



ANNUAL REPORT 2022/23

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From the Chair

As my first year after being elected as chair concludes, I am writing to extend my sincere gratitude for the invaluable work that Business North Harbour (BNH) undertakes in supporting and advocating for small businesses across our region. It is truly commendable how Kevin and his team diligently work to create an environment encouraging the growth and prosperity of North Harbour's business community.

I am acutely aware of the pivotal role that small businesses play in driving economic development, innovation, and job creation. They are the lifeblood of our local economy, contributing significantly to the community's wellbeing. However, it's no secret that small businesses face countless challenges that can impede their success. These range from economic uncertainty, labour shortages, sustainability and environmental regulatory hurdles, and access to financing to market competition, with inflation and interest rate pressure, as well as the evolving technological landscapes.

The unprecedented weather events in early 2023 meant that some members had to contend with the repercussions of two instances of flooding. It was pleasing to see the association able to provide guidance and direction about how to seek help, with the assistance of our local council.

I believe we can collectively address the challenges and create an even more vibrant business ecosystem

BNH prides itself on fostering connection, communication and collaboration between members and key local government stakeholders. Last financial year, we completed 35 in-person events, plus three St John workshops. By fostering a stronger collaboration between small businesses and their relevant stakeholders, I believe we can collectively address the challenges and create an even more vibrant business ecosystem.

Here are a few areas where I envision our partnership can have a meaningful impact:

Education and training: Providing workshops, webinars, and resources that equip small business owners with the skills and knowledge needed to navigate the complexities of today's business environment

Advocacy: Collaborating on advocacy efforts to influence policies that facilitate small business growth, reduce regulatory burdens, and increase access to capital

Networking and mentorship: Facilitating networking opportunities between established businesses and aspiring entrepreneurs to support mentorship and knowledge sharing

Innovation support: Developing programmes that encourage innovation within small businesses, including technology adoption, process improvement, and product development

Sustainability and resilience: Creating initiatives that promote sustainable business practices and resilience planning, ensuring that small businesses can withstand unforeseen challenges

In February this year, BNH turned 20!

I would like to take this opportunity to thank all our Partners for their ongoing support, as well as our board members who volunteer their time to the association.

I look forward to working together and making a meaningful difference in our business community. By aligning our efforts, we can strengthen our resources, expertise, and reach, leading to a more thriving and prosperous business landscape. I believe it is the collective that will make all the difference.



Ketien Chuor
Chair
Business North Harbour

Executive Summary

Concluding on 30 June 2023, our 2022/23 financial year had its fair share of challenges even though Covid lockdowns and restrictions were eased about six months before it started. Whilst disruption related to these was largely eliminated, BNH and our members faced other significant hurdles.

For some, these were extremely difficult to handle.

The shortage of staff and ongoing supply chain issues meant that a number of businesses could not operate at financially viable levels – at a time when they were hoping to complete their recovery towards financial sustainability following the well-documented difficulties of recent years.

Unfortunately, just after the turn of the year, when businesses were enjoying a period of uninterrupted trading, two major weather events wreaked havoc across the region. Only a few BNH members suffered directly from the impact of the floods, but everyone was now facing the cost-of-living crisis as interest rates and inflation reached levels not seen for decades. These challenges meant that business and consumer confidence were both very low by the end of the financial year.

Feedback from our annual Membership Survey once again enabled BNH to tailor our programmes and services to the identified needs and preferences of our members. The restrictions on in-person events in the previous year meant that members' opportunities to network were severely restricted. This year, we increased the number of networking-only events, which proved to be a great success. Unfortunately, we had to cancel a couple of capability workshops and the business expo due to limited engagement. Members cited a lack of time and finance as the main reasons for limited registrations. Despite these hiccups, we were able to host 35 in-person events, including three very popular business lunches and specific events for our Women in Business group, property owners' group, Asian business group and the One Day Sale for our retailers, wholesalers and distributors. We also replaced the business expo with a smaller table-top B2B networking event, which was very well received.

The continued provision of night-time security patrols 365 nights per year has contributed to the level of crime in our district being low compared to many other BIDs (Business Improvement Districts). It also helped us maintain the amenity of the area at a generally high standard.

BNH also received recognition from Auckland Council and Sustainable Business Network for the excellent sustainability initiatives we have in place for members, including food waste collections, inorganic waste collections, and pallet swaps – all of which I would encourage members to carry on using.

We continued to advocate on behalf of members to our local MPs and central and local government on a variety of topics, including asking for financial support after the floods for those members directly affected. We worked hard to keep members fully informed regarding relevant business-related issues, legislation, support available (financial or otherwise) from various organisations, and local transport and roading matters. In addition, BNH continually supported members with the theme of 'buying local' being a consistent message across all our communication platforms.

BNH continued to work collaboratively with several other key stakeholders, such as other BIDs, Upper Harbour Local Board (UHLB), Auckland Transport (AT), Auckland Emergency Management, Vector, and Watercare, on a range of initiatives that we believe to be of benefit to members. The Leadership and Business Mentoring Programme, run in partnership with Massey University, is a good example, providing many positive outcomes for participants.

The BNH Ambassadors again helped to boost member engagement with and awareness of BNH. The accuracy of our database also continues to improve as they contact and meet property owners, business owners and their teams throughout the BID.

Visits to the BNH website and social media platform engagement grew steadily, with more members taking advantage of the online Business Directory to showcase their business and promote their goods and services via our BUY NORTH HARBOUR Facebook page.

I would like to acknowledge our partners and key stakeholders for their ongoing support throughout what has been another challenging year. The BNH team has once again proved to be very capable, resourceful and adaptable and must be thanked and recognised for their professionalism and exceptional work in support of our members.

The 2023/24 financial year is bound to bring more challenges. BNH is committed to working hard to support local organisations and property owners, as we look forward to a positive year ahead for our business community.

