



ANNUAL REPORT & BUSINESS PLAN

01.07.2021-30.06.2022

01.07.2022-30.06.2025



**Business
North
Harbour**



CHAIRMAN'S LETTER

Uncertainty reigns

Being in business these days is certainly not for the faint of heart.

Member businesses faced significant challenges over the last twelve months. The year featured further Covid-19 lockdowns, together with continued organisational disruption as the virus spread in the community. When coupled with ongoing supply chain issues and an inability to secure skilled labour to fulfil demand, businesses have found themselves under significant pressure. Topping the year off is clear inflationary pressure, which looks to be accelerating.

As we know, being a business owner is often difficult, treacherous, and filled with unexpected roadblocks and detours. Those who embark on this journey do so because they are driven, independent-minded, and almost certainly a little crazy – in a good way, of course!

The role of Business North Harbour (BNH) is to make the life of a business owner easier. Our core philosophies are based around connecting, communicating, and collaborating. When we look at our programmes, we frame everything with the following considerations:

- What are the most significant issues facing businesses presently?
- As an organisation, how can BNH support businesses with those issues?
- Will our actions genuinely assist business owners?
- How do we ensure our efforts are successful?
- Is it cost-effective?
- Is it sustainable?

It is not always clear what the issues facing business owners are. However, there has been little doubt in the last 12 months that Covid-19 had been front and centre. Consequently, BNH was very focused on taking a leadership role in supporting businesses in all things Covid. This came in a variety of forms, including in-person events, webinars (where events were not possible), and strong advocacy with local and central government on behalf of our members.

As well as ensuring its existing successful programmes were maintained, BNH also found time to introduce and trial several new initiatives last year, including the Women in Leadership Mentoring Programme, run in conjunction with Massey University. This programme was very successful and is being expanded in 2023.

I would like to acknowledge and thank the entire BNH team for the incredible passion and commitment they bring to their roles under the guidance of Kevin, who continues to motivate and lead the team by example.

Finally, thanks must go to board members, who give their time freely and generously, our sponsors, who are vital for ongoing programme development, and our members who provide the financial capability to make everything happen.

If there's one thing that's certain in business, it's uncertainty.

What 2023 will bring may be uncertain, but BNH will be here to support you in any way we can.

Kia Kaha



Peter Lamberton
Chairperson

Executive Committee Board



Peter Lamberton
Primacc Systems
Chair



Terry Ottow
AMP Marketing Ltd
Deputy Chair



TN Chan
Compucon New Zealand



Ketien Chuor
ASB Bank Ltd



Greg Cramond
Cramond Electrical Services Ltd



Samantha Mills
Phone Plus



Bronwen Newcombe
Davenport's Law



Alisha Tomlinson
Trio Events Ltd



Ryan de Zwart
Black Matrix Ltd

EXECUTIVE SUMMARY

External challenges continue

Unfortunately, the challenges that Business North Harbour (BNH) and its members had hoped to leave behind became even more difficult for many during our 2021/22 financial year.

At a time when organisations were hoping to consolidate their recovery from the operational and financial setbacks endured in the early stages of the pandemic, many were faced with an ever-growing list of problems to solve and overcome.

Once again, Auckland was the most adversely affected area of the country, having to cope with several Alert Level changes and the unprecedented lockdown from August to December, all of which served to exacerbate the already difficult situation in which many businesses found themselves. Consequently, as had been the case in the previous financial year, BNH's first priority was to ensure that members were kept fully informed about any changes in legislation and compliance, and had access to any support available to them, financial or otherwise, from the government or other agencies.

Given the severity of the situation, BNH's advocacy to government ministers and our local MPs became even more important and frequent. BNH lobbied for additional financial support from the government and asked ministers to intervene and take the necessary action to ease the problems that members were facing in relation to labour shortages and supply chain issues.

As far as was practicable, BNH continued to provide a suite of programmes and services to members, developed in response to feedback from the annual Members Survey. However, many of these were reduced due to restrictions imposed by Alert Levels, lockdowns, and Traffic Light (Covid-19 Protection Framework) settings. We continued with the ongoing provision of our crime prevention initiatives, including nightly security patrols and security assessments, and our business

sustainability initiatives, including inorganic waste collections, food waste collections and pallet swaps. In addition to the specific items already noted, BNH also provided members with relevant news, information, and transport updates, and advocated with and on behalf of members nationally, regionally, and locally on various issues affecting business.

Our events programme was severely affected, with BNH only able to deliver seven of the 29 scheduled in-person events. This was doubly disappointing as members not only missed out on some excellent presenters and speakers but also the opportunities to network and create new contacts and relationships.

In response to the lack of in-person gatherings, BNH provided 18 online webinars during the year, presented by a variety of key subject-matter experts. This culminated in a series of weekly webinars with topics based upon feedback from members in a Business Resilience Survey conducted in February.

The Women In Business Leadership Mentoring Programme, run in partnership with Massey University, proved very successful, with 15 mentors and mentees completing the pilot. This year, the programme has been enhanced to include all-female and mixed-gender options, with 13 pairings working together to develop leadership and business skills.

The Activate North initiative is an ongoing advocacy project that members have supported for the past three years. Over the last 12 months, the working group made progress in developing relationships with central and local government as it endeavours to become a key advocate and influencer in the development of the wider region from Devonport to Orewa.

Our two BNH Ambassadors have continued to successfully increase awareness of and engagement with BNH, despite the restricted number of in-person visits that they were able to undertake. Their continual updating of our membership records helped to ensure that crucial messages distributed through our various communications platforms successfully reached more members, which was especially important in a rapidly changing Covid-19 environment.

The BNH website has seen a further increase in visits, with more members taking advantage of the opportunity to showcase their business in the Business Directory. Our other social media platforms have continued to grow steadily during the year, including the BUY NORTH HARBOUR Facebook page, where all members can promote their goods and services for free. In support of our members, BNH has continued with consistent messaging about supporting local business by shopping local, buying locally produced goods, and utilising locally available services.

I would like to acknowledge and thank our sponsors and partners for their ongoing support and the BNH team for their exceptional efforts, which demonstrated their passion and commitment during another very challenging year.

BNH is committed to continuing to work hard in support of all our members as we, hopefully, see businesses achieving sustainable economic recovery, both in the short and longer term.



Kevin O'Leary
General Manager

Executive Staff



Kevin O'Leary
General Manager



Peter Green
Marketing and Events Manager



Sarah de Zwart
Relationship and Transport
Manager



Dave Loader
Crime Prevention Specialist and
Social Responsibility Manager



Kate Thorpe
Office Manager



Romane Duvivier
Digital Marketing Coordinator



Sandra Craze
BNH Ambassador



Ben Yang
BNH Ambassador

Sponsors 2021/2022

GOLD SPONSORS



SILVER SPONSORS



WOMEN IN BUSINESS EVENT SERIES SPONSOR



Positive Growth In North Harbour

Despite the obvious ongoing challenges to economic growth, the Upper Harbour Local Board (UHLB) area, within which the North Harbour Business Improvement District (BID) is situated, once again out-performed the Auckland and New Zealand averages across several key matrixes. The latest Infometrics economic reports illustrate this. (Please note that the UHLB area is the narrowest mesh available for the data provided.)

