

Annual Report









- ∇ PME MTL Centre-Ouest offices, Ahuntsic-Cartierville
- ✓ One of the world's largest rooftop greenhouses in the world, Fermes Lufa, Saint-Laurent

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1er mai

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Jean-François HarelChairman of the Board



Marc-André Perron Executive director



↑ Former site of the National Film Board of Canada (NFB), Saint-Laurent

A word from the Chairman of the Board and the Executive Director

We are proud to present our 2023 annual report. The Centre-Ouest territory has witnessed the birth and growth of many great projects over the past year, despite an uncertain economic climate, reflecting the exceptional resilience and adaptability of our entrepreneurs. They remain the driving force behind the economy and our communities, paving the way for a promising future of opportunities.

Over the past year, our financing tools and support services have actively supported the social and economic development of our region. More than 800 businesses have benefited from our team's support and guidance, and a total of \$5.43 million in loans and grants has been granted.

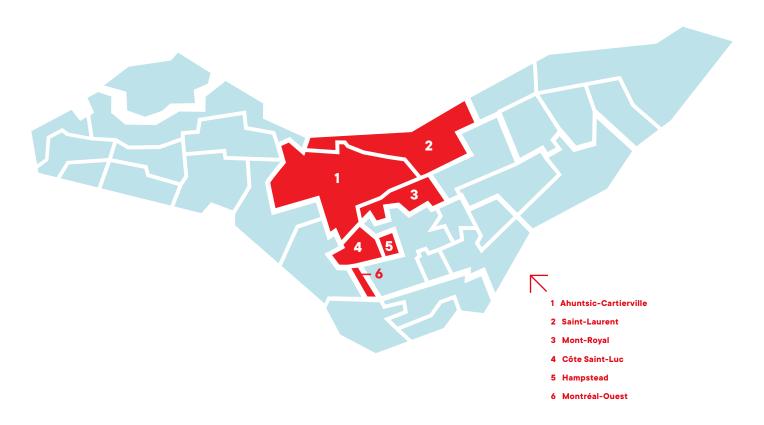
For almost ten years, PME MTL Centre-Ouest has been supporting and financing private and social economy businesses, and our team is committed to supporting the ambitions of entrepreneurs by promoting the creation of structuring, innovative and sustainable projects. The year 2023 was marked by the concrete and local implementation of PME MTL's renewed mission: to anticipate and support the socio-economic development of our communities in an integrated, concerted and sustainable manner.

In this context specifically, PME MTL Centre-Ouest realigned some of its priorities to integrate the socio-ecological transition into its activities, an example being the "zero waste" pilot project on the Fleury artery. We have also strengthened our presence in promising industries for our territory, such as commercial urban agriculture, biofood and e-commerce logistics, through our dedicated support services.

Together, we are looking ahead with optimism and confidence, convinced that our strengthened collaboration and shared commitment will help build a bright and sustainable future for all. Thank you to every entrepreneur, member of our team, directors, investment committee members and partners for your dedication and contribution to the economic vitality of our region.

Our entrepreneurs are the driving force behind the economy and our communities, paving the way for a promising future of opportunities. Dedicated to supporting Montréal entrepreneurs → Anticipating and supporting the socio-economic development of our communities in an integrated, concerted and sustainable manner

Profile of PME MTL Centre-Ouest



Mission

PME MTL Centre-Ouest is one of the six service hubs of PME MTL, the Ville de Montréal's business support network whose mission is to offer a range of professional services accessible to private and social economy entrepreneurs on the island of Montréal. Leading players in supporting the start-up and growth of SMEs, PME MTL's experts assist entrepreneurs with management advice and financing.

Through its support to local businesses and its involvement in socio-economic development initiatives, PME MTL Centre-Ouest promotes job creation, stimulates innovation and enhances the competitiveness of local businesses. This approach stimulates the entrepreneurial ecosystem and strengthens the economic vitality of local communities.

Objective

Anticipating and supporting the socio-economic development of our communities in an integrated, concerted and sustainable manner.

Strategically located

In addition to its economic vitality, the territory offers a pleasant quality of urban life conducive to the development of all types of business projects. PME MTL Centre-Ouest serves entrepreneurs in the boroughs of Ahuntsic-Cartierville and Saint-Laurent and the towns of Côte Saint-Luc, Hampstead, Montreal West and Mont-Royal.

