

Celebrating 165 years

165



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President Report

As I reflect on 165 years of Business Canterbury (formerly Canterbury Employers' Chamber of Commerce), it has been a real privilege to witness the incredible transformation the organisation has undergone over the past year. This period of innovation has been monumental, and it is full steam ahead.

Business Canterbury's transformation has reimagined how the organisation delivers value, connects with members, and advocates on behalf of our members. More importantly, it represents our renewed commitment to being the best partner for the business community. I am confident that these changes will set Business Canterbury up for long-term success.

I want to acknowledge our CEO Leeann's exceptional leadership and the outstanding efforts of the Business Canterbury team this year. Their determination in driving this transformation has really set the organisation up for the next 165 years. At the same time, they have ensured that members continue to receive the resources, connections, and support they need in the midst of a very challenging environment for business. This commitment to Business Canterbury members is evident in everything they do, and their hard work has not gone unnoticed.

I also extend my thanks to Business Canterbury's strategic partners, the University of Canterbury, Orion, Westpac, and 2Degrees, whose support is always appreciated.

Finally, I would like to express my gratitude to all the members of Business Canterbury who supported the recent transformation and remained committed to the

organisation during this significant period of change.

Business Canterbury's strength will only continue to grow as the organisation embeds the final stages of the transformation. I am confident that this transformation will enhance connection with our members alongside increasing value and magnify the organisation's impact within the Canterbury business community.

Thank you for your support.



Paul Deavoll
President
Business Canterbury



Our Values

Lead the charge
and the change.

- We encourage the pursuit of ambitious goals without fear of judgement or failure
- We stand up for what is right for our customers and region
- We inspire others to challenge the status quo
- We take ownership of everything we do.

Be the best business
partner.

- We know what our business community needs now and in the future
- We provide confidence and assurance during times of change
- We leverage collective knowledge and expertise
- We lean into difficult conversations.

Fiercely focused
on what's best for
our customers.

- We listen to understand, not reply
- We put ourselves in the shoes of others
- We understand our audience needs to deliver relevant and scalable solutions
- We take collective ownership to provide the right solution.

Commercially
driven for impact.

- We prioritise based on impact vs striving for perfection
- We make robust decisions based on data and insights
- We respond quickly to market changes and capitalise on emerging opportunities
- We understand how our choices and actions impact the bottom line.

Authenticity
matters.

- We celebrate success and grow from failure
- We hustle and have fun
- We respect and value each others differences
- We provide an environment where people can be their best.

Navigating Change Together

Kia ora,

As we mark 165 years of being in business as Canterbury Employers' Chamber of Commerce and now Business Canterbury, this year's annual report reflects perhaps the biggest year of change for our organisation since our founding in Lyttelton in 1859.

Over the last year we have transitioned all of our members into our new member value framework, welcomed new members, launched several new products and services, such as our manufacturing and global trade service memberships, our Bold Company news website, a podcast, and Canterbury Trusted. We have also embedded a new CRM system to enable us to personalise your customer experience, and launched a new website, a new brand, and of course, a new name.

There is a reason we have been pushing hard over the last year to get this right. The changes we have made have all been part of a transformation programme aimed at ensuring that right now, and into the future, Business Canterbury remains the best business partner for your business.

Our new membership tiers for example, have been extremely well received and positions us better as the home and voice of all businesses in the region, but

more importantly allows your business to choose the right level of support depending on your size, stage, or industry. We have also added more options for creating a personalised relationship with us. You can now add on industry or topic-specific service memberships that give enhanced access to advice and insights, whether you are a manufacturer, exporter, or require a higher level of human resources support. You can also become 'Canterbury Trusted', a new initiative that builds your competitive advantage through Business Canterbury backing your business.

We did all of this in the backdrop of significant change in the business landscape including a general election resulting in a change of government, and consultation on the Christchurch City Council's three-yearly Long Term Plan. We represented your views, created opportunities for engagement directly with politicians and continued to advocate for big policy changes both directly and through our shareholding of BusinessNZ which initiates an environment that allows for more innovation, productivity and sustainable growth.

Fortunately, years of advocacy on some of the big issues has paid off – with Fair Pay Agreements gone, 90-day trials for all businesses back, and reform started on the

Holidays Act, Health and Safety in Work Act, immigration settings and vocational education.

