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I don’t know about you but in the past 6 months I think I’ve heard the words *unprecedented, new normal* and *cautiously optimistic* enough for a lifetime! There’s no doubt everything is quite different than it was and that means challenges for some and opportunities for others.

At the beginning of the pandemic VIATEC immediately took action to help support our members and community. While we were conducting multiple studies of the impact of COVID-19 we launched a resource page summarizing all the resources and programs available to support tech companies in our region. We launched a series of content focused on leadership in crisis and our CEO club began meeting fortnightly, proving that times of crisis highlight the value and importance of community.

We invested tens of thousands of dollars and thousands of hours to pull together data, analysis and content to help our members when they needed it most. I’m proud to say that based on our efforts the Technology Councils of North America (TECNA) awarded us with an award for the top COVID response in all of North America. If you see a member of our crew, be sure to congratulate them on this honour and check out pages 8 and 9 to see a complete list of our efforts in this area.

Before the crisis began the VIATEC staff and board set out to update our mission statement and I think the result is suitably ambitious and inspiring, while also covering a wide swath of our focus and ambitions without getting too long. Look to page 5 to see the new mission and a deeper explanation of what these words mean to us and why we feel they are so important.

Even in the face of the pandemic we have had our busiest year launching new programs and roles within the organization. Our biggest new project is Scale-Up BC (see page 10). This program continues our long history of offering an accelerator program to local entrepreneurs and added enough funding for us to create two new roles - Director of Leadership and Learning, Lindsay Richmond (page 14) and Community Talent Development Manager, Eve Olynyk (page 15).
We’ve also launched the W Venture pilot project with our partners at UVic and Accelerate Okanagan thanks to funding support from the BC Supercluster. This new pilot accelerator was designed by women for women entrepreneurs and you can read about it and see the first 31 companies on page 11. VIATEC has long enjoyed a much higher than average level of participation by women in our community, but we know that we can do better and we see a program like this as the most impactful way we can support women entrepreneurs.

Speaking of diversity, VIATEC’s accelerator program has been designated as eligible for Canada’s StartUp Visa program (page 13). Since receiving this designation we have had entrepreneurs from every corner of the world apply to our program. While not every business plan we see is going to get our endorsement, we do feel that this program has the potential to draw world class entrepreneurs to our community to start their new tech company. Our hope is that this will further enhance the diversity of our tech community and our region in general.

It’s been a big year for Fort Tectoria and we invested in lots of upgrades (page 20). The VIATEC Foundation supported some amazing projects (pages 17-19) and the amount of people that have participated in our events is a little staggering (page 16).

Please join me in thanking the VIATEC Crew. I love this team and I’m very proud of how dedicated they are to our mission. A special shout out to Tessa Bousfield and Paula Parker (our recently hired Community Manager) for pulling together this report.

Finally, from the VIATEC Crew to all of our members, partners, funders, investors, sponsors and supporters - THANK YOU!
1) "Cultivate the most cohesive tech community in the world"

We recognize that there are many companies and people making up our tech sector and we know that our tech sector grew to the size it is today thanks to the spirit of unity, cooperation and support among our local tech founders, leaders and talented workforce. We have seen how other communities have splintered and the resulting challenges that arise. VIATEC’s top priority is to continue to encourage, recognize and pull together our community because we have seen we accomplish much more working together.

2) "Providing resources to tackle shared opportunities and challenges"

Our members are all unique but they have much in common. Whether it's the realities of serving the world from an island in Canada or attracting the skilled and experience talent every tech region in the world is fighting for, or ensuring policy makers at all levels have a one-stop hub to consult when making decisions, VIATEC remains focused on uncovering the common threads among our diverse tech community and working to address those great consequential denominators.

3) "While boosting a sense of belonging"

Victoria is a tight knit community, as is our tech sectors. Companies and communities are stronger and more successful the more diverse they become. In addition to offering workshops and resources aimed at Diversity, Equity and Inclusion, VIATEC has also sponsored and funded great initiatives and programs like the Gender Equity Lab, the W Venture Accelerator for women, Ladies Learning Code and more. We recognize that it is important that our efforts in these areas are obvious and shared widely. Further, we aim to make all of our programs and events feel warm, open and welcoming to everyone.

