



ANNUAL REPORT

2024/25



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From the Chair

Dear Members

It is with great pride that I present this year's chairperson's letter for Business North Harbour (BNH), reflecting on a year of purposeful progress and collaborative success.

Thanks to our Partners for their support this year. Their ongoing commitment enables us to deliver high-quality events, services, and initiatives that enrich our business community. Those partnerships play a vital role in helping us achieve our shared goals.

In 2024/25, our organisation remained focused on the priorities that matter most to you, our members. Despite the continued economic headwinds, BNH delivered meaningful outcomes across key areas, reaffirming our commitment to supporting your resilience, growth, and long-term sustainability.

Reflecting on the year

We prioritised financial sustainability for our members, offering targeted support and resources to help businesses adapt and thrive. Members' feedback continued to guide our direction, with insights directly influencing the development of our programmes and services.

Among the many highlights of the year were:

- Delivery of world-class events, including the highly successful Purple

Ink Business North Harbour Business Excellence Awards, which once again celebrated innovation, leadership, and excellence within our community

- Hosting The Hatters Pink Tea Party, a stand-out charitable initiative that combined community engagement with meaningful fundraising in support of breast cancer awareness
- Expansion of our education and talent pipeline, with continued collaboration between businesses, schools, and tertiary providers
- Ongoing investment in crime prevention measures and safety initiatives
- Enhancing member awareness of business issues and opportunities through improved communication and outreach
- Reviewing and advancing our corporate social responsibility initiatives, including mentoring and sustainability-focused partnerships

We also strengthened our governance framework by continuing to implement our succession planning initiatives and completing the review of BNH's four-year strategic plan. These efforts ensure that our organisation remains future-focused and adaptive to the needs of our members and stakeholders.

Despite the continued economic headwinds, BNH delivered meaningful outcomes across key areas, reaffirming our commitment to supporting your resilience, growth, and long-term sustainability.

Looking ahead to 2025/26

With the launch of BNH's new four-year strategic plan, we enter the next chapter with renewed momentum and clear purpose. Priorities for the coming year include:

- Continuing our focus on financial and operational sustainability for members
- Rolling out relevant programmes and services tailored to evolving needs
- Delivering another impactful charity partnership event
- Launching the new BNH website, enhancing member engagement and access to information
- Supporting business continuity, resilience, and sustainability efforts
- Progressing the feasibility of a BID expansion to Albany Village, ensuring we represent a growing and diverse business area
- Strengthening ties with key stakeholders and maintaining support for special interest groups within our community

Our mission remains rooted in connection, advocacy, and service. Business North Harbour will continue to provide strong representation, practical support, and opportunities for businesses to succeed — no matter the challenges ahead.

In closing, I extend my sincere thanks to our board members, general manager, and staff for their commitment and vision. Most importantly, thank you to our members for your ongoing support and engagement. Together, we will continue to grow a vibrant, innovative, and resilient business community.

Janet Marshall
Chairperson
Business North Harbour

Executive Summary

The difficult economic environment that has challenged many members for several years showed few signs of improvement throughout our 2024/25 financial year, as the ongoing cost of living crisis continued to restrict consumer spending.

There was some positive news, with interest rates falling and inflation sitting within the RBNZ's 1-3 per cent target, but increases in rates, energy costs, food prices, and unemployment, along with global conflicts and the threat of increased tariffs for exporters, have all stifled the expected and hoped-for economic growth. It's little wonder that business and consumer confidence have remained pretty stagnant.

Despite all of this, BNH was able to secure two Platinum, five Gold, and six Silver Partners, along with Partners for our Women In Business and Asian Business Group events. Achieving this level of partnerships was an outstanding effort by Bernadette, Sandra and Ben, in particular. The Ingham Group Platinum Partnership continued to provide BNH with two sign-written sponsored vehicles, helping to raise the profile of both organisations around the BID and the wider community, with the Ambassadors using the vehicles daily during the working week. The ongoing support of our Partners and key stakeholders throughout another difficult year is much appreciated and has enabled BNH to offer members an impressive variety of programmes and services.

Our in-person events programme encountered some obstacles but was again very successful. The second iteration of the Purple Ink Business North Harbour Business Excellence Awards was



...our hosting of the BIDs' Autumn Assembly did much to raise BNH's profile, receiving extremely positive feedback from the 40+ attendees from BIDs as far away as Christchurch.

undoubtedly one of the year's highlights, along with the fundraising event held in partnership with Breast Cancer Foundation NZ, which saw us donating over \$18,600 to this worthy cause. Bernadette must be acknowledged for these outstanding accomplishments, which were made possible due to her excellent stewardship, with significant contributions from Sandra and the rest of the team. Each event was truly an occasion to remember. Additionally, our hosting of the BIDs' Autumn Assembly did much to raise BNH's profile, receiving extremely positive feedback from the 40+ attendees from BIDs as far away as Christchurch.

As was the case last year, we had to cancel some planned events during the year due to limited member engagement or the late non-availability of key speakers. Nevertheless, 26 in-person events were successfully delivered, including three

exceptional large business lunches, as well as events for our Women in Business group and Asian Business group, One Day Sale for our retailers, wholesalers and distributors, another very well-received table-top B2B networking event, and the WOF (free health checks) Day. Together with our planned events programme, BNH welcomed more business delegations from provinces in China, and continued to deliver our Leadership and Business Mentoring Programme in partnership with Massey University, now in its fifth year.