We have also continued to deliver a work programme and support during another year that has presented significant challenges and opportunities for business here in Canterbury, as you navigate what has seemed like an elastic band economy over the last few years. But when the going gets tough, Canterbury businesses get going and compared to other regions we have remained remarkably resilient – which I hope will turn into early recovery for us as interest rates start to drop and the economy is kickstarted again.

I would like to thank my incredible team here at Business Canterbury, who have worked through a lot of change, big targets, and played a significant role in supporting businesses through a challenging economic environment. For those of you who regularly engage with our team, you will know they have done it all with enthusiasm and genuine care.

I don't know what Business Canterbury will look like in another 165 years, but I do believe that our team and the changes we have made and embedded over the last 12 months will play a significant role in getting us there, setting the organisation up for long term sustainability.

Thank you to our President Paul Deavoll and our board who have remained committed to and energised by our transformation programme. The expertise, time and energy that you give to our organisation is a key part of our success. Your contribution during a challenging time for business, and a period of change for Business Canterbury will have a lasting legacy. A special thank you also to Andrew Dallison and Oliver Hunt who are stepping down from the board this year.

Thank you to our strategic partners, the University of Canterbury, Orion, Westpac, and 2Degrees, who have come on our transformation journey with us to support our business community.

Of course, the biggest thank you goes to you, our members. Without you we would not exist, and without your support and the backing of us within your networks, our transformation (and moving forward, our growth) simply would not be possible.

In financial year 2024/25, our focus will be on embedding the final stages of our transformation and growth. Using our new look and tools, we will grow our audience, our engagement with members, and of course grow our impact as an organisation for what I am sure will be another year of change for the Canterbury business community.

Thank you for your ongoing support, trust and confidence.

I look forward to keeping you updated throughout the year!

Nga mihi,



Leeann Watson
Chief Executive
Business Canterbury



Your source for local business news and podcasts.



Proudly brought to you by Business Canterbury, Bold Company is all about showcasing local businesses and sharing the positive stories we hear every day.

We believe strongly in championing local businesses and the people behind them that collectively make this region one of the best places to do business. We cast the spotlight on the bold, resilient, innovative businesses that make Canterbury one of the key regions driving our national economy.

As a Canterbury business, you're in bold company. Whether you're launching a new innovation, disrupting the market, integrating new technologies, introducing a new employee wellbeing initiative, winning awards at a national or international level, or celebrating a significant milestone, we're here to share your story.

80+

Articles, 9 Podcasts on [BoldCompany.co.nz](https://boldcompany.co.nz)

A big thank you to our podcast supporters...



RUFFELLS®

The first season of the podcast is sponsored by Christchurch Airport, growing the engine room for Canterbury business, with production support from the team at Ruffells, one of Christchurch's leading creative studios.

Our Team

Staff as at September 2024

Anne Jamieson

Accounts & Membership Liaison

Clare Whitworth

Sales Account Manager

Daniel Thomson

Business & International Trade Advisor/Regional Business Partner Programme

Genevieve Thornley

Business Services Manager

Georgia Walker

Marketing & Communications Coordinator

Grant McEwan

Finance Manager

Hannah Weeds

Brand Marketing Specialist

Holly Andrews

Events Manager

Jagdev Sidhu

Business Advisor/Regional Business Partner Programme

Jason MacRae

Business Advisor/Regional Business Partner Programme

John Hamilton

Business Advisor - Manufacturing

Julian Hagger

Partner Relationship Manager/Invest Concierge

Kathryn Peat

General Manager - Commercial

Kiley Charteris

Canterbury Trusted Product Lead

Kirsten Wick

Communications & Media Specialist

Laura Hill

General Manager - Operations

Leeann Watson

Chief Executive

Losa Wang

Learning Coordinator

Markus Koelbl

Digital Analyst/Support Coordinator

Maxine Muscroft

Executive Assistant

Mel Rushton

Digital Communications Specialist

Michael Prisk

Human Resources/Employment Relations Consultant

Monica Shepherd

Receptionist/Export Documentation Advisor

Parth Malhotra

Sales Account Manager

Rebecca Golding

Events Manager

Suyaka Gutama

Training & Events Administrator

Tait Dench

Marketing, Communications & Advocacy Manager

Tyler Culling

Business Advisor/Regional Business Partner Programme

Vaughan Fleming

Commercial Manager



Board, Life Members and Affiliations

Our Board

The Board for 2023/24 included the following members:

Andrew Dallison

Partner
Oxygen8 Business Consulting

Erin Black

Managing Director
Connect Consultancy

Glenn Hansen

Group Financial Controller
Vortex Engineering

Grant Walker

Chief Executive Officer
2B Connected

Mark Allan

Surveyor | Managing Partner
Eliot Sinclair

Oliver Hunt

Director
Medsalv

Paul Deavoll

Head of Customer & Communications
Orion

Affiliations

As a founding shareholder of Business New Zealand and a member of the New Zealand Chambers of Commerce and Industry, Business Canterbury is part of a powerful nationwide network that speaks up for the needs of business across the country.

These relationships extend our ability to engage with government officials, community groups, Members of Parliament and Ministers on a daily basis, ensuring business interests are represented throughout the policy making process.

Together, we have a stronger and more influential voice and are in a strong position to get things done for business.

Our Life Members

These members have been appointed in recognition of their significant contribution to Business Canterbury (formerly Canterbury Employers' Chamber of Commerce) 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:

Bruce Fraser

David Halstead

Michael Greene

Peter Davie

Peter Townsend

Richard Ballantyne

Dr Rod Carr

Roger Barker

Syd Bradley



Strategic Partners

We partner with Canterbury businesses whose values align with ours and who **share our vision to support and empower our local business community.**

Our partnerships enable us to keep our membership fees affordable, provide extensive support across multiple industries and market-leading resources, and offer a comprehensive training and events calendar. We are very grateful for their ongoing support and commitment to Business Canterbury.



Providing a range of business banking accounts and solutions to meet your needs.



A globally recognised university for internationally renowned teaching and research.



Ensuring a dependable and safe electricity network all across Canterbury.



A full-service telco service connecting good sorts all around Canterbury and New Zealand.



Supporting Partners

Business Canterbury is proud to work with the following partners, who provide outstanding service and value for us and our members.

Supporting Partners



Global Trade Partners



Canterbury Trusted Members

Launched this year, **Canterbury Trusted sets the standard for business excellence across the region.** Awarded to businesses that meet rigorous criteria around business practices, a Canterbury Trusted seal of quality marks them as reputable and trustworthy.

With the backing of our brand, this award gives businesses a competitive advantage, helping them stand out as leaders in their industry. We frequently refer Canterbury Trusted businesses when asked for the best in their field, making it a powerful tool for building audience, reputation and trust.

Canterbury Trusted Members as at September 2024

Academy Funeral Services

Baker Tilly Staples Rodway

Beca

Bishop Associates

Computer Culture

Contented AI

Corcoran French

Deta Consulting

Eden FX Recruitment

Gallagher Insurance

Kitchen Concepts

Men at Work Canterbury

Mint Design

National Credit Insurance

Orion

Rodgers & Co

Ross Galt

Ruffell Productions

Sharp Glass Services

Sidekick Accounting

Taggart Earthmoving

The Connect Group

University of Canterbury



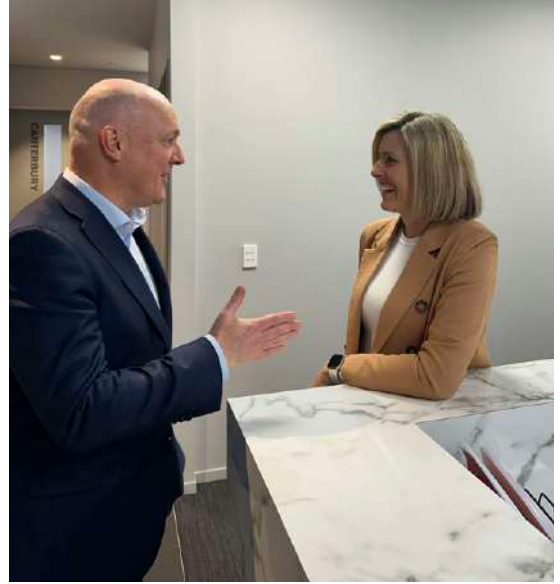
Advocacy

Election 2023 played a big role in Business Canterbury's advocacy over the last year, with both pre- and post-election engagement with members and politicians. Key issues were reducing the cost of doing business, getting workforce settings right to ease labour market shortages, education and vocational skills, compliance costs, crime and antisocial behaviour, and recognition of the role Canterbury businesses play in the economy.

