				
C.	Insurance Co./ Agent				
d.	Expert Advisor				
e.	Banker Line of credit			Total allocated 1.	

**IMPORTANT :** 1., see page 30 for details.



### 1. Market Summary

How does the industry in which your business operates work (catering, transportation, construction, agriculture, health care, retail, etc.)? What are the trends, the challenges and the future projections of this business sector? Has the industry experienced growth? Who are the industry's major players?

2. What is the region where you will operate your business and what is the population of that region?

- a. Region:
- b. Population:
- 3. Describe the profile of your target market. Who are your customers (social status, occupation, income, lifestyle, purchasing frequency, reason for purchase, when, where and how they buy)?

Gender:	Male	Female	N/A
Age:	0-17	18 - 24	25 - 34 35 - 44
	45 - 54	55 - 64	65 or more
How many customers in y	your market between th	e ages identified above?	



### 4. Trading area

Will all your business be generated within your local community or will your business draw customers from surrounding communities? Explain.

### 5. Market justification

Why do you feel the identified trading area can support your proposed project?

6. What is the average amount of money that one customer will spend per year on the products or services that you provide?

7. Who are your competitors in your market? List.



### 8. Analysis of strengths and weaknesses

Select four businesses among your closest competitors and perform a comparative analysis of strengths and weaknesses.

### Strengths

Internal factors that positively influence your performance or the performance of your competitors. These strengths represent the foundation on which to build the future of a business. Here are a few questions to ask yourself and your competitors.

- What do you do exceptionally well?
- What benefits set you apart from your competitors?
- What are your best resources?
- What are your strengths according to your customers?

### Weaknesses

Internal factors that negatively affect your performance. These weaknesses provide important potential indicators for improvement. Here are a few questions to ask yourself and your competitors.

- What could you do better?
- What are the main criticisms raised by your customers, employees, providers, subcontractors, bankers, etc.?
- Where are you vulnerable ?

Competitors Your business	Strengths	Weaknesses



# 9. How to determine your potential sales in your target market.

Total population of the city	/ =	(the total number of individuals or businesses in the target area)
Total potential customers		(the number of individuals or businesses that represent your target customers)
% of potential customers	=	
Number of competitors	=	(add 3 for the following elements: 1 new store, 1 Internet, 1 outside purchase)
Your potential customers	=	(total potential customers divided by the number of competitors)
Estimated market share	=	
Sales per customer	=	(the average amount spent annually per customer)
Your potential sales	=	(number of potential customers multiplied by the annual buying average)

Example: Women's shoe store (target market: women between 18 and 65)

Total population in the city	y =	16,200	(8,400 women, 7,800 men)
Total potential customers =		6,200	(8,400 women, target market between 18 and 65: 6,200)
% of potential customers	=	38%	(6,200 women/16,200)
Number of competitors	=	8	(5 + 1 new store + 1 purchase outside the area + 1 Internet)
Your potential customers =		775	(6,200 divided by 8)
Estimated market share	=	13%	(775 women/6,200 women)
Sales per customer	=	\$180	(a woman spends on average \$180 per year on shoes)
Your potential sales	=	\$139,500	(\$180 × 775)



1. What promotional activities will you undertake to market your products and/or services?

Example: radio, television, Internet, social media, posters, brochures, business cards, samples, trade shows, networking, newspapers, yellow pages, promotional balloons, special events, sponsors, 2 for 1 promotion, loyalty programs, etc.

### 2. When and how often do you plan to carry out marketing activities?

### 3. Promotional budget

Monthly advertising/promotion	
-------------------------------	--

# 4. How did you determine your promotional costs?

### 5. What payment methods will you offer your customers?

Cash	Debit card	Electronic payment (Paypal)	Other
Cheque	Credit card	Mobile payment	
Will you provide cre	edit to your customers?		
What are the terms	of payment and what w	ill be the accounts receivab	les percentage?
0 day	30 days	60 days	

0 day	30 days	60 days	
15 days	45 days	90 days	

6.

7.



### 1. Location

Why did you choose this location? If you are planning to rent a commercial space, what are the lease conditions? How do you stack up against the competition? Explain.

