

ANNUAL REPORT 2022-2023

CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE





**WE ARE THE HOME AND VOICE
OF CANTERBURY BUSINESS.**

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FROM THE PRESIDENT

As I reflect on the past year, I feel privileged to be part of the Canterbury Employers' Chamber of Commerce. The year has seen significant change for businesses, with both challenges and opportunities that Canterbury businesses have taken in their stride.



Through it all The Chamber continues to play a vital role in providing guidance, support, and advocacy for businesses throughout the region. The dedicated team, under the leadership of Leeann and the executive, has worked tirelessly to ensure that our members receive the resources, connection, and assistance they need.

The Chamber's performance remains strong, ensuring we are in a good position as we head toward the future. This is particularly important now, as we start to see implementation of a comprehensive transformation programme. This transformation and focus on the future reinforces The Chamber's permanence, allowing us to help support local businesses and serve as a strong voice for our business community for years to come.

I would like to acknowledge the retirement of Charlotte Sullivan and Benjamin Badger, who have been influential members of our board over the last four and eight years respectively. Both Charlotte and Benjamin have made significant contributions to The Chamber and have been advocates for our strategic direction and transformation programme. We thank them for their dedication and wish them all the best in their future endeavours.

I would also like to thank BusinessNZ for their collaboration and support. As a founding shareholder of BusinessNZ, our ongoing partnership has been instrumental in advocating for policy changes and initiatives that benefit not only our local businesses but also the broader New Zealand business community.

As we move forward, our focus remains on supporting the transformation programme that will drive The Chamber forward and I have great confidence in The Chamber's ability to continue providing the leadership, support, training, connection, and advocacy needed to ensure the continued growth and success of our members.

Thank you for your support.



Paul Deavoll

President, Canterbury Employers'
Chamber of Commerce

FROM THE CHIEF EXECUTIVE

Tēnā koutou katoa

In the last year, businesses in Waitaha Canterbury have continued to be the engine of growth in Aotearoa New Zealand. Despite the challenges of inflationary pressure, rising interest rates, and softening demand, expectations of the Canterbury economy continue to improve with businesses cautiously optimistic about the year ahead. It's an optimism we share at The Chamber.



In the lead-up to the general election, we have taken the opportunity to advocate strongly on behalf of the business community and to provide opportunities for members to engage directly with decision-makers on the big issues like cost pressures, immigration settings, compliance, education and skills training, which remain barriers to growth and productivity.

Through member engagement, we have been able to set very clear expectations for the next government, whoever that may be, and have been particularly vocal on the need for longer-term thinking by politicians beyond the three-year election cycle. We have also re-emphasised how crucial it is that the next government creates and maintains an environment that supports economic growth and understands that as a driver of thriving communities and households.

As the home and voice of Canterbury business – your voice as a member has been amplified through the BusinessNZ Network and our affiliation to the New Zealand Chambers of Commerce and Industry (NZCCI) and the International Chambers of Commerce, where we have been able to use the full strength of our advocacy presence throughout New Zealand, drawing on the considerable pooled resources available, including through the BusinessNZ team who support our advocacy efforts on the ground in Wellington.

We have also continued to support our business community by providing opportunities for our members to connect, ensuring they are well-informed, supported and fully equipped to navigate the rapidly evolving business environment and respond to emerging issues like decarbonisation and sustainability, and digital transformation.

Our business advisory team continues to drive impact for our members and customers, many of whom have seen significant changes in their operating environment since the year prior, now focussing on managing profits with bedded in elevated costs and softening demand.

Over the last year, we have been setting ourselves up for a long-term sustainable future through a significant transformation programme, redefining how the Chamber provides the best value and experience for members into the future. Key to this is a new business model and membership structure that offers a tailored membership experience, enabling members to choose the level of investment and engagement with The Chamber and the flexibility to add or remove services as their business needs evolve.

This evolution of our offering is the outcome of an extensive programme of engagement with Chamber members and the wider business community to better understand what businesses need and want.

We're also looking to the future, to anticipate the workplace of tomorrow, as well as all the challenges and opportunities this will bring, and incorporating innovative technology to ensure our members have everything they need to make doing business easier, build resilience and navigate ongoing change and uncertainty.

The Chamber is very grateful for the ongoing support from our partners, who share our long-term vision and help enable us to deliver high-quality programmes and services for our members. In particular our Principal Partner Westpac and Major Partners, Enable and Orion; and also our Capability Partners, Business Partners and Export Partners. Thank you for your ongoing commitment to The Chamber.