The increases in population, employment, and business units clearly indicate that North Harbour is still viewed as a desirable place to live, work, and run a business. BNH will continue to support our members to maintain the region's sustainable growth and achieve a thriving local economy by advocating regionally and nationally to ensure that whenever possible, the infrastructure business needs to operate efficiently and grow is made available. To achieve this, we will promote easier access to and around the area, access to business-zoned land, access to a diverse and skilled workforce, and the implementation of improved sustainable business practices.

GDP GROWTH, 2021 — \$7,058million



BUSINESS UNITS GROWTH, 2021 — 12,423



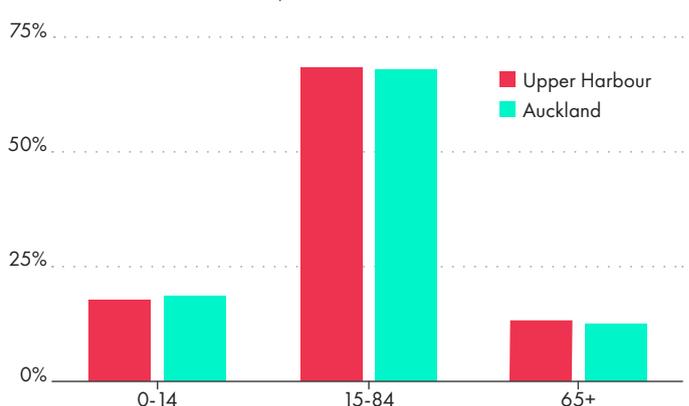
EMPLOYMENT GROWTH, 2021 — 56,102 filled jobs



POPULATION GROWTH, 2021 — 71,300



AGE COMPOSITION UHLB, 2021



Proportion of GDP by Industry UHLB, 2021



Biggest contributors to economic growth, 2011-2021

Construction	\$340m
Professional, Scientific and Technical Services	\$238m
Retail Trade	\$208m
Wholesale Trade	\$193m
Financial and Insurance Services	\$141m
All others	\$1,049m
Total Increase in GDP	\$2,170

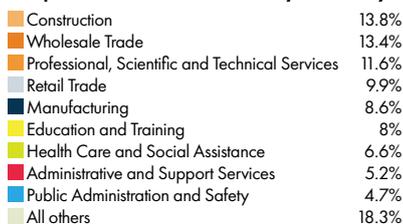
Share of Business Units by Industry UHLB, 2021



Biggest contributors to growth in business units last 10 years

Rental, Hiring and Real Estate Services	1,149
Construction	918
Professional, Scientific and Technical Services	492
Financial and Insurance Services	360
Accommodation and Food Services	288
All other industries	795
Total Increase	4,002

Proportion of Filled Jobs by Industry UHLB, 2021



Industries which created most jobs, 2011-2021

Construction	3,983
Professional, Scientific and Technical Services	1,566
Health Care and Social Assistance	1,388
Education and Training	1,259
Retail Trade	1,198
All other industries	5,224
Total Increase	14,619

Top 10 Qualifications in Demand, 2021

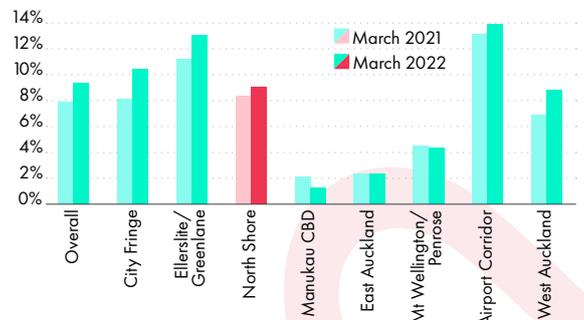
Field of study : Level	Employment
Management and Commerce : Degree (level 7+)	4,532
Management and Commerce : Certificate (level 1-3)	4,456
Engineering and Related Technologies : Certificate (level 1-3)	3,350
Engineering and Related Technologies : Certificate (level 4)	3,234
Architecture and Building : Certificate (level 4)	3,019
Society and Culture : Degree (level 7+)	3,013
Engineering and Related Technologies : Degree (level 7+)	2,935
Society and Culture : Certificate (level 1-3)	2,633
Education: Degree (level 7+)	2,194
Health : Degree (level 7+)	2,034

Commercial Property Returns

There have been positive signs for commercial property owners and investors as the growth of business units across the UHLB area has increased significantly from 2.6% last year to 4.4% this year, markedly out-performing Auckland's 1.1% and the rest of New Zealand's 0.5%. The latest information from Colliers International indicates that North Shore industrial vacancy rates of 0.6% were lower than the Auckland average of 2.1%, as at February 2022. Office vacancy rates continued their upward trend to March 2022, reaching 7.8%, slightly below the Auckland average of 8.0%.

(Information provided by Ryan de Zwart, Associate Director, Colliers International)

Auckland Metropolitan Vacancy by Precinct



Market Indicators by Precinct



The capital value (CV) of the North Harbour BID has seen a significant increase of \$1,563,511,000 since last year, reaching \$6,242,196,000 on 1 July 2022.

Funding Partnerships

BNH genuinely appreciates the continued financial support received from sponsors and stakeholders, without which we would not be able to offer such a wide range of programmes and services to members. **Gold, Silver, and Event sponsorship totalled \$72,667** in 2021/2022. External grant funding remained very difficult to secure. However, Auckland Transport (AT) increased its budgeted support to **\$30,000** to assist in resourcing transport-related projects. Additionally, we were able to continue to provide our food waste programme for members after securing **\$4,945** in funding from the UHLB.

Connect, Communicate, Collaborate

Supporting property owners, business owners and employees to grow, both individually and collectively, by providing a wide range of opportunities to connect, communicate, and collaborate is a key deliverable for BNH.

The extensive and varied programme of events, which we planned to deliver throughout the year based predominantly upon feedback from our annual Members Survey, was the preferred means to enable BNH to achieve this goal. Unfortunately, restrictions regarding holding in-person events during the extended lockdown, other Alert Levels, and Traffic Light (Covid-19 Protection

Framework) settings meant that only seven of 29 in-person events could be held. Like many organisations, BNH proved adaptable and flexible, providing 18 online opportunities for members to engage with subject-matter experts on crucial topics, including the six most common challenges identified by members in an additional Business Resilience Survey conducted in February.

Thankfully, we could hold our annual One Day Sale in December 2021. Once again, this was a great success, enjoyed by members and shoppers alike, unlike our Business Expo, Showcase North Harbour, which sadly had to be cancelled along with the usually popular St John health and wellbeing workshops.

Another way to achieve this critical objective is through improved member engagement, which remains a priority for BNH. Our two part-time Ambassadors could not visit many of the commercial properties in the BID due to Covid restrictions. However, they contacted members and potential members via phone or e-mail, raising awareness of BNH and the programmes and services we offer. Their diligence further improved our database’s accuracy and our communications platforms’ efficiency. This was essential for BNH to keep members fully informed about ongoing legislation and compliance changes, and ensure their access to any available support, financial or otherwise, from the government or other agencies, throughout the pandemic.

