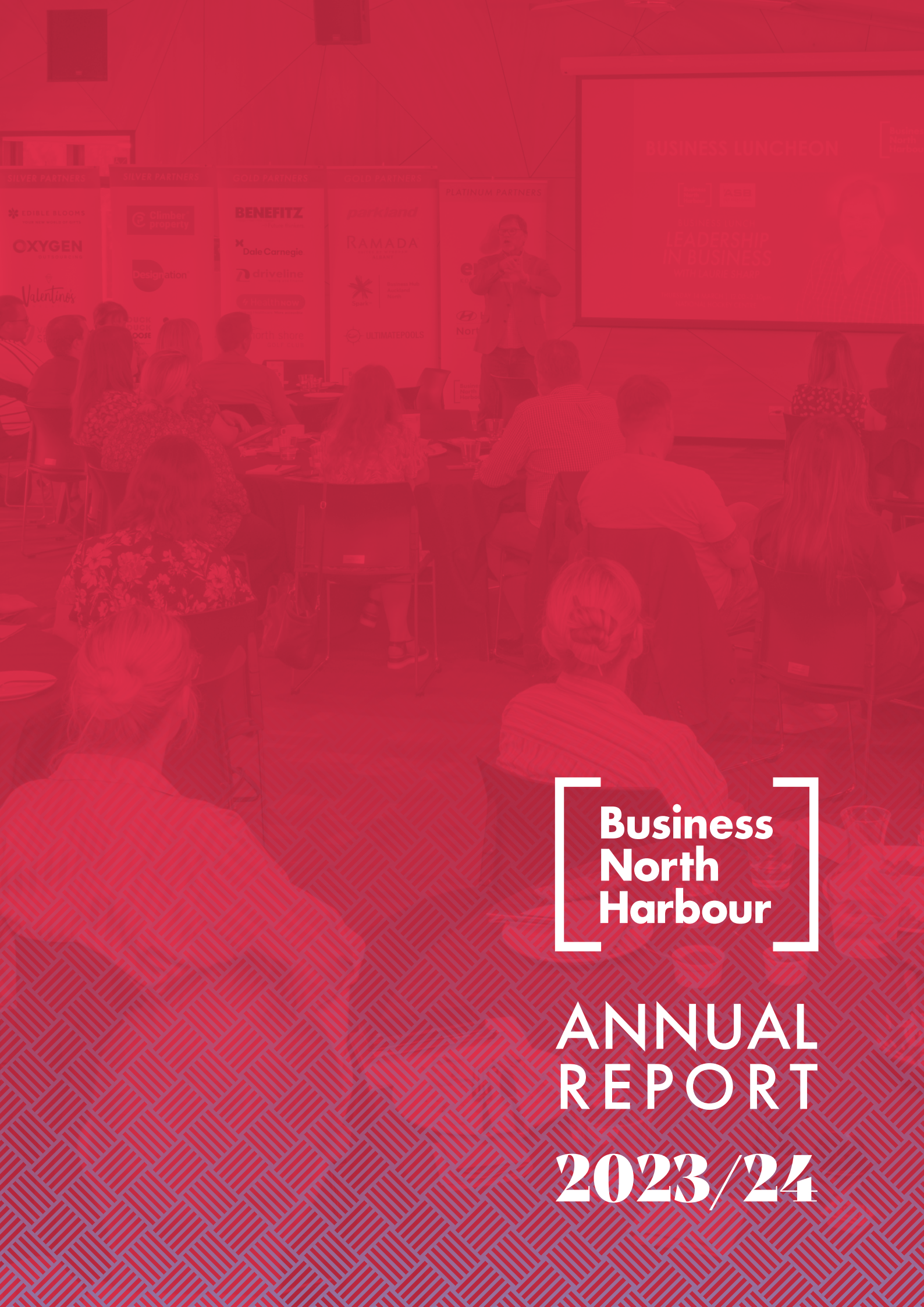




**Business
North
Harbour**

**ANNUAL
REPORT
2023/24**

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From the Chair

I want to start by expressing my deepest gratitude to our members and Partners for your continued support of Business North Harbour (BNH) this year. Your partnership has been instrumental in enabling us to deliver the programmes and services that make a real difference for our business community.

As we close out the financial year 2023/2024, I am pleased to reflect on the significant progress BNH has made across several key priority areas. Our collective efforts have yielded positive outcomes, positioning our organisation and members for continued success and growth.

How have we done?

- **Supporting members' financial sustainability:** We prioritised our members' recovery and financial sustainability, providing targeted support to help them navigate and thrive in a challenging economic environment.
- **Members' feedback review:** We actively reviewed and implemented changes based on their feedback, ensuring our services and programmes aligned with their needs and expectations.
- **Programmes and services:** BNH continued to deliver relevant programmes and services tailored to the evolving needs of our members, enhancing their business operations and growth opportunities. Our events have consistently set high standards, providing valuable networking opportunities and expert insights.
- **Educational links:** We have strengthened connections between businesses, schools, and tertiary providers, fostering future talent and industry knowledge.
- **Crime prevention initiatives:** Our crime prevention initiatives have seen significant improvements, contributing to a safer business environment.
- **Member awareness:** We have worked diligently to raise awareness among members regarding key issues and opportunities affecting their businesses.
- **B2B engagement opportunities:** Our review of B2B engagement opportunities has led to enhanced connections and member collaborations.

- **Corporate Social Responsibility:** BNH has championed CSR initiatives, encouraging businesses to give back to the community.
- **Mentoring programmes review:** Both mentoring programmes have been thoroughly reviewed to ensure they continue to meet participants' needs effectively.

We recognise that 2023/24 has been a difficult year for many members due to the ongoing economic downturn. These challenges require resilience and adaptability, and BNH is committed to providing the support necessary to help our members navigate these difficult times.

This year, BNH completed six submissions to Auckland Council. These proposals covered a range of topics, including council's finances, recovery and development plans, and transport networks and infrastructure investment, all of which are critical to the success and sustainability of our business community. We provide summaries of important issues so members can understand the potential impacts of a proposal on their operational or financial interests, empowering them to make informed decisions.

Looking forward to 2024/2025, BNH is committed to achieving several key priorities, including:

- **Enhancing member support:** We will continue to focus on initiatives that directly support our members' financial stability and growth, particularly in light of the economic challenges ahead.
- **Developing new programmes:** We will introduce new programmes and services that address the evolving needs of our members and the wider business community.
- **Strengthening partnerships:** We plan to deepen our collaborations with schools, tertiary providers, and other organisations to build a stronger, more connected business environment.

- **Championing sustainability:** Our commitment to sustainability will remain a central focus, helping members incorporate sustainable practices into their operations.
- **Fostering innovation:** We will continue to foster innovation through events like the Purple Ink Business North Harbour Business Excellence Awards, which encourage creativity and excellence within our community.

I look forward to another amazing year, filled with new opportunities and achievements. With your continued support and engagement, I am confident that collectively, we can build a brighter future for our business community.

Our collective efforts have yielded positive outcomes, positioning our organisation and members for continued success and growth.

I would also like to take this opportunity to extend my heartfelt thanks to the incredible team at BNH as well as our board members. Your dedication and hard work have been pivotal in keeping our organisation running smoothly and effectively. Your commitment to our members and our mission is truly appreciated.



Ketien Chuor
Chair
Business North Harbour

Executive Summary

The 2023/24 financial year, which concluded on 30 June 2024, once again proved a challenge for many members. The economy shrank, and high interest rates and inflation continued to impact businesses' cashflow and ability to operate at economically viable levels. Additionally, the ongoing cost of living crisis saw consumer spending decrease, negatively affecting income generation, and the previous staff shortages endured by many businesses turned full circle as unemployment rose. Unfortunately, this difficult economic environment showed little or no sign of improvement. It is little wonder that business and consumer confidence were very low at the end of our financial year.