I would also like to acknowledge and thank the talented, highly experienced, and passionate Chamber team. We are fortunate to have a group of individuals who are passionate about our purpose of creating a thriving business community through supporting our members. As we continue to evolve the organisation, the team too are evolving to anticipate and respond to the changing needs of the business community – a snapshot of some highlights from our team is included in this Annual Report.

The last twelve months have set the scene for what will be an exciting year. We look forward to continuing to support businesses to navigate the challenges and opportunities of a changing business environment post-election, and to welcoming our members – and new members – to a new era of Chamber membership. We are looking forward to your continued support of The Chamber and the Canterbury business community.

Nga mihi



Leeann Watson

Chief Executive, Canterbury Employers' Chamber of Commerce



WHAT WE BELIEVE

Businesses are essential for economic growth, prosperity, and thriving communities.

Those in business could have chosen an easier option, but instead, devoted their time, attention and resources to do the harder thing, to build something, to make an impact.

Being in business is an act of bravery, which deserves recognition and support – and we are here to provide both.

The Chamber attracts and empowers bold thinkers to unleash their full potential, collaborate effectively, and ultimately to shape a better future for Canterbury.

We remain a constant in the sea of change we are faced with today.

We navigate and adapt to the changing conditions around us, helping you do the same.

There are always tools to use, people to learn from, and ears to hear your challenges here at The Chamber.

We continuously seek knowledge, stay ahead of trends, and deliver excellence in all that we do.

Together, we share stories, insights, and experiences, championing our thriving business community.



OUR EXECUTIVE

Leeann Watson

Chief Executive

Petra Oldfield

General Manager

Wendy Clarke

Finance Manager

Kathryn Peat

Customer Experience and Partnerships Manager

Michelle West

Marketing Manager

OUR TEAM

Anne Jamieson

Accounts and Membership Liaison

Bridget Frame

Transformation Programme Administrator

Daniel Thomson

Business Advisor

Genevieve Thornley

Service Programme and Design Manager

Hannah Weeds

Brand Marketing Specialist

Holly Andrews

Event Manager

Jason MacRae

Business Advisor

Jeremy Willan

Customer Experience Transformation Support

John Hamilton

Business Advisor

Julian Hagger

Partner Relationship Manager

Jagdev Sidhu

Business Advisor

Kirsten Wick

Communications and Media Specialist

Losa Wang

Learning Co-ordinator

Markus Koelbl

Export Documentation Advisor

Maxine Muscroft

EA to CEO and Executive Team

Mel Rushton

Digital Marketing Specialist

Michael Prisk

HR/ER Consultant

Monica Shepherd

Receptionist/Export Documentation Advisor

Parth Malhotra

Member Relationship Manager

Rebecca Golding

Events Manager

Suyaka Gutama

Training and Events Administrator

Tyler Culling

Business Advisor

Tait Dench

Communication and Advocacy Advisor

Vaughan Fleming

Membership Manager

**as at October 2023*



OUR BOARD

The Canterbury Employers' Chamber of Commerce Board consists of eleven Directors, serving a two-year term. The Board for 2022/23 included the following appointees:

Paul Deavoll
President

Head of Customer and Communications
Orion New Zealand Ltd

Jenni Callaghan
Vice President

Associate Director
Ernst & Young

Mark Allan

Managing Director
Eliot Sinclair and Partners Ltd

Erin Black

Director
Connect Consultancy

Andrew Dallison

Partner
Oxygen8 Consulting Ltd

Grant Walker

CEO
2B Connected

Glenn Hansen

Group Financial Controller
Vortex Engineering Ltd

Oliver Hunt

CEO
Medsalv

Andrew Logie

Director
Logie Associates

RETIRING

Charlotte Sullivan

Director
Auburn

Benjamin Badger

Vice President
Benjamin Badger Ltd

OUR LIFE MEMBERS

These members have been appointed in recognition of their significant contribution to The Chamber and the wider business community over a long period of time. Life Members are appointed at the Annual General Meeting following a recommendation from the Board.

The current life members are:

Richard Ballantyne

Roger Barker

Syd Bradley

Dr Rod Carr

Peter Davie

Bruce Fraser

Michael Greene

David Halstead

Peter Townsend



TRIBUTE TO ALLAN WILLIAMS

The Chamber would like to honour the life of Allan Williams, who passed away in September.

Allan devoted 70 years of his life to leadership and service in New Zealand's peak professional organisations, international and domestic trade development, business enterprise particularly in the transport and logistics sector, and in patronage of many voluntary organisations that have greatly enhanced the communities in which he lived. That service included two terms as president of the New Zealand Chambers of Commerce, life membership of the Canterbury Employers' Chamber of Commerce, and was recognised by way of several other fellowship and distinguished member honours in peak bodies. Allan was greatly supportive of The Chamber and will be missed.