# 2. What are your hours of operation?

	Opening	Closing
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

### 3. Legal matters

Identify what legal and regulatory matters, such as licenses and contracts, need to be addressed. Briefly explain how you will obtain them.

Business license (e.g., daycare, hair salon, dealership, gas station, etc.)
Regulations relevant to location and zoning
Health inspection
Intellectual property (e.g., patents, trademarks and copyright)
Industry-specific licenses (e.g., dentistry, alternative medicine, etc.)
Import/Export
Employee registration
Contractual agreements (partnerships, self-employed workers, etc.)
Other legal matters. Explain.

**Important:** Did you receive the necessary licenses and permits from the regulatory agencies (Department of Health, Public Safety, Environment, Social Development, Agriculture, Aquaculture and Fisheries, Ministry of Corporate Affairs, Canada Revenue Agency, etc.)?



### 4. Insurance matters

Several companies start with a liability insurance to protect themselves in the event of a lawsuit. What is the standard in your business sector? Do you have to purchase insurance? If so, what type? Explain.

### 5. Human resources

a.	Number of new jobs to be created.					
	Full time:		Part time:	Seasonal:	Contractual:	

### b. Do you have sufficient employees to fulfill business hours?

No

### c. Staff members

Yes

Identify the specific tasks of staff members. Also list any personal experience that could be of value for this business.

Positions	Roles/Tasks	Experience required	Salaries/ wages 2.	Benefits CPP, El, etc 3.
Owner				
Owner				
Owner				
		тот	AL	
Employee				
		ТОТ	AL	

**IMPORTANT :** 2., 3., see page 30 for details.



6. List of machinery, equipment, fixtures and furnishings (existing and proposed), related to proposed project.

Quantity	Description (Include manufacturer's name, machine capacity, etc.)	Year of mfg.	Year of purchase	Quote price
			ΤΟΤΑ	\L

\*\* Attach manufacturer's specifications, brochures, etc. wherever possible.



### 1. Start-up costs

How much money do you need to start your business? In the first column, list all items you will need to start your business and the costs related to each one. In the next column, specify the source of funding.

Funds used	Source of funds	Monthly payment
Land	CBDC	
Building	Bank/Credit Union	
Equipment	Provincial Government	
Vehicle	ACOA	
Leasehold improvements	BDC	
Inventory	Owner's contribution	
Working capital	Miscellaneous	
Miscellaneous*	Miscellaneous	
Total	Total	

\*Legal fees, accounting, operating license, etc.

Details:

# 2. Owner's contribution

Are you providing assets or making a personal investment?

Yes

No

Are you getting a personal loan or line of credit?

Yes

No

Details on either of the two questions:



### 3. Historical financial statements

### Documents to enclose as attachments:

- a. Balance sheet for the last three years (for existing businesses only)
- b. Financial statements for the last three years (for existing businesses only)
- c. Income statement for the current year (for existing businesses only)
- d. Statement of cash flow (projected on a monthly basis for the first two years of operation)
- e. Break-even
- f. Income tax (please provide your personal tax notice for the last three years)

### 4. Fixed and variable costs

Virtually all of the costs associated with your business will fall into one of two categories:

### Variable costs

These costs change in proportion to the level of activity (sales in dollars or units sold) of a business. Some examples of variable costs are:

- Wages for part-time or temporary employees
- Delivery charges
- Cost of goods sold
- Utilities

### Fixed costs

These costs remain the same regardless of the level of activity (sales in dollars or units sold) of a business. Some examples of fixed costs are:

- Rent
- Interest on debt
- Publicity
- Telephone
- Tax
- Insurance
- Business licenses (e.g. Liquor license)
- Salary of permanent or full-time employees
- Loan payments

### 5. Profit Margin

What will be the gross profit margin percentage of products and services sold? (if you have several products/services, calculate the average)

You can calculate the gross profit margin using the following method:

Gross Profit Margin (%) = <u>Sales Price (\$)</u> - <u>Cost Price (\$)</u>  $\times$  100%

Sales Price (\$)



### 6. Forecast assumptions

Overall, what are your assumptions with regards to the sale of your products or services? An efficient sales forecast is based on the analysis of certain basic assumptions, while providing realistic estimates.

