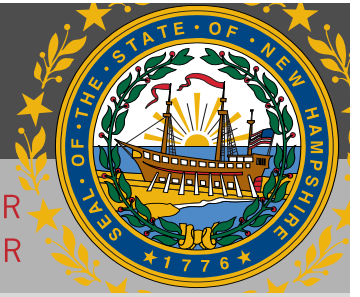


2007 Annual Report

New Hampshire Division of
Economic Development

NH BUSINESS RESOURCE CENTER
INTL TRADE RESOURCE CENTER



The New Hampshire Division of Economic Development is pleased to present its 2007 annual report.

At the Division of Economic Development, our focus is on results. We measure that in the number of businesses and local, regional and other economic development organizations we're able to assist, and the impact that they, in turn, have on New Hampshire's economy. Both the Business Resource Center, which helps retain and grow existing New Hampshire businesses and attract new companies to our state, and the International Trade Resource Center, which helps New Hampshire business succeed in the international market, made significant strides in 2007.

Michael Vlacich

Director of the New Hampshire Division of Economic Development

BUSINESS RESOURCE CENTER

2007 Business Service Results

- 811 clients, communities and partners assisted.
- 16,778 phone calls received from new and existing clients.
- 352 inquiries answered via nheconomy.com.
- 42 businesses received layoff aversion assistance.
- 117 companies received Energy Technical Assistance.
- \$413,231 in Matching Economic Development Grants awarded.
- 3 job fairs convened and facilitated, with 140 businesses and over 800 job seekers participating.
- 198 businesses assisted which together had \$11,894,403 in damages from the April 2007 floods.



- EZ Tax Credit Program awarded 3 companies with approximately \$5,508,707 in projected new payroll.
- \$48,900 awarded from the Job Grants Program.
- 6 companies received Energy Assessments via the Business Energy Efficiency Program for a total of \$665,108 and potential annual emission savings of 8,778,570 pounds per year of carbon dioxide, 10,428 pounds per year of nitrogen dioxide and 31,406 pounds per year of sulfur dioxide.

Governor Lynch and DED Director Michael Vlacich at the announcement of BRC's energy efficiency initiative

2007 Procurement Technical Assistance Program Results

- 507 active clients.
- 191 clients received our bidmatch service.
- 15 sponsored outreach events and 9 non-sponsored outreach events with a total of 2,127 attendees.
- 172 initial counseling sessions.
- 2,009 follow-up counseling sessions.

- More than \$218 million in government contracts awarded to New Hampshire small businesses that were PTAP clients—an increase of 47%.
- More than \$260 million in Federal government contracts to all NH PTAP client companies—an increase of 31%
- Contracts to Service-Disabled Veteran-owned and Woman-owned small businesses each increased more 600%.
- The Defense Logistics Agency credited NH PTAP with assisting in the creation of 6,426 jobs for New Hampshire.—a 38% increase over 2006.



Officials from Ragged Mountain Equipment, an outdoor clothing and equipment manufacturer, takes part in the Matchmaker Conference.

2007 Out-of-State Recruitment Results & Activities

Out of state-recruitment efforts focused on three markets: high-tech manufacturing, biotech/medical devices and financial services.

- 13 new companies (8 relocations and 5 expansions)
- 1,442,000 square feet of space added
- 968 new jobs
- \$2.2 million in new property taxes (two year impact)
- \$26 million in new pay roll, year 1
- Attended five tradeshows: CoreNet Global Real Estate Show, RIMs (Risk and Insurance Management Society) Insurance Conference, International Biotech Show, SIOR (Society of Industrial and Office Realtors®) Real Estate Conference, and Staubach Real Estate annual meeting.
- Organized real estate tour of Coos County for southern New Hampshire brokers, selling the benefits of northern New Hampshire.
- Targeted mailings for northern New Hampshire and cold calls to companies in Connecticut and Massachusetts interested in northern New Hampshire.
- Targeted mailings and cold calls to insurance companies in New England and New York.
- Targeted mailings to Quebec companies.
- Targeted mailing to California high-tech companies.
- Targeted mailing to manufacturers in New York and New Jersey.
- Ad placement on WEEI website—a Boston sports radio program—to market to Boston area businesses.



- Presentation to 20 companies in Quebec, Canada selling the benefits of northern New Hampshire.
- Presentation to 16 insurance companies in New Orleans, selling the benefits of New Hampshire low premium tax rate.
- Targeted mailing in Vermont for available real estate in Claremont region.
- Designed and printed marketing pieces for the insurance industry.