Our ongoing advocacy on these topics, including through the release of our Business Expectations of Government report, led to some significant reform in favour of businesses as the new National-led Government got its feet under the desk in Wellington.

90-day trials are back for all employers, Fair Pay Agreements are gone, and reform is well underway for vocational education, immigration, the Holidays Act, and the Health and Safety in Work Act. Progress has also been made in infrastructure, with government policy turning its focus to economic growth and productivity, and education with the Government's 'Back to Basics' approach being welcomed by many in the business community.

We have seen Ministers in huge numbers this year, with 17 interactions and visits in the first six months following the election alone. And members have really shown up to be part of the conversations, with more than 900 sharing their views at advocacy events right across the region.



17 Ministerial Engagements

900+ Members at Advocacy Events

1600+ Responses to our Quarterly Canterbury Business Survey

24 Press Releases

140+ Media Mentions

34 Submissions on Local and Central Government Policy

Learning and Development

By collaborating with our specialist facilitators and leveraging the skills and expertise from our Strategic Partners – Westpac, Orion, the University of Canterbury and 2degrees – we continue to provide our members with practical and relevant knowledge that supports their current and future business goals. Our comprehensive learning and development programme remains adaptable to learner demand, enhancing capability across a wide range of areas and has helped over 1000 people navigate a changing business environment.

This year, we experienced a significant rise in training attendance, with a 54% increase in participants. A total of 1,004 people attended our public and customised courses and training sessions, with leadership and health and safety remaining a popular choice for public training. Other topics included personal productivity, effective meeting management, accounting for non-accountants, and influencing and persuading skills.

With support from Orion, we launched our free 'Sustainability as an Opportunity' e-learning series to raise awareness among businesses. This series highlights regional case studies demonstrating how sustainability can reduce costs, drive growth, and improve operational efficiencies.

Customised in-house courses have also been in high demand, particularly those focused on de-escalation skills for managing challenging customers or behaviours, communication skills, and personal productivity. Over the financial year, we conducted 57 public and customised learning and development courses, with 43% of attendees participating in customised sessions tailored to their organisations.

We have also seen an encouraging trend of businesses leading the way in engaging their teams in areas such as sustainability planning and embracing cultural diversity in the workplace.

1000+

Attended Public and Customised Training Sessions

43%

Of Attendees Completed Customised Sessions with their Businesses

57

Courses Delivered

54%

Increase in Participants



Events

This year, Business Canterbury hosted 61 events, featuring a dynamic mix of major gatherings, business-focused knowledge-sharing sessions, networking opportunities, and advocacy forums. These events attracted a total of 4,698 participants throughout the year.

Our highest-attended events included the Post-Budget Briefing with Hon Nicola Willis, the Prime Ministers Lunch, and the Reserve Bank Lunch. This strong turnout reflects Canterbury businesses' keen interest in engaging with Ministers and officials and staying informed on policy changes and government expectations.

Beyond economic and government policy topics, our business-focused events covered a range of themes, including supporting women in business, marketing, AI, and operational improvements. The high engagement in forward-thinking events highlights the dynamic nature of our business community.

We re-launched our successful Women in Business series, featuring an exciting lineup of speakers. The series made a remarkable return this year, with over 200 attendees gathering to hear from inspiring keynote speakers like Brianne West, founder of Ethique and Incrediballs, Professional Director Abby Foote, and Monique Kaminski, founder of Jeuneora.

A highlight of the networking events this year has been the Connect After Five (CA5) series, which has gained significant popularity, particularly following its extension into Mid Canterbury with our Ashburton After 5 events selling out. The CA5 events offer Business Canterbury members an excellent opportunity to connect with one another, build relationships, and space to form a stronger Canterbury business community.

60+ Events Hosted

4690+ Attended our Events



Business Advisory

Our business advisors have been in high demand through the Regional Business Partner Programme, working in depth with over 250 businesses, providing support and advice to businesses navigating the challenging market conditions and those exploring growth opportunities. The team have also put a focus on supporting our up-and-coming entrepreneurs by getting out and alongside the city's tertiary institutes and start-up incubators.

