



Mission

We listen to businesses, then drive action to make it easier to do business in Washington State.

Vision

Making Washington State the best place to do business.

Need more Information?

Contact a Small Business Liaison www.ora.wa.gov/documents/sbl_flyer.pdf

Call the Office for Regulatory Innovation and Assistance helpline **1-800-917-0043**

Do you have a specific improvement idea?

Your input is valuable and we encourage you to submit your regulatory improvement ideas via our online survey.

www.surveymonkey.com/s/RegulatoryImprovements

The Washington State Small Business Liaison Team

Opening doors to the information you need

What is the Small Business Liaison Team?

- ◆ A group of 26 state agencies working to improve the customer service experience for small business owners.
- ◆ Our goals include assisting in the development of new business tools, soliciting specific ideas for regulatory improvement, and assisting in creating an integrated approach for business interactions with state agencies.
- ◆ In addition, the Results Washington initiative is supported in our efforts to provide efficient, effective and accountable government. Individual agencies are making strides across all five goal areas. For more on Results Washington, visit www.results.wa.gov.

Who are the Small Business Liaisons?

Representatives from each agency committed to helping small businesses navigate Washington's regulatory environment.

Why contact a Liaison?

- ◆ Liaisons are a personal connection to answer agency specific questions and can also provide guidance when you are unsure who to contact. Whether your question is regulatory in nature or not, liaisons are here to help.
- ◆ In addition to representing individual agencies, liaisons work with and across agencies to get you the information you need.
- ◆ Liaisons are often available to speak at events addressing small business issues.

Some of the ways we are making information more accessible

- ◆ Online portal for small business information www.business.wa.gov
- ◆ Online Small Business Guide www.BizGuide.wa.gov
- ◆ Online Small Business Guide – Spanish www.ora.wa.gov/documents/small_business/sbg_spanish.pdf
- ◆ Online Small Business Guide – Korean www.ora.wa.gov/documents/small_business/sbg_korean.pdf
- ◆ Online Small Business Guide – Chinese www.ora.wa.gov/documents/small_business/sbg_chinese.pdf
- ◆ Road Map for Starting a New Business www.dor.wa.gov/Docs/Pubs/BusReg/Roadmap.pdf
- ◆ Online Environmental Permit Handbook www.ora.wa.gov/resources/handbook.asp
- ◆ Plan for and Pay Your Taxes video www.dor.wa.gov/content/workshopsandeducation/VideoWorkshopsAndTutorials/PlanAndPay/