4) "Shaping our region"

Tech has been our region's largest industry for almost 15 years. This has transformed our economy and our communities and we recognize that this influence comes with a responsibility to understand our impacts and that we must do what we can to help our region continue to thrive.
Core Values

Contact

It is vital that VIATEC has ongoing contact with our members to continue to learn how we can best serve their needs and evolve our current service offerings, based on the common challenges and opportunities among them. Our strategic priorities are set by connecting with them first-hand to uncover the great consequential denominators that individual companies struggle with but cannot address alone.

Community

Companies and entrepreneurs supporting each other and working together has been a key element in the emergence and development of our innovation economy. Recognizing their desire to connect with each other, we understand our most important role is to provide opportunities to bring our members together and encourage a sense of community among technology companies and their employees in our region.

Character

The VIATEC crew knows that authenticity and integrity are vital to our relationship with our members, funders, partners and supporters. To succeed, we expect every member of our crew to strive for the best offering possible given the time and resources we have available.
Focus Areas

Regional & Sector Promotion

Serve as the primary promoter and definitive source of information on the local technology sector.
(Technology is Victoria’s #1 industry with a $4.06 Billion Annual Revenue, a $5.22 Billion Economic Impact and over 16,775 employees across 995 high-tech companies - and growing!)

Networking & Connections

Offer top quality networking and community building opportunities by connecting members through events and introductions, along with topic-specific information as requested.

Talent

Raise awareness of the career opportunities available within local technology companies by targeting experienced workers and recent graduates while also promoting technology careers and innovation to students.

Education & Mentoring

Provide valuable training, advice and information through programs, workshops, courses, seminars and by connecting interested members with experienced, volunteer mentors and advisors.
When the COVID-19 crisis landed, it took everyone by surprise. However, switching to working remotely was likely easier for our sector than any other. We were already using video conferencing, chat channels and other platforms and had the right hardware to get connected quickly. Our sector was fortunate to be built to adapt how we work, but no organization was built to endure this type of uncertainty.

While some companies are enjoying an increase in demand for their tools and products, most are still trying to figure things out. Sales and business development have been turned on their heads, orders are being cancelled or slowed, our governments continue to announce new and updated supports and tech leaders are trying to assess how to adapt their operations to survive and thrive during and after the pandemic.

VIATEC got to work immediately in order to help our members navigate this uncertainty in the following ways:

**FINANCIALS**
- Provided job postings to members for free (Value of $39,000)
- Deferred membership fees for members that were uncertain about their future (However, most members opted to continue to support our efforts by declining this offer. We even gained 30 new members!)
- Waived office rental fees for Fort Tectoria tenants (Value of $29,673)
- Charitable Donations to the Rapid Relief Fund ($10,000), and My FED Farm ($1,200)

**RESOURCES**

**RESOURCES PAGE:**
- Filtered through Government offerings on a daily basis to provide members with the information they needed most, on one page. This page was widely shared by multiple organizations.
VIATEC’s COVID-19 Response Continued

SURVEYS

- March 24, 2020 Member Survey: The results provided context and helped guide their approach to operations, hiring and strategy. With this information, we were able to inform policy makers and government officials introducing relief programs.
- June 2, 2020 Member Survey: We sent a follow-up survey to inquire about how member staff levels and revenue are being impacted and produced a similar report for the tech community.

BACK TO THE OFFICE HANDBOOK

- A re-entry plan and easy checklist (Everything employers needed in one handbook!)

FORT TECTORIA

- Put forward safety measures including: COVID Safety Plan for tenants, cleaning products, directional signage, facility upgrades (HVAC, air filters and motion sensor lighting)

VIRTUAL EVENTS

- Relevant virtual events to help members adapt (see “events” page)

PARTNERSHIPS

- South Island Prosperity Project (regional)
- Canadian Digital Media Network (national)
- BC Acceleration Network (provincial)
- City of Victoria (local)

In recognition of VIATEC’s efforts and achievements providing support and resources during the COVID-19 crisis, VIATEC received the TECNA COVID-19 Response Award which was a huge honour for the crew.