The Women In Leadership Mentoring Programme delivered in partnership



GOLD SPONSORSHIP

- » 10 Gold Sponsors
- Total \$59,000

FUNDING PARTNERSHIPS

- » Gold, Silver and Event Category sponsorship totalled \$72,666.67 for 2021/22.
- » Many thanks to our sponsors and stakeholders for their financial support in 2021/22.

FYI MAGAZINE

- » 4 copies
- » 11,900 printed copies
- » 649 online reads
- » 2,854 online impressions

SOCIAL MEDIA

- » 8% LinkedIn growth
- » 4% Facebook growth

E-NEWSLETTERS

- » 25 E-newsletters sent
- » 21% average open rate

SURVEYS

- » 5 surveys sent
- » 515 responses

businessnh.org.nz

- » 10% returning visitors
- » 90% new visitors
- » 0.3% increase in users
- » 15% increase in pageviews
- » 25% decrease in session time
- » \$3,125 online advertising income

Erica Stanford MP, Nicola Willis MP
at the 2022 Post Budget Luncheon

with Massey University concluded successfully, with 15 mentors and mentees completing the pilot. BNH has extended the mentoring opportunity this year, with both all-female and mixed-gender options being made available to members.

The website and all our social media platforms have seen a steady increase in traffic and followers. More members have taken the opportunity to showcase their business using the online Business Directory or by posting details of their services and any offers on the BUY NORTH HARBOUR Facebook page, another free BNH service. Additionally, BNH has provided further support for members by continuing to promote the theme of buying local in the media and via our other communications platforms.

EVENTS

- » 25 Events and workshops
- » 687 Total event registrations
- » 86% Speaker quality rating
- » 95% Members who said content was beneficial to their organisation

ONE DAY SALE

- » 29 participating businesses

STAND-OUT SPEAKERS

- » North Harbour Asian Business Group & BNZ Connect Networking Event with Ben Yang, Cindy Dong, David Blakey, Gary Lin, Hygeia King, John Morrow, Ken Huang, Kevin O'Leary, Lengxi Liu
120 attendees
- » 2022 Post Budget Luncheon with Erica Stanford MP, Nicola Willis, Hon Stuart Nash, Vanushi Walters MP
115 attendees
- » Business Capability Workshop: Government Budget Update, Digital Boost, and Transport with Dr Deborah Russell MP, Evelyn Seewald, Shanan Halbert MP, Vanushi Walters MP
31 attendees



EVENT FEEDBACK

5 AUGUST 2021 | BUSINESS CAPABILITY WORKSHOP: Diversity, Equity & Inclusion (DE&I) - Samantha Patel CPsychol

"Samantha was an excellent presenter who engaged the audience in a sensitive manner to cover a really important topic. I thought this presentation was invaluable. Thank you."

"Sam was an entertaining and enlightening speaker."

"Great organising as always thank you!"

14 OCTOBER 2021 | BUSINESS CAPABILITY WORKSHOP: Vaccination Policies, What Employers Should Be Doing Now Webinar - Bronwen Newcombe, Director, Davenports Law

"Thanks for making this information available to us. Being so busy, I appreciate the 30-minute workshops/seminars."

"I liked the relevant topic and how quickly it was able to come together to address questions that are relevant to businesses and whole sectors after recent government announcements."

"I like the 45 to 60 minutes duration as this is easy to include in my workday and a great way to spend a lunch break!"

6 APRIL 2022 | BUSINESS CAPABILITY WORKSHOP: Supply Chain Management Webinar - Chris Edwards, Co-founder & Group Managing Director, GO Logistics Group

"I appreciated that the speaker was very well-informed, knew his subject, and was very current."

"The speaker was impressive, knowledgeable, wide-ranging in his field. Thank you for presenting him and his subject matter expertise."

24 MAY 2022 | BUSINESS LUNCHEON: 2022 POST BUDGET LUNCHEON

"I felt that Nicola Willis was an excellent speaker who had taken the time to research what would be appropriate to speak on for her audience. The new venue was great, and the food was delicious. We appreciate the effort you put into these events."

"This was a well-supported event, and most enjoyed the function and the speakers."

"Nicola Willis was great; I felt she listened and spoke to everyone with purpose and intention."

"Great venue and hospitality, and networking opportunity. Thanks, BNH!"

"Nicola Willis was outstanding."

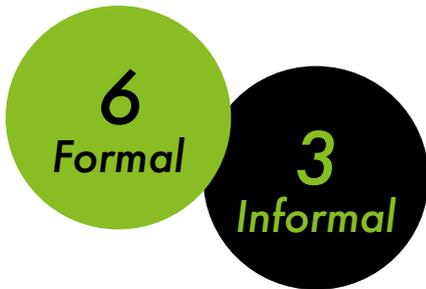
"Very well-organised event, and a great networking opportunity and excellent venue."



North Harbour Asian Business Group & BNZ Connect Networking Event

Keeping Your Business Moving

BNH recognises that transport, car parking, and roading issues are ongoing issues for members. The organisation therefore remains committed to being a strong advocate so that our region can be as accessible as possible for local business owners, property owners, and employees, as well as, indirectly, their customers, visitors, and suppliers.



Submissions

Where the proposal was for a specific location, e.g., 243 Rosedale Road, members that would have been directly affected were still notified. However, as the impact would only be felt by members in the immediate vicinity, BNH answered AT's online questions.

BNH continues to work closely with Watercare, Vector, and Supporting Growth, notifying members of works within the area and impending disruptions.

Northern Corridor Improvements Update

The 5km Northern Busway extension from Constellation Station to Albany Station is now open, providing traffic-free travel from the Auckland Harbour Bridge all the way to Albany. The Northern Busway is the main arterial of the public transport network to and from the North Shore and this investment in fast and efficient public transport infrastructure will help keep our growing city moving.

Works on the direct motorway to motorway connections are progressing well with the SH1 to SH18 underpass fully excavated. Waka Kotahi NZ Transport Agency is now focusing on turning the "hole" into a functioning part of the state highway network with features such as lighting, drainage and, of course, the road surface itself.

With 7km of shared paths also being built across the area, getting around the local region on foot or by bike is set to become a lot easier. Smaller sections will be opening up in stages.

All large construction projects have been affected by the ongoing Covid-19 pandemic with the impact extending beyond the project team, with subcontractors and workers employed in the extended supply chain also being impacted. The project is due for completion in mid-2023.

Grace Doughty, Communications and Stakeholder Manager

Waka Kotahi NZ Transport Agency



Sustainable Transport

Since January 2022, Lime Scooters has been operating its Gen-4 e-scooters across the North Harbour BID. This provides members with a handy eco-option for short trips, for example between Constellation park and ride and their workplace, potentially saving time and money (for fuel and paid parking).