During the year, we were able to tailor BNH's programmes and services to the identified needs and preferences of our members in line with feedback from our annual Membership Survey. Once again, our in-person events calendar was very successful, with the introduction of the Purple Ink BNH Business Excellence Awards in November being the highlight. This gala dinner was an outstanding occasion as we, along with around 300 guests, celebrated the many and varied achievements of our local business community.

Another new event was a WOF Day, where over 16 private health providers offered free testing, advice and information to over 250 attendees.

Unfortunately, we had to cancel a couple of scheduled capability workshops due to limited member engagement. However, 32 in-person events were successfully delivered, including three excellent and very well-attended business luncheons, along with Women in Business, commercial property owners' group, Asian business group, One Day Sale for our retailers, wholesalers and distributors, and another table-top B2B networking expo, which again proved very popular. In addition to our planned events programme, BNH welcomed four separate business delegations from various provinces in China.

Our Ambassadors continued to boost member engagement with and awareness of BNH. The accuracy of our database has likewise improved, resulting in significant reductions in FYI returns and email bouncebacks. Our social media platform engagement grew significantly, as did the number of members taking advantage of the online Business Directory to showcase their organisation.

BNH again received recognition from Auckland Council and Sustainable Business Network

BNH continued to advocate, formally and informally, on behalf of members to local MPs and local and central government on a number of topics. We endeavoured

to keep members fully informed about relevant business-related issues, legislation, support available (financial or otherwise) from various organisations, and local transport and roading matters. In addition, we supported members with a consistent "buy local" message across our communication platforms.

Thankfully, crime in our BID was again low compared to many others. The area's amenity remained generally high, thanks in no small part to the ongoing provision of night-time security patrols, 365 nights per year. We also provided daytime security patrols over the Christmas shutdown period and increased CCTV coverage in the BID, helped by a one-off grant from Auckland Council. A huge thank you to those BID members who allowed us to locate the new cameras on their premises.

BNH again received recognition from Auckland Council and Sustainable Business Network for the excellent sustainability initiatives we have in place for members, including the provision of educational information and practical tips to assist members on their sustainability journey, food waste collections, inorganic waste collections, and pallet swaps – all of which I would encourage members to engage with.

BNH continued to work collaboratively on many initiatives for the benefit of members, with a variety of different stakeholders, including local MPs, other BIDS, Upper Harbour Local Board, Kaipātiki Local Board, Tātaki Auckland Unlimited, Auckland Transport, Auckland Council Waste Management Team, Sustainable Business Network, Auckland Emergency Management, Auckland Council's BID team, Massey University, AUT, secondary schools, Vector, Watercare, and EMA.

The ongoing support of our Partners and key stakeholders throughout yet another tough year is much appreciated and enabled BNH to offer and provide an excellent variety of programmes and services to members. I would also like to acknowledge the BNH team for their exceptional work and their professionalism while supporting our members. Their outstanding efforts are both appreciated and valued.

Whatever challenges lie ahead in the new financial year, BNH is committed to working hard to support our members. We look forward to what we hope will be a positive year ahead for our local business community.



Kevin O'Leary
General Manager
Business North Harbour

Our Board



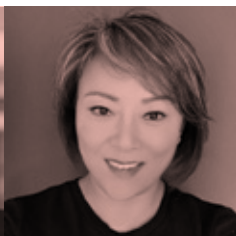
CHAIR
Ketien Chuor
ASB Bank Ltd



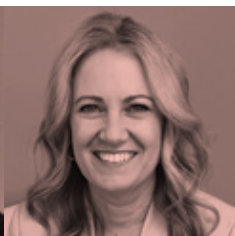
DEPUTY CHAIR
Greg Cramond
Cramond Electrical
Services Ltd



Natalie Bell
Viranda Holdings Ltd



Jenny Chen
JIA Interiors



Lisa Hill
Eclipse Recruitment



Lance Manins
Driveline Fleet Ltd



Janet Marshall
Colliers NZ



Samantha Mills
Phone Plus



Chris Todd
Parkland Products Ltd

Our Team



Kevin O'Leary
General Manager



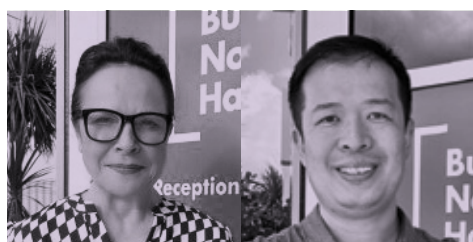
Dave Loader
Crime Prevention
Specialist and Social
Responsibility Manager



Bernadette Roberts
Marketing and Events
Manager



Kate Thorpe
Office Manager



Sandra Craze
BNH Ambassador
Stakeholder/Transport
Liaison



Ben Yang
BNH Ambassador
Digital Marketing
Coordinator

Our Partners 2023/24

Platinum



Gold



Silver



Events

Business Capability
Workshops



North Harbour
Asian Business Group



Women in Business



Business North Harbour
Business Excellence Awards

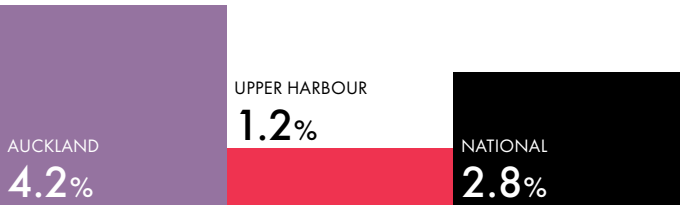


North Harbour in Numbers

Similar to results from the previous financial year, growth of the UHLB area, within which the North Harbour Business Improvement District (BID) is situated, continued during the year, albeit lower in percentage terms when compared to Auckland and New Zealand in relation to GDP and employment growth. However, according to the latest Infometrics economic reports, the percentage growth of our population and business units once again outperformed regional and national averages.

North Harbour remains a sought-after area to live, work, and run a business, as evidenced by the increase in population, employment and business units. As further substantial growth is planned for the region, BNH will continue to advocate regionally and nationally for the infrastructure business needs to operate efficiently and leverage the best outcomes from any future development. We will continue to lobby for the provision of adequate business-zoned land and the easing of congestion in and around our BID. We will endeavour to provide members with access to a diverse and skilled workforce, and promote and support the implementation of improved sustainable business practices.

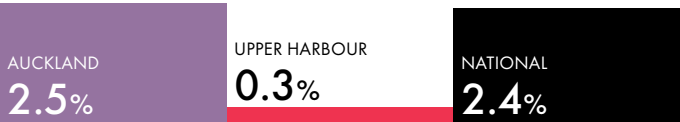
*Please note that the Upper Harbour Local Board (UHLB) area is the narrowest mesh available for the economic data provided.