When appropriate, we continued to advocate both formally and informally to our local MPs and local and central government on behalf of members on a variety of matters. We also worked hard to keep members fully informed regarding relevant business-related topics, legislation, any support available to them (financial or otherwise) from various organisations, and local transport and roading issues. Plus, BNH continually supported members, with the theme of buy local being a consistent message across our communication platforms.

Thanks in no small part to Dave's sterling work, crime in our district remains comparatively low, and the amenity of the area is generally of a high standard – outcomes that are the envy of many other BIDs.

BNH again received recognition from Auckland Council (AC) and Sustainable Business Network (SBN) for the excellent sustainability initiatives available to members, including the provision of educational information and practical tips to assist members on their environmental journey. We also worked closely with a group of Massey University MBA students to develop a Sustainability Champion Awards Programme, which we hope to be able to introduce for members in the current financial year.

BNH has continued to work collaboratively on an array of initiatives for our members' benefit with a variety of different stakeholders, including local MPs, other BIDs, Upper Harbour Local Board,

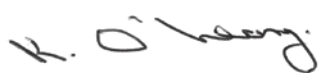
Our Board

Kaipātiki Local Board, Tātaki Auckland Unlimited, Auckland Transport, AC's Waste Management Team, SBN, Auckland Emergency Management, AC's BID Team, Massey University, AUT, Unitec, secondary schools, Vector, Watercare, the EMA, Auckland Business Chamber, and the Canton Chamber of Commerce. As a result of these collaborations, BNH's profile has continued to grow with our inclusion in a number of key strategic/advisory groups.

As always, we have supported other BIDs with ideas and resources whenever we have been approached with requests for assistance. And, we have initiated a feasibility study into the possible expansion of the BID to include Albany Village and some other local businesses that currently sit outside our existing boundary.

Once again, our BNH Ambassadors have boosted member engagement with and awareness of BNH. The accuracy of our database thus also improves, resulting in fewer FYI returns and e-mail bounce backs.

At the end of another economically challenging year, I believe that the superb outcomes BNH has achieved – which included developing a new constitution and completing our re-registration in line with the requirements of the Incorporated Societies Act (2022) – are the result of the team's individual development and their collective efforts and teamwork. Throughout the year, the team has once again proved to be very capable, resourceful and adaptable as everyone rallied round to cover several extended absences seamlessly. They all must be acknowledged for their outstanding work, the level of service provided to members, their professionalism, and for the ongoing development of our positive, safe and inclusive workplace culture and environment.



Kevin O'Leary
General Manager
Business North Harbour



Janet Marshall
Colliers NZ

CHAIR



Lance Manins
Driveline Fleet Ltd

DEPUTY CHAIR



Aaron Beard
Swift Construction Hire



Chris Todd
Parkland Products Ltd



Hamish Coupe
McVeagh Fleming



Jenny Chen
JIA Interiors



Linda Kirk
Confoil NZ



Lisa Hill
Eclipse Recruitment



Sarah Bruce
Edible Blooms

Our Team



Kevin O'Leary
General Manager



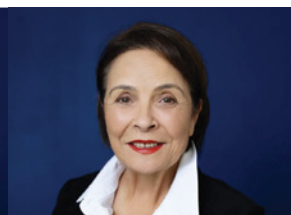
Dave Loader
Crime Prevention Specialist and
Social Responsibility Manager



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 2024/25

Platinum



Gold



Business Hub
Auckland
North

Silver



Events

Women in Business



Asian Business Collective



Business North Harbour Business Excellence Awards

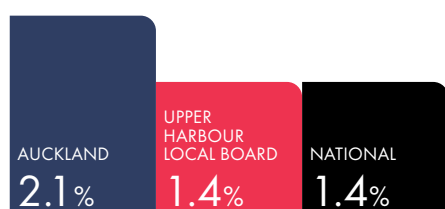


North Harbour: What the numbers tell us

The data available shows that North Harbour remains a sought-after area in which to live, work, and run a business, with annual increases in GDP, population, employment, and business units.

BNH will continue to advocate regionally and nationally for the infrastructure required for business to operate efficiently, the provision of adequate business-zoned land, access to a diverse and skilled workforce, and the easing of congestion in and around our BID. We will also further promote and support the implementation of improved sustainable business practices.

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



Annual average % change, year to March 2024

GDP, 2024 \$8,717 million

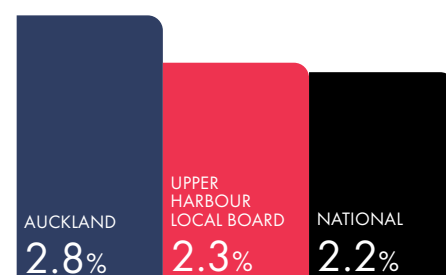
GDP in UHLB measured \$8,717m in the year to March 2024, up 1.4% from a year earlier. Growth was the same as in New Zealand (1.4%) and was lower than in Auckland (2.1%). In the year to March 2024, UHLB accounted for 5.5% of total GDP in Auckland, unchanged from 5.5% in 2023.