This year, we established our Global Trade Group and relaunched our Manufacturing Advisory Group to Manufacturing service members, to bring together key stakeholders and industry leaders within these sectors, ensuring our industry support remains relevant and impactful. We have actively supported manufacturers through several national channels, including the Manufacturing Advisory Productivity Group (MPAG) and the Australian & NZ Joint Industry Standards Committees, providing regional input to inform decision-making and advocate for change on behalf of manufacturers.

The key topics for global trade and manufacturing businesses this year included strategies for accessing new markets, navigating the NZ-EU Free Trade Agreement, immigration, cost reductions, financial support business cases, lean manufacturing, succession planning, and compliance.

To further drive productivity and explore new sector opportunities, we hosted several manufacturing-focused sessions, including factory tours and operations workshops. We connected manufacturers to the Canterbury aerospace and Australian defence sectors and facilitated learning on new technology through our Industry 4.0 Demonstration Network workshops.

A standout initiative was our ExportNZ quarterly export breakfasts and advocacy roadshows, which attracted 461 attendees. This highlights the strong demand among export-focused businesses to engage, network, and learn from keynote speakers. Thank you to our 2023/24 global trade partners DHL, DB Schenker, Lyttelton Port Company, and Air New Zealand Cargo. We are looking forward to working with Air New Zealand Cargo, Lyttelton Port Company and Kuehne + Nagel as we move through 2024/25.

There has also been robust support in the human resource and employment relations space this year, particularly for businesses navigating restructuring, redundancies, disciplinary processes, and performance management. We responded to 184 HR Adviceline calls and 573 individual requests for general HR support and specialist expertise, with the most common topics being the Holidays Act—leave and holidays (16%), disciplinary procedures and investigations (15%), and employment agreements (14%).

460+

Attended our Export and Manufacturing Events

250

Businesses Supported through Regional Business Partner Programme

570+

Requests for Business Support

180+

HR Adviceline Calls



Financial Statements

Summarised Consolidated Statement of Comprehensive Revenue and Expense For the Year Ended 30 June 2024

	2024	2023
	\$	\$
Revenue		
Subscriptions	1,583,834	1,572,637
Member Activities	1,937,554	2,015,115
Investment and Other Revenue	76,943	129,907
Total Operating Revenue	3,598,331	3,717,659
Less Expenditure		
Personnel Costs	3,029,779	2,361,333
Affiliation Costs	263,560	261,590
Operation Costs	1,493,573	1,611,623
Finance Costs	35,640	0
Facilities Costs	77,437	76,627
Depreciation and Impairment	167,359	190,746
Total Operating Expenditure	5,067,348	4,501,919
Share of surplus of equity-accounted joint venture	778	(13,269)
Surplus Before Taxation Expense	(1,468,239)	(797,529)
Taxation Expense on Non-member Activities	0	0
Surplus for the Year	(1,468,239)	(797,529)
Other Comprehensive Revenue and Expense	0	(589,829)
Total Comprehensive Revenue and Expense for the Year	(1,468,239)	(1,387,358)

**Summarised Consolidated Statement of Financial Position
As at 30 June 2024**

	2024	2023
	\$	\$
Equity & Liabilities		
Reserves		
Accumulated Funds Closing Balance	2,522,295	3,990,533
Land and Buildings Revaluation Reserve	3,707,195	3,707,195
	6,229,490	7,697,728
Assets		
Bank Deposits and Receivables	1,640,697	2,323,633
Fixed Assets and Investments	6,528,581	6,638,581
	8,169,278	8,962,214
Current Liabilities		
Payables and Revenue in Advance	1,308,123	1,264,486
Non-Current Liabilities		
Term Loan	631,665	0
Net Assets	6,229,490	7,697,728

**Summarised Consolidated Statement of Cash Flow
For the Year Ended 30 June 2024**

	2024	2023
	\$	\$
Cash Flows from Operating Activities	(1,346,782)	(825,984)
Cash Flows from Investing Activities	167,630	(31,394)
Cash Flows from Financing Activities	614,360	0
Net Increase / (Decrease) in Cash Held	(564,792)	(857,378)
Add Opening Cash Brought Forward	1,607,009	2,464,387
Ending Cash Carried Forward	1,042,217	1,607,009