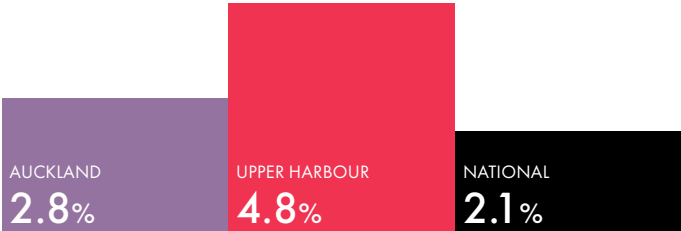
GDP Growth, 2023 — \$7,867million
Annual average % change, year to March 2023



Business Units Growth, 2023 — 14,061
Annual average % change, year to March 2023

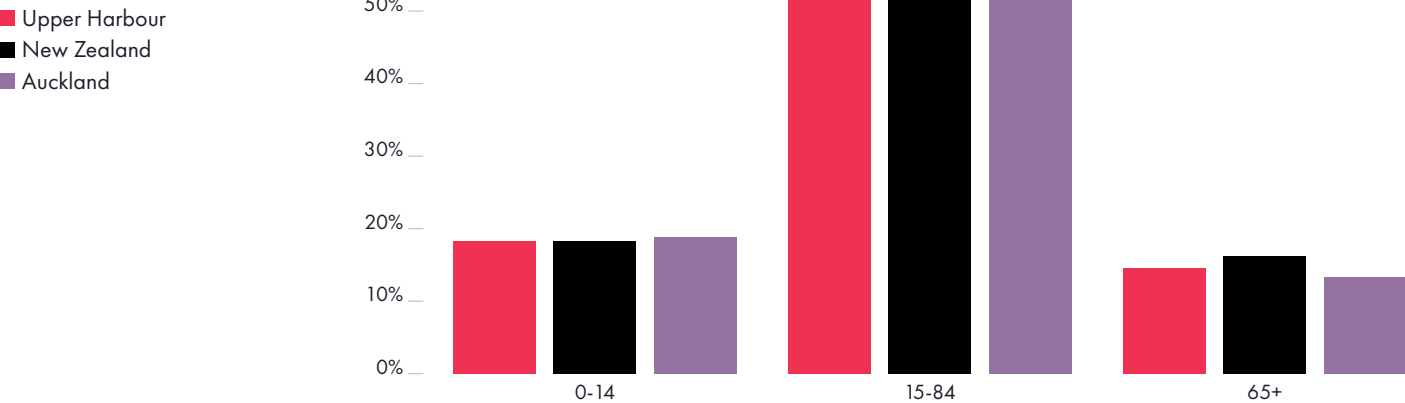


Employment Growth, 2023 — 57,544 filled jobs
Annual average % change, year to March 2023



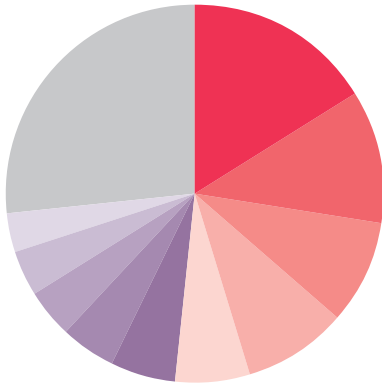
Population Growth, 2023 — 74,500
Annual average % change, year to March 2023

Age Composition, 2023



Industry Structure of Economy

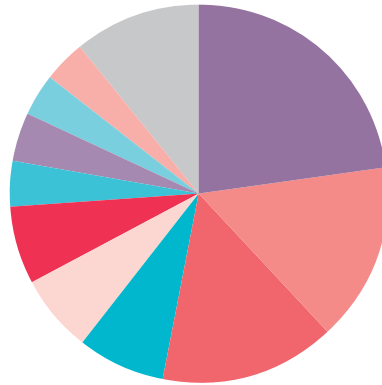
Proportion of total, year to March 2023



Wholesale trade	16.2%
Professional, scientific & technical services	11.3%
Construction	9.0%
Manufacturing	8.9%
Retail trade	6.3%
Rental, hiring & real estate services	5.6%
Health care & social assistance	4.8%
Information media & telecommunications	4.2%
Public administration and safety	3.8%
Education and training	3.4%
All others	26.5%

Industry Structure of Business Units

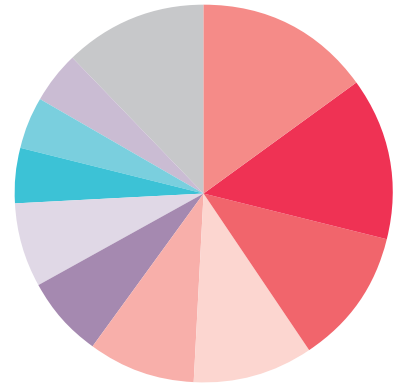
Proportion of total, year to March 2023



Rental, hiring & real estate services	22.8%
Construction	15
Professional, scientific & technical services	15
Financial & insurance services	7.5%
Retail trade	6.6%
Wholesale trade	6.5%
Accommodation & food services	4.1%
Health care & social assistance	4.0%
Administrative & support services	3.7%
Manufacturing	3.6%
All others	10.7%

Industry Structure of Employment

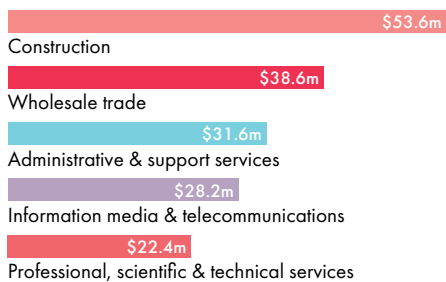
Proportion of total, year to March 2023



Construction	15.2%
Wholesale trade	13.8%
Professional, scientific & technical services	11.8%
Retail trade	10.1%
Manufacturing	9.2%
Health care & social assistance	7.1%
Education and training	7.0%
Accommodation & food services	4.8%
Administrative & support services	4.6%
Public administration and safety	4.4%
All others	12.0%