The BNH team has once again proved to be very capable, resourceful and adaptable



Kevin O'Leary
General Manager
Business North Harbour

Our Board



Ketien Chuor
ASB Bank Ltd
Chair

Greg Cramond
Cramond Electrical
Services Ltd
Deputy Chair



TN Chan
Compucon
New Zealand

Jenny Chen
JIA Interiors

Lisa Hill
Eclipse Recruitment

Janet Marshall
Colliers NZ

Samantha Mills
Phone Plus

Alisha Tomlinson
Trio Events Ltd

Our Team



Kevin O'Leary
General Manager



Dave Loader
Crime Prevention
Specialist and Social
Responsibility Manager

Bernadette Roberts
Marketing and Events
Manager

Sarah de Zwart
Relationship and
Stakeholder Manager

Kate Thorpe
Office Manager

Sandra Craze
BNH Ambassador

Ben Yang
BNH Ambassador
Digital Marketing
Coordinator

Our Partners 2022/23

Platinum



Gold



Silver



Events



Business Capability Workshops

North Harbour Asian Business Group

Women in Business



North Harbour in Numbers

The growth of the UHLB area, within which the North Harbour Business Improvement District (BID) is situated, continued during the year, although slightly slower in percentage terms compared to Auckland and New Zealand in relation to GDP and employment growth. However, our population and business unit growth outperformed the regional and national averages, as illustrated by the latest Infometrics economic reports.

Given the increases in population, employment, and business units, North Harbour is still viewed as a desirable place to live, work, and run a business. Further substantial growth is planned for the area over the next 10-20 years and beyond. BNH will, therefore, continue to advocate regionally and nationally to ensure, whenever possible, that the infrastructure business needs to operate efficiently and leverage from for future growth is provided. To support this outcome, we will continue to push for easier access to, around and out of the area, the provision of adequate business-zoned land, and access to a diverse and skilled workforce. BNH will also promote and support the implementation of improved sustainable business practices.

*Please note that the Upper Harbour Local Board (UHLB) area is the narrowest mesh available for the economic data provided.

GDP Growth, 2022 — \$7,645million



Business Units Growth, 2022 — 13,530



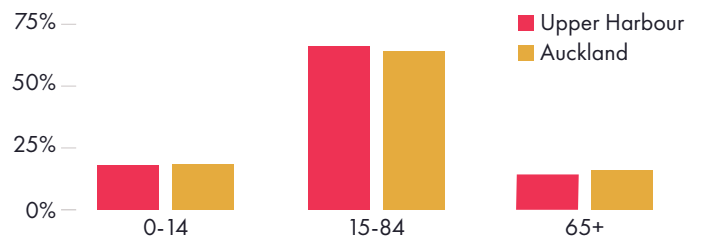
Employment Growth, 2022 — 57,518 filled jobs



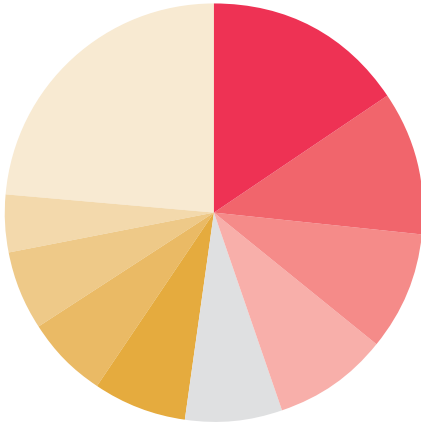
Population Growth, 2022 — 71,000



Age Composition, UHLB 2022

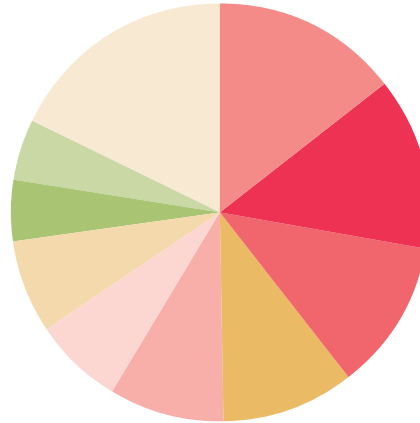


Proportion of GDP by Industry UHLB, 2022



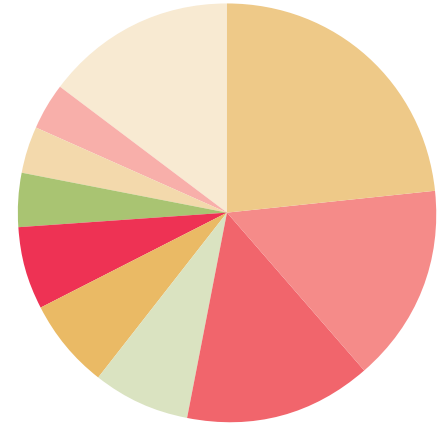
Wholesale Trade	15.8%
Professional, Scientific and Technical Services	11.0%
Construction	9.1%
Manufacturing	9.0%
Unallocated	7.5%
Owner-Occupied Property Operation	7.0%
Retail Trade	6.6%
Rental, Hiring and Real Estate Services	6.0%
Health Care and Social Assistance	4.4%
All others	23.5%

Proportion of Filled Jobs by Industry UHLB, 2022



Construction	14.5%
Wholesale Trade	13.5%
Professional, Scientific and Technical Services	11.7%
Retail Trade	10.2%
Manufacturing	8.8%
Education & Training	7.1%
Health Care and Social Assistance	7.0%
Accommodation and Food Services	4.8%
Public Administration and Safety	4.7%
All others	17.7%

Share of Business Units by Industry UHLB, 2022



Rental, Hiring and Real Estate Services	23.5%
Construction	15.2%
Professional, Scientific and Technical Services	14.6%
Financial and Insurance Services	7.5%
Retail Trade	6.7%
Wholesale Trade	6.6%
Accommodation and Food Services	4.0%
Health Care and Social Assistance	3.7%
Manufacturing	3.7%
All others	14.5%

Biggest contributors to economic growth, 2012-2022

Industry	\$
Construction	\$358m
Professional, Scientific and Technical Services	\$302m
Wholesale Trade	\$264m
Retail Trade	\$225m
Manufacturing	\$172m
All other industries	\$1,070m
Total increase in GDP	\$2,391m