Annual average % change, as at February 2024

Business Units, 2024 14,298

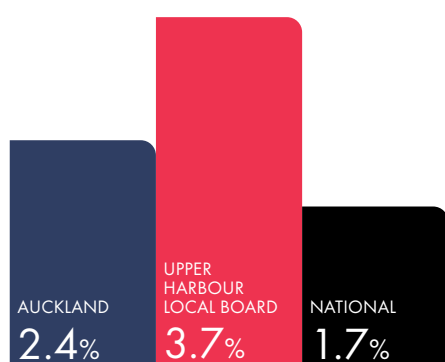
Total business units in UHLB measured 14,298 in February 2024, up 1.4% from a year earlier. Growth was greater than in Auckland (0.8%) and New Zealand (0.9%). In the year to March 2024, UHLB accounted for 6.3% of business numbers in Auckland, unchanged from 6.3% in 2023.



Annual average % change, year to March 2024

Employment, 2024 58,859 filled jobs

Employment in UHLB measured 58,859 in the year to March 2024, up 2.3% from a year earlier. Employment growth was higher than in New Zealand (2.2%) and was lower than in Auckland (2.8%). In the year to March 2024, UHLB accounted for 5.9% employment in Auckland, unchanged from 5.9% in 2023.



Annual average % change, year to 30 June 2024

Population, 2024 84,600

UHLB's total population was 84,600 in 2024, up 3.7% from a year earlier. Total population grew by 2.4% in Auckland and 1.7% in New Zealand over the same period. In the year to March 2024, UHLB accounted for 4.7% of population in Auckland, up from 4.2% in 2019.

Age Composition, 2024

% of total, as at 30 June



Commercial Property Returns

With its continued growth, the UHLB area continues to offer local opportunities for commercial property owners and investors.

The North Shore metropolitan office vacancy rate was 7.0% in March 2025, up from 5.6% the year prior, but below the whole of Auckland rate of 7.8%.

Prime office vacancies on the Shore have come down over this period from 6.9% in 2024 to 5.5% in March 2025. This tenant movement has subsequently caused a freeing up of secondary offices, with North Shore secondary office vacancies climbing up two percentage points in the year to 7.6% in March 2025.

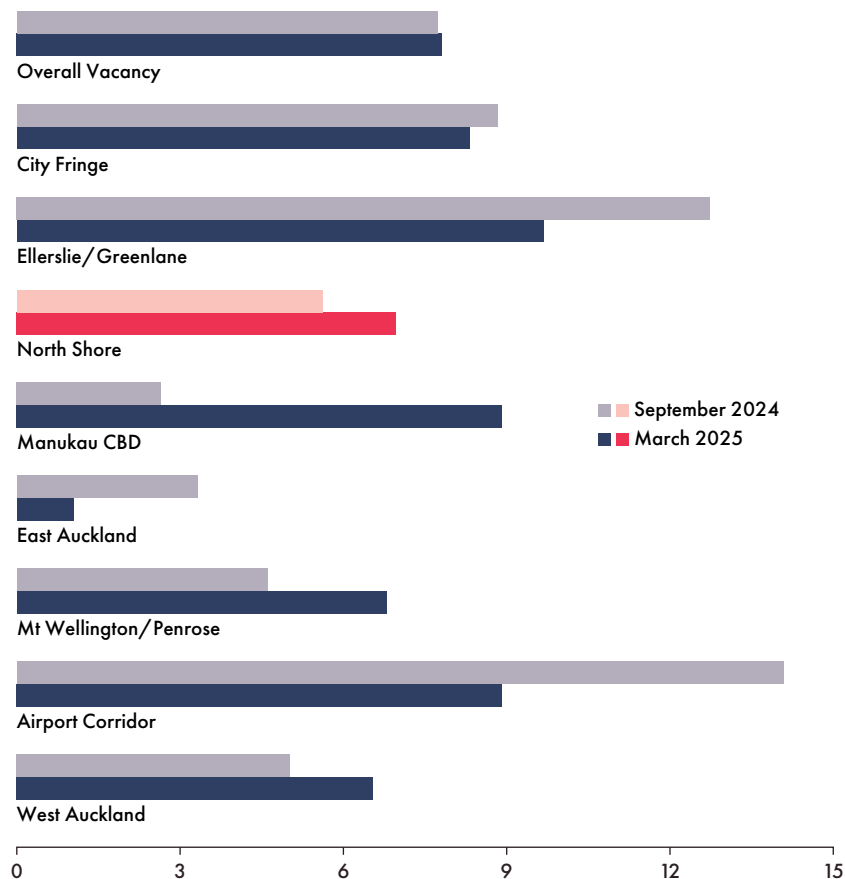
Our latest retail vacancy data for December 2024 shows that the North Shore has underperformed the rest of Auckland. Retail vacancy rates in the North Shore were up at 5.9%, while the average rate across all of Auckland was only 4.8%.