BUSINESS NORTH HARBOUR AMBASSADORS

1,715

Number of communications / contacts with members completed by the relationship team

248

Number of new businesses located in the BID, as identified by BNH Ambassadors

Inevitably, Covid restrictions somewhat curtailed the work of BNH’s Ambassadors this year. Although unable to visit as many premises as they would have wished, Sandra and Ben (who joined the team as Jess’ replacement in July 2021) nonetheless did a sterling job contacting businesses by phone and email. During the August to November lockdown, they had a particular focus on connecting with property owners.

Additionally, Sandra and Ben assisted BNH with brainstorming for new ideas/events to assist our members, as well as drumming up attendees for our events (e.g., One Day Sale).



KEY RESPONSIBILITIES AND NOTABLE ACHIEVEMENTS:

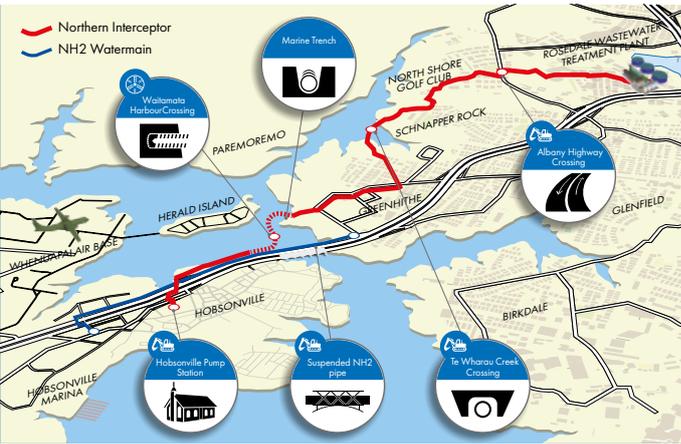
Sandra

- Started, develops, and maintains the BNH Instagram account
- Liaison with Gold, Silver, and Event Category Sponsors
- Identifying opportunities for advertisers
- Coordinated Pink Ribbon Breakfast, raising nearly \$700

Ben

- North Harbour Asian Business Group events
- Asian member focus
- Translating resources
- Updating and maintaining Property Owner database
- BNH’s digital marketing (e.g., fortnightly EDM)

The team’s success at staying on target occurred despite both Ben and Sandra having extended leave during this period.



Northern Interceptor

Construction of these significant watermain improvement works began in January 2019 and completed in July 2022, just after FYE 2021/22. Wastewater from Massey North, Whenuapai, Hobsonville, Kumeu, Huapai, and Riverhead that used to flow to Māngere Wastewater Treatment Plant now flows directly to the Rosedale Wastewater Treatment Plant, which has the capacity to manage the anticipated growth in the region until 2070.

The final stages of the project to be completed were:

- New pipe bridge at Alexander Creek
- Rosedale Park and Frisbee Park
- Rosedale Wastewater treatment plant
- Upgrade of pumps and new switching infrastructure in Hobsonville Pumpstation
- New chemical dosing facility in Hobsonville Pumpstation
- Commissioning (testing) the new system
- Reinstatement (dealing with access tracks to the site works)



Hobsonville pump station



Alexander Creek pipe bridge

Photos supplied by Fletcher Construction Company Ltd.

CRIME PREVENTION AND CORPORATE SOCIAL RESPONSIBILITY

Crime prevention, security issues, and sustainability initiatives always rank highly in BNH’s annual members survey – and 2021/22 was no exception. Regrettably, as for the previous year, Covid-19 restrictions had some impact on BNH’s activities.

Unfortunately, our BID wasn’t exempt from the increase in crime and anti-social behaviour across the city, as reflected in the figures provided. Whilst our night-time security patrols were somewhat of a deterrent, the lack of Police resources due to the redeployment of officers to man checkpoints, isolation facilities, and transitional housing facilities, offered little disincentive to would-be offenders.



PATROLS

Nightly security patrols run 365 days a year, with a particular focus on “hot spots” – premises previously targeted by criminals or areas at risk of trending crime.

2,920 Reports received on security “hot spots”, an average of 8 per night

29 Visits to North Harbour commercial premises, resulting in 11 physical assessments of premises to try and avoid future criminal activity

VEHICLE CRIME

75% Members who rated vehicle security as “important” or “very important” in BNH’s annual Members Survey

53% Increase in vehicle break-ins in the last 12 months. Unfortunately, several of these incidents occurred during the day as vehicles were overflow parked on streets close to Albany park and ride.

32% Increase in stolen cars. The majority of these crimes also occurred during the day amongst overflow parking around Albany park and ride

COMMUNITY SAFETY

14 Meetings between Business North Harbour and key stakeholders, including NZ Police.

24 Reported incidents of shoplifting – a decrease of 37% on 2020/21.

Several months ago our warehouse was overstocked, and we had a high demand for pallets. One of the problems caused by Covid-19 was that nobody was able to supply us with extra pallets. I saw BNH's pallet swap service mentioned in their e-newsletter, so we got in touch with Dave Loader. He was helpful and gave us a couple of leads who had spare pallets available. We've gone back to them two or three times since then to cover the peaks in demand. We are also seeing more overseas suppliers cutting costs by using poor-quality pallets, so we are forced to use more locally sourced pallets to replace or support them.

Peter Wright, Site Manager, Gurit

As a business that creates custom-designed kitchens, inevitably there can be waste, such as damaged or defective cabinetry and panels from suppliers, or units that have been drilled inappropriately. We've used BNH's inorganics collection service three times and will continue to do so. It's a useful way to ensure that at least some of that waste is saved from landfill. Knowing that a portion can be reclaimed or repurposed is an important element of our overall sustainability effort.

Tegan Webb, Business Improvement, Kitchen Studio (North Shore)



FOOD WASTE COLLECTIONS

\$4,945 Funding received from Upper Harbour Local Board (UHLB).

16 Tonnes of food waste diverted from landfill this year

42.56 Tonnes of greenhouse gas emissions reduced from landfill this year

6 Number of FREE food waste collections plus FREE kitchen bins offered to BNH members

33 Number of organisations having weekly collections, including cafés, catering companies, sports clubs, churches, and commercial businesses

RECYCLING AND UPCYCLING

600 Pallets recycled – reducing roadside waste, and upcycling to companies that require additional pallets

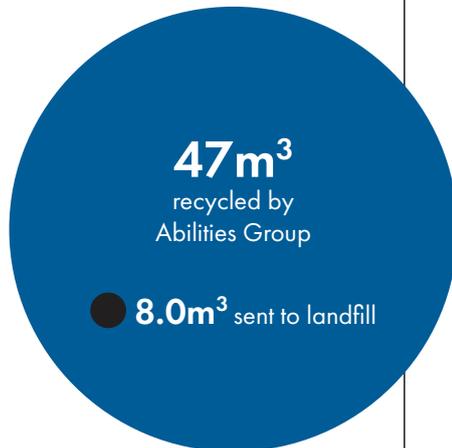
INORGANIC COLLECTIONS

2 Inorganic collections (Dec 2021 and March 2022)

30 Number of businesses that participated

72% Members who rated landfill reduction as "important" or "very important" in BNH's annual Members Survey.

