

**CANTERBURY EMPLOYERS'
CHAMBER OF COMMERCE**
ANNUAL REPORT 2019-2020

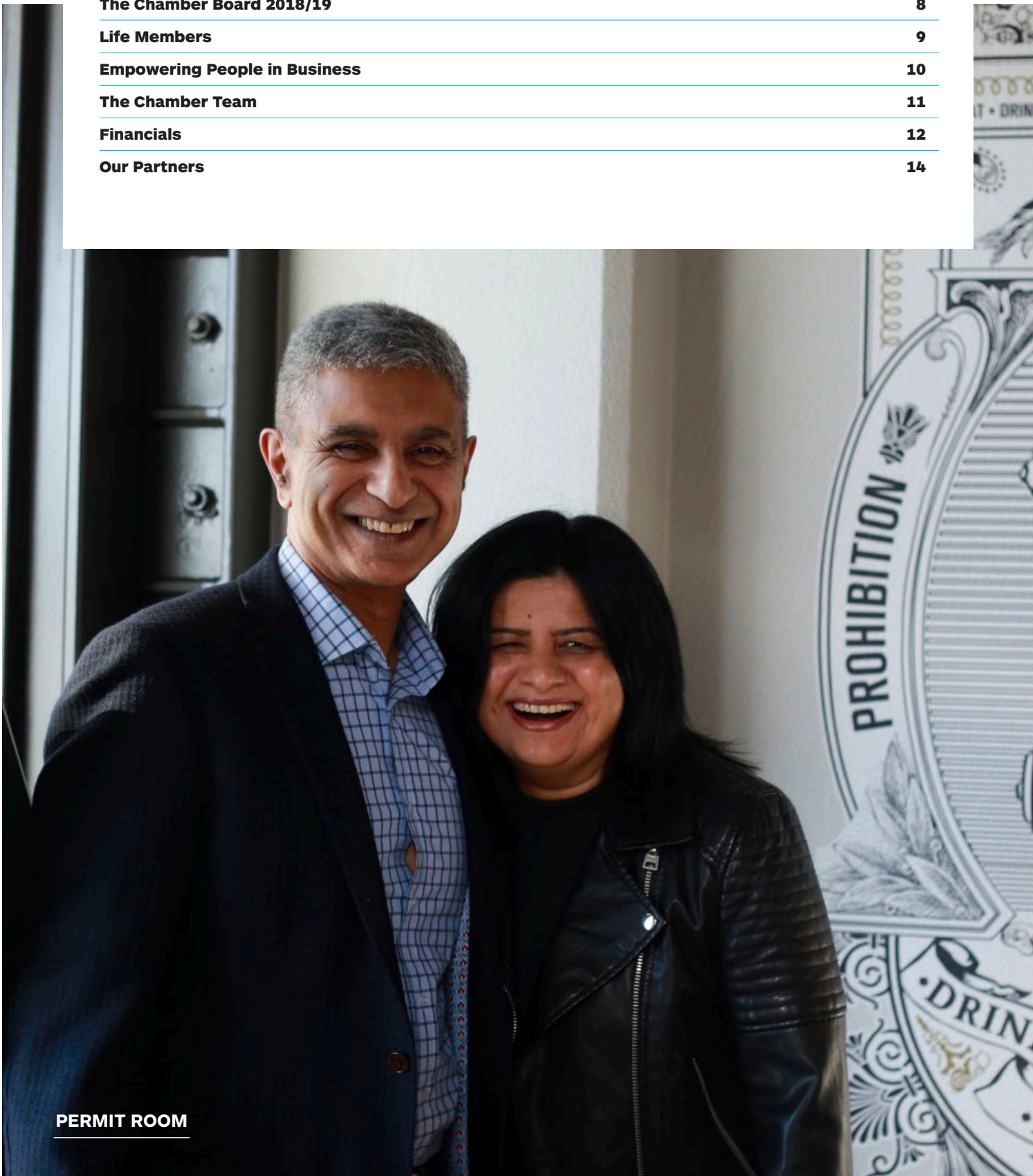




C4 COFFEE

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PERMIT ROOM

FROM THE CHAMBER BOARD PRESIDENT

What a difference twelve months can make, reflecting on all that the region has been through and now having to cope with the global COVID-19 pandemic.



As President of The Chamber Board, I have to congratulate our Chief Executive, Leeann Watson and her team, for the manner in which they were able to pivot the operation and respond to COVID-19 and the needs of our Canterbury businesses. While many of us were locked down with our operations suspended, The Chamber quickly adapted to the pandemic in its service delivery, taking a leading role on economic response advocacy, such as the wage subsidy (which originated out of the Earthquake Support Subsidy) and providing urgent support to thousands of businesses.