The industrial sector continues to perform strongly across Auckland and the North Shore precincts. Auckland's industrial vacancy rate was 2.2% in our February 2025 data. The North Shore has a strong industrial sector, but has underperformed here and has a vacancy rate of 2.7% across its industrial precincts. This easing in conditions follows a very tight market with vacancies at only 1.6% a year earlier. (For context, the average industrial vacancy rate across Auckland for the 20 years prior to Covid-19 was 4.1%.)

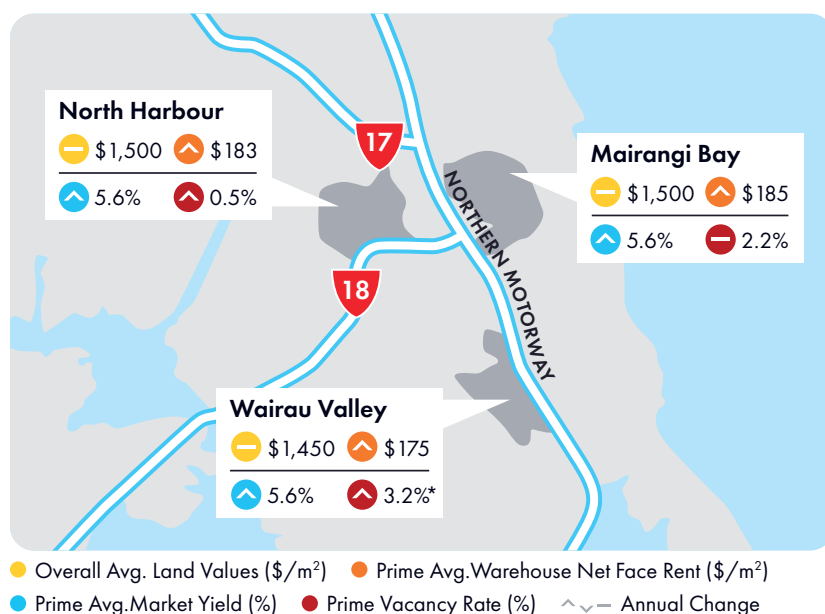
The CV of the North Harbour BID increased during the year to \$6,515,771,000 (as at 20 August 2025).

(Information provided by Colliers NZ Research)

Auckland Metro Vacancy by Precinct (%)



Market Indicators by Precinct





Partners and stakeholders
... your ongoing financial
support is both important
and very much valued.



Partnerships and Funding

Having secured a record amount of partnership funding last year, the challenging economic landscape resulted in a decrease in our income from partnerships this year.

It was, however, still sufficient to enable us to provide a wide range of programmes and services to members. Additionally, as a Platinum Partner, Ingham North Harbour again provided two vehicles for our Ambassadors, with other Platinum, Gold, Silver and Event Category partnerships totalling \$89,700. Moreover, a further \$38,000 in partnership funding was secured to support the successful delivery of our second Purple Ink Business North Harbour Business Excellence Awards.

Funding from UHLB saw the continuation of our food waste programme for members, and BNH continued to work closely with Kaipātiki Local Board to initiate a business support programme on their behalf in the Wairau Valley, having received a further \$15,000 for this project.

BNH would like to sincerely thank all our Partners and stakeholders for your contributions, as your ongoing financial support is both important and very much valued.

Connect, Communicate, Collaborate

Providing different opportunities for property owners, business owners, and employees to connect, communicate, and collaborate remained a key outcome for BNH.

During the year, we were able to deliver a varied programme of events and learning opportunities to support members' growth, both individually and collectively. Some of our offerings were based upon valuable feedback from our annual Membership Survey, the results of which can be accessed on the BNH website: businessnh.org.nz/membersurvey/

This year, we introduced a charity fundraiser into our programme, delivered in partnership with Breast Cancer Foundation NZ, which saw us donating over \$18,600 to this worthy cause.

The second Purple Ink Business North Harbour Business Excellence Awards evening was an exceptional opportunity for members to showcase their business, their accomplishments and their people – and was an outstanding success again. We were delighted to celebrate some of the amazing achievements of our local business

community with around 300 people who attended November's gala dinner.

These two events require a vast amount of time and resources, so in future we are planning to run them biennially in alternate financial years.



This year, we introduced a charity fundraiser into our programme, delivered in partnership with Breast Cancer Foundation NZ, which saw us donating over \$18,600.

Our Women In Business and Asian Business Group events were all well-attended, as was the BzB table-top networking expo. Plus, our annual ONE DAY SALE in December again attracted large crowds for the businesses that participated.

The 26 in-person events delivered also included a series of 'After Five' networking opportunities and two learning opportunities in partnership with Hato Hone St. John.

The diversity of the events and workshops offered catered for all members, with the Purple Ink Business North Harbour Business Excellence Awards and our charity fundraiser being the highlights.

The BNH Ambassadors continued to raise awareness of the programmes and services on offer to members by contacting and visiting business and property owners. The accuracy of our database and the efficacy of our communications platforms have again improved due to their work, which was also integral in delivering the increases we've enjoyed across all our social media channels.