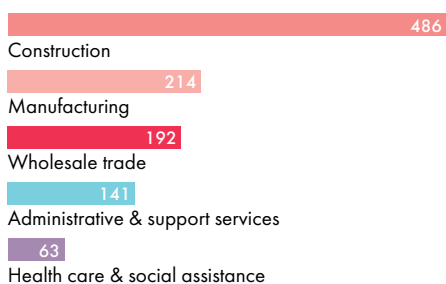
Contributors to Economic Growth

Top 5 industries. Absolute change in GDP, March years, 2023 prices



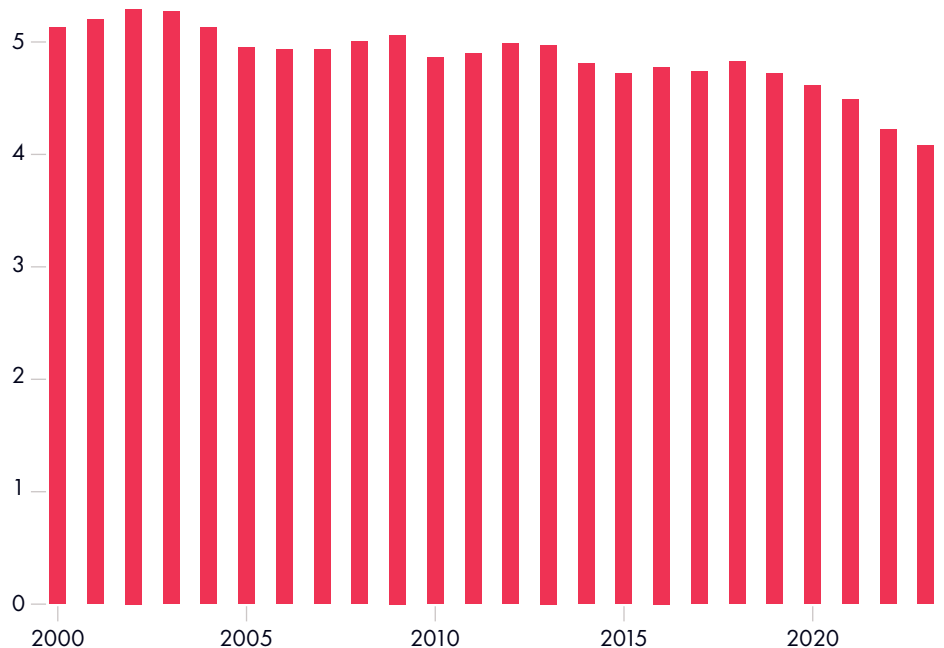
Contributors to Employment Growth

Top 5 industries. Absolute change in filled jobs, March years, 2023



Average Business Size

Average number of filled jobs per geographic unit, February years



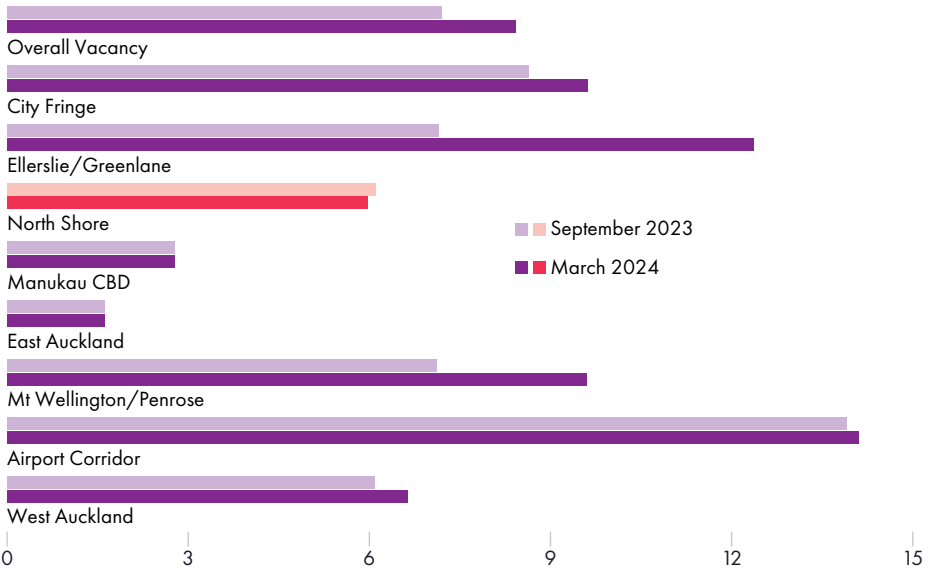
Commercial Property Returns

Whilst the increase of business units has slowed, growth in the UHLB area continues to outperform Auckland and the rest of NZ, thereby offering opportunities for local commercial property owners and investors. Vacancy within the North Shore’s industrial precincts was 1.6% in March 2024, slightly below the Auckland region’s average rate of 1.75%. Conditions were even tighter within the prime grade sector, with vacancy at 1.3%. Office vacancy across the North Shore stood at 6.0% in March 2024, below metropolitan Auckland’s overall rate of 8.4%.

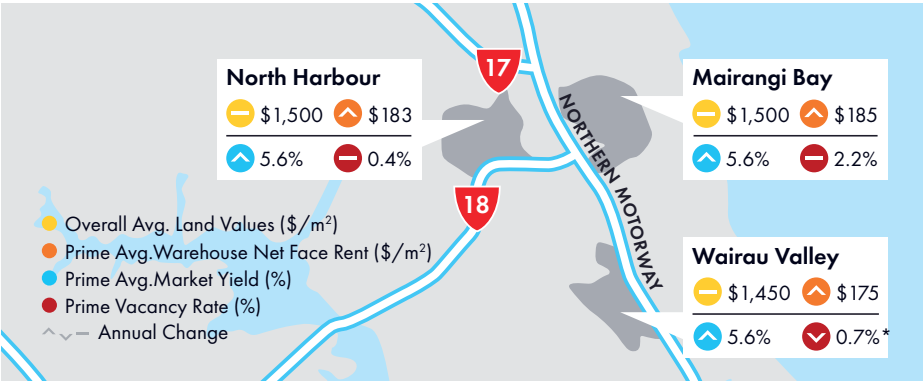
(Information provided by Colliers NZ)

The CV of the North Harbour BID increased during the year to \$6,317,237,000 (as at 11 August 2024).

Auckland Metro Vacancy by Precinct



Market Indicators by Precinct



Funding Partnerships

Despite the ongoing challenging economic climate, BNH was able to secure a record number of partnerships this year, enabling us to once again offer a wide range of programmes and services to members. In addition to the financial support from Partners and stakeholders, Platinum Partner North Harbour Hyundai provided two vehicles for our Ambassadors, with other Platinum, Gold, Silver and Event category partnerships totalling \$121,000.

Our food waste collection service for members continued thanks to funding from UHLB. Having received a grant of \$25,000, BNH continued to work closely

with Kaipātiki Local Board to initiate a business support programme on its behalf in the Wairau Valley. Plus, a one-off grant of \$47,402 from Auckland Council (AC) was used to provide additional daytime security patrols during the Christmas/ New Year shutdown period and improve CCTV coverage within the BID to benefit all members.

I would like to thank everyone involved for all the contributions made by our Partners and stakeholders, whose ongoing financial support is both valued and very much appreciated.

BNH was able to secure a record number of partnerships this year

Connect, Communicate, Collaborate

BNH continued to provide a varied range of opportunities for property owners, business owners and employees to connect, communicate and collaborate.

Based upon feedback from our annual Membership Survey, BNH delivered an extensive and varied programme of events and workshops to support members' growth, individually and collectively.

An outstanding addition to our events calendar this year was the inaugural Purple Ink Business North Harbour Business Excellence Awards. This was a unique opportunity for members to showcase their organisation, their successes and their people as we celebrated some of the amazing achievements of our local business community. Just under 300 people attended the Gala Dinner in November, where the runner-up and winner of each of the seven award categories were acknowledged and applauded.

The introduction of a free health checks WOF Day for members also served to enhance our programme of events. It brought the total of in-person events delivered in the year to 32, including the Leadership and Business Mentoring Programme run in partnership with Massey University. Our four Women In Business events were all very well attended, as was the B2B table-top networking event, and the annual One Day Sale in December 2023 attracted the usual large crowds – much to the delight of the 57 businesses that participated. In partnership with Hato Hone St John, we were limited to offering two health and wellbeing workshops due to a shortage of trainers.

The diversity of the events and workshops offered catered for all members, with the pick of the year being the Purple Ink Business North Harbour Business Excellence Awards, our Pre-Election Business Luncheon, and Post-Budget Business Luncheon.

BNH's two part-time Ambassadors continued to work diligently, contacting and visiting business and property owners to raise awareness of BNH and the programmes and services we offer whilst also improving the accuracy of our database. Our communications platforms all benefit from the Ambassadors' work, which was also integral to improving our website visits and the increases we've enjoyed across all our social media platforms.

**The diversity
of the events
and workshops
offered catered
for all members**

BRAND AMBASSADORS

1,929

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

147

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

FUNDING PARTNERSHIPS

\$121,000

Total value of Gold, Silver, and Event Category Partnerships for 2023/24

\$33,000

Total value of Awards Partnerships (Naming Rights and Category Sponsorships)

Many thanks to our Partners and stakeholders for their financial support

FYI MAGAZINE

4 issues | **10,120** printed copies

558 online reads

39% increase in online reads

BUSINESSNH.ORG.NZ

43,000 total website users

53,844 total sessions

SOCIAL MEDIA

51.82% LinkedIn growth

11.63% Facebook growth

164,000 Facebook impressions accumulated

477 daily average page impressions

26% Instagram growth

E-NEWSLETTERS

25 e-newsletters sent

26.72% average open rate, an increase of 5.2% average from 2022/23

31.31% highest open rate

SURVEYS

28 surveys sent

441 responses

EVENTS

32

Events and workshops

4

International business delegations hosted

2,016

Total event registrations

96%

Speaker quality rating

97%

Members who said content was beneficial to their organisation.