Please demonstrate how you have calculated or validated your projected sales per week, month or year.

### Here are two examples:

### Service-type business

 $A \rightarrow$  Your hourly rate billed to clients (\$50/hr)

 $B \rightarrow$  Number of hours projected to be charged to clients (30 hrs/week)

 $C \rightarrow$  Total revenues for the week

 $A \times B = C$ 

 $($50/hr) \times (30 hrs/week) = $1,500/week$ 

### **Retail-type business**

 $A \rightarrow$  Price of item sold (\$30)

 $B \rightarrow$  Number of items sold during the period (50)

 $C \rightarrow$  Total revenues for period

 $A \times B = C$ 

\$30 x 50 = \$1,500

### Cost of goods sold

With the total amount of items calculated in your sales forecast, please determine the total cost of items sold (i.e. the manufacturer's cost). Here is an example:

 $A \rightarrow$  Purchase price of item sold (\$15)

 $B \rightarrow$  Number of items sold during the period (50)

 $C \rightarrow$  Total cost of goods sold for period

 $A \times B = C$ 

\$15 x 50 = \$750

### 7. Cash Flow

Establishing cash flow allows you to determine monthly inflows and outflows. It indicates whether the company will have enough money to meet its capital needs each month. By making a projection of these financial statements, the business can predict if it will have enough cash flow to cover its expenses and if it will turn a profit.

That being said, cash flow analysis is an essential activity for small and medium-sized businesses. It allows for projections, thus avoiding the need to resort to emergency measures at the last minute. Cash flow analysis allows you to test your own assumptions and to ensure that you haven't overlooked anything.



Other monthly expenses (please provide any quotation or contract to justify the projected expenses)

### Vehicle:

Please detail the expenses related to the vehicle that will be used for the business operation, including costs of gas, insurance, lease or loan payment, and maintenance costs.

-	
Conto	
OUSIS	

### Office supplies:

Please detail all costs for office supplies such as paper, ink, computer supplies, etc.

Conto	
COSIS	

### Bank fees:

Please indicate all costs for banking services such as monthly account fees, Interac/debit fees or credit card fees. If you plan on having a large portion of your sales paid via credit card, please provide the cost of this service, usually in percentage of sales.

Conto	÷
00515	

### **Rental equipment:**

Please provide the total costs for any rental made by the business.

Co	DSt	S

### Taxes & licenses:

Plea	ase indi	cate a	all permits	, with t	their	costs	required	to	operate	vour	proposed	business.

Costs:

Telephone & Internet:

Please indicate the costs for your business telephone, cellular, Internet and fax connection.

Costs:

### Equipment maintenance:

Please provide the costs of equipment maintenance for your business.

Costs:	

# Training:

Please provide the cost of training for your business.

Costs:

**Depreciation:** 

Costs:

Building

Costs:

Other	Equipment

Costs:

Vehicle

Costs:

Please detail all expenses related to the business that are not included in the above categories, and specify whether they are extraordinary or current expenses.

Other	expenses:		
Costs:			
Other	expenses:		
Costs:			





	Opening balance	Month 1	Month 2	Month 3	Month 4	Month 5
Sales						
<b>Sales</b> (less HST) 4.						
Other revenues						
Other revenues						
Total sales						

# Cost of goods sold

Product purchase (less HST) 5.			
Salary and commission			
Transportation			
Other			
Total cost of goods sold			
Total gross profit			

# Receipts

Cash in (15, 30, 45, 60 days) 6.			
Cash sales			
Receivables collected			
Loan proceeds			
Other			
Other			
Other			
Total cash receipts			

# **Disbursements**

# Cash out

Insurance 7.			
Equipment 8.			
Electricity/heating			
Water/Sewers			
Employees (benefits)			
Employees (wages)			
Maintenance (building and equipment)			
Training			

IMPORTANT: 4., 5., 6., 7., 8., see page 30 for details.