Industries which created most jobs, 2012-2022

Industry	Jobs
Construction	4,285
Health Care and Social Assistance	1,559
Professional, Scientific and Technical Services	1,461
Retail Trade	1,401
Accommodation and Food Services	1,153
All other industries	4,353
Total increase in employment	14,212

Biggest contributors to growth in business units, 2012-2022

Industry	Units
Rental, Hiring and Real Estate Services	1,383
Construction	1,194
Professional, Scientific and Technical Services	666
Financial and Insurance Services	405
Accommodation and Food Services	279
All other industries	936
Total increase	4,863

Top 10 Qualifications in Demand, 2022

Field of study: Level	Employment
Management and Commerce: Degree (level 7+)	5,493
Management and Commerce: Certificate (level 1-3)	4,911
Society and Culture: Degree (level 7+)	3,659
Engineering and Related Technologies: Certificate (level 4)	3,455
Engineering and Related Technologies: Certificate (level 1-3)	2,875
Engineering and Related Technologies: Degree (level 7+)	2,782
Food, Hospitality and Personal Services: Certificate (level 1-3)	2,553
Education: Degree (level 7+)	2,535
Architecture and Building: Certificate (level 4)	2,319
Society and Culture : Certificate (level 1-3)	2,306

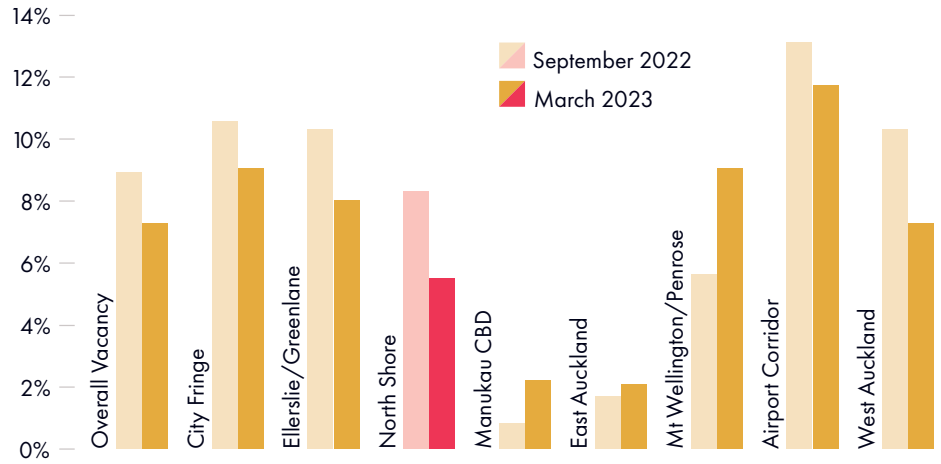
Commercial Property Returns

The 8.4% growth of business units across the UHLB area, which outperformed Auckland 5.0% and the rest of NZ 4.8%, was a positive result for commercial property owners and investors. Information from Colliers NZ indicates that for the North Shore, prime industrial vacancy rates at 1.3% were higher than the Auckland average of 0.5% as at February 2023, with overall metropolitan office vacancy rates standing at 5.8% as at March 2023, below the Auckland average of 7.4%.

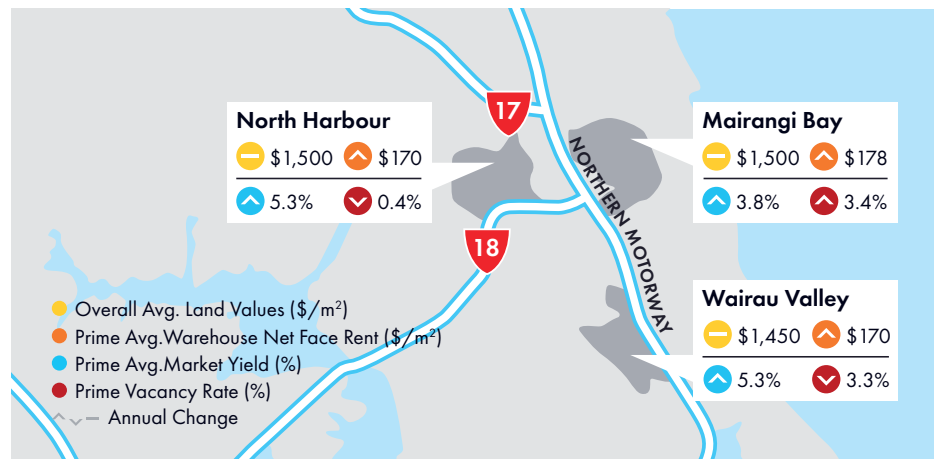
(Information provided by Colliers NZ)

Over the financial year, the CV of the North Harbour BID increased to \$6,267,436,000 as at 6 August 2023.

Auckland Metro Vacancy by Precinct



Market Indicators by Precinct



Ongoing financial support from Partners and stakeholders ... is much appreciated, especially given the challenging economic climate.

Funding Partnerships

Ongoing financial support from Partners and stakeholders, which enabled BNH to continue to provide a wide range of programmes and services to members, is much appreciated, especially given the challenging economic climate. North Harbour Hyundai became BNH's first Platinum Partner, providing two vehicles for our Ambassadors. Gold, Silver and Event category partnerships totalled \$78,118. Auckland Transport (AT) again offered \$30,000 to assist in resourcing transport-related projects, and we were able to continue to provide our food waste programme for members after securing funding from UHLB. BNH also received \$15,000 from the Kaipātiki Local Board to initiate a business support programme on its behalf in the Wairau Valley.

Connect, Communicate, Collaborate

A key outcome for BNH remained to provide opportunities for property owners, business owners, and employees to connect, communicate and collaborate to support their growth, individually and collectively.

This objective was achieved by delivering an extensive and varied programme of events and workshops based largely on feedback from our annual Membership Survey. In addition to the planned events calendar and in response to members' feedback, we added three networking 'After 5' events, bringing the total in-person events delivered in the year to 35.