STAND-OUT EVENTS

Purple Ink Business North Harbour Business Excellence Awards Gala Dinner

17 November 2023 | 296 guests

EVENT SUMMARY

The inaugural Purple Ink Business North Harbour Business Excellence Awards 2023, held at North Harbour Stadium, was a resounding success. We extend our heartfelt gratitude to everyone who entered and joined us to celebrate the outstanding achievements of our local business community. Congratulations to all our finalists, runners-up, and winners across the seven award categories. The inspiring stories and successes made the event truly memorable.

FEEDBACK

"Being recognised among such a distinguished group of peers was truly humbling"

"We are grateful to Business North Harbour for providing this platform to celebrate and acknowledge the achievements within our business community"

"It was a night filled with inspiration, networking, and celebration. Thank you for an outstanding event!"

Business Luncheon: Pre-Election Luncheon

21 September 2023 | 168 attendees

EVENT SUMMARY

The 2023 Pre-Election Luncheon provided a valuable opportunity for BNH members to interact directly with high-profile politicians ahead of the upcoming election. Held in a dynamic and interactive setting, the event allowed attendees to hear first-hand from the candidates about their platforms, policies, and visions for the future. Attendees had the chance to pose questions and engage in meaningful discussions, fostering a deeper understanding of the candidates' positions on key issues. The luncheon was a significant occasion for our business community to connect with political leaders and actively participate in the democratic process. Thank you to everyone who attended and contributed to the lively and informative dialogue.

Thank you to the political representatives who participated in this event:

Hon. David Seymour, Chlöe Swarbrick, The Rt. Hon. Winston Peters, Hon. Andrew Little, Paul Goldsmith.

FEEDBACK

"Great event and good food quality - nicely surprised! Thank you for all the efforts to get this up and going."

"Nice opportunity to have our Albany area represented to folks at this level"

"Outstanding event. Well done!"



Business Luncheon: Post Budget Luncheon with Hon Shane Jones (NZ First) and Hon Barbara Edmonds (NZ Labour Party)

7 June 2024 | 128 attendees

EVENT SUMMARY

Business North Harbour once again extended an invitation to the main opposition party as well as the coalition government to present their perspectives on Budget 2024.

FEEDBACK

"Really enjoyed the speakers and the Q and A"

"I found the speakers informative and engaging. Great insight into the budget from both parties"

"As always, a great event, well organised with awesome speakers"

Warrant Of Fitness Day: Free Health Checks

18 October 2023 | 250 attendees

EVENT SUMMARY

The first Wellbeing Warrant of Fitness Day was a resounding success, with 250 attendees participating in a comprehensive day of free health checks.

Recognising that we often neglect our own wellbeing (while diligently maintaining our vehicles), this event aimed to address that imbalance. In collaboration with over 16 passionate healthcare professionals, the event provided a variety of health checks exclusively for BNH members and their teams.

A special thank you to Asian Family Services for their support and partnership on this event.

FEEDBACK

"Good to have my blood pressure, BMI and hearing checked, finally!"

"We thought it was very helpful, and everyone was very friendly."

Transport and Roothing



The financial year got off to a disappointing start when BNH was informed by Auckland Transport (AT) that, due to budget constraints and restructuring, it was withdrawing its \$30,000 funding to BNH after 13 years of close collaboration.

Despite this setback, BNH remained committed to advocating for members on transport, parking and roading issues that affect the accessibility of the BID to ensure, as far as possible, that business owners, property owners, employees, goods, customers and visitors can reach their destinations as efficiently as possible.

On a more positive note, being identified as a key stakeholder, BNH was asked by AT to be a member of the AT Strategic Business Reference Group. This meets regularly to discuss critical issues affecting transport and roading across the city, such as planning, infrastructure projects, and congestion charging.

Due to the excellent working relationships BNH enjoys with many organisations, more often than not, we were able to give members prior warning and ongoing updates regarding roading and infrastructure projects likely to affect access to business premises in our BID. A typical example, was the major sewerage project carried

out on Apollo Drive by Watercare and March Cato, which seriously impacted our businesses and the wider community due to major on-street parking and traffic flow issues.

- BNH informed of works by contractors and shared the information with affected members
- Businesses raised concerns regarding the loss of on-road parking spaces on Apollo Drive and increased congestion
- BNH mitigated these issues as far as practicable by arranging for other businesses to provide additional off-road parking and negotiated with the contractors and AT to initiate night-time works
- BNH provided regular project updates and timelines
- This major sewerage project was completed with far less disruption to members than would have otherwise been the case without BNH's intervention

...being identified as a key stakeholder, BNH was asked by AT to be a member of the AT Strategic Business Reference Group

Crime Prevention and Corporate Social Responsibility

Overall, crime in the North Harbour BID remains low compared to others.

During 2023/24, BNH managed nightly security patrols with Vanguard Security Services Ltd.

We were able to provide additional daytime patrols to our commercial business district for the Christmas /New Year 2023/24 period due to additional funding for crime prevention received from Auckland Council (AC). The funding also allowed BNH to install six CCTV cameras across the BID to further detect and identify offender vehicles involved with reported criminal incidents.

It was most pleasing that Upper Harbour Local Board (UHLB) approved BNH's funding application, enabling the subsidised food waste collection service for members to continue for 2024/25.



PATROLS

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

1,460 Reports received on security issues, graffiti, illegal dumping, street lighting outages, and suspicious behaviour and vehicles

75 Visits to BNH members' premises, resulting in 34 physical risk assessments to advise how to reduce future criminal offending

VEHICLE CRIME

29.5%

Decrease in vehicle break-ins in the last 12 months

There have been additional daytime police security patrols at the Constellation and Albany park and ride locations. This presence has definitely helped to reduce incidents.

44%

Decrease in stolen cars

COMMUNITY SAFETY

13 Meetings between BNH and key stakeholders, including NZ Police and Vanguard Security Ltd

50

Reported incidents of burglary – a **decrease of 44%** on 2022/23

INORGANIC COLLECTIONS

2 Inorganic collections (Sept 2023 and March 2024)

44 Businesses that participated

72.5m³

Total amount collected

60m³ recycled by Abilities Group

12.5m³ taken to landfill

RECYCLING AND UPCYCLING

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

FOOD WASTE COLLECTIONS

\$4,918 Funding received from UHLB for 2023/24

32.68

Tonnes of food waste diverted from landfill this year

86.92

Tonnes of greenhouse gas emissions reduced from landfill this year

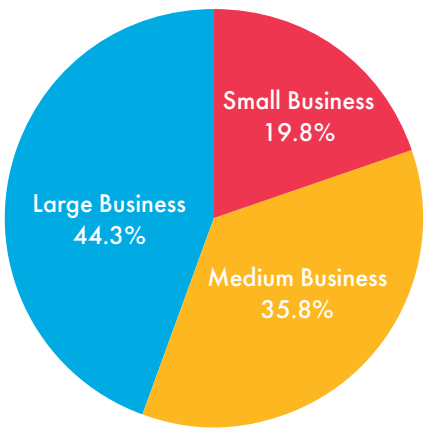
6 FREE food waste collections plus FREE kitchen bins offered to BNH members

26 Organisations having weekly collections, including cafés, catering companies, sports clubs, churches, and commercial businesses

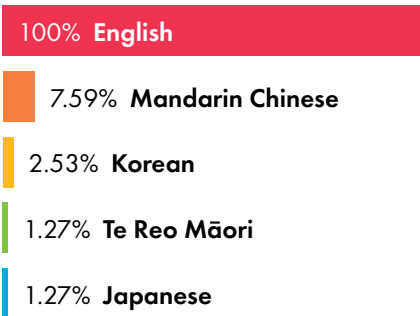
Membership Survey

BNH would like to thank those members who participated in our annual Membership Survey. Your feedback was much appreciated as it helped BNH to plan our core programmes and services and identify other opportunities for member support.