55.0m³
Total amount collected

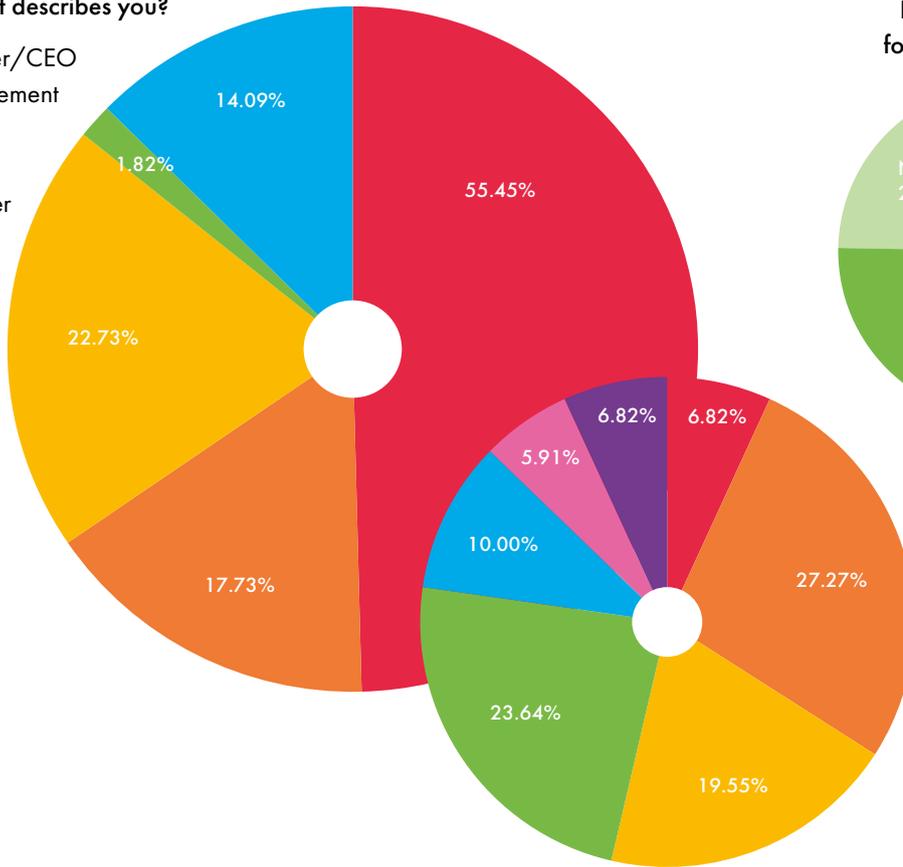


BNH Members Survey 2022

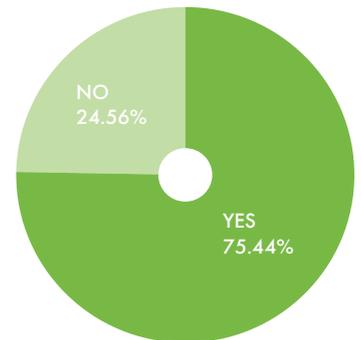
Thank you to those members who provided feedback to our annual Members Survey. Your responses enable BNH to affirm our core programmes and services while identifying additional support for you and your investment.

What option best describes you?

- Business Owner/CEO
- Senior Management
- Employee
- Contractor
- Property Owner

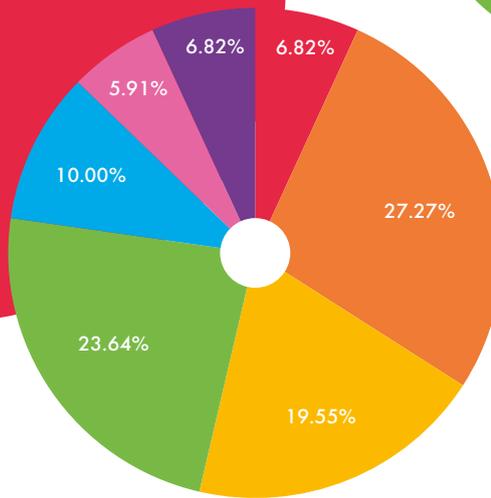


Do you receive our fortnightly newsletter?

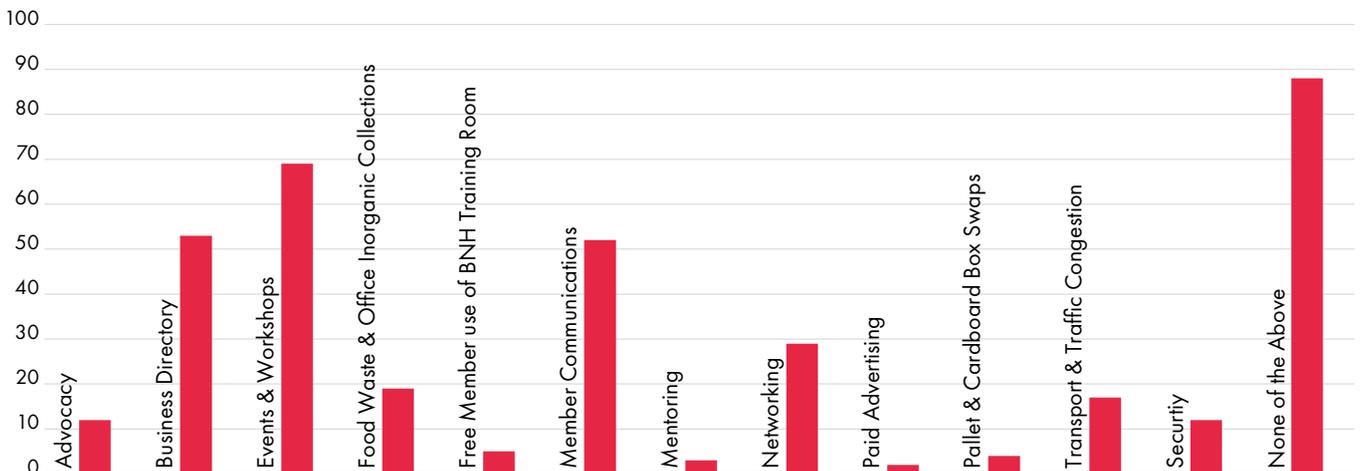


What is the number of employees within your business?