The diversity of events and workshops catered to all members. The pick of the year were arguably the business lunch held in support of Mental Health Awareness Week with Gilbert Enoke, our Post-Budget Luncheon with Ginny Andersen (Labour MP) and Nicola Willis (National MP), and our Women In Business high tea with Hilary Barry.

Our annual One Day Sale in December 2022 saw a record number of businesses participating. It once again proved to be a great success, enjoyed by both the firms and the large number of shoppers who turned out to find the many bargains on offer. Unfortunately, we had to cancel the Showcase North Harbour Business Expo. Still, we replaced it with a new B2B table-top networking event that was well-supported and resulted in much positive feedback. The health and wellbeing workshops run in collaboration with St John returned to the programme with all three being fully subscribed.

Improving member engagement is another critical success factor for this key outcome. It remains a priority for Business North Harbour. Our two part-time BNH Ambassadors continued to contact and visit business and property owners, raising awareness of BNH and the programmes and services we offer. The accuracy of our database and the efficiency of our communications platforms, which are crucial to helping us communicate effectively with members, have been further improved because of the Ambassadors' efforts.

This year, the Leadership and Business Mentoring Programme, delivered in partnership with Massey University, included all-female and mixed-gender options. It concluded successfully with 13 mentors and mentees completing the programme.

BNH's social media platforms and website have steadily increased followers and traffic. More members have been showcasing their businesses using the online Business Directory and posting details of their services and any offers on the BUY NORTH HARBOUR Facebook page. Additional support for members promoting the theme of buying local has remained a constant in media articles and via all our communications platforms.

**The diversity
of events and
workshops
catered to all
members.**

BRAND AMBASSADORS

1,734

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

148

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

FUNDING PARTNERSHIPS

\$78,118

Total value of Gold, Silver, and Event Category Partnerships for 22/23.

Many thanks to our Partners and stakeholders for their financial support

FYI MAGAZINE

4 issues | **8,500** printed copies

337 online reads

3,752 online impressions

BUSINESSNH.ORG.NZ

10% returning visitors

90% new visitors

6% increase in users

15% increase in page views

5% Increase in session time

SOCIAL MEDIA

12% LinkedIn growth

4% Facebook growth

489 Facebook daily average page impressions

E-NEWSLETTERS

25 E-newsletters sent

21% average open rate

SURVEYS

25 surveys sent

701 responses

EVENTS

35

Events and workshops

1366

Total event registrations

95%

Speaker quality rating

96%

Members who said content was beneficial to their organisation.

STAND-OUT SPEAKERS

BNH Business Lunch with **Gilbert Enoka ONZM**, All Blacks Manager and Mental Skills Coach

110 attendees



2023 Post Budget Luncheon with **Hon Nicola Willis and Hon Ginny Andersen**

120 attendees



Women In Business: **Hilary Barry**, Journalist

128 attendees



ONE DAY SALE

61 participating businesses

21 Taste of North Harbour (hospitality businesses)

EVENT FEEDBACK

Business Capability Workshop Bex Taylor: Strategies for Marketing Success

28 August 2022 | 30 attendees

"A highly engaging and vibrant speaker"

"Lots of practical tips for me to take back to my (small) business"

"Thank you for a wonderful informative afternoon, Business North Harbour"

BUSINESS LUNCH: Mental Health Awareness Week: Gilbert Enoka, Mental Fitness in the Workplace

29 September 2022 | 110 attendees

"Really enjoyed this speaker. He was engaging, relevant and has a wealth of knowledge to share. It would be great to hear others speaking in this wellness space."

"Well done BNH. That was an awesome presentation. I have listened to Mr Enoka before, and he is top of my list for motivation. I let friends and family know if they ever have the opportunity to attend a function, it's a 'must-do'. Thanks."

"Gilbert Enoka is one of the most inspirational and entertaining speakers I have heard in 35 years of business function attendance. Well done to arrange that."

"I have seen Gilbert Enoka before, and I would watch him again. All the other people I sat at the table with had not seen him and were impressed."

WOMEN IN BUSINESS: Hilary Barry

8 March 2023 | 128 attendees

"Hilary was awesome. Great event and organising thank you very much as always :)"

"I have enjoyed all of the Women in Business events I have attended and love all of the speakers and their insights. Hilary was Brilliant and inspiring."

"Thanks guys! You do such a good job of organising these events - they're highly professional, relevant and down to earth, so therefore inspiring!"

BUSINESS LUNCHEON: 2023 POST BUDGET LUNCHEON with Hon Nicola Willis and Hon Ginny Andersen

23 May 2023 | 120 attendees

"Both sides put on a good show. Both were excellent orators using very few prompts because they knew their subjects extremely well."

"Was great to hear what's on the minds of local business owners and how the government budget and initiatives are supporting business in NZ as well as working to address more complex issues."

SUSTAINABILITY AND ENVIRONMENTAL LEADERSHIP SUMMIT 2023

29 June 2023 | 40 attendees

"We found the subject matter very relevant to our sustainability journey."

"I thought the event was run very well. Hosts were warm in their welcome. No improvements necessary."

Keeping the Wheels Turning

The smooth and efficient movement of people and goods to, around and out of our BID and the wider region is critical for BNH members, particularly as further growth in the area threatens to add to congestion. BNH remains committed to being a strong advocate for members on transport, parking and roading issues that affect the accessibility of the BID to ensure, as far as practicable, that business owners, property owners, employees, goods, customers and visitors can reach their destination as easily as possible.

BNH achieved some positive outcomes for members during the year, such as:

- Completion of the Northern Corridor Improvements project, including cycleways and walkways
- Retention of 250 metres of on-street parking on Bush Road
- Auckland Transport's (AT's) agreement to develop future parking plans collaboratively with communities and local boards
- AT reversing its decision to view kerb-side parking as its lowest priority when proposing new roading projects
- AT relinquishing its ability to remove kerb-side parking with little or no consultation
- AT's decision not to proceed with plans to charge for vehicle parking at park and ride facilities

BNH continued to work closely with AT, Vector, and Watercare to gather information to share with members regarding any projects that affected access to business premises. Whenever possible, members were made aware of potential disruption to their business in advance.