What size is your business?



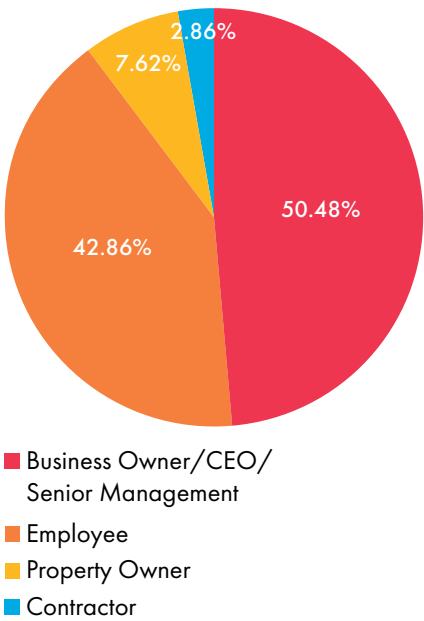
What language does your business predominantly use for communication with customers and stakeholders?



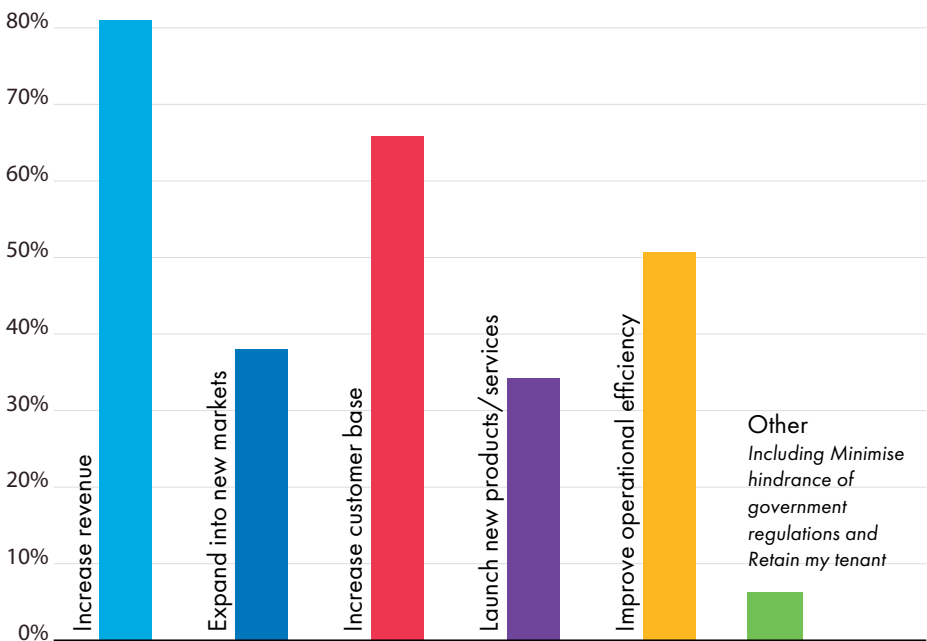
Do you receive our fortnightly e-newsletter?



Who participated in this survey?

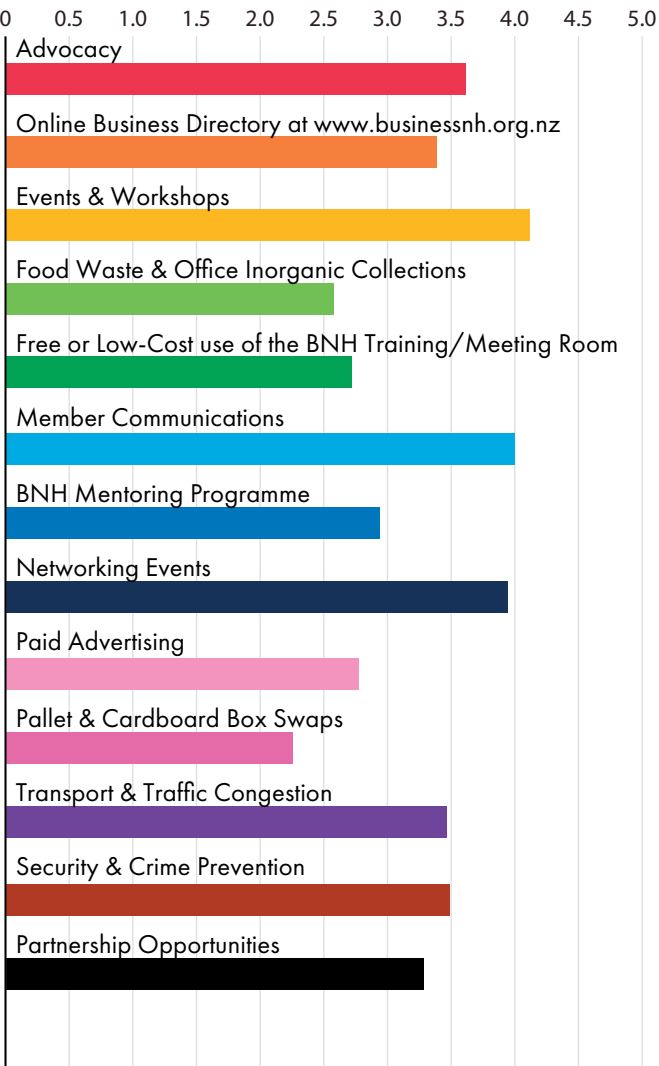


What are your most important business goals for the next 12 months?

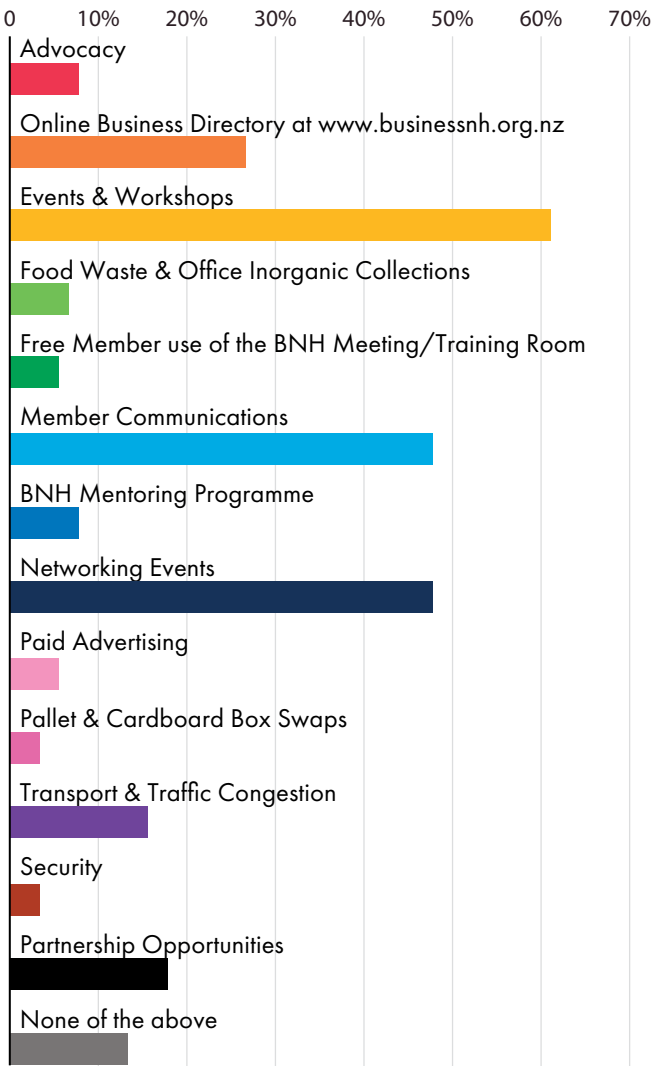


How important are the following to you and your business on a scale of 1-5?