CONGRATULATIONS TO PETER TOWNSEND

Peter Townsend, Life Member was bestowed a Life Membership of the New Zealand Chambers of Commerce & Industry in September in recognition of the significant contribution he has made over 26 years to the Chamber network across New Zealand.

OUR PARTNERS

The Chamber partners with Canterbury businesses whose values are aligned with ours, and who help support us support our members. Our partnerships enable us to keep membership fees low, provide extensive support across multiple industries, market-leading resources, and a comprehensive training and events calendar. We are very grateful for their ongoing support and commitment to The Chamber.

Principal Partner



OUR PARTNERS

Major Partners



Capability Partners



Business Partners



Export Partners





ADVOCACY

Our advocacy work programme ensures our members' views are represented on policies and decisions at a local and national level, all with the aim of removing barriers and enabling an environment that supports innovation, growth, and productivity.

Through robust submissions, engagement with Government Ministers and Officials, the media, and collaboration across New Zealand as part of the BusinessNZ Network, we have been able to affect change for businesses of all sizes and in all sectors. We also brought together our members for advocacy forums which gave us the opportunity, alongside our Quarterly Canterbury Business Survey, to reflect the views of our members in what we do.

Over the past year, we have been setting the scene for the general election, with a significant focus on direct member engagement with decision-makers and the preparation of our election year 'Business Expectations of Government' report which was shared with all political parties in June.

The key themes have changed somewhat over the past year as the barriers for businesses have, with the capacity to respond to surging demand post-COVID and significant labour market shortages and unworkable immigration settings being a focus earlier in the year, to a more recent focus on cost pressures caused by inflation and compliance, and renewed concern about the education and vocation

learning system delivering the right skills for work readiness more recently.

Following significant concerns from our members around the rise in crime and antisocial behaviour, we penned an open letter to the government in November, which resulted in some significant media attention and some action from the Government. More recently we have worked with the Council to understand where opportunities lie for more local solutions.

An overarching theme has been advocating for longer-term thinking from the Government and Council about some of the persisting challenges for our economy like investment in infrastructure, access to finance, and support with decarbonisation. We have also been clear that policymakers in Wellington must better understand small and medium-sized businesses, which make up 97% of the businesses in New Zealand.

LEARNING AND DEVELOPMENT

Working with our specialist facilitators to provide knowledge to our members that is practical and relevant in support of members' current and future business goals, our comprehensive learning and development programme continues to adapt to learner demand to provide the ability to increase capability across a wide range of areas.

This year showed more organisations invested in improving their people's capability both generally and through specific skills like courageous conversations, managing performance and handling conflict in the workplace. Soft skills learning such as communication and personal productivity for young professionals were also very popular.

We have seen an increase in appetite from businesses for in-house training. Our de-escalation course has been particularly popular and one of our members saw a noticeable increase in confidence amongst staff in dealing with complicated client interactions.

We are increasing our sustainability learning and development offerings as part of our work programme, with our introductory sustainability for businesses workshops initiated this year, in conjunction with BusinessNZ and the Sustainable Business Council.

Looking at how best to address labour market challenges, we gained valuable insights from local businesses which have contributed to the development of our Positive Work Culture series.

Finally, as part of our mission for improved end-to-end learning and development service design, we successfully implemented our Arlo learning and development platform for enhanced user experience for learners and facilitators. We will build on this to explore how we can use our Arlo platform for potential e-learning opportunities over the coming year.



EVENTS

To help businesses on their sustainability journey, we ran an informative and engaging event on sustainable choices for your business's transportation. This 'Developing a Sustainable Transport Plan' event, with partners Orion and Canterbury Tech, gave practical insights to help reduce businesses carbon footprint and make sustainable and cost-effective transportation choices.

We continued to run our popular ExportNZ Breakfast series, with discussion amongst businesses at the June event on international freight and logistics indicating there is a general feeling of positivity for the future with a shift from post-pandemic recovery, but with continued logistical air, and sea freight challenges particularly in terms of supply chain, timeframes, and communication.

In the build-up to the 2023 election, we initiated our political series with several events for businesses to engage in discussion on local and national issues, particularly through the Mayoral breakfast with Christchurch, Ashburton, Selwyn, Waimakariri, and Hurunui Mayors, and Environment Canterbury Chair, and our post-budget briefing lunch with Grant Robertson.