BRAND AMBASSADORS

1,979

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

154

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

FUNDING PARTNERSHIPS

\$72,000

Value of Gold, Silver, and Event Category Partnerships for 2024/25

\$17,000

Value of Event Category Partnerships for 2024/25

\$38,000

Value of Business Excellence Awards Partnerships (naming rights and category sponsorships)

Many thanks to our Partners and stakeholders for their financial support

FYI MAGAZINE

4 issues

9,760 printed copies

558 online reads

Online reads remained as for 2023/24

BUSINESSNH.ORG.NZ

38,000 total website users

82,000 total sessions

SOCIAL MEDIA

30% LinkedIn growth

12% Facebook growth

26.79% Instagram growth

E-NEWSLETTERS

25 e-newsletters sent

31.7% e-newsletter average open rate - an increase of 18.7% on 2023/24

35.4% highest open rate

41.2% open rate on special news (e.g., What's On updates)

SURVEYS

28 surveys sent

441 responses

EVENTS

26

Events and workshops

2

International business delegations hosted

2,079

Total event registrations 2024/2025 – up from 2,016 in 2023/24

(Note: this excludes invitation-only events, such as NFP get-togethers and CEO lunches)

95%

Overall speaker quality rating

97%

Members who said content was beneficial to their organisation.



STAND-OUT EVENTS

Woman In Business:
Genevieve Mora

12 June 2025, 85 Guests

EVENT SUMMARY

Over 80 women business leaders gathered at the National Hockey Centre for an inspiring Women in Business event, supported by Phone Plus Group and Purple Ink. Keynote speaker Genevieve Mora shared her powerful journey through mental illness, recovery, and co-founding Voices of Hope to break the stigma around mental health. Her candid storytelling, including moments of both criticism and deep impact, highlighted the importance of authenticity, resilience, and self-care in leadership. Genevieve offered heartfelt advice on building a meaningful, values-led brand, reminding attendees, “You can’t drink from an empty cup.” Her words deeply resonated, sparking a thoughtful and engaging Q&A.

FEEDBACK

“Loved the event, I think it was a great mixture of networking and listening to an interesting speaker. Thanks so much for putting it on!”

“Keep up the good work. The topic resonated with most of the audience, because of own experience.”

Asian Business Collective Lunch
– Proudly supported by RSM (North)

3 April 2025, 110 attendees

EVENT SUMMARY

On 3 April, we celebrated the 5th anniversary of the Business North Harbour Asian Business Group at Lunar House Restaurant. The event brought together business owners, special guests, and supporters for a vibrant afternoon of connection, celebration, and shared purpose. Thanks to our generous sponsors – RSM NZ, Jas Wood Timber NZ Ltd, and Ignite Growth Consulting—for making it all possible. In partnership with Auckland Emergency Management, guests gained insights into emergency readiness. From inspiring talks to a lively prize draw, the occasion highlighted five years of growth and community. Here’s to a bright future of continued collaboration and success!

FEEDBACK

很开心参加北岸商会的活动。给我们提供了一个能结交更多商业精英的机会和平台。支持。

“I’m very happy to attend the event hosted by Business North Harbour. It provided us with a great opportunity and platform to connect with more business professionals. Fully support it!”

太棒了！安排流畅、氛围轻松

“It was fantastic! The event was well-organised and had a relaxed, enjoyable atmosphere.”

Purple Ink Business North Harbour
Business Excellence Awards

15 November 2024, 298 attendees

EVENT SUMMARY

A huge thank you to everyone who joined us for an incredible night celebrating the remarkable successes of our local business community.

Congratulations to all our finalists and winners across the eight award categories. It was truly inspiring to hear your amazing stories and the journeys that have led to your achievements.

Here’s to continued success and making our community proud. We look forward to hosting the next awards in 2026!

FEEDBACK

“The atmosphere was so positive. People were glad to be there and so supportive of the participants.”

“From the insightful conversations with other businesses to the warm atmosphere, it was clear that this was more than just an event—it was an experience built on collaboration, respect, and genuine care for everyone involved.”

“The highlight of the evening was undoubtedly the effort that Kevin and his dedicated team put into making the event truly special. Their attention to detail was evident in every aspect—from the flawless ambience to the seamless interactions with the businesses present.”

“Seeing all the amazing business win their awards [is] inspiring”.

Transport and Roothing

BNH continued to advocate for members on transport, parking and roading issues that affect accessibility to, in or around the BID.

Additionally, thanks to the excellent working relationships that BNH enjoys with several key organisations, more often than not, we were able to give members prior warning and ongoing updates regarding roading and infrastructure projects that were likely to affect access for owners, employees and customers to business premises within the BID. Despite Sandra's best efforts, occasionally road cones did appear unexpectedly, to the frustration of ourselves and some members. Generally, though, she was able to identify who was responsible and keep members informed as to what was happening.

We continued to offer feedback to Auckland Transport (AT) on a proposed Parking Management Plan for Albany, and contacted AT on several occasions regarding the delayed construction of Rosedale Bus Station, as both projects could have a significant impact on local businesses. Each of these proposals is ongoing, so we will continue with our efforts to obtain the best possible outcomes for members.

BNH maintained our position as a member of the AT Strategic Business Reference Group, which meets quarterly to discuss key issues affecting transport and roading across the city, such as planning, infrastructure projects, parking challenges and the impending introduction of congestion charging.