1 being not important at all, 5 being very important



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



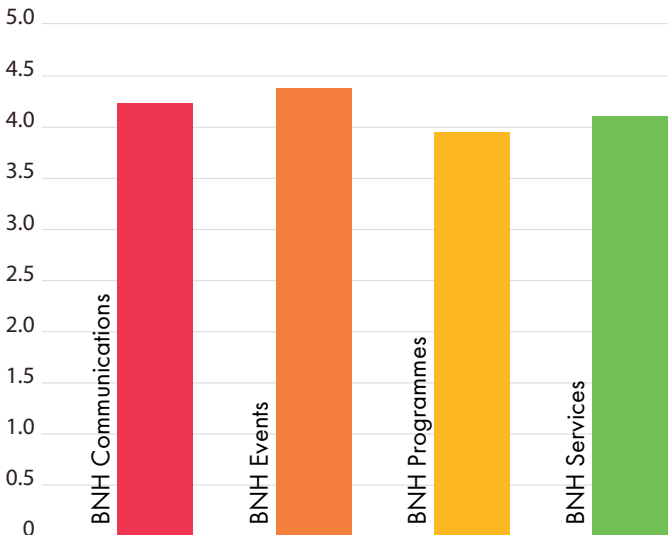
Please select the areas where support would be most beneficial for your business, through training and events provided by BNH.

Top 10 responses.



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

1 being not important at all, 5 being very important



BUSINESS PLAN

2023/27

The BNH Executive Committee remains committed to ensuring that BNH continues to achieve positive outcomes for members that:

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

BNH will continue to achieve these outcomes by offering a range of relevant services and programmes, tailored to the identified needs of our members.

How Did We Do?

During the 2023/2024 financial year, BNH was able to deliver successful outcomes in the following identified priority areas:

- Supporting members' recovery to achieve and maintain financial sustainability
- Review member feedback and implement any necessary changes
- 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
- Champion corporate social responsibility initiatives
- Review both mentoring programmes
- Review organisational development
- Review year 3 of the four-year strategic plan
- Review relevance of the strategic plan

BNH remained committed to ensuring that as many members as possible were aware of and enjoyed the benefits of their membership by increasing member engagement with and awareness of BNH.



What Does the Future Hold?

BNH will continue to work in the best interests of our members as we strive for continuous improvement both organisationally and in our deliverables for members. We have identified our priorities for the coming three years, some of which span more than one 12-month period due to their scope.

PRIORITIES 2024/25

- Supporting members to achieve and maintain financial sustainability
- Review member feedback and implement any necessary changes
- Provide relevant programmes and services
- Provide world-class events
- Enhance the Business North Harbour Business Excellence Awards
- Develop organisational collaborations
- 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
- Investigate the feasibility of a BID expansion to include Albany Village
- Review special interest groups
- Support the development of corporate social responsibility initiatives
- Review organisational development and resilience
- Implement a governance succession plan
- Review year 4 of the four-year strategic plan
- Develop and finalise a new four-year strategic plan

PRIORITIES 2025/26

- Supporting members to achieve and maintain financial sustainability
- Review member feedback and implement any necessary changes
- Provide relevant programmes and services
- Provide world-class events
- Consolidate the Business North Harbour Business Excellence Awards
- Maintain links between businesses, schools, and tertiary providers
- Support members on their business sustainability journey
- Increase member engagement
- Raise member awareness
- Improve BNH profile
- Increase BNH reach
- Initiate a BID expansion to include Albany Village
- Support the implementation of corporate social responsibility initiatives
- Ongoing governance succession plan
- Implement the new four-year strategic plan
- Review year 1 of the four-year strategic plan

PRIORITIES 2026/27

- Review member feedback and implement any necessary changes
- Continue to provide relevant programmes and services
- Provide world-class events
- Review year 2 of the four-year strategic plan
- Review relevance of the strategic plan

BNH will continue to increase member awareness and engagement by contacting existing and new businesses that we are aware of operating within our BID. We will continue to consult with members to ensure that, as far as is practicable, we are providing relevant and engaging events, workshops, programmes, services and communications. We will support members with their capability development and sustainability journey, offering tangible benefits at a personal and business level by providing access to subject-matter experts and making resources available via our website whenever possible, to support members unable to attend events or learning opportunities.

BNH will continue to work closely with other BIDs and a variety of major stakeholders, when relevant, to achieve positive outcomes on any issues affecting members as they arise. These collaborations will include formal and informal advocacy, making written submissions as and when appropriate on various topics with and on behalf of our members. We will continue to ensure that the voice of business is heard as we look to mitigate any negative impacts on our local business community from proposals put forward by other organisations or authorities, as the planned significant growth within our region continues to be implemented. BNH will continue to actively engage with decision-makers at all levels within primary stakeholder organisations, including Auckland Council, Upper Harbour Local Board, Auckland Transport, NZTA (Waka Kotahi), and Tātaki Auckland Unlimited, so we can keep members fully informed about any plans or policies relevant to our local business community.

KPIs for 2024/25

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
- » Community Crime Prevention Camera Network: BNH's security provider Vanguard Security Ltd to monitor the camera network and provide virtual patrols nightly to enhance crime prevention detection

MARKETING COMMS AND PARTNERSHIPS

- » Expand the Business North Harbour Business Excellence Awards Programme to include two new categories of entry and hold the 2nd Annual Awards evening in November 2024
- » Collaborate with key partners to expand the Annual Wellbeing Day for comprehensive health and wellness checks
- » Secure partnership revenue and introduce a partnership engagement strategy
- » Publish four issues of FYI magazine, with 2,500 printed copies per issue
- » Increase online reads of FYI magazine to an average of 700 per issue
- » Send a minimum of 24 issues of Your News e-newsletters
- » Increase average monthly opening rates from 23% to 28%, and reduce bounce rate by 5%
- » Build new partnerships with local businesses
- » Increase visitor numbers to businessnh.org.nz by 5%

SOCIAL MEDIA

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

Facebook: increase followers by 10%

Instagram: increase followers by 8%

EVENT KPIS

- » Deliver a comprehensive events programme to include:
 - 1 Business Excellence Awards Evening
300 attendees
 - 6 Business Capability Workshops
180 attendees across in total
 - 4 Women in Business Events
400 attendees in total
 - 2 North Harbour Commercial Property Group Events
150 attendees in total
 - 2 CEO Forums
40 attendees
 - 6 Networking Functions
400 attendees in total
 - 2 North Harbour Asian Business Group Events
100 attendees in total
 - 3 Business Luncheons
500 attendees in total
 - 4 St John Workshops
40 attendees
- » Host and deliver the annual ONE DAY SALE in December 2024, attracting 45 registrations to budget
- » Expand on the B2B Networking and Business showcase event to attract external visitors, with 50 exhibitors.
- » Rebrand the Business Capability Workshops event stream to Learning Labs and implement strategies to increase attendance

SUSTAINABILITY

- » Provide inorganic waste collections twice a year
- » Secure funding to maintain the food waste management programme
- » Provide resources to support members on their sustainability journey
- » In collaboration with AC, promote effective waste management
- » Deliver one sustainability-themed event