- 1
- 2 to 5
- 6 to 10
- 11 to 20
- 21 to 50
- 51 to 100
- 100+

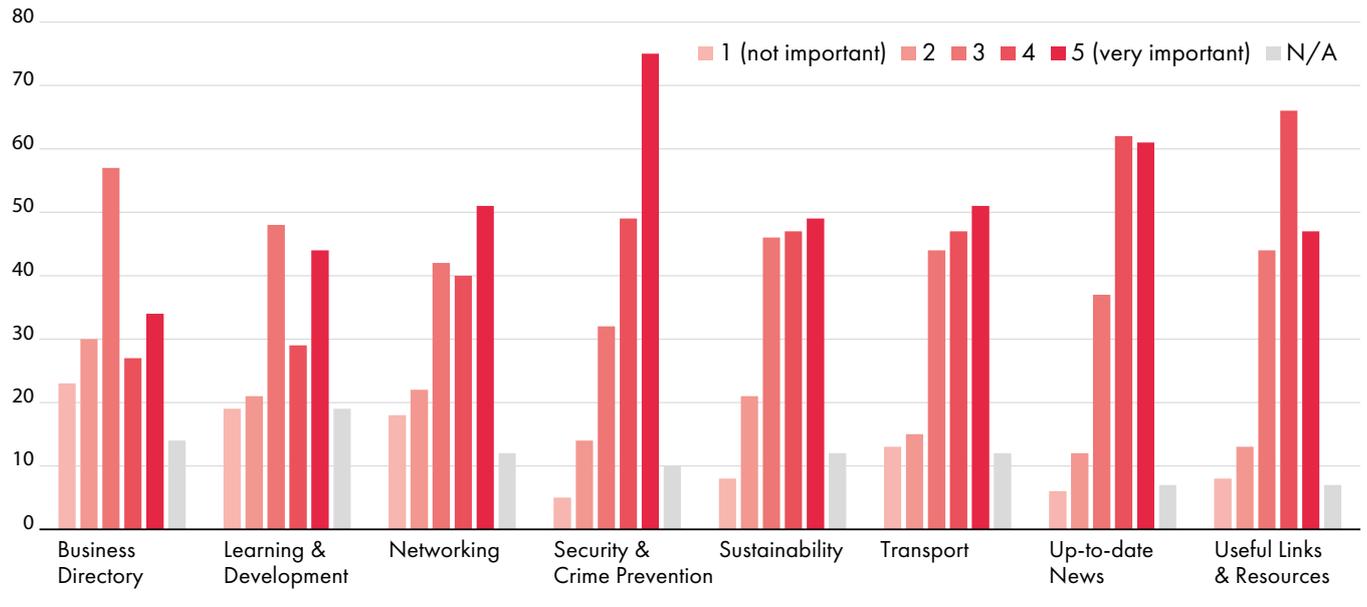


Of the services we offer our members, which do you currently take advantage of?

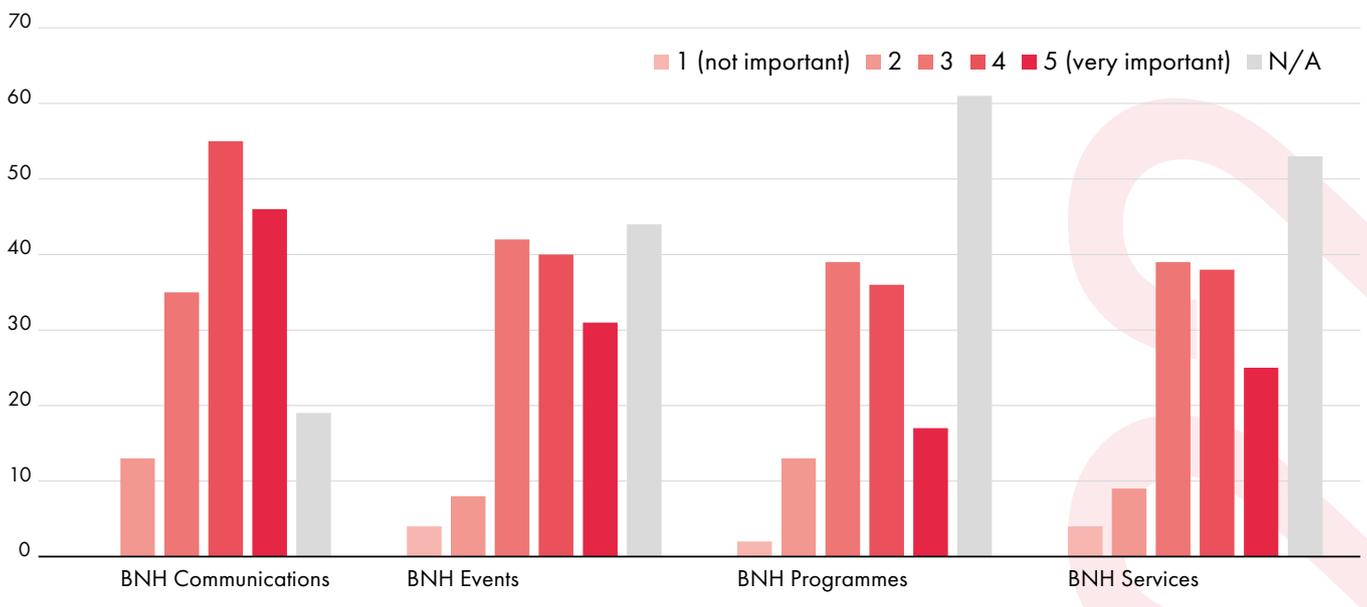


The work of BNH's Ambassadors has been severely hampered by Covid-19 restrictions over the last 12 months, meaning that they have been unable to physically visit premises. We hope that, as Sandra and Ben are once again able to get out and about, more business owners will become aware of the services and opportunities available to them.

How important are the following to you and your business on a scale of 1-5?

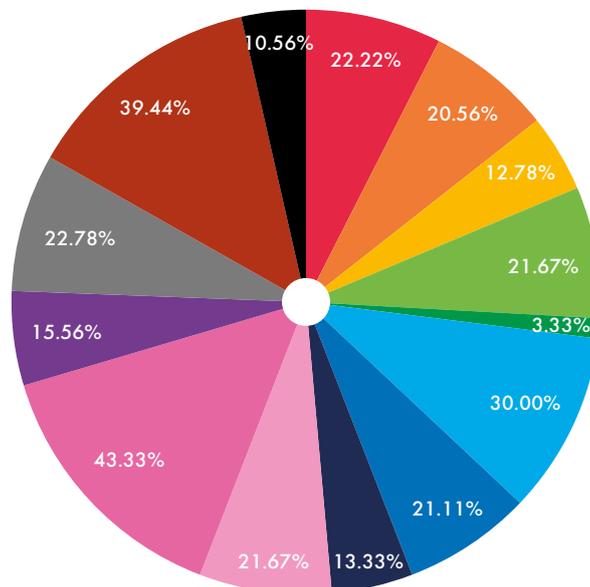


Please rate the following on a scale of 1-5



Which areas of support would be most beneficial to your business?

- Business Strategy & Planning
- Communications
- Digital Enablement
- Employee Engagement
- Financial Management
- Health & Wellbeing
- Information Technology
- Leadership
- Legal/Compliance
- Marketing & Social Media
- People Management
- Sales Development
- Security & Crime Prevention
- Other



COMMENTS

"Central and local government advocacy."

"Traffic improvement up and down Rosedale Road."

"Sustainability."