Unfortunately, after 13 years of formal collaboration, which saw BNH contracted to act as a key partner and advocate on a number of transport-related initiatives, AT's recent budget cuts resulted in the funding for this partnership not being available after 30 June 2023.

SUBMISSIONS

8 Formal

4 Informal

BNH remains committed to being a strong advocate for members on transport, parking and roading issues



Crime Prevention and Corporate Social Responsibility

Overall, despite increases in vehicle and retail incidents, crime in the North Harbour BID remains low compared to other BIDs.

During 2022/23, Business North Harbour (BNH) transitioned night security patrols to a local supplier, Vanguard Security Services Ltd. This new relationship has worked well and benefitted our commercial business district with increased night coverage to deter criminal behaviour.

It was most pleasing that Upper Harbour Local Board (UHLB) approved our funding application, enabling BNH's subsidised food waste collection service for members to continue. We also received crime prevention funding from Auckland Council (AC) for community security during 2023/24. We are considering CCTV coverage of major internal roading entry/exit locations to help detect and identify offender vehicles if criminal incidents occur.



PATROLS

Nightly security patrols run **365** days a year with a particular focus on areas of risk of trending crime

2,372 Reports received on security issues, graffiti, illegal dumping, street lighting outages, and suspicious behaviour and vehicles

42 Visits to BNH members' premises, resulting in 12 physical risk assessments to advise how to reduce future criminal offending

VEHICLE CRIME

13.1%

Increase in vehicle break-ins in the last 12 months. Several incidents occurred during the day in neighbouring streets to the Albany park and ride, due to the carpark being at capacity.

7.2%

Decrease in stolen cars

COMMUNITY SAFETY

16 Meetings between BNH and key stakeholders, including NZ Police

34

Reported incidents of shoplifting – an **increase of 41.6%** on 2021/22

INORGANIC COLLECTIONS

2 Inorganic collections (Sept 2022 and March 2023)

36 Businesses that participated

81m³

Total amount collected

69m³ recycled by Abilities Group

12m³ taken to landfill

RECYCLING AND UPCYCLING

640 Pallets recycled, reducing roadside waste and upcycling to businesses that require additional pallets

FOOD WASTE COLLECTIONS

\$4,945 Funding received from UHLB extended to 31 Dec 2022. BNH self-funded the food waste service from Jan-June 2023.

24.82

Tonnes of food waste diverted from landfill this year

66.04

Tonnes of greenhouse gas emissions reduced from landfill this year

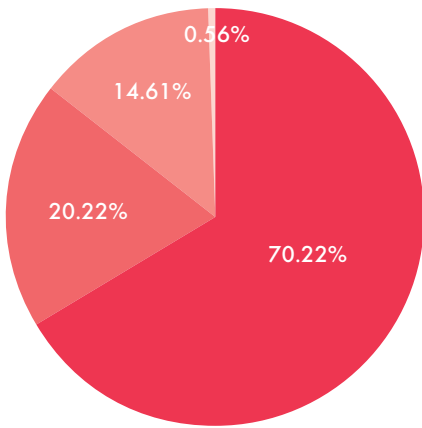
6 FREE food waste collections plus FREE kitchen bins offered to BNH members

31 Organisations having weekly collections, including cafes, catering companies, sports clubs, churches, and commercial businesses

Membership Survey

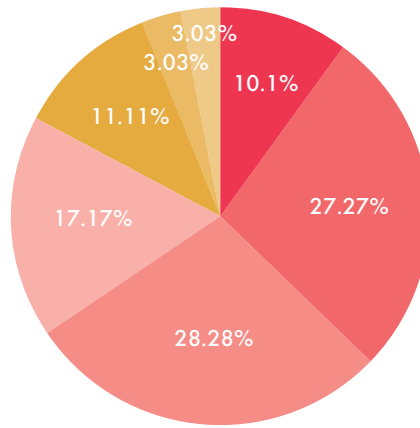
Our core programmes and services and the identification of other opportunities for member support rely upon information from our annual Membership Survey. Thank you to those members who took the time to provide their feedback.

Who participated in this survey?



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

What size is your business?

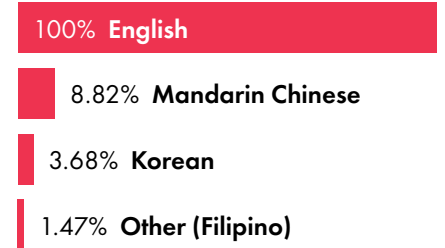


- 1
- 2 to 5
- 6 to 10
- 11 to 20
- 21 to 50
- 51 to 100
- 100+

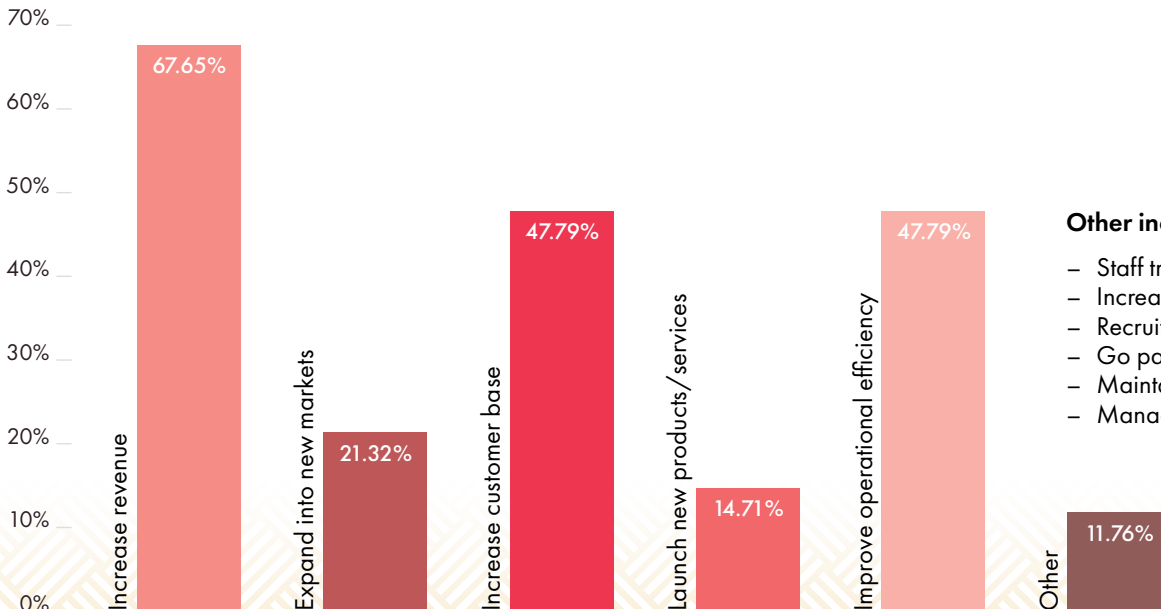
Do you receive our fortnightly e-newsletter?



