

Chairman's speech 10/11/21

Tena Kotou Katoa

Thank you all for attending this meeting virtually. I know 2021 has been a difficult year and when I look back to my 2020 speech not a lot has changed to our environment – Covid 19 is still here, the variant has evolved, and we are operating in Level 3. Many Manukau businesses are retail so they are really feeling the brunt of a partial closedown in our economy, although in saying that the pressures on the supply chain means very lengthy delays with receiving stock so retail trading will be challenging. Those who pivoted to online sales during the first lockdown were much better placed this time around, but for those in hospitality and personal services it remains a very difficult time for each and every one of you. It is now more important than ever to shop local to thank our businesses and help them.

From what I see vaccinations are the light at the end of the tunnel for us all to return to business as usual and I urge you all to encourage everyone you know to get vaccinated. We have a responsibility for each other's safety in times like this.

As with every business, we too have been impacted by Covid. This has delayed finalising completion of our security camera project (now 60% complete) but I can now safely say if you commit a crime in Manukau, you will be seen. We have had a number of successes with the Police using our camera system to trace criminals to successful arrests. I also know our Crime Prevention Manager, Tess, has worked with several businesses to help identify persons of interest.

Behind the scenes we have been working on our marketing strategy and have engaged Saturday Creative to work with us to develop this for Manukau. This will incorporate us working with our key stakeholders including Panuku, the Otara-Papatoetoe Local Board, Auckland Unlimited, and our biggest education providers including AUT and MIT. Assuming we return to normal we hope to be able to roll this out in 2022.

To sum up, 2021 has been a frustrating year, but we are well placed to execute the next stage of our strategy once we return to normal.

This is my final Chairman's report as I am stepping aside as Chairman of the Manukau Business Association and handing over the reins to Stephen Grey. I have been the Chairman of Manukau Central Business Association for 6 years. My reason for stepping aside is because I want to see succession within the board. Too often we see members of boards remaining in their positions for either too long or when they leave, they leave a big void which puts undue pressure on remaining board members to step up and carry through on the strategic initiatives in their 5-year plan. By having a succession structure in place, this will enable future Chairs of Business Manukau to take the reins supported by the past Chair

to help them settle into their new roles. So, whilst I am standing down as Chairman, I will remain on the board of our business association.

I would like to take this time to thank the current and past board members for their input and support during my time as chairman. This includes to the current board members – Stephen, Rachel, Emily, Belinda, Ilango, Debra, Karen and Darin, and our fantastic Local Board Rep, Dr Ashraf Choudhury.

There are also 2 board members stepping down this year, Karen Crabb of Rainbows End and Darin Samuel of European Autospares. I would like to take this opportunity to thank them for their contribution and wish them well for the future.

As always, the Board remains well supported by the team who execute our plan. Lead by the very well qualified and experienced Kerry Burrige who is supported by our Crime Prevention Manager, Tess Maunsell and Office Manager, Janene Pryce. Thank you all for your ongoing commitment to the businesses of Manukau.