- → 11.590 businesses
- → 32% of Montréal's manufacturing jobs
- → 36% of Montréal's wholesaling jobs
- → 2nd largest concentration of jobs on the island of Montréal
- → Development of e-commerce
- → Growing hub for urban agriculture businesses



Services for businesses

Support

PME MTL Centre-Ouest is dedicated to the success of each for-profit or social economy business project. Our experts offer entrepreneurs support that helps propel their entrepreneurial projects.



- → Consultancy services
- → Human resources management support
- → References to partners or specialized organizations
- → Workshops and webinars







Dedicated funds to drive business growth

- 1 Technoparc Montréal, Saint-Laurent
- 2 Fermes Lufa, rue Chabanel Ouest, Ahuntsic-Cartierville
- 3 Esplanade Louvain, Ahuntsic-Cartierville
- 4 Connaught Park Mont-Royal

Financing

PME MTL Centre-Ouest has different funds tailored to the needs of Montréal entrepreneurs. These funds serve as levers to support the financing of start-ups and growing companies, while fostering the creation and maintenance of jobs in Montréal.

Fonds PME MTL

Loan of up to \$300,000 to support Montréal businesses.

Fonds locaux de solidarité

Loan of up to \$100,000 to support Montréal businesses.

Fonds de développement de l'économie sociale

Subsidy of up to \$50,000 to support social economy initiatives.

Fonds de souscription d'obligations communautaires

Contribution to community bond issue campaigns to support social economy initiatives. Matching funds of up to \$50,000.

Subvention Jeunes Entreprises

Subsidy of up to \$15,000 for new entrepreneurial initiatives.

CRÉAVENIR

Line of credit and subsidy of up to **\$20,000** to support young entrepreneurs.

Fonds Jeunes entreprises collectives

Up to \$23,000 in subsidies and loans for collective enterprises.

Fonds INNOGEC

Subsidy of up to \$15,000 to cover the professional fees of social economy businesses.

Fonds YUL / 375 idées

A loan of **\$7,500** at a preferential rate to support young Montréal entrepreneurs.

Fonds Entrepreneuriat commercial

Subsidy of up to **\$25,000** to support the set-up and growth of retail businesses and support e-commerce projects.

Fond d'Investissement innovation

Loan of up to \$150,000 and subsidy of up to \$25,000 to help businesses carry out different phases of their commercialization project.

Fonds Développement industriel et durable

Subsidy of up to \$50,000 to stimulate or accelerate innovation and the implementation of sustainable development practices in companies in the manufacturing sector.



"Thanks to PME MTL Centre-Ouest, we were able to acquire new equipment, technology and a much larger workspace to help us realize our business vision. We are and always will be grateful for the opportunity to receive this boost from PME MTL Centre-Ouest."

Cédric Gautreau Agora Distribution

90%

of entrepreneurs surveyed say they are satisfied with the support and financing offered by PME MTL Centre-Ouest, according to the 2023 satisfaction survey.



- ← Inauguration of the RÉCO centre by Architecture Sans Frontières Québec
- → Centennial Lane, Hampstead