VIATEC was also featured in multiple articles in the Times Colonist and Douglas Magazine highlighting these efforts.
An important way to support the growth and development of tech industry revenues to $10B by 2030 is to support the creation and scaling of local tech companies. Our programs are designed to provide the tools and resources necessary for technology companies in the Greater Victoria area to grow and be successful. Whether they are a start-up or a scale-up, we can help companies identify their areas of strengths and weaknesses to reach the next level with guidance and support. Here are highlights from our programs:

## Accelerator Numbers
(total companies served, increase in revenues, jobs created and maintained)

<table>
<thead>
<tr>
<th></th>
<th>Since April 2019</th>
<th>Since 2012</th>
</tr>
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<tbody>
<tr>
<td>Program Applications</td>
<td>196</td>
<td>636</td>
</tr>
<tr>
<td>Playbooks Reviewed</td>
<td>38</td>
<td>38</td>
</tr>
<tr>
<td>Ventures Interviewed</td>
<td>7</td>
<td>279</td>
</tr>
<tr>
<td>Ventures Supported</td>
<td>18</td>
<td>182</td>
</tr>
<tr>
<td>Revenue Generated</td>
<td>$64M</td>
<td>$157M</td>
</tr>
<tr>
<td>Investment Received</td>
<td>$5.9M</td>
<td>$37M</td>
</tr>
<tr>
<td>Net New Jobs Created</td>
<td>95</td>
<td>568</td>
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## ScaleUp BC
A 3-year investment secured in partnership with Accelerate Okanagan from Western Economic Diversification (WD) and Innovate BC focused on 3 key areas:

1. Supporting growth and development of scale-up and early-stage companies

2. Supporting growth and development of local technology leaders

3. Assisting our members with talent acquisition, retention strategies and tactics

Senior roles were also created to manage the last two initiatives:
- Director of Leadership and Training (Lindsay Richmond)
- Community Talent Development Manager (Eve Olynyk)
W Venture is a three-month pilot program for women in Victoria and the Okanagan who are ready to accelerate their business. Participants will gain the necessary skills to confidently address their unique business challenges, giving these women-led companies the greatest chance of success.

- Created by: Accelerate Okanagan, University of Victoria and VIATEC;
- Funded by: the Digital Technology Supercluster
- The target of 24 qualified applicants was surpassed and the program capacity was increased to 31, which could still not meet the demand. Additional time and support investment by VIATEC = 130 hours and counting

“With the launch of W Venture, we are clearly building leadership capacity throughout the province which is one of our core mandates for the Supercluster. The response from women founders has been fantastic,”
- Sue Paish, CEO, Digital Technology Supercluster.

“It’s important that any program feels welcoming and supportive to entrepreneurs considering participating. It’s also vital that the participants feel a sense of belonging and identify with others in the program through shared perspectives. Most accelerator programs were developed by men and we’ve learned that those programs aren’t always the right fit for women entrepreneurs. We’re proud that we have been able to bring together this group of experienced partners with the funding needed to empower some of the trailblazing women in our communities to build a program that will better serve and support current and future women founders in tech.”
- Dan Gunn, CEO, VIATEC

The 31 women-led businesses signed up:

Abella Fashion, Penticton
Axolotl Biosciences, Victoria
Bin Breeze, Vancouver
Covault Technologies, Victoria
Daily Ritual, Victoria
Dementia Connection, Victoria
EstateBox, Kelowna
FlatHaus Solutions, Victoria
Fictionary, Victoria
GreenStep Solutions, Kelowna
Hibou, Victoria
Inqli, Victoria
Joyster, Vancouver Island
Kilo Lima Code, West Kelowna
Kooshoo, Victoria
Live It, Nelson
Mammoth & Co., Victoria
MeepMeep, Victoria
Nyoka Design Labs, Victoria
Optimind Clinic, Victoria
Origen Air/Origen Clean, Victoria
Paintillio, Victoria
RecStaff, Victoria
Simplified Social, Kelowna
Solar-Ventures; Victoria
Spotlight Solutions, Vancouver
Sustainable Life App, Kelowna
Tantalus Medical Communication, Lake Country
The Digital Gal, Victoria
Unboxals Creative, Kelowna
Voxcell BioInnovation, Victoria
Digital Economy: Rapid Response + Resiliency Program

This program was launched by Innovate BC in response to the economic impact of the COVID-19 pandemic to support small-medium sized businesses, in any sector, enter or expand in the digital economy. The program is available in six regions throughout the province.