BUSINESS PLAN 2021 / 25

The Business North Harbour Executive Committee remains committed to delivering positive outcomes for members by ensuring that BNH offers relevant services and programmes to:

- Empower economic prosperity and growth
- Provide networking opportunities for business development
- Provide opportunities for capability development
- Provide a voice for members' concerns

◀ Looking Back

In what proved to be another very challenging year, BNH was able to successfully deliver against most of the priorities identified for the 2021/22 financial year, as noted below:

- Supporting members' recovery through the ongoing pandemic
- Review member feedback and implement any necessary changes
- Continue to raise member awareness
- Continue to increase member engagement
- Promote B2B engagement (limited)
- Continue to develop BNH profile
- Increase BNH reach
- Provide world-class events (very limited)
- Lead the change towards business sustainability
- Support the development of the Activate North project
- Implement the Women In Leadership Mentoring Programme
- Introduce a mixed-gender Leadership Mentoring Programme
- Advance organisational development
- Implement the governance succession plan
- Implement the four-year strategic plan
- Review year 1 of the four-year strategic plan

Our level of engagement with you, our members, has increased significantly. However, we still need to improve in this area to ensure that as many local business owners, property owners, and employees as possible are aware of and enjoy their membership benefits.

▶ Looking Forwards

BNH will continue to work in the best interests of our members in several different capacities to achieve successful outcomes whenever possible. We will continue supporting members on their journey to sustainable economic recovery when many are still grappling with the ongoing challenges of the pandemic.

Additionally, BNH will continue to build upon our recent successes whenever opportunities allow, as we strive for continuous improvement. Some of the priorities we have identified for the coming 12-36 months are carried over from the previous 12 months, due to the scope and complexity of certain projects.

Priorities: 2022/23

- Supporting members' recovery through the ongoing pandemic
- Review members' feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Provide world-class events
- Continue to increase member engagement
- Continue to raise members' awareness
- Review B2B engagement opportunities
- Continue to develop BNH profile
- Increase BNH reach
- Review the Activate North project
- Be the trusted information hub for members
- Review special interest groups
- Promote corporate social responsibility (CSR) initiatives
- Maintain both mentoring programme options
- Review organisational development and resilience
- Review year 2 of the four-year strategic plan
- Review relevance of the strategic plan
- Review the governance succession plan

Priorities: 2023/24

- Supporting members' recovery through the ongoing pandemic
- Review members' feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Provide world-class events
- Continue to increase member engagement
- Continue to raise members' awareness
- Review B2B engagement opportunities
- Continue to develop BNH profile
- Increase BNH reach
- Consolidate CSR initiatives
- Review both mentoring programmes
- Review organisational development
- Review year 3 of the four-year strategic plan
- Review relevance of the strategic plan

Priorities: 2024/25

- Review members' feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Review year 4 of the four-year strategic plan
- Develop and finalise a new four-year strategic plan

In response to the identified needs of members, BNH will ensure that, whenever possible, we provide events, workshops, programmes, and communications that are relevant and engaging.

We will support capability development by providing members with access to subject-matter experts who we believe will provide tangible benefits at both a personal and business level. We are committed to making resources available via the website for those unable to attend events/workshops.

BNH believes that the significant growth proposed within our region, including a variety of major commercial, roading, transport, and residential developments, must be introduced in a planned and structured manner. Therefore, we will continue

to advocate strongly with and on behalf of our members both formally and informally, making submissions as and when appropriate, as we try to achieve the best possible outcomes to mitigate any negative impacts on members. We will continue to collaborate with key stakeholders and other BIDs when appropriate. Likewise, we will continue supporting Activate North, so that the voice of our wider business community can be heard.

BNH will continue to actively engage with decision-makers at all levels within key stakeholder organisations, including, but not limited to, Auckland Council, Upper Harbour Local Board (UHLB), Auckland Transport (AT) and Tātaki Auckland Unlimited, to enable us to keep members fully informed about any plans or policies pertaining to business.

» KPIs for 2022/2023

SUSTAINABILITY

- » Collaborate with Auckland Council to provide sustainability education information for members.
- » Deliver a sustainability-themed event.
- » Provide inorganic waste collections twice a year.
- » Secure additional funding to maintain the food waste management programme.
- » Identify and, if possible, implement other sustainability initiatives for members.

ADVOCACY

- » Provide feedback to key decision-makers on important topics affecting business, investment and transport via a variety of platforms, both individually and collaboratively.
- » Commit continued support for the Activate North advocacy group.

RESOURCES

- » Provide members with access to the latest news, relevant links and resources from other agencies via the BNH website and communications platforms.
- » Provide members with access to helpful information from key presenters via the BNH website.

MEMBER ENGAGEMENT

- » Visit or make contact with businesses in 1,300 commercial properties to advise business and property owners of BNH's programmes and services, and the benefits of membership.

- » Engage with major employers and not-for-profit organisations.
- » Identify and engage with other possible special interest groups.
- » Identify and implement new opportunities and initiatives for members to engage with BNH.

CRIME PREVENTION

- » Continue to install number plate screws for members' company and employee vehicles.
- » Deliver 4,000 flyers "Lock your vehicle, remove your valuables from sight"
- » Provide nightly security patrols 365 days a year, across the entire North Harbour BID.

MEDIA

- » Publish four issues of FYI magazine, with 2,800 printed copies per issue.
- » Increase online reads to an average of 250 per issue.
- » Send a minimum of 24 issues of Your News e-newsletters and increase average monthly opening rates from 21% to 23%.
- » Increase LinkedIn followers to 800 and increase feed impressions to an average of 2,000 per month.
- » Increase Facebook followers to 1,800 and increase feed impressions to an average of 10,000 per month.
- » Build new partnerships with local media and external media partners.

- » Increase visitor numbers to businessnh.org.nz by 8% and reduce bounce rate by 20%.
- » Increase Buy North Harbour followers to 250.
- » Increase BNH mobile app downloads to 200.

34 EVENTS

- » **12 BUSINESS CAPABILITY PROGRAMME**
500 participants across all workshops
- » **4 WOMEN IN BUSINESS**
550 attendees
- » **3 BUSINESS LUNCHEONS**
450 attendees
- » **3 BUSINESS AFTER 5**
180 attendees
- » **3 NORTH HARBOUR COMMERCIAL PROPERTY GROUP**
150 attendees
- » **2 NORTH HARBOUR ASIAN BUSINESS GROUP**
160 attendees
- » **2 CEO SPECIAL INTEREST GROUP**
40 attendees
- » **3 ST JOHN WORKSHOPS**
50 attendees
- » Host and deliver the annual **ONE DAY SALE** in December 2022, attracting 60 registrations to budget.
- » Host the **Showcase North Harbour** B2B exhibition and networking event in March 2023, attracting 65 exhibitors and 300 visitors to budget.