2023 Results

802

businesses supported

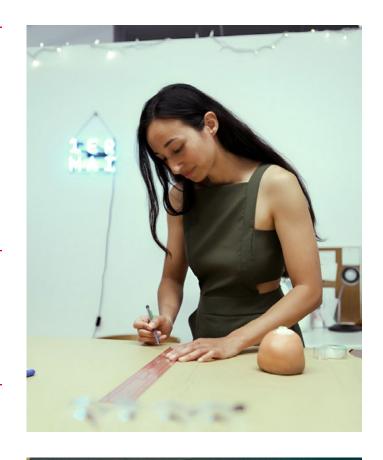
25%

of funds disbursed in subsidies

75%

of funds in loans

1,598 Jobs created and maintained





▶ 1er mai

→ Plastidécoverre

\$3,568,000

Fonds PME MTL et Fonds locaux de solidarité Montréal

\$425,000

Fonds Commercialisation des innovations

\$80,000

Fonds Jeunes entreprises

\$398,842

Fonds de développement de l'économie sociale

\$678,000

Fonds Développement industriel et durable

\$285,000

Fonds Entrepreneuriat commercial

\$5.43M

in loans and subsidies authorized in 2023

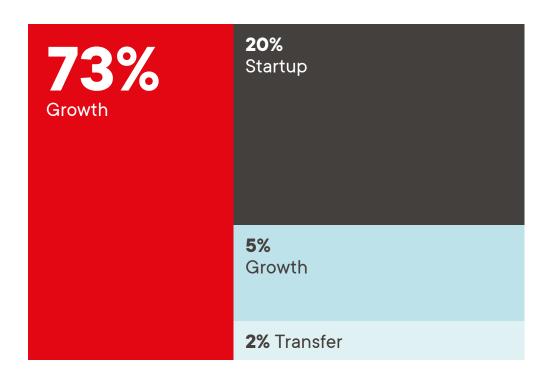
Financing breakdown

In 2023, PME MTL Centre-Ouest authorized \$5,434,842 for 59 businesses and disbursed \$4,041,766 to 49 businesses.

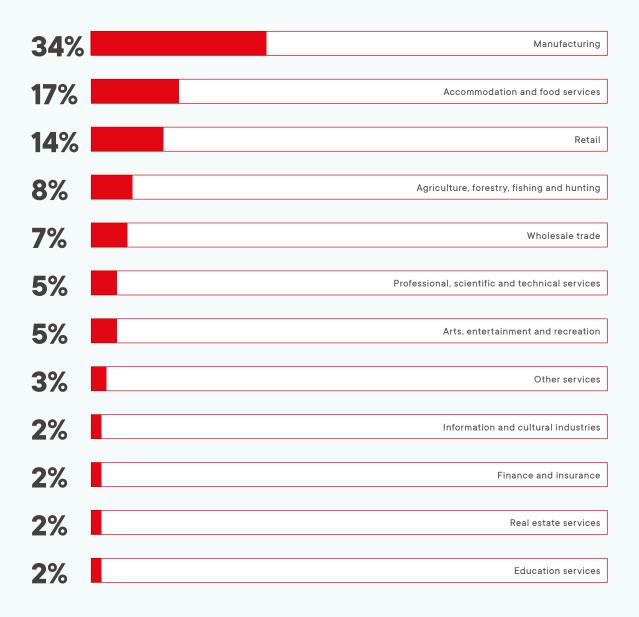
Status of financed businesses



Stages of development of financed businesses



Sectors of activity of financed businesses



Priority sectors identified by the Ville de Montréal

The Ville de Montréal's economic development strategy aims to promote growth in all sectors of the Montréal economy. Identified industries, however, will enable the city to be more innovative and competitive.