I am pleased to report that, while like most businesses The Chamber was impacted by COVID-19, we managed to offset the effects to return a small surplus for the financial year which we are very grateful for. As a result, The Chamber remains in good financial health with cash reserves to ensure the continuity of service delivery members have come to expect and enjoy.

Through the COVID-19 crisis, Leeann has managed to continue The Chamber's three-year strategic programme focused on redefining the business model, transforming engagement, and partnering for impact.

Of course, out of any crises, there often lies opportunity and this is evident in the newly fostered collaboration developed within the BusinessNZ network. Whilst BusinessNZ remains the most influential business advocacy body in the country, the extent of collaboration and the future potential of the network is exciting to enhance the reach, capability, and transformation of The Chamber.

Also pleasing is the continued interest and engagement by Ministers and industry leaders choosing The Chamber as a platform to engage with the local business community. Whilst 'face to face' events have largely been off the table, we engaged regularly online with the Prime Minister and Senior Ministers throughout COVID-19 and have hosted in person the Minister of Finance Hon Grant Robertson, Leader of the Opposition Hon Judith Collins, Governor of the Reserve Bank of New Zealand Adrian Orr, and Privacy Commissioner John Edwards over recent times.

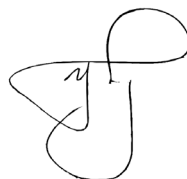
I have been impressed by Leeann's agile and decisive leadership over the last twelve months and would like to thank her and the hard-working Chamber team for everything they do in the interests of our members, the business community generally and the wider community of Ōtautahi Christchurch and Waitaha Canterbury. They have worked tirelessly under extremely challenging and unprecedented circumstances.

As we mark the end of this financial year, I would like to acknowledge those Board members who have stepped down – Shaun Hubbard, Olivier Lacoua and Trevor Edwards and thank them for their contribution to the governance of The Chamber. We also thank our continuing Board members who generously provide their time, energy and expertise to the Chamber and its members.

I would like to thank our valued partners who help to enable The Chamber to deliver such a high level of support for our members and the wider business community.

And lastly, I would like to thank all of our Chamber members for your continued support during these challenging times – I look forward to helping pave the way for The Chamber to continue supporting business growth in Waitaha Canterbury, and helping businesses respond to the 'new normal' of our COVID environment.

Ngā mihi,



Andrew Logie
President

MESSAGE FROM THE CHAMBER CHIEF EXECUTIVE

The last year has been challenging for all businesses, reinforcing the strong role The Chamber plays in continuing to provide a safe pair of hands and as trusted advisors for our local business community, with our expertise and services becoming even more in demand.

This time last year, no-one could have predicted the immense health, social and economic impacts that COVID-19 would have on our way of life, as we have all navigated a rapidly evolving environment without a blueprint, and often at very short notice.

Along with other organisations across the region, nation and the world, we too have had to – very quickly – review and re-think how we conduct business, and continue to support businesses that find themselves facing an unprecedented and uncertain operating environment.

Learning from our response and role post-earthquakes, in March we quickly mobilised a COVID-19 Business Helpline and a dedicated COVID-19 Response Team, providing support to all businesses in the South Island through our 0800 50 50 96 phone number.



Through this Helpline, in addition to our webinars, online training, communications, advocacy, website and Facebook groups we engaged with and supported over 10,000 businesses through the fast-changing COVID environment.

Through our BusinessNZ Network, we were able to directly engage with and lobby Central Government Ministers and officials to provide clarity and escalate issues, including practical measures to promote business and job continuity. This included helping to shape the wage subsidy and various iterations, input into essential services, alert level criteria, temporary relaxation of duration of some work visas, and the Small Business Cashflow Loan scheme.

Our COVID support contributed to record months in 2020 for our HR consultancy, and increased member engagement across our advisory and consultancy year on year.

Our business advisors have also been in high demand through the Regional Business Partner (RBP) Network, providing an established and trusted system when COVID hit to assist businesses in key areas such as digital transformation, access to funding and business continuity.

The same support network was also in place for migrants and employers of migrants in the region through our SkillsConnect Canterbury advisors, who in 2019-20 provided 556 employers with immigration and settlement guidance, and 356 migrant clients with employment assistance.

We also evolved our business model to offer online resources, such as our Restructuring and Redundancies Kit, and the adoption of online business communication networks such as Zoom and Microsoft Teams enabled us to work remotely and continue to provide training and critical updates to the business community, extending our reach and audience, and reinforcing our role as a connector of business. This brought our total number of online, hybrid and in-person events for the year to 107 and 119 trainings.