**THE PROGRAM WILL PROVIDE:**

- Personalized advisory services to assess needs, recommend tools and solutions toward appropriate technology adoption, and guidance on the implementation
- Resource materials, best practices, and tools needed to increase business capacity, expand into new markets or opportunities, and respond to physical restrictions associated with COVID-19 workplace requirements
- Connections to vetted digital service providers and subject matter experts that may address specific needs, beyond the items listed above

**PROGRAM ELIGIBILITY:**

- Be a small or medium-sized business (less than 500 employees)
- Be located in one of the six regions in BC
- The program also welcomes applications from small and medium-sized digital service providers and subject matter experts located anywhere in British Columbia

**Online MVT**

Online Market Validation Training is designed to help entrepreneurs identify the best market opportunity; determine a “Minimum Viable Product”; develop a compelling value proposition; and provide processes and tools to close their initial customer(s). Entrepreneurs gain access to the course upon applying to the Venture Acceleration Program and finish with a Company Playbook that serves as a go-to-market plan.

- 202 active accounts
- 38 playbooks reviewed
Start-Up Visa Program

VIATEC’s Accelerator Program has been designated as an eligible program for Canada’s Start-Up Visa (SUV) Program. This program is specifically for one or more founders or key employees that are interested in building their head office in Victoria, British Columbia by relocating here and participating in the program. This program isn’t meant for those simply looking to immigrate to Canada, or for companies looking to set up a division in Victoria.

Those interested in building their company in Victoria, BC follow a 2-step application process (find out more at www.viatec.ca).

Over 150 international entrepreneurs from 23 different countries are in various stages of working through the VIATEC SUV program. (Belgium, Brazil, China, Columbia, Egypt, Ghana, India, Iran, Kazakhstan, Kenya, Malta, Nigeria, Pakistan, Philippines, Russia, Singapore, South Africa, South Korea, Thailand, Tunisia, Turkey, United Arab Emirates and USA)
Leadership and Learning Initiatives

If Victoria’s current $4.06 billion tech sector and its 16,775 employees were one entity, we’d be a Fortune 500 company (or at least close!). The majority of companies this size offer training and development programs to nurture and grow their top performers. VIATEC is applying the same approach to build the leaders we need to nurture and grow our sector. In 2019, VIATEC secured an investment from Western Economic Diversification (WD) and Innovate BC to develop resources to aid in this goal.

To date, VIATEC has offered an array of in-person and virtual events for Founders, CEOs, Executive and Emerging Leaders. We also support member companies in identifying programs to suit their specific needs.

Our latest series is complementary and centers on diversity, equity and inclusion (DE&I). Our continued goal is to do what we can to encourage growth and learning within our community and sector. This is the next step in our history of DE&I, which includes funding the Inclusion Project, Equity Lab and Ladies Learning Code. We also have a strategic focus on upskilling people who identify as women and Indigenous.

Virtual Events

- Leading Sales Teams Virtually
- Performance Optimization with Jamie Wood
- Leading My Organization Through a Crisis
- How to Create an Equitable, Diverse and Inclusive Workplace
- Identify What’s in the Way at Your Workplace
- Understand and Address Your Bias
- Check your Power and Privilege
- How to Create and Inclusive Hiring Process
- Strategies to Shift Workplace Cultures
- How to Use Your Privilege and be an Ally in the Workplace
- Leading in a Changed World: a Four Part Executive Coaching Series

In-Person Events

- Orca Pod Leadership Connect
- VLab Launch: Co-creating the Future of Learning at VIATEC
- Executive Breakfast - Storytelling the Art of Engagement
- Discover Tectoria, Leadership Speaker Series: Catherine Kerr, Peter McCoppin, David Rowatt, Karen Clark Cole
- Consultative Selling Skills

Leadership/DE&I
Events: 19
Attendees: 899
Talent Initiatives

Call for Talent
(virtual talent fair pilot - fall 2020)

- Goals: increase external brand awareness among candidates for our community, fill immediate open roles and establish first touch points for longer career considerations
- Responding to community needs of more senior, external, niche, and diverse talent by:
  - Creating digital marketing campaigns targeting specific member-identified roles
  - Promoting through alumni organizations
  - Promoting through diversity job boards and organizations

Recruitment Research

- Over 150 hours have been spent to date interviewing, collecting data and processing data from newcomers, persons who left the community, and hiring organizations
- The data was used to identify over 40 potential initiatives and solutions for challenges
- Data has influenced the ongoing DE&I workshop series, is being used for a resource being created for HR managers, guiding the planning of a virtual talent fair (“Call for Talent”), and has been used to source community stakeholders to address content for relocation-related challenges

VIATEC’s Job Board

- A total of 1,155 jobs have been posted since April 2019
- VIATEC members posted over 156 free jobs during that three month period ($39,000 in revenue)

MovingtoVictoria.com

- Collaborated to share feedback on resources needed by newcomers and hiring organizations with MovingtoVictoria.com to help guide content updates.