	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	TOTAL
--	------------	------------	------------	------------	-------------	-------------	-------------	-------





	Opening balance	Month 1	Month 2	Month 3	Month 4	Month 5
Disbursements (continued)						
Office supplies						
Bank service fees						
Professional fees (accounting)						
Professional fees (legal) 9.						
Property tax						
Rent						
Mortgage						
Advertising						
Loan payments 10.						
Owners Drawings/Wages & Benefits						
Taxes, licences & permits						
Telephone (Internet)						
Vehicle fees (fuel, maintenance, lease)						
Depreciation						
Other 11.						
Other 12.						
Total disbursements						

### Summary

Total cash receipts Add: Cash previous month Equals: Total cash available Less: Total disbursements Result: Closing bank balance

# Line of credit

Line of credit (available)
Result: Bank balance
Line of credit (outflow)
Equal: Closing balance
Reimbursement – Line of credit
Available balance on credit line

**IMPORTANT :** 9., 10., 11, 12., see page 30 for details.

Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	TOTAL





	Opening balance	Month 1	Month 2	Month 3	Month 4	Month 5
Sales						
Sales (less HST) 13.						
Other revenues						
Other revenues						
Total sales						

# Cost of goods sold

Product purchase (less HST) 14.			
Salary and commission			
Transportation			
Other			
Total cost of goods sold			
Total gross profit			

# Receipts

Cash in (15, 30, 45, 60 days) 15.			
Cash sales			
Receivables collected			
Loan proceeds			
Other			
Other			
Other			
Total cash receipts			

# **Disbursements**

# Cash out

Insurance			
Equipment			
Electricity/heating			
Water/Sewers			
Employees (benefits)			
Employees (wages)			
Maintenance (building and equipment)			
Training			

**IMPORTANT :** 13., 14., 15., see page 30 for details.



Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	TOTAL





	Opening balance	Month 1	Month 2	Month 3	Month 4	Month 5
Disbursements (continued)						
Office supplies						
Bank service fees						
Professional fees (accounting)						
Professional fees (legal)						
Property tax						
Rent						
Mortgage						
Advertising						
Loan payments						
Owners Drawings/Wages & Benefits						
Taxes, licences & permits						
Telephone (Internet)						
Vehicle fees (fuel, maintenance, lease)						
Depreciation						
Other						
Other						
Total disbursements						

### Summary

Total cash receipts Add: Cash previous month Equals: Total cash available Less: Total disbursements Result: Closing bank balance

# Line of credit

Line of credit (available)
Result: Bank balance
Line of credit (outflow)
Equal: Closing balance
Reimbursement – Line of credit
Available balance on credit line



Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	TOTAL



# Forecasted Income Statement

Income:	Year One	%	Year Two	%
Sales				
Other revenue				
Total Sales				
Less: Cost of Sales				
Gross Profit				
(Total Sales – Cost of Sales)				
Expenses:				
Insurance				
Equipment				
Electricity/heating				
Water/Sewers				
Employees (benefits)				
Employees (wages)				
Maintenance (building and equipment)				
Training				
Office supplies				
Bank service fees				
Professional fees (accounting)				
Professional fees (legal)				
Property tax				
Rent				
Mortgage				
Advertising				
Loan payments				
Owners Drawings/Wages & Benefits				
Taxes, licences & permits				
Telephone (Internet)				
Vehicle fees (fuel, maintenance, lease)				
Depreciation				
Other				
Other				
Total Expenses				

# Net Profit (Loss)

(Gross Profit – Total Expenses)



1

### Assets:

ASSets:		
Assets:		
Cash		
Accounts Receivable		
Inventory		
Prepaid Expenses		
Other Current Assets		
Total Current Assets	(A)	
Fixed Assets:		
Land		
Building(s)		
Furniture & Fixtures		
Vehicles		
Equipment		
Other Assets		
Total Fixed Assets	(B)	
Total Assets	(A+B)	
Liabilities:		
Current Liabilities:		
Bank Indebtedness		
Accounts Payable & Accrued Liabilities		
Income Tax Payable		
Other expenses		
Total Current Liabilities	(C)	
Long Term Debt:		
Mortgage		
Loans from Shareholders		
Other Long Term Debt		
Total Long Term Debt	(D)	
tal Liabilities	(C+D)	
areholders' or Owners' Equity	(E)	
tal Liabilities + Shareholders' or Owners' Equity	(C+D+E)	
ote: (A+B) = (C+D+E)		



### Break-even point

What is the break-even point? It is the point where revenues and expenses are equal or it is the level of sales at which profit is zero. In other words, the break-even point is the point at which your product stops costing you money to produce and sell, and starts to generate a profit for your company.