Crime Prevention and Corporate Social Responsibility

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

During 2024/25, BNH again managed nightly security patrols with Vanguard Security Services Ltd.

While the nightly security patrols are primarily focused on detection and the prevention of crime being committed within our business area, their night reports also include any:

- Addresses of identified illegal dumping items
- New, fresh graffiti/tagging incidents
- Street lamp outages
- Bus shelter or street sign damage

When these incidents are reported, they are followed up with emails to the appropriate authorities for rectification.

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 2025/26.



PATROLS

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

1,125

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

58

Visits to BNH members' premises, resulting in 28 physical risk assessments to advise how to reduce future criminal offending

VEHICLE CRIME

47%

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.

30%

Decrease in stolen cars

COMMUNITY SAFETY

18

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

39

Reported incidents of burglary – a decrease of 22% on 2023/24

INORGANIC COLLECTIONS

2

Inorganic collections (Sept 2024 and March 2025)

39

Businesses that participated

98m³

Total amount collected

85m³

recycled by Abilities Group

13m³

taken to landfill

RECYCLING AND UPCYCLING

544

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

FOOD WASTE COLLECTIONS

\$4,445

Funding received from UHLB for 2024/25

27.82

Tonnes of food waste diverted from landfill this year

74.00

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



BUSINESS PLAN

2024/28

Providing programmes and services for members that:

- Empower economic prosperity and growth
- Provide networking opportunities for business development
- Provide opportunities for capability development
- Ensure that members' concerns have been heard

remains a priority for the BNH Executive Committee. We will continue to achieve these outcomes by offering a range of relevant opportunities to members, where possible tailored to their identified needs.

What Did We Achieve?

During the 2024/2025 financial year, we remained committed to ensuring that as many members as possible were aware of and enjoyed the benefits of membership by increasing their awareness of and engagement with BNH. Consequently, we were able to deliver successful outcomes in the following identified priority areas:

- | | |
|--|--|
| ➤ Support members to achieve and maintain financial sustainability | ➤ Continue to raise member awareness |
| ➤ Review member feedback and implement any necessary changes | ➤ Further develop BNH's profile |
| ➤ Provide relevant programmes and services | ➤ Increase BNH's reach |
| ➤ Organise and host world-class events | ➤ Investigate the feasibility of a BID expansion to include Albany Village |
| ➤ Enhance the Purple Ink Business North Harbour Business Excellence Awards | ➤ Review special interest groups |
| ➤ Develop organisational collaborations | ➤ Support the development of corporate social responsibility initiatives |
| ➤ Review links between businesses, schools, and tertiary providers | ➤ Review organisational development and resilience |
| ➤ Review crime prevention initiatives | ➤ Implement a governance succession plan |
| ➤ Continue to support members on their business sustainability journey | ➤ Review year 4 of the four-year strategic plan |
| ➤ Continue to increase member engagement | ➤ Develop and finalise a new four-year strategic plan |

Where To From Here?

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

Increasing member awareness and engagement will remain a consistent priority for BNH. We will achieve this by contacting existing businesses and engaging with any new ones operating within the BID, as we become aware of them. As far as is practicable, we will continue to provide relevant and engaging events, learning opportunities, programmes, services, and communications for members. BNH will support members on their business

sustainability journey and with their business continuity plans by providing access to subject-matter experts and any relevant resources. Whenever possible, to assist members unable to attend events or learning opportunities, we will make resources available via the BNH website.

As the planned significant growth within our region becomes a reality, BNH will, when relevant, continue to work closely with a range of key stakeholders to achieve the best possible outcomes for

members on issues as they arise. These collaborations will include advocacy, both formal and informal, with and on behalf of our members, on a variety of topics. 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 that other organisations or authorities are looking to enforce.

To enable us to keep members fully informed about any plans or policies relevant to our local business community, BNH will continue to actively engage with decision-makers at all levels within central and local government, including Auckland Council, Auckland Transport, Upper Harbour Local Board, and other key stakeholder organisations.

PRIORITIES 2025/26

- » Support members to achieve and maintain financial sustainability
- » Review member feedback and implement any necessary changes
- » Provide relevant programmes and services
- » Organise and host world-class events
- » Complete another successful charity partnership event
- » Review CCTV capability and opportunities
- » Maintain links between businesses, schools, and tertiary providers
- » Support members on their business sustainability journey
- » Support members with their business continuity and resilience
- » Increase member engagement
- » Raise member awareness
- » Improve BNH's profile
- » Increase BNH's reach
- » Launch the new BNH website
- » Maintain key stakeholder relationships
- » Ongoing support of special interest groups
- » Complete the BID expansion feasibility process
- » Support the implementation of corporate social responsibility initiatives
- » Nurture organisational development
- » 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
- » Organise and host world-class events
- » Consolidate the Business North Harbour Business Excellence Awards
- » Review organisational resilience
- » Complete the BID expansion process
- » Maintain an effective governance group
- » Review year 2 of the four-year strategic plan
- » Review relevance of the strategic plan

PRIORITIES 2027/28

- » Review member feedback and implement any necessary changes
- » Continue to provide relevant programmes and services
- » Organise and host world-class events
- » Deliver another successful charity partnership event
- » Implement the BID expansion (if successful)
- » Review year 3 of the four-year strategic plan
- » Review relevance of the strategic plan