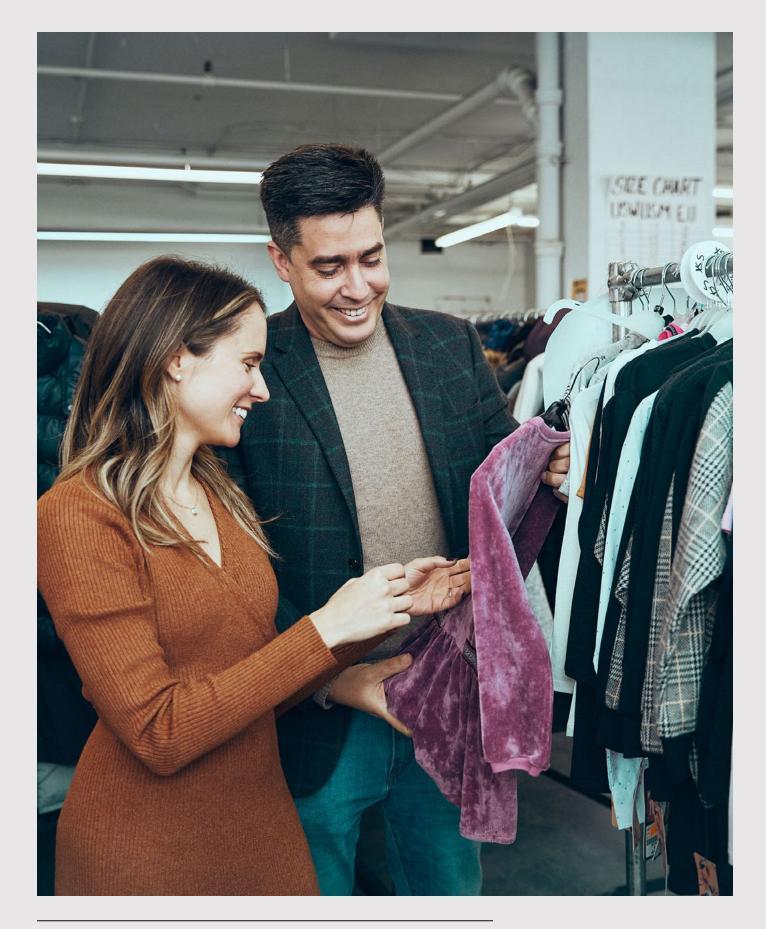
The priority sectors identified are

- → Biofood
- → Creative and cultural industries
- → Digital industries
- → Life sciences and health technologies
- → Clean technologies
- → Transport and mobility

56% of the funds authorized by PME MTL Centre-Ouest are allocated to businesses that are in the priority sectors identified by the Ville de Montréal.



↑ La Centrale agricole



↑ Avironex

Financed businesses

1er mai

www.atelier1ermai.com

(DID)

Architecture Sans Frontières Québec

www.asf-quebec.org

(FDES)

Atelier HotelMotel inc.

www.atelierhotelmotel.com

(FLS) (PME) (DID)

Avironex inc.

www.avironex.com

(FLS) (PME) (DID)

Baguette & Brochette Ahuntsic

baguettebrochette.com

(FLS) (PME) (FEC)

Barres Goodie

fr.goodiebars.com

(FLS) (PME) (JE)

Bienvenu Bar Salon

www.facebook.com/p/Bienvenu-Bar-Salon-100063749822225

(FEC)

Bois Urbain

www.boisurbain.org

(FDES)

Café Parka

www.instagram.com/cafeparka

(FLS) (PME) (FEC)

La Central Agricole: Coopérative de Solidarité de Producteurs urbains

centrale.coop

(FDES)

CHE boutique d'empanadas inc.

www.cheboutiquedempanadas.ca

FLS PME DID

Cold Pressed Montreal

www.coldpressedmtl.com/home

(FLS) (PME) (DID)

Coopérative de solidarité les Serres du dos blanc

serresdudosblanc.com

(FDES)

Coq lala

www.facebook.com/p/Restaurant-Lecoq-lala-100054396706444/

(FEC)

Création Fervido

fervidojewels.com/fr

(FEC)

Cycles Tulipp inc.

www.cyclestulipp.ca

(FLS) (PME) (JE)

Distribution Agora

www.agoradistribution.com

FLS PME JE DID

Élona maternité

elonamaternite.com

(FLS) (PME) (JE)

Emballages Spectrum inc.

spectrumpharma.ca/fr

(FLS) (PME) (DID)

Etal Mixte

www.facebook.com/etalmixte

PME FLS FEC

Éther Innovations inc.

ufrost.com/en

FLS PME

Fabrique Caramel inc.

www.fabriquecaramel.com

(FEC)

Ferme de rue Montréal

lafermederuemontreal.org

(FDES)

Groupe carreaux Céragrès inc.

www.ceragres.ca

FLS PME DID

Imprimerie Jonarts

www.jonarts.com

(FLS) (PME) (DID)

Indyeva/Indygena/

Apropoz distribution

indyeva.com/fr

FLS PME DID

INGENIO Aéronautique inc.

www.ingenioaerospace.com

(FLS) (PME) (CI) (DID)

Journaldesvoisins.com

journaldesvoisins.com

(FDES)



"Building a medical device is a very complex, timeconsuming and costly project. PME MTL is helping us by facilitating access to the various stakeholders in hospitals, both for clinical trials and to plan the marketing of our products once they have been approved."

Azadeh Dastmalchi VitalTracer



Fonds Commercialisation



Fonds de développement de l'économie sociale



Fonds Entrepreneuriat



Fonds locaux de solidarité Montréal



Fonds Jeunes Entreprises



Fonds Fonds innovation,
PME MTL productivité
et développement
durable

(DID)

Kokoro Sushi et Tapas

www.facebook.com/ kokorosushitapaslounge



LA SERRE arts vivants

laserre.ca



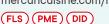
Maison Custom

maisoncustom.com



Mercuri Cuisine inc.

mercuricuisine.com/fr



Miss Cream Roll

misscreamroll.com



MontLoup

www.montloup.com



Novagrow

novagrow.io/fr



Opercule

www.opercule.ca



Pâtisserie Samadi et fils

patisseriesamadi.ca/fr



Pizza No.900 Rockland

no900.com/pages/rockland-no-900-pizzeria-napolitaine



Produits de pâtisserie orientale

www.myphyllo.com/fr



Quatre-Chemins (La Maison des Champions)

www.quatre-chemins.org



Restaurant Gi-mo

www.promenadefleury.com/ commercants/casse-croute-gi-mo



RK Assurance inc.

rkassurance.ca/fr



Service de Coupe 3P inc.