What language does your business predominantly use for communication with customers and stakeholders?



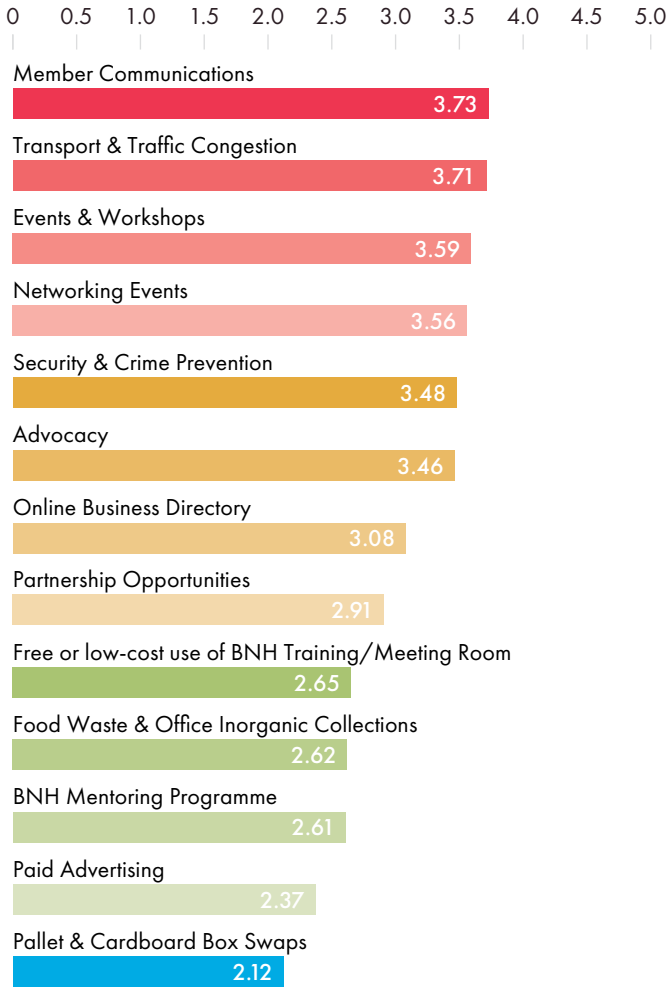
What are your most important business goals for the next 12 months?



- Other includes:**
- Staff training
 - Increase profitability
 - Recruit distributors
 - Go paperless
 - Maintain status quo
 - Manage recession

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

1 being not important at all, 5 being very important



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



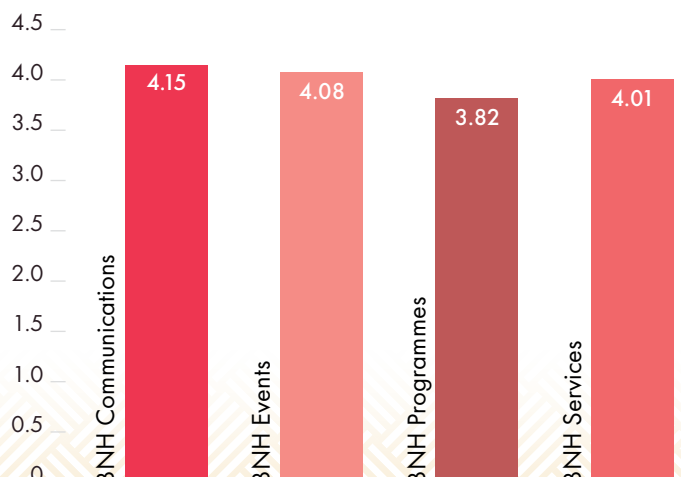
Please select the areas where support would be most beneficial for your business, through training and events provided by BNH.

Top 7 responses.



Please rate the following on a scale of 1-5.

1 being not important at all, 5 being very important



BUSINESS PLAN 2022/26

A crucial deliverable for the BNH Executive Committee is to achieve positive outcomes for members by ensuring that BNH offers relevant services and programmes that:

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



The Year in Review

Despite the challenges of the 2022/23 financial year, BNH was able to deliver successful outcomes in the priority areas identified as noted below:

- Supporting members' recovery through the ongoing pandemic
- Review member 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 member awareness
- Review B2B engagement opportunities
- Continue to develop BNH profile
- Increase BNH reach
- Review the Activate North project
- Be the trusted member information hub
- Review and increase special interest groups
- Promote corporate social responsibility (CSR) initiatives
- Maintain both mentoring programmes
- 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

During the year, BNH's level of engagement with members improved significantly. However, to ensure that as many members as possible are aware of and enjoy the benefits of their membership, we need to build upon this success moving forward.



What the Future Holds

Continuous improvement is a key objective for BNH as we look to build upon recent successes and identify other opportunities to achieve positive outcomes for members.

We will work in the best interests of our members, involving key stakeholders when appropriate, as we continue to support members along their journey to business sustainability in this very challenging economic climate.



BNH has identified its priorities for the coming 12-36 months.

Due to their scope and scale, some of these are carried over from the previous 12 months.