Our Westpac Smarts series has continued to provide businesses regular opportunities to gain access to expert knowledge from a variety of speakers across different industries and a wide range of topics from overcoming economic challenges or labour shortages, to embracing diversity, equity and inclusion (DEI) in the workplace. This event included insightful discussion, walking through the fundamentals, and why embracing DEI is crucial for the future of work.

Our Connect After 5 networking events were also renewed this year, providing members with a chance to co-host a networking function at their premises. These evenings of meaningful connections, relaxed conversations, while enjoying an insight into different businesses, are proving to be a hit amongst Chamber members.





BUSINESS ADVISORY

The business advisory team, made up of specialists in human resources, employment relations, innovation and R&D, manufacturing, and international trade continue to focus on helping Canterbury businesses improve, evolve and strengthen their businesses.

Through identifying and implementing strategies on key projects and focus areas, the team has also helped accelerate growth and innovation through the delivery of the Government Regional Business Partners Programme and Callaghan Innovation services.

Earlier in the year the team was kept busy working with businesses to enhance efficiencies in production and their workforce due to surging post-COVID demand and a very tight labour market. Following that growth in employment and wage costs, our advisory team is now supporting businesses to manage their overheads and remain profitable throughout changing market conditions. This is generally reflective of those higher-than-normal wage costs and inflationary pressure, coinciding with a drop in demand and forward orders.

There has been continued demand for human resource and employment relations advice, particularly now that Fair Pay Agreements have become enshrined in law. The team are focussed on minimising as far as possible the impacts of the Fair Pay Agreement process moving forward. In response to labour market shortages, the Chamber developed a new 'Building a Positive Work Culture' series, which aimed to develop

a compelling value proposition that supports their recruitment and retention strategies.

Manufacturers and exporters continue to make up a significant proportion of our membership, and we have focussed on more individual support this year as both industries dealt with significant supply chain disruption and labour market shortages. We have invested in having dedicated resources available for our manufacturers, exporters and importers to ensure they receive the support they need and their voices are heard through our extensive advocacy work.

Of particular note was a piece of work completed in collaboration with BusinessNZ – which now means New Zealand electrical product manufacturers can continue enjoying the benefits of joint standards with Australia, reducing their compliance burden and making it simpler to trade across the Tasman.

The export team helped a number of companies overcome concerns regarding shipment delays, export regulations and other supply chain related issues – and hosted a number of 'Export Breakfasts' to bring businesses together to share learnings and make valuable connections. They also continued to play a hugely important role for Canterbury exporters, working on export certification for a significant proportion of them from across the region.

FINANCIAL STATEMENTS

Summarised Consolidated Statement of Comprehensive Revenue and Expense For the Year Ended 30 June 2023

	2023	2022
	\$	\$
Revenue		
Subscriptions	1,572,637	1,477,494
Member Activities	2,015,115	3,028,862
Investment and Other Revenue	129,907	177,850
Total Operating Revenue	3,717,659	4,684,206
Less Expenditure		
Personnel Costs	2,361,333	2,363,123
Affiliation Levies	261,590	260,519
Operation Costs	1,611,623	1,510,250
Facilities Costs	76,627	71,756
Depreciation and Impairment	190,746	193,017
Total Operating Expenditure	4,501,919	4,398,665
Share of surplus of equity-accounted joint venture	(13,269)	4,301
Surplus Before Taxation Expense	(797,529)	289,842
Tax Expense on Non-member Activities	0	0
Surplus for the Year	(797,529)	289,842
Other Comprehensive Revenue and Expense	(589,829)	0
Total Comprehensive Revenue and Expense for the Year	(1,387,358)	289,842



Summarised Consolidated Statement of Financial Position
As at 30 June 2023

	2023	2022
	\$	\$
Equity and Liabilities		
Reserves		
Accumulated Funds Closing Balance	3,990,533	4,788,063
Land and Buildings Revaluation Reserve	3,707,195	4,297,025
Total Members' Funds	7,697,728	9,085,088
Assets		
Bank Deposits and Receivables	2,323,633	3,225,935
Fixed Assets and Investments	6,638,581	7,409,941
	8,962,214	10,635,876
Current Liabilities		
Payables and Revenue in Advance	1,264,486	1,550,788
Net Assets	7,697,728	9,085,088

Summarised Consolidated Statement of Cash Flows
For the Year Ended 30 June 2023

	2023	2022
	\$	\$
Cash Flows from Operating Activities	(825,984)	504,825
Cash Flows from Investing Activities	(31,394)	(347,648)
Net Increase/(Decrease) in Cash Held	(857,378)	157,177
Add Opening Cash Brought Forward	2,464,387	2,307,210
Ending Cash Carried Forward	1,607,009	2,464,387



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