KPIs for 2025/26

SUSTAINABILITY

- » Provide education and resources to support members on their sustainability journey
- » Pilot an incentive scheme to recognise members on their sustainability journey
- » Facilitate inorganic waste collections twice a year
- » Maintain the food waste management programme by securing sufficient funding
- » In collaboration with Auckland Council, promote effective waste management
- » Deliver one sustainability-themed event

ADVOCACY

- » Advocate both formally and informally to key decision-makers on crucial topics affecting business, investment, transport, and infrastructure
- » Advocate collaboratively with other BIDs and key stakeholders when appropriate
- » Continue to develop positive relationships with local and central government representatives
- » Continue to develop positive relationships with business chambers (overseas and within NZ) offering import/export opportunities

RESOURCES

- » Provide members with the latest news and useful links via the BNH website and other communication platforms
- » Provide members with access to useful information and resources from key stakeholders and presenters via the BNH website
- » In collaboration with Auckland Emergency Management and other organisations, provide access to resources supporting business continuity planning and emergency preparedness

MARKETING COMMS AND PARTNERSHIPS

- » Publish three issues of FYI magazine, with one online digital copy, with a minimum readership of 1,500 online reads.
- » Increase online reads of FYI magazine to an average of 600 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

- » **Facebook:** increase followers by 10%
- » **Instagram:** increase followers by 8%
- » **LinkedIn:** 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
- » 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
- » Community Crime Prevention Camera Network: Identify new suitable camera locations to expand the existing network of six

MEMBER ENGAGEMENT

- » Contact or visit businesses in 1,300 commercial properties
- » Provide resources advising members and affiliates of BNH programmes and services, and the benefits of membership
- » Distribute branded promotional materials to increase awareness of BNH
- » Identify and engage with special interest groups
- » Identify and implement new opportunities for members to engage with BNH

EVENT KPIS

- » Deliver a comprehensive events programme to include:
 - 6 Business Capability Workshops, 180 attendees in total
 - 3 Women in Business Events, 300 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 2025, attracting at least 45 registrations to budget.
- » Develop and deliver a Pop-Up Business School programme aimed at empowering aspiring entrepreneurs within our BID to start and grow their own businesses.
- » Plan and host a half-day AI conference, designed to equip businesses with practical tools, strategies, and insights for leveraging AI to drive success.
- » Secure and increase Event Category Partnership revenue for 2025/26.
- » Expand the B2B Networking and Business showcase event to attract external visitors, with 50 exhibitors.

Financial Report FYE 30 June 2025

Business North Harbour Incorporated

Financial Statements

A summary of the financial statements from the Financial Performance Report for the year ending 30 June 2025 is available below. The full audited accounts with detailed notes to the financial statements and the auditor's report are available on the BNH website businessnh.org.nz, as is a copy of the Treasurer's Report for the 2024/2025 financial year.

Statement of Financial Performance

Revenue	Notes	2025 \$ Actual	2025 Budget (Unaudited)	2024 \$ Actual
NHBID Targeted Rate Levy		822,085	822,084	782,938
Grants Received		40,457	29,981	56,309
Partnership	2	110,808	102,996	130,666
Subscription from Members		24,701	25,000	27,584
Function & Events Income		78,189	102,630	82,379
Advertising Income		10,705	24,200	27,888
Revenue from Providing Goods/Services		1,977	2,250	190
Interest Revenue		10,728	1,500	11,523
Other Revenue		15,250	2,500	11,450
Total Revenue		1,114,900	1,113,141	1,130,926
Expenses				
Employee Related Costs	3	513,361	527,296	500,980
Costs re Member Programmes & Services	4	351,932	418,257	343,958
Lease and Rental Expenses	5	96,490	72,084	86,916
Other Expenses	6	72,145	81,556	69,731
Total Expenses		1,033,928	1,099,193	1,001,585
Net Surplus Before Depreciation		80,972	13,948	129,341
Less Depreciation Adjustments				
Depreciation	9	23,041	12,720	9,403
Amortisation of Intangibles	10	0	2,880	2,640
Total Depreciation Adjustments		23,041	15,600	12,043
Surplus/(Deficit) for the Year		57,931	(1,652)	117,298

Statement of Financial Position

Assets	Notes	30 Jun 2025	30 Jun 2024
Current Assets			
Bank Accounts and Cash	7	317,299	131,127
Term Deposits	8	251,151	269,403
Trade Receivables		10,954	35,950
Prepayments		576	3,339
Interest Accrual		1,952	2,406
Business Credit Cards		6,223	0
Goods and Services Tax		8,969	11,823
Total Current Assets		597,125	454,048
Non-Current Assets			
Property, Plant and Equipment	9	111,620	56,014
Total Non-Current Assets		111,620	56,014
Total Assets		708,745	510,062
Liabilities			
Current Liabilities			
Business Credit Cards		0	1,198
Trade Payables		30,527	86,741
Accruals and Provisions		12,361	9,248
Receipts In Advance	11	236,201	31,458
Wages and Holiday Pay Accrued		36,891	47,964
Hire Purchase Liability		1,666	284
Total Current Liabilities		317,646	176,893
Total Liabilities		317,646	176,893
Total Assets less Total Liabilities (Net Assets)		391,099	333,169
EQUITY			
Retained Earnings		391,099	333,169
Total EQUITY		391,099	333,169