Stakeholder Relationship Building

- VIATEC continues to break down silos and collaborate to share information and resources related to regional recruitment with organizations such as: BCDevExchange, Invest in Canada, South Island Prosperity Project, University of Victoria faculty relations, and more.

Contact eolynyk@viatec.ca to get involved.
VIATEC has built a reputation in offering high quality events, some of which can be over the top and elaborate such as the VIATEC Awards. As networking and connections are one of our focus areas, we put a lot of effort into the events we offer our members and the community, ensuring we are up to date on our members’ needs and their wants.

With COVID-19, VIATEC’s events all switched to virtual in mid-March to keep everyone safe and keep everyone connected. Culminate and the VIATEC Awards were placed on pause, and the VIATEC Crew navigated “the new normal” to offer the most relevant topics.
The 2019 VIATEC Foundation Food Bank Challenge participants raised an incredible $70,000 for the Mustard Seed Food Bank!

This feeds 1,498.36 families of four for 1 month at the Mustard Seed Food Bank, which equals 5,957.44 individuals!

Since its inception in 2002, $2,201,714.40 worth of food and cash has been donated to the Mustard Seed through companies participating in the VIATEC Foundation Food Bank Challenge. With this 2019’s amount, the challenge has now raised a total of $2,323,420.80!

Greatest Per-Employee Contributor:

- 1st place: Waterworth ($367.14 per employee)
- 1st runner-up: Flytographer and AES Engineering TIED ($187 per employee)
- 2nd runner-up: Metamend ($135.20 per employee)

Greatest Overall Contributor:

- 1st place: StarFish Medical ($10,738.00 cash and 405 lbs of food)
- 1st runner-up: AbeBooks ($9,465.00 cash and 81 lbs of food)
- 2nd runner-up: Benevity ($7,827.25 cash and 48 lbs of food)

An honourable mention also went to Lekker Food Distributors who donated 1,042 lbs of food!

“It is our honour to continue to play a role in encouraging our generous members by creating opportunities of community giving” - Dan Gunn
VIATEC CEO
2019 VIATEC Foundation
Food Bank Challenge Participants:

- AbeBooks Inc.
- AES Engineering Ltd.
- Alacrity Canada
- AOT Technologies
- Bambora
- Benevity
- Camosun College
- CE/CT Department
- Crowd Content
- DoubleJump
- DreamCraft Attractions
- Echosec
- Enrollment Resources
- FamilySparks
- Flytographer
- FreshWorks Studio
- FTS
- GlobalWide Media
- Latitude Geographics
- Latitude Technologies Corporation
- Lekker Food Distributors Ltd.
- Metamend Digital Marketing
- Pretio Interactive
- Quartech
- RevenueWire
- RingPartner
- Rockland Scientific Inc.
- Smart Dolphins IT Solutions
- StarFish Medical
- Stocksy United
- Tutela Technologies
- Unit4 Business Software
- Vecima Networks
- VIATEC
- Vigil Health Solutions
- Waterworth

On Friday June 14th, over 1,100 community members came together to celebrate the achievements made in the Greater Victoria technology sector for the annual VIATEC Awards at the Royal Theatre. The energy in the room was electrifying - so much so that when VIATEC Past Chair Rasool Rayani challenged the audience to raise funds to help food security in Victoria, $200,000 was pledged on the spot by a number of generous local tech companies and entrepreneurs. (See the full list below). The monies were combined with an additional commitment of $100,000 from the Victoria Foundation for a total of $300,000.