(FLS) (PME) (DID)

Sports Montréal

www.sportsmontreal.com

(FDES)

Studio Solution Acoustique inc.

www.studiosolution.ca



Systèmes ARB inc.

FLS PME

Ferme Tulsi inc.

www.tulsi.farm



Version beauté

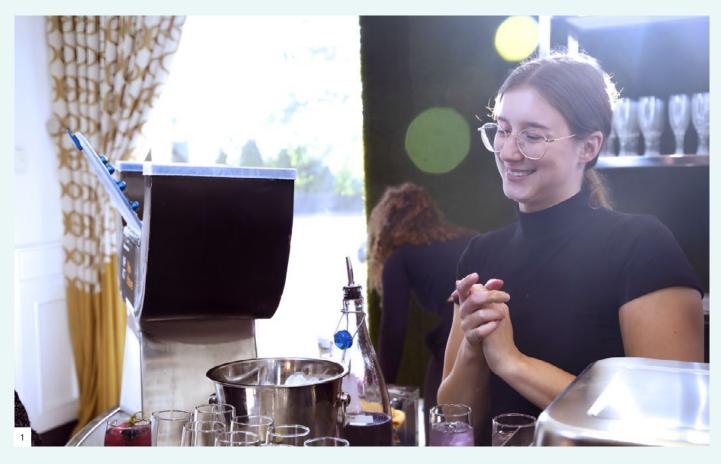
www.versionbeaute.com



Vertité

www.gush.farm/fr









- 1 Ufrost (Éther Innovations)
- **2** Montloup
- 3 Ferme Gush / Vertité

Local development

As part of its local economic development action plan, PME MTL Centre-Ouest launched two projects in 2023.

Pilot project: zero-waste commercial artery

In line with PME MTL Centre-Ouest's new mission, the goal of this pilot project was to test the interest and mobilization of Fleury Street businesses in reducing their collective ecological footprint and optimizing their activities. In collaboration with the Conseil québécois du commerce de détail and the PME en mouvement programme, six retail businesses were supported in developing a sustainable development plan.

Based on the initiative's success, a project focusing on sustainable development in shops will be rolled out in the boroughs of Ahunstic-Cartierville and Saint-Laurent in 2024.

Call for projects Ton Commerce à Youville

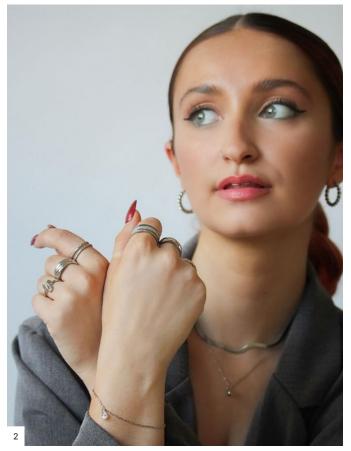
In June 2023, PME MTL Centre-Ouest launched a call for projects in collaboration with the borough of Ahuntsic-Cartierville and the Association Commerciale et Citoyenne de Youville. The objective of this call for projects was to revitalize the commercial artery of rue Lajeunesse by attracting local businesses that meet the needs of Youville residents.

\$40,000 was distributed in the form of subsidies to the two businesses that set up shop in the area.

1 — Miss Cream Roll

2 — Création Fervido







E-commerce logistics in Quebec

The eLog team supports e-commerce businesses in all aspects of logistics. Since 2022, eLog has been made available to all Quebec businesses thanks to the support of the Ministère de l'Économie, de l'Innovation et de l'Énergie.

Here are the highlights for 2023:

- → 86 companies supported
- → 707 companies made aware of eLog
- → 16 events organized
- → Presentation of the eLog service at five partner events

10 videos to boost your e-commerce business

eLog has launched a series of video clips to explain e-commerce logistics. Produced with industry experts from Pélican International, GCL Group, Intelcom, Canada Post, 3DM Group and Mode Choc, the aim of these videos is to provide startups and young companies embarking on e-commerce with a better understanding of logistics, while helping more established companies to become more efficient.