The break-even point is the point at which the company neither makes a profit nor suffers a loss; essentially, they are spending what they make. No one opens a business with the hopes of just breaking even! All entrepreneurs want a return on the time and money they've invested into their business, as well as the risks that they have taken. Therefore, they hope to make a profit. Thus, it is very important to use this work tool when you are at the planning stage of your business.

In order to determine the break-even point, an entrepreneur must first know the selling price of the product, the costs that change directly in proportion to the product sold (variable costs), as well as the other current expenses of the business (fixed costs).

Below are the steps to use to determine the break-even point on a monetary basis:

Step 1 - Categorize your costs	
Using your most recent income sta and add up the total for each cate	atements, categorize your costs in <b>fixed</b> or <b>variable</b> costs gory.
Total Net Sales =	
Total Variable Costs =	
Total Fixed Costs =	

Step 2 - Calculate the percentage of	of variable costs
"What is the percentage of each do	ollar of sales used to cover variable costs?"
Percentage of Variable Costs	= Total Variable Costs = =
	Total Net Sales

Step 3 - Calculate the contribution margin	
"From each dollar of sales (after payment of variable costs as well as the intended profit?"	), what percentage remains to cover fixed costs
100 % - Percentage of Variable Costs = 100 % -	=





from Step 2.

"How much money must you e	arn to co	ver your fixe	ed costs?"		
Volume of Sales Required to	Break Ev	ven =			
Total Fixed Cost	=	=	=		
Contribution Marg	gin				

Step 5 - Verify your calculations	
"Does the volume of sales you just calculated allow you to break intended?"	even or generate the profits you
Volume of sales required to break even	=
Minus Variable Costs *	-
Equals Contribution	=
Minus Fixed Costs	-
<i>Equals</i> Profit	=
*To determine this amount, multiply the break-even point (above)	by the percentage of variable costs





1. Enclose the necessary attachments, those that support your business plan and that will help you in selling your idea.

### Here are some examples:

- Resume
- Certificate and/or diploma
- Letter of intent from potential customers
- Letter of interest from providers
- Data from the market study
- Results of a survey of potential customers
- Product literature and brochures
- Business operating license
- Zoning certificate
- Shareholders or partnership agreement
- Last three years of financials
- Last three years of Balance Sheet
- Other relevant documents
- $\sqrt{}$  Make sure you have included all necessary documents to support your plan.
- $\sqrt{}$  Make sure you have included all items to support your assumptions, trends and comparisons.

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- 1. Explanation: you must enter the total (and not monthly) allocated amount of the line of credit in this field.
- 2. Explanation: the anticipated salaries/wages must be on a monthly basis.
- 3. Explanation: the projected benefits can be estimated at 12% of the "Salaries/wages" column.
- 4. Explanation: the numbers stated take into account your anticipated potential sales from page 8 (exercise 9).
- 5. Explanation: the numbers stated take into account your anticipated gross profit margin from all of your products and services sold on page 14 (exercise 5).
- 6. Explanation: the monthly cash in takes into account the rates entered on page 9 (exercise 7).
- 7. Explanation: this line adds up the two numbers from page 4 (the insurance for the address of the proposed location and the insurance for professional advisors).
- 8. Explanation: the expenses from this line only refer to the rental equipment from page 16. If there are other equipment related expenses, please add them in the "Other expenses" field on page 16.
- 9. Explanation: the professional fees (legal) add together the legal and expert advisors from page 4 (exercise 7).
- 10. Explanation: this represents the total monthly payment for the source of funds (page 13, exercise 1).
- 11. Explanation: these "Other" expenses refer to page 4 (exercise 5).
- 12. Explanation: these "Other" expenses refer to the sum of the other expenses presented on page 16.
- 13. Explanation: the sales from the second year can be indexed at 10% in comparison with the first year.
- 14. Explanation: the cost of goods sold in the second year can be indexed at 10% in comparison with the first year.
- 15. Explanation: the cash in from the second year ca be indexed at 10% in comparison with the first year.