FINANCIAL REPORT FYE 30 JUNE 2022
BUSINESS NORTH HARBOUR INCORPORATED

Financial Statements

Below is a brief summary of the financial statements from the Financial Performance Report for the year ended 30 June 2022. Detailed notes to the financial statements, full audited accounts and the auditor's report are available on the Business North Harbour website businessnh.org.nz

Statement of Financial Performance

For the year ended 30 June 2022

Revenue	Notes	2022 \$ Actual	2022 Budget (Unaudited)	2021 \$ Actual	2020 \$ Actual
NHBID Targeted Rate Levy		725,152	725,152	690,621	690,621
Grants Received		34,945	26,500	28,780	60,696
Sponsorship		72,000	68,000	56,500	44,666
Subscription from Members		25,538	23,022	22,737	24,431
Function & Events Income		12,853	78,003	46,402	57,849
Advertising Income		20,350	22,500	19,593	30,700
Interest Revenue		862	1,110	1,446	5,654
Other Revenue		200	0	100	300
Total Revenue		891,900	944,287	866,179	914,917
Expenses					
Employee Related Costs	2	492,600	504,188	543,406	439,848
Costs re Member Programmes & Services	3	194,223	307,278	325,089	301,746
Lease and Rental Expenses	4	66,214	64,173	53,263	50,465
Other Expenses	5	62,867	64,825	63,522	65,359
Total Expenses		815,904	940,464	985,280	857,418
Net Surplus Before Depreciation		75,996	3,823	(119,101)	57,499
Less Depreciation Adjustments					
Depreciation	8	14,280	23,724	19,624	15,451
Amortisation of Intangibles	9	2,880	3,576	2,996	3,580
Loss (Gain) on Disposal of Property, Plant and Equipment		5,751	0	0	2,069
Total Depreciation Adjustments		22,910	27,300	22,620	21,100
Surplus/(Deficit) for the Year		53,085	(23,477)	(141,721)	36,399

Statement of Financial Position

For the year ended 30 June 2022

Assets	Notes	30 Jun 2022	30 Jun 2021	30 Jun 2020
Current Assets				
Bank Accounts and Cash	6	356,642	302,602	379,233
Trade Receivables		4,058	19,433	4,757
Prepayments		6,010	2,318	439
Interest Accrual		117	53	9,674
Goods and Services Tax		8,106	7,094	21
Total Current Assets		374,933	331,500	394,125
Non-Current Assets				
Term Deposits	7	69,403	69,403	106,333
Property, Plant and Equipment	8	44,991	48,139	64,983
Intangible Assets	9	5,520	8,400	11,396
Total Non-Current Assets		119,914	125,942	182,712
Total Assets		494,847	457,442	576,837
Liabilities				
Current Liabilities				
Business Credit Cards		1,324	(689)	1,886
Trade Payables		21,329	21,909	37,070
Accruals and Provisions		4,900	4,900	4,900
Receipts In Advance	10	183,901	201,015	174,095
Wages and Holiday Pay Accrued		34,872	36,626	21,835
Hire Purchase Liability		2,715	962	2,611
Total Current Liabilities		249,043	264,724	242,397
Total Liabilities		249,043	264,724	242,397
Total Assets less Total Liabilities (Net Assets)		245,804	192,719	334,440
EQUITY				
Retained Earnings		245,804	192,719	334,440
Total EQUITY		245,804	192,719	334,440

For and on behalf of the Association:



Peter Lamberton (Chairperson)

Date: 29th September 2022

Budget 2022/23 and Draft 2023/24

BNH is committed to financial and operational transparency. We have produced a three-year business plan in accordance with the requirements of the Auckland Council Business Improvement District (BID) Policy 2016, supported by a draft budget through to 30 June 2024. To support the outcomes and KPIs outlined in the business plan on pages 14–16, the finalised 2022/23 budget is detailed below.

Variations to 2022/23 Budget

The targeted rate total of \$732,403, approved by members at the 2021 AGM, constitutes a significant portion of the operational budget for the current financial year. The overall variance between the final budget figure and the draft budget presented last year isn't substantial and is more than accounted for by the unexpected

positive financial outcome from the 2021/22 financial year. The Executive Committee and management remain committed to providing cost neutrality between the targeted rate levy and the programmes and services available to Business North Harbour members. Recent and current rates of inflation make this increasingly challenging without reducing our level of service to members. However, BNH is confident that, despite these obstacles, with the final adjustments to the budget, we will be able to maintain the same level of programme and service delivery to members this year.

Draft 2023/24

At the AGM 2022, member approval will be sought for the collection of \$782,938 as the Targeted Rate levy for the 2023/24 financial year, and for the overall draft

budget as presented. This Targeted Rate levy figure represents an increase of \$50,535 which is approximately a 6.9% increase over the current financial year, representing an average increase of \$22 for the 12-month period.

BNH will continue to focus on increasing revenue from sponsorship and external stakeholders as opportunities arise. However, the Executive Committee is confident that the organisation can deliver their business plan objectives based on this draft budget. In these uncertain times, as with all budget forecasts, any changes to the economic environment or programme development may necessitate amendments to the operational component, but it is with confidence that we present these budgets for your review and approval.

AGM 2022 Budget Summary

Key Income Streams	Actual 20/21 (Unaudited)	Actual 21/22 (Unaudited)	Proposed 22/23 as published	Final 22/23	Proposed 23/24
NHBID Targeted Rate	690,621	725,152	725,152	732,403	732,403
Proposed BID Targeted Rate Increase (6.9% to cover inflation)			7,251		50,535
Associate Membership	22,737	25,538	25,000	23,022	25,000
Advertising and Promotion	19,593	20,350	26,500	36,000	36,000
Gold and Silver Sponsorship	53,167	66,167	69,000	66,000	60,000
External Programme Grants	33,725	34,945	34,000	33,000	34,000
Events and Economic Development	45,287	16,764	72,000	71,400	81,000
Business Capability Programme	4,440	255	10,000	4,350	10,000
Special Interest Groups	1,175	1,167	9,000	4,000	9,000
Interest and Training Room Hire	1,493	998	3,000	950	1,500
Total Estimated Income	872,238	891,336	980,903	971,125	1,039,438
Programme Expenditure					
Crime Prevention	111,590	111,293	116,000	123,860	124,000
Transport	23,081	23,615	22,000	36,281	36,000
Member Communications	97,479	87,892	91,000	93,463	101,500
Events and Economic Development	105,582	28,030	106,000	101,500	113,500
Business Capability Programme and NHBID Projects	30,469	7,752	25,000	12,271	12,500
Advocacy	183,483	167,723	178,000	184,258	184,500
Special Interest Groups	10,903	735	12,000	10,325	10,500
Total Estimated Programme Costs	562,587	427,040	550,000	561,958	582,500
Operating Expenditure					
Personnel	293,264	246,898	270,000	282,482	301,000
Administration and Accounting	53,403	59,033	61,000	57,120	59,000
Premises	53,263	66,214	65,000	66,895	68,000
IT/Computer	7,666	7,692	9,000	8,040	9,000
Depreciation	19,625	14,279	24,000	12,720	15,000
Board Honorariums	7,630	7,269	7,500	7,500	7,500
Total Estimated OPEX	434,851	401,385	436,500	434,757	459,500
Total Estimated Programme and OPEX	997,438	828,425	986,500	996,715	1,042,000
Estimated Surplus/Deficit	-125,200	62,911	-5,597	-25,590	-2,562



**Business
North
Harbour**

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