"Before being supported by eLog, we thought that the 3PL option would be far too expensive and that this type of service was only accessible to the major players. In the end, we realized that we were already the right size for the 3PLs we were targeting. It was also a financial choice for us, since we were saving on transport, labour and warehousing costs,"

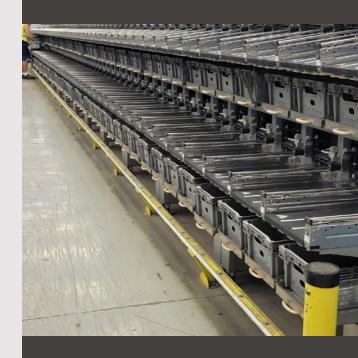
Pascal Chandonnet

Co-founder of MINT'N DRY.

Logistics Tour

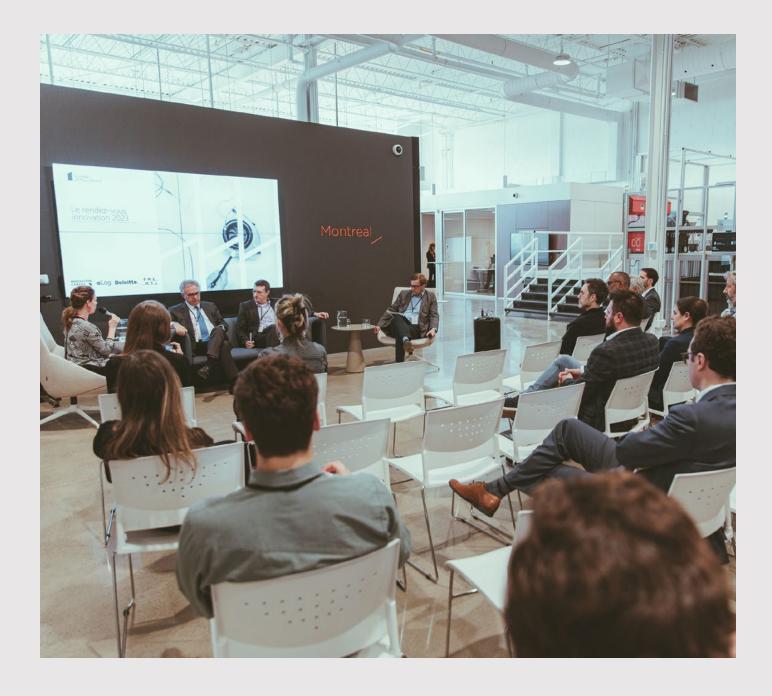
The Logistics Tour, organized by eLog, the Conseil québécois du commerce de détail (CQCD) and ASCM Montréal, attracted more than 265 participants during 11 company visits in its first year. The purpose of this initiative is to raise awareness among e-commerce businesses of the best practices in logistics and the cutting-edge technologies used in this constantly evolving industry.





[▶] Logistics tours, Browns & Postes Canada

 $[\]leftarrow$ [Previous page] Musée des métiers d'art du Québec, Saint-Laurent



Rendez-Vous Innovation Logistique

The second edition of PME MTL's Rendez-Vous Innovation on May 2 focused on the theme of logistics. Organized by eLog, Innovation Canada and Deloitte, the event brought together more than 60 companies at The Smart Factory by Deloitte @ Montreal to discuss supply chain automation, the use of artificial intelligence and relocation. The Smart Factory, which opened in January 2023 in the borough of Saint-Laurent, is the first technological showcase representing a smart warehouse. Scale AI, Investissement Québec and the BDC were partners in the event.



Development of markets outside Quebec

Our team of experts supports private and not-for-profit companies in their market development projects outside Quebec, whether they are consolidating or opening up new markets.

214 businesses supported

Events

International marketing workshop

In collaboration with a marketing agency and in response to numerous requests from companies, the team organized a practical workshop on developing an international marketing strategy.

workshop 22 participants

Salon HOP

In October 2023, the Market Development outside Quebec team worked with the eLog team to develop a conference at the Salon HOP on a joint theme: from internal operations to exports, being successful on all levels.