ADVOCACY

- » Advocate collaboratively with other BIDs and significant stakeholders when appropriate
- » Advocate both formally and informally to critical decision-makers on pivotal topics affecting business, investment, and transport
- » Continue to develop positive relationships with local and central government representatives

RESOURCES

- » Provide members with the latest news, useful links, and resources via the BNH website and other communication platforms
- » Provide members with access to relevant and useful information from expert presenters via the BNH website

MEMBER ENGAGEMENT

- » Identify and implement new opportunities and initiatives for members to engage with BNH
- » Contact or visit businesses in 1,300 commercial properties
- » Provide resources advising business and property owners of BNH programmes and services and the benefits of membership
- » Identify and engage with special interest groups

Financial Report FYE 30 June 2024
Business North Harbour Incorporated

Financial Statements

A summary of the financial statements from the Financial Performance Report for the year ended 30 June 2024 is available below. The full audited accounts with detailed notes to the financial statements and the auditor's report are available on the Business North Harbour website businessnh.org.nz

Statement of Financial Performance

Revenue	Notes	2024 \$ Actual	2024 Budget (Unaudited)	2023 \$ Actual
NHBID Targeted Rate Levy		782,938	782,940	732,404
Grants Received		56,499	4,950	45,000
Partnership	2	130,666	85,004	80,988
Subscription from Members		27,584	25,000	19,923
Function & Events Income		82,379	146,230	43,117
Advertising Income		27,888	24,800	29,638
Interest Revenue		11,523	1,400	2,458
Other Revenue		11,450	2,500	1,600
Total Revenue		1,130,926	1,072,824	955,127
Expenses				
Employee Related Costs	3	500,980	507,298	548,178
Costs re Member Programmes & Services	4	343,958	407,813	288,806
Lease and Rental Expenses	5	86,916	68,650	75,889
Other Expenses	6	69,731	73,334	56,018
Total Expenses		1,001,585	1,057,095	968,891
Net Surplus Before Depreciation		129,341	15,729	(13,764)
Less Depreciation Adjustments				
Depreciation	9	9,403	12,720	13,149
Amortisation of Intangibles	10	2,640	2,880	2,880
Loss (Gain) on Disposal of Property, Plant and Equipment		0	0	141
Total Depreciation Adjustments		12,043	15,600	16,170
Surplus/(Deficit) for the Year		117,298	129	(29,934)

Statement of Financial Position

Assets	Notes	30 Jun 2024	30 Jun 2023
Current Assets			
Bank Accounts and Cash	7	131,127	217,671
Term Deposits	8	269,403	69,403
Trade Receivables		35,950	11,267
Prepayments		3,339	1,158
Interest Accrual		2,406	298
Goods and Services Tax		11,823	7,214
Total Current Assets		454,048	307,012
Non-Current Assets			
Property, Plant and Equipment	9	56,014	36,375
Intangible Assets	10	0	2,640
Total Non-Current Assets		56,014	39,015
Total Assets		510,062	346,027
Liabilities			
Current Liabilities			
Business Credit Cards		1,198	1,495
Trade Payables		86,741	28,438
Accruals and Provisions		9,248	4,900
Receipts In Advance	11	31,458	52,721
Wages and Holiday Pay Accrued		47,964	40,078
Hire Purchase Liability		284	2,526
Total Current Liabilities		176,893	130,157
Total Liabilities		176,893	130,157
Total Assets less Total Liabilities (Net Assets)		333,169	215,870
EQUITY			
Retained Earnings		333,169	215,870
Total EQUITY		333,169	215,870

For and on behalf of the Association:



Greg Cramond (Deputy Chairperson)
Date: 16 September 2024

Budget 2024/25 and Draft 2025/26

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 2026. Additionally, to support the outcomes and KPIs outlined for the current financial year, the finalised 2024/25 budget is presented on page 23.

Variances to 2024/25 Budget

As far as is practicable, providing cost neutrality between the targeted rate levy and the programmes and services available to Business North Harbour members remains a priority for the BNH Executive Committee and management. Whilst the current rate of inflation is finally decreasing, overall increases in event and general operating costs continue to make achieving this an ongoing challenge.

The targeted rate total of \$822,084, approved by members at AGM 2023, constitutes a major portion of the operational budget for the current financial year. BNH has worked hard to attract partnerships and grants to supplement this income. The overall variance between the final budget figure and the draft budget presented last year is small, and, allowing for depreciation, BNH will be close to a break-even financial year. We are confident that, with the final adjustments to the draft budget, we will be able to maintain the same level of programme and service delivery to members during this financial year.

Draft 2025/26

At AGM 2024, member approval will be sought for the collection of \$846,747 as the targeted rate levy for the 2025/26 financial year and for the overall draft budget as presented. The targeted rate levy figure represents an increase of \$24,663. This is 3.0% more than the current financial year, equivalent to an average rise of \$10 per member. The additional income would be used to inflation-proof BNH by covering ongoing increasing costs.

Like our members, BNH has been operating in challenging economic times. We will endeavour to secure any additional income required above the targeted rate levy from different revenue streams, such as partnerships and grants from external stakeholders. Based on the draft budget, the Executive Committee believes that BNH can deliver its business plan objectives, and it is with confidence that we present these budgets for your review and approval. As with all budget forecasts, any changes to the economic environment or programme development may necessitate amendments to the operational component.

AGM 2024 Budget Summary

Key Income Streams	Actual 22/23 (Unaudited)	Actual 23/24 (Unaudited)	Proposed 24/25 as published	Final 24/25	Proposed 25/26
NHBID Targeted Rate	732,404	782,938	782,938	782,938	822,084
Proposed BID Targeted Rate Increase 3% to cover inflation			39,146	39,146	24,663
Associate Membership	19,923	27,984	23,000	25,000	25,000
Advertising and Promotion	29,638	27,888	25,000	24,200	24,500
Platinum, Gold and Silver Partnerships	57,488	98,666	77,000	85,000	67,000
External Programme Grants	45,000	56,499	5,000	29,918	4,000
Events and Economic Development	45,237	85,871	120,500	106,500	112,000
Business Capability Programme	9,670	8,507	10,000	10,230	10,000
Special Interest Groups	4,580	4,000	6,000	6,000	6,000
Interest and Training Room Hire (+ Sundry income)	3,754	22,633	2,900	4,000	2,900
Total Estimated Income	947,694	1,114,986	1,091,484	1,112,932	1,098,147
Programme Expenditure					
Crime Prevention	108,761	144,471	127,000	127,506	128,000
Transport	34,626	18,599	20,000	18,567	19,000
Member Communications	93,424	105,073	110,000	123,800	117,000
Events and Economic Development	80,395	120,929	160,000	150,080	164,000
Business Capability Programme and NHBID Projects	9,276	11,726	22,000	46,256	35,000
Advocacy	194,215	137,935	134,000	137,840	138,000
Special Interest Groups	11,888	4,976	13,000	12,645	13,000
Total Estimated Programme Costs	532,585	543,709	586,000	616,694	614,000
Operating Expenditure					
Personnel	299,554	285,261	330,000	306,913	319,000
Administration and Accounting	47,879	66,858	68,000	88,152	88,000
Premises	67,889	70,916	71,500	72,082	73,000
IT/Computer	8,758	8,744	9,000	9,000	9,500
Depreciation	13,316	12,043	15,000	15,600	16,000
Board Honorariums	7,205	7,500	7,500	7,500	7,500
Total Estimated OPEX	444,601	451,322	501,000	499,247	513,000
Total Estimated Programme and OPEX	977,186	995,031	1,087,000	1,115,941	1,127,000
Estimated Surplus/Deficit	-29,492	119,955	4,484	-3,009	-28,853



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