PRIORITIES 2023/24

- Supporting members' recovery to achieve and maintain financial sustainability
- Review member feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Provide world-class events
- Pilot the Business North Harbour Business Excellence Awards
- Develop organisational collaborations
- Improve links between businesses, schools and tertiary providers
- Improve crime prevention initiatives
- Support members on their business sustainability journey
- Continue to increase member engagement
- Continue to raise member 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

- Supporting members to achieve and maintain financial sustainability
- Review member feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Review and develop the Business North Harbour Business Excellence Awards
- Review links between businesses, schools and tertiary providers
- Review crime prevention initiatives
- Continue to support members on their business sustainability journey
- Continue to increase member engagement
- Continue to raise member awareness
- Further develop BNH profile
- Increase BNH reach
- Review special interest groups
- Review organisational development and resilience
- Review year 4 of the four-year strategic plan
- Develop and finalise a new four-year strategic plan

PRIORITIES 2025/26

- Review member feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Implement the new 4-year strategic plan
- Review year 1 of the four-year strategic plan

BNH will continue to consult with members to ensure that, as far as is practicable, we are providing events, workshops, programmes and communications that are relevant and engaging. We will provide members with access to subject-matter experts to support their capability development and offer tangible benefits at both a personal and business level. To help members unable to attend events or workshops, we are committed to making resources available via our website whenever possible.

BNH will continue to advocate strongly on a variety of topics with and on behalf of our members to achieve the best possible outcomes and mitigate any negative impacts, making written submissions as and when appropriate. This advocacy will be important if, as we believe, the significant growth proposed within our region, which includes a variety of major commercial, roading, transport and residential developments, comes to fruition. Any future development must be introduced in a planned and structured manner. We will continue to collaborate with key stakeholders and other BIDs when appropriate so that the voice of the wider business community can be heard.

To enable us to keep members fully informed about any plans or policies pertaining to business, BNH will continue to actively engage with decision-makers at all levels within key stakeholder organisations, including Auckland Council, UHLB, AT, Waka Kotahi, and Tātaki Auckland Unlimited.

KPIs for 2023/24

MARKETING COMMUNICATIONS AND PARTNERSHIPS

- » Launch the Business North Harbour Excellence Awards Programme and hold the inaugural awards evening in November 2023
- » Introduce a Wellbeing Day for health and wellbeing checks, working with key partners.
- » Increase Partnership revenue and introduce partnership engagement strategy.
- » Publish four issues of FYI magazine, with 2,500 printed copies per issue.
- » Increase online reads to an average of 250 per issue.
- » Introduce a sustainability framework at events.
- » Send a minimum of 24 issues of Your News e-newsletters and increase average monthly opening rates from 21% to 23%.
- » Build new partnerships with local businesses.
- » Increase visitor numbers to businessnh.org.nz by 5% and reduce bounce rate by 5%.

SOCIAL MEDIA

LinkedIn: increase engagement by 8% and increase followers by 10%

Facebook: increase followers by 10%

Instagram: increase followers by 8%

CRIME PREVENTION

- » Continue to install number plate screws for members' company and employee vehicles.
- » Deliver 3,000 flyers, "Lock your vehicle, remove your valuables from sight".
- » Provide nightly security patrols 365 days a year across the North Harbour BID.
- » Commence a community business-focused CCTV-monitored network to enhance existing crime prevention and detection.

SUSTAINABILITY

- » Encourage and support members starting on their sustainability journey.
- » Provide inorganic waste collections twice a year.
- » Collaborate with Auckland Council to identify waste management opportunities for members.
- » Secure funding to maintain the food waste management programme.
- » Deliver at least one sustainability-themed event.

ADVOCACY

- » Advocate formally and informally to key decision-makers on important business, investment and transport-related topics.
- » Advocate collaboratively with other key stakeholders when appropriate.

RESOURCES

- » Provide members with access to useful information from key event presenters via the BNH website.
- » Share with members the latest news, useful links and resources from other agencies via the BNH website and other communication platforms.

MEMBER ENGAGEMENT

- » Contact or visit businesses in 1,300 commercial properties to advise business and property owners of BNH programmes, services and membership benefits.
- » Engage with our not-for-profit organisations.
- » Engage with our importers and exporters.
- » Identify and implement new opportunities and initiatives for members to engage with BNH.

EVENT KPIS

- » Deliver a comprehensive events programme to include:
 - 1 Business Excellence Awards evening**
150 attendees
 - 6 Business Capability Programme**
180 attendees across all workshops
 - 4 Women in Business**
400 attendees
 - 2 North Harbour Commercial Property Group**
150 attendees
 - 2 CEO Forums**
40 attendees
 - 6 networking functions**
400 attendees
 - 2 North Harbour Asian Business Group**
100 attendees
 - 3 Business Luncheons**
400 attendees
 - 2 St John workshops**
40 attendees
- » Host and deliver the annual **ONE DAY SALE** in December 2023, attracting 50 registrations to budget.
- » Expand the **B2B Networking and Business Showcase** to attract external visitors and 60 exhibitors.

Financial Report FYE 30 June 2023
Business North Harbour Incorporated

Financial Statements

Provided below is a brief summary of the financial statements from the Financial Performance Report for the year ended 30 June 2023. 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

Revenue	Notes	2023 \$ Actual	2023 Budget (Unaudited)	2022 \$ Actual
NHBID Targeted Rate Levy		732,403.52	732,403.00	725,152.00
Grants Received		45,000.00	33,000.00	34,945.00
Sponsorship	2	80,988.04	79,500.00	71,999.98
Subscription from Members		19,922.76	23,022.00	25,538.21
Function & Events Income		43,117.43	66,250.00	12,852.69
Advertising Income		29,637.50	36,000.00	20,350.00
Interest Revenue		2,458.21	950.00	861.74
Other Revenue		1,600.00	0.00	200.00
Total Revenue		955,127.46	971,125.00	891,899.62
Expenses				
Employee Related Costs	3	548,177.85	532,910.00	492,599.87
Costs re Member Programmes & Services	4	288,806.35	318,960.00	194,223.34
Lease and Rental Expenses	5	75,889.11	66,901.00	66,214.10
Other Expenses	6	56,017.88	63,180.00	62,866.78
Total Expenses		968,891.19	981,951.00	815,904.09
Net Surplus Before Depreciation		(13,763.73)	(10,826.00)	75,995.53
Less Depreciation Adjustments				
Depreciation	9	13,149.32	12,720.00	14,279.63
Amortisation of Intangibles	10	2,880.00	2,880.00	2,880.00
Loss (Gain) on Disposal of Property, Plant and Equipment		140.75	0.00	5,750.63
Total Depreciation Adjustments		16,170.07	15,600.00	22,910.26
Surplus/(Deficit) for the Year		(29,933.80)	(26,426.00)	53,085.27