Mike Bergeron, business development manager, making a presentation at the Quebec recruitment dinner.

2007 Activities & Results

- Provided approximately 975 counseling sessions on subjects including, but not limited to: export documentation, export licensing, country and industry strategies, financial risk management, obtaining payment, working capital, financing foreign buyers, cross cultural negotiations and etiquette, taxation, pricing, marketing, logistics, packaging, distribution, contracts, dispute resolution, networking worldwide as well as providing matchmaking with potential buyers, agents, distributors or representatives.
- Conducted 28 export seminars for 949 attendees on the following subjects: Export Licensing, Export Logistics and Export Logistics School with Certification, Doing Business in Algeria, UCP 600, Getting Paid, Doing Business in Thailand, Doing Business in Morocco, Introduction to Exporting, NAFTA, Doing Business in Brazil,



Grace Preston, Secure Care Products, Dawn Wivell, ITRC, and Michelle Ouellette, Sky Skan with His Highness Prince Fawaz during a dinner held in honor of the NH trade delegation in the Royal Palace.



The NH delegation during a meeting with the largest construction company in Saudi Arabia.



NH presentation to US Ambassador to Chile during trade mission to Chile, Brazil and Argentina.

Harmonized Tariff System, Arbitration, Immigration, Doing Business in Scotland, Doing Business in Lithuania, 3-day Export Finance School, Export Documentation, Doing Business in Singapore, Automated Export System, Doing Business in India, Legal Issues, Doing Business in Ukraine, CE Mark, Doing Business in Saudi Arabia, International Tax Strategies, International Dispute Resolution, Market Research, Introduction to Importing.

- Organized 2 major client networking events, one in early summer and one at the end of year, with a total of 283 attendees.
- Organized 2 major trade missions: 1) South America (March 2007)—Argentina, Chile and Brazil; culminating in \$70 million of projected sales, as forecasted by the 7 participating New Hampshire companies, and 2) Saudi Arabia (November 2007)—Riyadh, Jeddah and Damman; projected sales and contractual figures are still pending. Meetings were organized at the highest level for the 8 participating companies.
- Organized and led New Hampshire participation in “Medica,” the largest trade show in the world for medical devices and technologies, held in Germany.
- Hosted and organized a number of foreign delegations and VIPs visiting New Hampshire from: Hong Kong, Scotland, Finland, Greece, Morocco, Canada, Algeria, Egypt, Northern Ireland, Japan and Israel,
- Developed a partnership with the Overseas Private Investment Corporation (OPIC) which establishes the OIC/ITRC as a loan originator under OPIC’s Enterprise Development Network, to provide New Hampshire companies with additional export finance resources.
- Developed partnership with the U.S.-Saudi Business Counsel to assist New Hampshire companies in better penetrating the Saudi market.
- Appointed additional New Hampshire Commercial Consuls to Argentina and Canada.

- Received a grant to house the Food Export USA program at the ITRC. Acquired and counseled 10 new (small food) companies and have inducted 4 into the Branded program which provides them with resources to market abroad.
- *Conducted outreach and public appearance/information activities as follows:*
- NHPR interview on The Exchange with Laura Knoy—“New Hampshire’s Exports”
- Business Insider Breakfast with Citizens Bank and Manchester Chamber of Commerce—“The Global Economy and What it Means for Your Business”
- NHPR interview with David Darman—“The Dollar is Weak, but Exports are Up in New Hampshire”
- Front page coverage + 6 page spread about exports and the South American Trade Mission—*Business New Hampshire Magazine*, August 2007
- Significant coverage of the success of the Food Export USA program in the *NH Business Review* and the *Nashua Telegraph*
- Co-sponsor of the NH High Tech Council’s Product of the Year gala.
- Co-sponsor of the Software Association of New Hampshire’s annual InfoXchange.
- Developed a new website.
- Numerous additional speaking engagements at chambers, groups, trade and professional associations and academic institutions.
- Participated in a number of local trade shows.
- Staff involvement in many community and charitable events and activities.
- Completed a statewide inventory of New Hampshire life science.



New Hampshire Department of Economic Development

172 Pembroke Road, PO Box 1856, Concord, NH 03302-1856

603-271-2591 Fax 607-271-6784 nheconomy.com