Generous commitments made during the 2019 VIATEC Awards from:

- Redbrick Technologies
- Checkfront
- Kixeye
- Kano
- Rumble
- Scott and Jessica Lake
- StarFish Medical
- Telmediq
- RingPartner
- FamilySparks
- Mark Longo of Osler, Hoskin & Harcourt LLP
- Stuart Bowness of Workday
- Gord Macdougall
- RaceRocks
- Royal Roads University
- FreshWorks Studio
- Watershed
- Anonymous
- Quimper Inc.
- VIATEC
- Victoria Foundation
On December 6, 2019 the VIATEC Foundation announced $130,000 in philanthropic donations. They revealed that VIATEC members raised $70,000 through the Food Bank Challenge, as well as $60,000 in philanthropic funding towards four new local projects:

1. The Independent Media Producers Network Society received $16K in funding ($10K from the VIATEC Foundation, $6K from the Victoria Foundation and other fund contributors) for MediaNet’s Filmmaking Camp for Indigenous youth.

2. The Greater Victoria Public Library (GPVL) Board received $15K in funding ($10K from the VIATEC Foundation, $5K from the Victoria Foundation and other fund contributors) to support a Digital Media Lab.

3. Junior Achievement of British Columbia (JABC) received $15K in funding ($10K from the VIATEC Foundation, $5K from the Victoria Foundation and other fund contributors) for JABC TechWorks Victoria.

4. The Gender Equity Fund received $30K in funding from the VIATEC Foundation. This leadership fund will support gender equity initiatives in our region.

As mentioned, during the COVID-19 Crisis, the VIATEC Foundation stepped up to help the community:

- $1200 went to The Food Eco District (FED) which started an emergency response to COVID-19 called My FED Farm. This initiative provided homes in the region with food growing garden kits and the VIATEC Foundation’s contribution helped fund a neighbourhood garden for 10 homes.

- $10,000 went to the Rapid Relief Fund. This fund deploys flexible resources to organizations to meet emergent community needs as a result of a natural disaster or crisis and provides support to those most impacted by such events. Currently, this Fund is supporting front-line organizations serving those who are less prepared to deal with the health, social and economic impacts of the COVID-19 crisis.
VIATEC would like to thank the ongoing support of our members (currently 405 of them!). For every membership dollar VIATEC receives, we are able to leverage that 7x and we turn the $282k* in annual membership fees into over $1.9 million. This allows VIATEC to invest time, money and resources into events, in-depth studies and analysis, peer groups, promotional efforts, and media relations, while also unlocking program funding from the Federal and Provincial government.

*Membership revenue for the fiscal year ending March 31, 2020

VIATEC was able to create several new roles this year to develop and offer additional leadership and learning content, optimize the talent pipeline for future hiring needs and build and maintain relationships with the tech community by sharing member stories.

The dedication and support of VIATEC members was highlighted very clearly during COVID-19: We continue to see new and renewing memberships which shows a strong sense of support for the organization, while also building a stronger sense of community. Thanks to the support of our members, Victoria is now known as a tech town and we are attracting new talent and leadership, along with assisting entrepreneurs with building new companies and scaling up the existing ones. It’s made a huge difference and it’s all due to VIATEC members.
Organization (Crew, EiRs, W Venture, BODs)

VIATEC Crew

- Dan Gunn, CEO
- Robert Bennett, COO, Program Director
- Tessa Bousfield, Branding & Events Director
- Georgia Cowell, Member Relations Manager
- Michelle Gaetz, Operations & Finance Manager
- Dominic Ohl, Program Coordinator
- Eve Olynyk, Community Talent Development Manager
- Paula Parker, Community Manager
- Lindsay Richmond, Director of Leadership & Learning
- Forrester Whitney, Space Manager

Program Staff

- David Buffett, Executive in Residence, Accelerator Program
- Todd Dunlop, Entrepreneur in Residence, Accelerator Program
- Mark Grambart, Executive in Residence, Accelerator Program
- Brad Van Vugt, Executive in Residence, Accelerator Program
- Shelley Voyer, Program Manager, Women's Entrepreneurship Program

2019-20 Board of Directors

- Brad Williams, Vice Chair
- Robert Bowness, Finance Committee Chair
- Justin Love, Governance Committee Chair
- Scott Dewis
- Christina Gerow
- Mon Gill
- Owen Matthews
- Jason Morehouse
- Ashton Scordo
- Erin Skillen
- Mike Williams
- Justin Young