Statement of Financial Position

Assets	Notes	30 Jun 2023	30 Jun 2022
Current Assets			
Bank Accounts and Cash	7	217,671.24	356,642.32
Trade Receivables		11,266.85	4,057.59
Prepayments		1,158.00	6,010.00
Interest Accrual		298.15	117.13
Goods and Services Tax		7,214.46	8,106.06
Total Current Assets		237,608.70	374,933.10
Non-Current Assets			
Term Deposits	8	69,403.00	69,403.00
Property, Plant and Equipment	9	36,375.42	44,990.67
Intangible Assets	10	2,640.00	5,520.00
Total Non-Current Assets		108,418.42	119,913.67
Total Assets		346,027.12	494,846.77
Liabilities			
Current Liabilities			
Business Credit Cards		1,495.07	1,324.34
Trade Payables		28,437.77	21,329.46
Accruals and Provisions		4,900.00	4,900.00
Receipts In Advance	11	52,720.54	183,901.42
Wages and Holiday Pay Accrued		40,077.61	34,872.08
Hire Purchase Liability		2,525.90	2,715.44
Total Current Liabilities		130,156.89	249,042.74
Total Liabilities		130,156.89	249,042.74
Total Assets less Total Liabilities (Net Assets)		215,870.23	245,804.03
EQUITY			
Retained Earnings		215,870.23	245,804.03
Total EQUITY		215,870.23	245,804.03

For and on behalf of the Association:



Ketien Chuor (Chairperson)
Date: 12 September 2023

Budget 2023/24 and Draft 2024/25

In line with our commitment to financial and operational transparency and in accordance with the requirements of the Auckland Council Business Improvement District (BID) Policy 2022, BNH has produced a three-year business plan supported by a draft budget through to 30 June 2025. To support the outcomes and KPIs outlined in the Business Plan on pages 16-19 the finalised 2023/24 budget is detailed on page 23.

Variances to 2023/24 Budget

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. Whilst current high rates of inflation and a significant upturn in event and general costs make this increasingly tricky, we are confident that with the final adjustments to the draft budget, BNH will be able to maintain the same level of programme and service delivery to members this year.

The targeted rate total of \$782,938, approved by members at the AGM 2022, 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 is slight but favourable, as allowing for depreciation, we look towards a break-even financial year.

Draft 2024/25

At the AGM 2023, member approval will be sought for the collection of \$822,084 as the targeted rate levy for the 2024/25 financial year and for the overall draft budget as presented. This figure represents an increase of \$39,146, a 5.0% increase over the current financial year. This would average a 4% increase for members, equivalent to \$14 for the year. The additional income would be used to cover increased costs and investment in the website.

Like everyone else, BNH is operating in a difficult economic climate. We will continue to focus on increasing revenue from partnerships and external stakeholders as opportunities arise. Based upon this draft budget, the Executive Committee believes that BNH can deliver their business plan objectives. However, as with all budget forecasts, any changes to the economic environment or programme development may necessitate amendments to the operational component. It is with confidence that we present these budgets for your review and approval.

AGM 2023 Budget Summary

Key Income Streams	Actual 21/22 (Unaudited)	Actual 22/23 (Unaudited)	Proposed 23/24 as published	Final 23/24	Proposed 24/25
NHBID Targeted Rate	725,152	732,404	732,403	782,938	782,938
Proposed BID Targeted Rate Increase 5% to cover inflation and website upgrade			50,535		39,146
Associate Membership	25,538	19,923	25,000	25,000	23,000
Advertising and Promotion	20,350	29,638	36,000	24,800	25,000
Gold and Silver Sponsorship	66,167	57,488	60,000	65,000	77,000
External Programme Grants	34,945	45,000	34,000	4,950	5,000
Events and Economic Development	16,764	45,237	81,000	150,500	120,500
Busines Capability Programme	255	9,670	10,000	9,730	10,000
Special Interest Groups	1,167	4,580	9,000	6,000	6,000
Interest and Training Room Hire	998	3,754	1,500	3,900	2,900
Total Estimated Income	891,336	947,694	1,039,438	1,072,818	1,091,484
Programme Expenditure					
Crime Prevention	111,293	108,761	124,000	126,097	127,000
Transport	23,615	34,626	36,000	18,099	20,000
Member Communications	87,892	93,424	101,500	99,940	110,000
Events and Economic Development	28,030	80,395	113,500	189,455	160,000
Business Capability Programme and NHBID Projects	7,752	9,276	12,500	20,056	22,000
Advocacy	167,723	194,215	184,500	131,632	134,000
Special Interest Groups	735	11,888	10,500	11,865	13,000
Total Estimated Programme Costs	427,040	532,585	582,500	597,144	586,000
Operating Expenditure					
Personnel	246,898	299,554	301,000	311,374	330,000
Administration and Accounting	59,033	47,879	59,000	67,260	68,000
Premises	66,214	67,889	68,000	68,650	71,500
IT/Computer	7,692	8,758	9,000	8,040	9,000
Depreciation	14,279	13,316	15,000	12,720	15,000
Board Honorariums	7,269	7,205	7,500	7,500	7,500
Total Estimated OPEX	401,385	444,601	459,500	475,544	501,000
Total Estimated Programme and OPEX	828,425	977,186	1,042,000	1,072,688	1,087,000
Estimated Surplus/Deficit	62,911	-29,492	-2,562	130	4,484



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