In September last year, we also held a very successful Mayoral Candidate Forum which was supported by our Local Government Directive – a pre-election report which provided a platform to raise the key issues impacting local businesses and how local Government could shape a more enabling business environment. Other submissions through the year included an Emissions Target Submission, Home-Share Accommodation Submission, and a submission on the Christchurch City Council Draft Revised Annual Plan 2020-21.

Our year's advocacy also included representations on key groups, such as my involvement on the Small Business Council, and the subsequent appointment as one of four Small Business Advisors to the Minister of Small Business; the Trade for All Advisory Board, resulting in a report for

the Minister of Trade; and appointment of General Manager Michaela Blacklock to the Regionals Skills Leadership Group, and Ashburton Economic Recovery Group.

This was supported by a strong media presence, with 68% year-on-year growth in media engagements across a wide range of topics and with an increasing media audience. We have also grown our social media followers through targeted engagement, and in late 2019 distributed a revitalised Update magazine, which was well-received.

At The Chamber we are not immune to the changing environment, as we too have been impacted by challenging market conditions at a time that access to business advice and support, and targeted advocacy has never been so important.

Prior to COVID-19, The Chamber had embarked on a three-year transformation journey to evolve our business model to ensure we are a Chamber for all, transform our engagement to maintain relevance and add value, and partner for impact to reinforce our role as a connector of businesses. A side effect of the pandemic has been an acceleration of this journey, including making some changes inside our organisation to create a now more streamlined and connected way of operating and to enable us to be more resilient and move positively into the next phase of The Chamber. This ensures we are fit-for-purpose in a rapidly evolving business environment.

I would like to thank all our supporters and stakeholders who continue to enable us to support business in our region. I am also grateful for the support from our Board members. It has been a significant year for the hard-working Chamber team, so I would like to thank them too for their huge commitment over the last year.

Finally, I would like to thank our members who are at the centre of all that we do, for your ongoing support to ensure we can continue to deliver value across the Waitaha Canterbury and Te Tai Poutini West Coast business community.

Ngā mihi nui,

Leeann Watson
Chief Executive



THE CHAMBER BOARD 2019-2020

Elected by our members, The Chamber's Board supports the Chief Executive to set policy and determine the strategic direction for the organisation.

The Board sets policy that will:

- Empower people in business
- Shape a business environment promoting innovation, productivity, and economic growth
- Support strong community outcomes
- Recognise and celebrate sustainable business growth and success
- Encourage collaboration across and between the city and the region

Benjamin Badger (Vice-President)

Benjamin Badger

Erin Black

Beca Ltd

Jenni Callaghan (Vice-President)

EY

Melissa Davies

SilverDelta Ltd

Paul Deavoll

Orion Ltd

Trevor Edwards

Superheat Ltd

Shaun Hubbard

Stepped down from Board in February 2020

Olivier Lacoua

Novotel Christchurch Airport

Craig Latimer

New Zealand Trade & Enterprise

Andrew Logie (President)

Andrew Logie Ltd

Matthew Mark

Christchurch City Mission

Charlotte Sullivan

Auburn Marketing



From left to right: Jenni Callaghan, Olivier Lacoua, Benjamin Badger, Erin Black, Matthew Mark, Melissa Davies, Andrew Logie, Paul Deavoll, Charlotte Sullivan. (Absent from photo): Trevor Edwards, Shaun Hubbard, Craig Latimer.

THE CHAMBER LIFE MEMBERS

Life Members are appointed at the Annual General Meeting following a recommendation from the Board. 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.

The current Life Members are:

Richard Ballantyne

Bruce Fraser

Roger Barker

Michael Greene

Syd Bradley

David Halstead

Dr Rod Carr

Peter Townsend

Peter Davie

Allan Williams



EMPOWERING PEOPLE IN BUSINESS

The Chamber is a membership organisation, comprised of over 2,600 member organisations that represent over 60,000 employees in Canterbury and the West Coast.

Our focus is on helping to empower people in business and shape a business environment that promotes innovation, productivity, and economic growth, while supporting strong community outcomes.

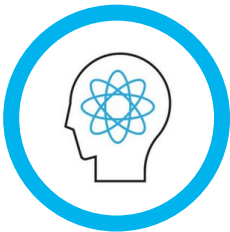
We do this by providing advisory and consultancy support in employment relations, human resources, health and safety, international trade, manufacturing, migrant support, research and development grants, training and development

and events to inspire, inform and educate our members.

We believe strongly in championing local business and advocating for policies that will help shape a business environment that promotes innovation, productivity and economic growth, and provides a strong quality of life and community outcomes for all.