1 conference 72 participants



2 - Salon HOP





Biofood

Our experts support private and not-for-profit companies in commercializing their biofood projects.

91

companies supported

Over

60%

are growing businesses

Over

20%

of companies have sales in excess of \$1 million



"In the biofood industry, our reach has never been stronger and more widespread"

Ada Panduro

Innovation Marketing Director, Biofood



Representation

The biofood team took part in 19 industry events in 2023 and developed numerous partnerships, particularly in the context of the biofood innovation cluster, a future one-stop shop for the sector.

The team also stepped up its work in commercial urban agriculture, a fast-growing sector, particularly in the PME MTL Centre-Ouest territory.

Here are some of the key commitments:

- Member of the Analysis Committee for the Ville de Montréal's Open Innovation Grant program
- 3 presentations of the service offering to partner organisations
- → 2 training sessions on the following topic: How to choose and manage a food broker or distributor.

Events

Webinars and workshops

The ABCs of content strategy

→ 1 workshop, 23 participants

A better understanding of Bill 25

→ 1 workshop, 21 participants.

Adapting to Bill 25: the keys to an effective marketing strategy

→ 1 webinar, 29 participants

Midi-Affaires

The Midi-Affaires, launched in October 2023, aim to advise and equip companies in the development of their business. Every first Wednesday of the month, a session is held in a hybrid format on a specific topic. The two topics covered in November and December were effective recruitment and employer branding.

→ 2 events, 44 participants.



Information sessions

Starting up a business: from idea to launch

→ 4 information sessions in French, 30 participants, led by Kurt Houghton.

The ABCs of business creation

→ 5 information sessions in English, 35 participants, led by Kurt Houghton in collaboration with ProMontreal Entrepreneurs.

Find the best financing for your customers

Information session for accountants with clients on the island of Montréal, hosted by Sébastien Boirié.

→ 1 session, 4 participants.

Information session on financing

Annie Perrault hosted an information session on financing at the adMare BioInnovations research centre and incubator in the Technoparc Montréal, in the borough of Saint-Laurent.

→ 1 session, 7 participants.

Representation

The PME MTL Centre-Ouest team reached out to Montréal entrepreneurs in a variety of contexts to maintain close ties with them, as well as with partners and the support ecosystem. We participated in contests, challenges, conferences and events to strengthen these ties. Here are a few examples:

- → Défi OSEntreprendre
- → Inauguration of The Smart Factory by Deloitte @ Montreal
- → Collégial en affaires
- → Parcours Novaré
- → Inauguration of RÉCO, the building materials recycling centre
- → Salon HOP
- → Several events organized by the Chambre de commerce de Saint-Laurent et Mont-Royal, including the Alpha Gala, the annual Golf Tournament and the conference entitled Réussir la transition énergétique par la collaboration.

Job **Placement** Service

In partnership with Emploi-Québec, PME MTL Centre-Ouest offers a free coaching service for job seekers and puts them in touch with companies looking for new talent. To fulfil this mandate, we support companies in their recruitment efforts, free of charge, by finding and introducing them to the best talent available.

Job seeker service

- → Individual meetings and personalized follow-up for candidates
- → Skills analysis and résumé and LinkedIn profile optimization
- → Coaching for interviews
- → Identification of job opportunities matching your skills and professional interests
- > Drawing up an action plan with the business and talent consultant
- → Connecting you with employers in our network

Recruitment support for companies

Through various professional services and by providing advice, our advisors ensure that we meet our companies' labour recruitment challenges.

- → Sharing best practices in human resources
- → Dissemination of job offers to a pool of potential candidates
- → Information on employment subsidy programs

Participation and activities

The advisors promote the service through their presence at various activities. Here are a few examples:

- → Participation in employability round tables in the boroughs of Saint-Laurent and Ahuntsic-v
- Meeting with Services Québec partners in Saint-Laurent
- → Participation in the Salon de l'emploi with employers in the SDC District Central
- Meeting of the Saint-Laurent Salon Emploi committee.

217 job seekers supported

supported candidates found a job





PME MTL Centre-Ouest Our people

Team

Office of the Executive Director and Local Economic Development



Marc-André Perron Executive Director



Alexandre Skerlj Director, Strategic Initiatives



Delphine Dagenais Project Manager, Local Economic Development

Job Placement Service



Jacques Drolet
Senior Director
HR Consulting
and Development



Rishi Mangat-LoisonRecruitment and Talent
Development Consultant

Administrative support and Communications



Andrée Lyne Allaire Administrative Support Director



Nahed Ghaddar Office Agent



Marie-Odile Ninot Analyst / Compliance



Vicky Mercho Communications Agent



Ludivine FélixDirector of Communications and Business Development

Business Services - PME MTL network



Anaïs NguyenDirector, Market
Development



Emilie NotéDirector of Innovation –
Biofood



Xavier Paillon
Director, Market
Development



Ada Panduro Director, Commercialization and Innovation - Biofood

Équipe

Business Services



Alexis Dionne Senior Director, Consulting Services and Financing



Carl AchyCorporate Finance Analyst



Stéphanie AiraudDirector, Advisory Services and Financing



Sébastien Boirié Director, Advisory Services and Financing



Sandrine Cohen Director, Advisory Services and Financing for the Social Economy



Kurt HoughtonDirector, Advisory Services and Financing



Nagui Naoum Director, Advisory Services and Financing



Annie Perreault Director, Advisory Services and Financing



Guillaume Rivard-Lamy Commercial Development Director

Business Services - eLog



Alexandre Caron
Director, Commercialization
and Innovation e-Commerce Logistics



Souad Laidi Director, Commercialization and Innovation e-Commerce Logistics

Acteurs de PME MTL Centre-Ouest

Board of Directors and Investment Committees

As a non-profit organization, PME MTL Centre-Ouest is managed by a Board of Directors. Composed of representatives from the territory, the Board ensures the smooth functioning of the organization.

Socio-economic background

Jean-François Harel

Chai

Company director

Katherine Korakakis

Vice-President

ProMontreal Entrepreneurs

Richard Georges

Director

Executive Director, Caisse

du Centre-nord de Montréal

Maria Ximena Florez

Director

Executive Director, Comité

des organismes sociaux de Saint-Laurent

Kelvin Mo

Director

President, BCMMO

Cloé Caron

Director

President, o2coaching

Isabelle Péan

Director

CEO, Polytechnique Montréal

Foundation and Alumni

Donald Boisvert

Director

Executive Director.

La Corbeille Bordeaux-Cartierville

Daniel Luquette

Secretary Treasurer

Les entreprises Proden inc.

Elected municipal officials

Michael Goldwax

Municipal Councillor - Hampstead

Julie Halde

Municipal Councillor - Mont-Royal

Alan DeSousa

Borough Mayor Saint-Laurent

Julie Roy

Borough Councillor Ahuntsic-Cartierville

Non-voting member

Marc-André Perron

Executive Director, PME MTL Centre-Ouest

"For us, PME MTL are friends and allies. The team is always there to give us a helping hand, whether it's by helping us find financial support or by offering us great visibility opportunities."

Naim Bellemare

Avironex



Members of Investment Committees

Katherine Korakakis ProMontreal Entrepreneurs

Line Trépanier Founder, gonégo **Daniel Luquette** Les entreprises Proden inc.

Natalie Morissette VP, Marketing and Communications, Tenet Fintech Caroline Fortin FSFTQ Representative

Jean-François HébertAccount Director, Desjardins Entreprises

Jean Gauthier President, Profil Crédit

Approval Committee of the Social Economy Development Fund

Maria Ximena Florez

Executive Director, Comité des organismes sociaux de Saint-Laurent

Nicolas Charron Co-owner, BlocShop Melanie Lallouz

Subsidies Advisor, Agence Ometz

Sandra Mongénie

Analyst, Caisse d'économie solidaire Desjardins Valérie Michaud

Professor of social and community enterprise management, ESG-UQAM

Marc-André Perron

Executive Director, PME MTL Centre-Ouest

Partners

PME MTL Centre-Ouest is part of the PME MTL network, whose mandate is made possible by the financial contribution of the Ville de Montréal and the Gouvernement du Québec. The partners of the PME MTL network contribute to the support offered to Montréal entrepreneurs.



CAISSE.

D'ECONOMIE.

SOLIDAIRE.





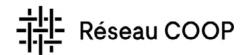














PME MTL Centre-Ouest pmemtl.com/centre-ouest info@pmemtlco.com

1350 rue Mazurette, bureau 400 Montréal, QC H4N 1H2 **T** 514 858–1018

Réseau de soutien aux entreprises de la Ville de Montréal



