

BETTER FOR BUSINESS INSIGHTS

Better for Business (B4B) works with a collective of government agencies to make it easier and more seamless for businesses to deal with government. Part of B4B's role is to understand and support the diverse needs of New Zealand's businesses.

In November 2021 – as an update to our 2020 Business Health research to monitor the ongoing impacts of COVID-19 and the associated restrictions – B4B reached out to over 2,200 businesses to gauge the current state. This research is representative of all NZ businesses by both industry and size.

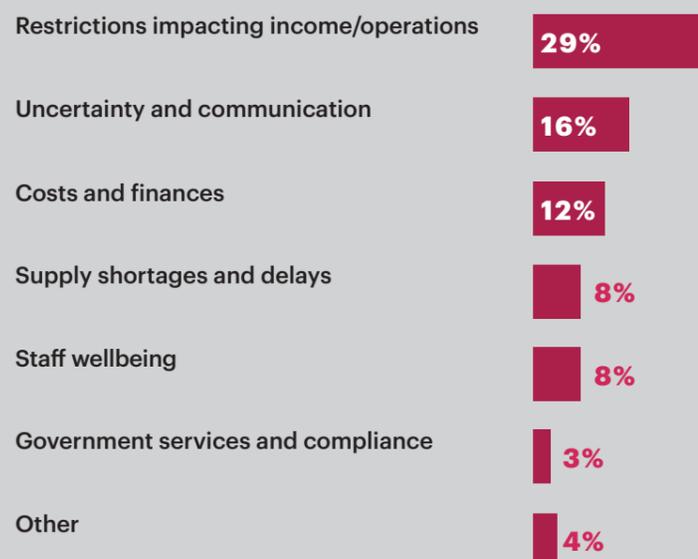
A number of key findings and trends emerged which paint a challenging picture – especially prior to the summer period. At the time of the survey, the Auckland, Waikato and Northland regions were gradually transitioning out of Alert Level 3 restrictions, while the rest of the country had spent two months at Alert Level 2. In addition, new details for how to operate within the COVID-19 Protection Framework were revealed following the initial announcement in late October 2021. Although business concerns will have evolved by the time this research is published, a number of insights regarding the state and concerns of NZ businesses should not be overlooked.

B4B insight reports can be accessed at betterforbusiness.govt.nz. For further information, please email betterforbusiness@mbie.govt.nz.

TOP CONCERNS OF BUSINESSES

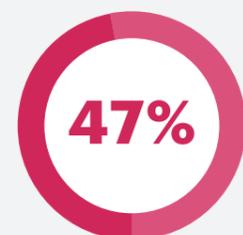
Based on over 1800 individual, lengthy and often impassioned unique comments.

% OF ALL BUSINESSES

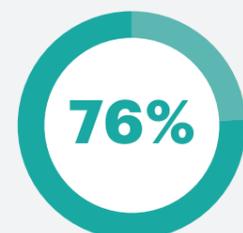


Note: These results show the single biggest concern expressed by respondents. They exclude 'No concerns', 'Don't know', 'Would rather not say.'

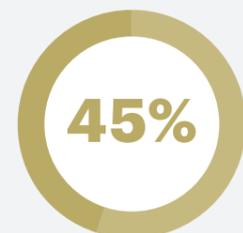
THE HEALTH OF NEW ZEALAND BUSINESSES MOVING INTO THE COVID-19 PROTECTION FRAMEWORK



of all business owners and managers felt a sense of frustration and worry 'many times' or 'all of the time' in the two weeks prior to being interviewed. Up from just 17% in June 2021.



of all businesses were confident their business would still be operating in six months time – down from 91% in June 2021.



of all businesses have financial reserves to survive for "several months" if faced with restrictions equivalent to a level three or four lockdown.

"We are an exporter. We are experiencing severe disruption in the logistics and supply chain. This is causing very significant delays in our cashflow."

"The level, step, lights systems are confusing for staff and customers. How do we handle unvaccinated customers and staff?"

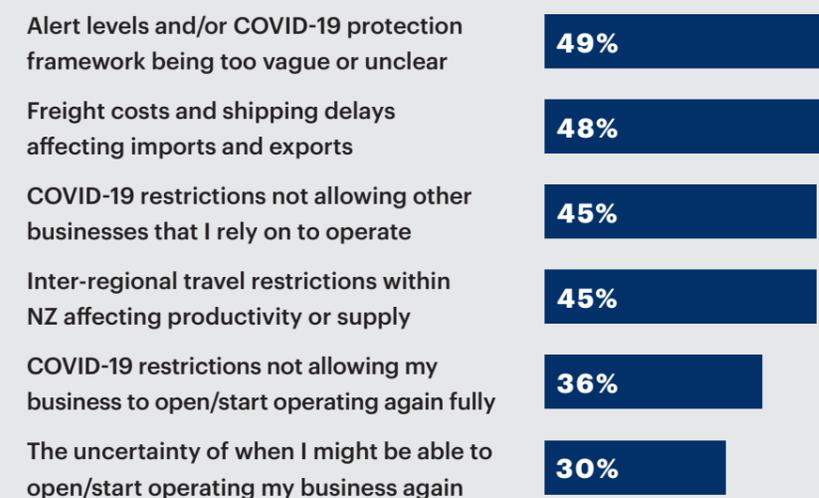
"The rules around the various alert levels and traffic light system are confusing and inequitable. It should not be our responsibility to police whether our customers are vaccinated or not. We do not have the staff to do this."

"Reliable transport into the country and within the country is one of our issues. Our customers as food producers are very unsure of the future, and this reflects in their changed buying patterns etc."

"Vaccine mandate has meant that I have had to stand staff down, which has created a lot of issues. We are short staffed, finding suitable people has been a challenge (I already have one full time vacancy and one casual)."

TOP DIFFICULTIES BEING FACED BY ALL NZ BUSINESSES

% OF ALL BUSINESSES THAT ARE 'EXTREMELY CONCERNED'



DIFFICULTIES FACING EMPLOYERS

% OF ALL EMPLOYERS THAT ARE 'EXTREMELY CONCERNED'