For and on behalf of the Association:



Janet Marshall (Chairperson)

Date: 24 September 2025

Budget 2025/26 and Draft 2026/27

Financial transparency and operating in accordance with the requirements of the Auckland Council Business Improvement District (BID) Policy 2025 are ongoing commitments for BNH. Accordingly, we have produced a three-year Business Plan on pages 16-17 which is supported by a draft budget through to 30 June 2027. The final 2025/26 budget is presented on page 21 to support the achievement of the outcomes and KPIs outlined for the current financial year. Further information can be found in the Treasurer's Report, available on the BNH website businessnh.org.nz

Variances to 2025/26 Budget

A priority for the BNH Executive Committee and management is, as far as is practicable, providing cost neutrality between the targeted rate levy and the programmes and services provided to BNH members. Whilst the current reduction in inflation when compared to last year is welcome, increases in event and general operating costs present an ongoing challenge to achieving this outcome.

The targeted rate total of \$846,747, which was approved by members at the 2024 AGM, provides a significant portion of the operational budget for the current financial year. We have worked hard to attract partnerships and grants to supplement this income in a difficult economic climate. We have achieved a reduction in the final budget deficit figure compared to the draft budget presented last year, and, allowing for depreciation, we will be close to a break-even financial year. We are confident that, even with these adjustments to the draft budget, BNH will be able to maintain an appropriate level of programme and service delivery to members during the current financial year.

Draft 2026/27

At the AGM 2025, member approval will be sought for the collection of \$872,149 as the Targeted Rate levy for the 2026/27 financial year and for the overall draft budget as presented. The Targeted Rate levy figure includes an increase of \$25,402, representing a 3.0% increase over the current financial year, which is in line with current levels of inflation. This would be equivalent to an average increase of \$11 for the year, with the additional income being used to protect BNH from inflation by covering ongoing increasing costs. Additionally, \$30K has been included to cover the estimated costs of the BID expansion process and ballot.

As we all push on through these tough fiscal times, BNH will once again look to secure any additional income required above the Targeted Rate levy from other revenue streams, such as partnerships and grants from external stakeholders. The Executive Committee believes that BNH can deliver its business plan objectives based upon the draft budget, so it is with confidence that we present these budgets for your review and approval. In line with all budget forecasts, any changes to the economic environment or programme development may necessitate amendments to the operational component.

AGM 2025 Budget Summary

Key Income Streams	Actual 23/24 (Unaudited)	Actual 24/25 (Unaudited)	Proposed 25/26 as published	Final 25/26	Proposed 26/27
NHBID Targeted Rate	782,938	822,084	822,084	822,084	846,747
Proposed BID Targeted Rate Increase (3% to cover inflation *)			24,663	24,663	25,402
Associate Membership	27,984	24,301	25,000	25,000	25,000
Advertising and Promotion	27,888	10,705	24,500	9,500	10,000
Platinum, Gold and Silver Partnerships	98,666	70,333	67,000	71,000	67,000
External Programme Grants	56,499	58,149	4,000	29,414	4,000
Events and Economic Development	85,871	87,119	112,000	99,500	102,000
Business Capability Programme	8,507	4,878	10,000	8,480	10,000
Special Interest Groups	4,000	4,475	6,000	7,000	7,000
Interest and Training Room Hire (+ Sundry income)	22,633	24,340	2,900	4,500	4,500
Total Estimated Income	1,114,986	1,106,384	1,098,147	1,101,141	1,101,649
Programme Expenditure					
Crime Prevention	144,471	125,056	128,000	129,391	130,000
Transport	18,599	19,199	19,000	19,534	20,000
Member Communications	105,073	129,131	117,000	96,800	97,000
Events and Economic Development	120,929	101,814	164,000	154,890	157,000
Business Capability Programme and NHBID Projects	11,726	47,680	35,000	47,730	55,000
Advocacy	137,935	134,980	138,000	140,088	141,000
Special Interest Groups	4,976	6,977	13,000	15,575	16,000
Total Estimated Programme Costs	543,709	564,837	614,000	604,008	616,000
Operating Expenditure					
Personnel	285,261	314,092	319,000	317,402	325,000
Administration and Accounting	66,858	76,213	88,000	82,981	84,000
Premises	70,916	72,490	73,000	74,000	76,500
IT/Computer	8,744	9,937	9,500	13,092	13,500
Depreciation	12,043	20,404	16,000	17,200	17,000
Board Honorariums	7,500	7,116	7,500	7,500	7,500
Total Estimated OPEX	451,322	500,252	513,000	512,175	523,500
Total Estimated Programme and OPEX	995,031	1,065,089	1,127,000	1,116,183	1,139,500
Estimated Surplus/Deficit	119,955	41,295	-28,853	-15,042	-37,851

*3% increase in targeted rate to cover increased costs related to events, business capability development programme and the evolution of our special interest groups.



businessnh.org.nz

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