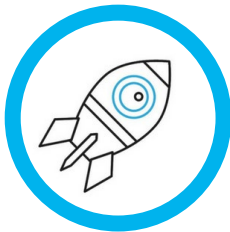
Advocacy



R&D and Innovation



Business Strategy



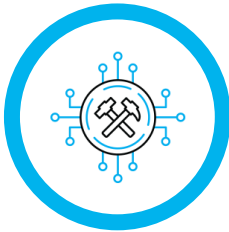
Export and International Trade



Human Resources and Employment Relations



Health and Safety



Manufacturing



Immigration

THE CHAMBER TEAM

Holly Andrews

Events Manager

Michaela Blacklock

General Manager

Lisa Burdes

Skills Connect Canterbury
Business Advisor

Wendy Clarke

Finance Manager

Melicia Clough

Business Development Manager

Melany-Jayne Davies

Service Development Manager

Joris de Vocht

Business Advisor

Susan Franklin

Customer Experience
and Support Coordinator

John Hamilton

Business Advisor

Anne Jamieson

Accounts and Membership Liaison

Amy King

Marketing and
Administration Coordinator

Kelly Mackintosh

Learning and Development
Events Designer

Jason MacRae

Business Advisor

Rachel McCann

Executive Assistant

Claire McOscar

Executive Assistant to CEO/GM
and Facilities Management

Krupa Panchal

Export Document Advisor

Hannah Pearce

Marketing Specialist

Nicola Prince

SkillsConnect Canterbury
Employment Coordinator

Monica Shepherd

Receptionist and
Export Document Advisor

Megan Te Kahu

Human Resources and
Employment Relations Advisor

Sarah Townsend

Marketing Manager

Shirley van Waveren

Business and International
Trade Advisor

Leeann Watson

Chief Executive

Kirsten Wick

Communications and
Advocacy Advisor

Ebony Wilson

Customer Experience and
Partnerships Manager

Keith Woodroof

Human Resources and
Employment Relations Advisor

*As at October 2020



FINANCIALS

The Employers' Chamber of Commerce (Inc.) Summarised Consolidated Financial Statements For the Year Ended 30 June 2020

Summarised Consolidated Statement of Comprehensive Revenue and Expense For the Year Ended 30 June 2020

	2020 \$	2019 \$
Revenue		
Subscriptions	1,393,556	1,444,275
Member Activities	3,177,447	3,240,373
Investment and Other Revenue	340,398	160,679
Total Operating Revenue	4,911,401	4,845,327
Less Expenditure		
Personnel Costs	2,971,595	2,774,009
Affiliation Levies	194,590	263,441
Operation Costs	1,311,619	1,492,025
Facilities Costs	80,938	74,639
Depreciation and Impairment	281,317	238,610
Total Operating Expenditure	4,840,059	4,842,724
Surplus Before Taxation Expense	71,342	2,604
Tax Expense on Non-member Activities	10	13
Surplus for the Year	71,332	2,591
Other Comprehensive Revenue and Expense	–	1,180,052
Total Comprehensive Revenue and Expense for the Year	71,332	1,182,643

**Summarised Consolidated Statement of Financial Position
As at 30 June 2020**

	2020	2019
	\$	\$
Equity and Liabilities		
Reserves		
Accumulated Funds Closing Balance	4,230,643	4,163,766
Land Revaluation Reserve	3,623,145	3,623,145
Total Members' Funds	7,853,788	7,786,911
Assets		
Bank Deposits and Receivables	2,290,161	2,008,619
Fixed Assets and Investments	7,043,394	7,302,719
	9,333,555	9,311,338
Current Liabilities		
Payables and Revenue in Advance	1,479,767	1,524,427
Net Assets	7,853,788	7,786,911

**Summarised Consolidated Statement of Cash Flows
For the Year Ended 30 June 2020**

	2020	2019
	\$	\$
Cash Flows from Operating Activities	795,168	23,755
Cash Flows from Investing Activities	(30,698)	(61,559)
Net Increase/(Decrease) in Cash Held	764,470	(37,804)
Add Opening Cash Brought Forward	804,978	842,782
Ending Cash Carried Forward	1,569,448	804,978

OUR PARTNERS

We would like to acknowledge and thank our partners who enable us to provide maximum value for our members.

Principal Partner

Westpac

Major Partners

Enable

Orion

Specialist Partners

Ashton Wheelans

Lane Neave

Mint Design

Business Partners

ChristchurchNZ

Electionz.com

Saltworks

UC Business School

Member Savings Partners

Air New Zealand Airpoints for Business

Ford

Noel Leeming

OfficeMax

Torpedo7

Total Utilities

Westpac

Z Energy





EMPOWERING PEOPLE IN BUSINESS

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Affiliated to:

