



2024

Annual General Meeting
Chair's Report



FANZ

FRANCHISE ASSOCIATION
OF NEW ZEALAND

Chair's Report

Dear Members,

Firstly, I must say I did not expect to be writing to you all again as Chairperson of FANZ. It has been an exciting first year back, and there is lots to reflect on over the last year; a year that has proven to be very busy, but also very rewarding.

Thank you to all for your continued support of FANZ and its objects, and your continued engagement in FANZ activities. We would not be able to do the great work we do without your support.

This report will take you through updates on finances, membership, advocacy work, code of practice review, our complaints service, education, scrutineering, sponsorships/partnerships, our relationship with Franchise New Zealand media, the National Franchise Conference, Westpac New Zealand Franchise Awards, branch meetings, communications, Franchising New Zealand 2024 Survey, our Honorary Solicitor, and our international representation.

On behalf of the FANZ board and members, I would particularly like to thank the FANZ team of Robyn, Susan, Stevie, Lexi, and Birke who have delivered another great year for our members, sponsors, and strategic partners. The team are always striving for better ways to manage and deliver FANZ services to our members and welcome your feedback.

I would also like to offer a huge thank you to our Board members for their significant work and support of FANZ, namely, Callum Floyd – Vice Chair, Dawn Engelbrecht, Darryl King, Scott Jenyns, Greg Paget, Michelle van Gaalen and Sam Pollock.

There are many other organisations and people we would also like to recognise, and you will see their contributions to FANZ noted in the different sections of this report.

To finish off this welcome note, I would like to acknowledge that FANZ is very fortunate to have such a wonderful group of members and supporters. It is through these strong partnerships and working relationships that we can continue to achieve great work going forward, that will ultimately lead to better outcomes for us all. It is essential that we all work together to make sure franchising is better understood, that the franchise business model is strong and in good health, and that it is preserved and protected into the future.

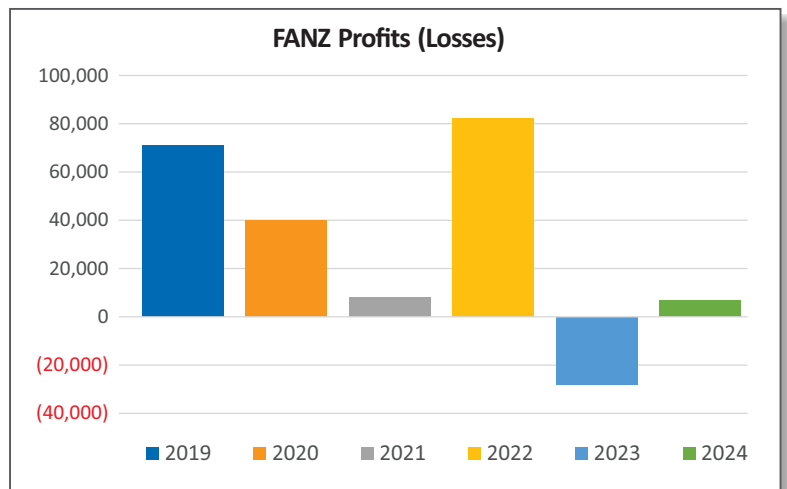
Finance

This year we posted a small profit which is a pleasing result given the challenges in the wider economy and a great turnaround from the 2023 year.

Contributing factors to a positive result were the annual conference, which is now a vital cog in the support of FANZ funding, the small increase to membership fees, supportive sponsors continuing with FANZ, as well of course, careful expenditure control. As in many small businesses salaries and wages is the largest of FANZ expenditure lines. Staffing remains static and the only change here is fair and reasonable increases to align with increased living costs.

We maintain a strong war chest of cash for when times are not so good or for where we need to make a strategic investment. Our key numbers, cash position, working capital, and reserves are strong.

The accounts continue to be managed well and



we have good systems and processes in place. We have good continuity in management and accounting.

Acting for FANZ, Craig Weston from OneTeam Chartered Accountants, will provide an overview of the 2023-2024 accounts at the AGM.

I would like to extend a vote of thanks to Craig and the Inspired team who have now merged with OneTeam, who ably support FANZ and respond quickly to our needs. We welcome OneTeam to our FANZ membership and look forward to working with them in the future.

Membership

The charts below represent FANZ membership numbers and key movements as of 1 June 2023 and 31 May 2024.

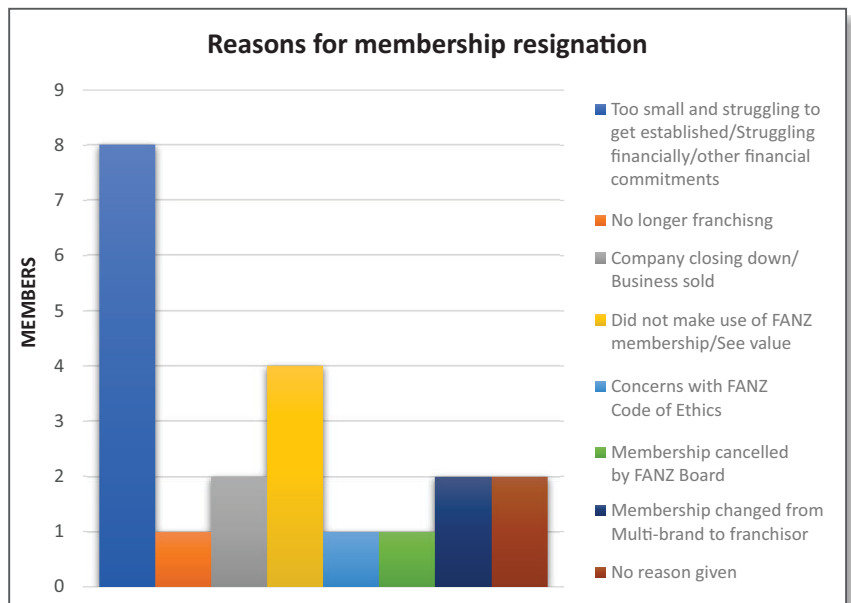
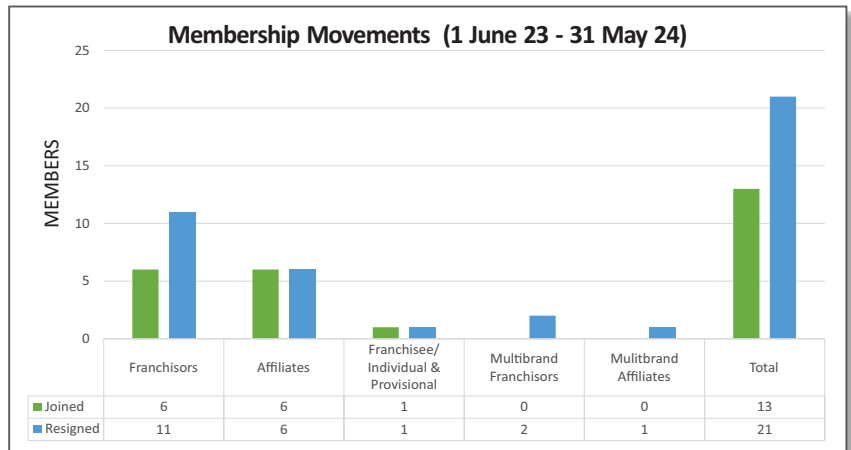
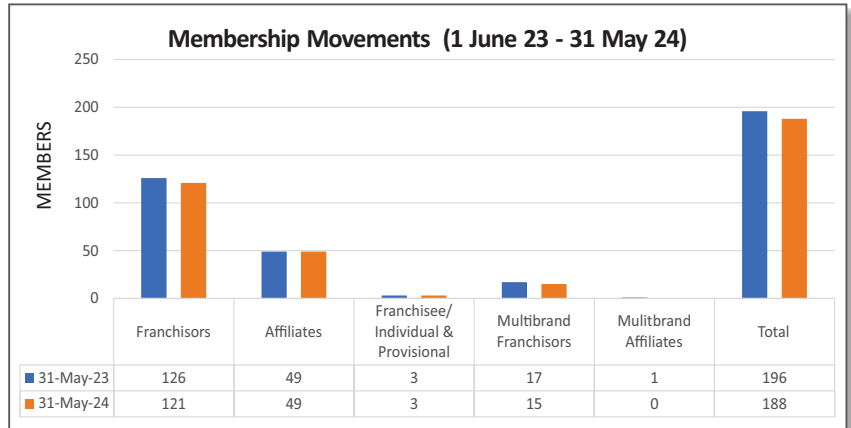
As of 31 May 2024, FANZ had 188 members, down 8 on the same time last year. The corresponding chart shows the movements.

In reviewing the total resignations across all membership categories, we note that 15 of the resignations are either because the franchisor is small and slow to get established, struggling financially, has other financial commitments, is no longer franchising, the business has sold, or they have not made use of the membership and therefore have not seen the value.

As of April 1, 2024, an increase in membership fees of 5% was introduced across all tiers, with the exception of Tier 1 (0-5 franchisees/ locations, including company-owned), which remained unchanged from previous years. The Board deems that it is necessary to adjust fees annually to account for rising inflationary costs.

The Board has been working on strategies to increase membership with a particular focus on contacting CEOs of several significant brands, to highlight the importance of their support for FANZ and FANZ activities. We have noted, however, from our work with other associations and organisations locally and internationally, that word of mouth and referrals are the most powerful ways to continue to build membership. With that in mind, we ask all existing members to please go out and proudly refer FANZ to other franchisors and suppliers to the franchise sector, to encourage membership, and make introductions to FANZ wherever possible.

The Board is appreciative of FANZ members' continued support and welcomes the new members who have joined over the 23/24 year. FANZ would welcome any support current members can offer with respect to encouraging potential members to join FANZ, or e-introducing FANZ to potential members.



Advocacy & Legislation

Engaging with government and ministries on behalf of the franchising community continues to be a critical area of FANZ work.

Darryl King, Board Member and Partner at Jackson Russell Lawyers chairs the Advocacy and Legislation Subcommittee. Over the 23-24 year the full team included Brad Jacobs (FANZ Chair and Director The Coffee Club), Callum Floyd (FANZ Vice Chair and MD Franchise Consultants), Dawn Engelbrecht (FANZ Immediate Past Chair and CEO Kitchen Studio), Michelle van Gaalen (FANZ Board Member and MD Laser Group and Exceed), Deirdre Watson (Barrister), Michael Bright (FANZ Honorary Solicitor and Director Gaze Burt), and Robyn Pickerill (FANZ CEO).

For the coming year Dawn has stepped down from the Advocacy and Legislation Subcommittee. I thank Dawn for her input and support over the last 3 years on this subcommittee. The Board have recently welcomed Khushbu Sundarji, Partner at Stewart Germann Law Office to join this subcommittee and we look forward to Khushbu's positive contributions.

Since last year's report the ministerial focus on franchising seems to have slowed down. Clearly there is always a change in focus with a change in government and the Coalition Government is more business friendly. That said, the policy makers in the background at MBIE do not change and continue to press on with their work, so regardless of the change in government, this is not the time for FANZ to let up on its focus on advocacy. Educating those in power of the positive economic impact franchising brings to NZ, the number of people employed by franchising and the contribution to local communities remains a focus.



FANZ board members and FANZ CEO attending the Franchise Council of Australia's Annual Conference in Cairns.

Immigration and the AEW Visa Accreditation Big Win for Franchising



After 4 years of considerable advocacy work, including many meetings both in person and online, submissions and responses to queries from MBIE, we were delighted that the Coalition Government, and in particular Minister of Immigration, Hon Erica Stanford and the Minister of Small Business, Hon Andrew Bayly, had clearly listened and acted swiftly to remove the onerous accreditation standards and additional costs for franchisees. The announcement was made on 7 April 2024 and the changes for franchisees took effect on 16 June 2024. In the end, the government, supported by evidence obtained from Immigration NZ, did not support the requirement to single franchising out for heightened risk of migrant worker exploitation.

I would like to acknowledge the brilliant work of the FANZ team for promptly disseminating this important information to the FANZ membership. With the announcement at midday on Sunday 7 April our FANZ members had the news in their hands within 45 minutes. This was an incredible effort and further to that, the FANZ team sent a media release which had very good follow up coverage.

FANZ is particularly pleased and proud to have played a key role in the decision to look at leveling the playing field, as it benefits not only many of our members but the entire franchising business model in NZ, meaning that over 32,000 franchisees are now on a level playing field with all other businesses with respect to the rules for employing migrants.

The importance of having a body such as FANZ acting as a voice on behalf of franchising cannot be understated and a 'message' that we appeal to all our members to share with others whose business is based on the franchising model.

Our experience of meeting with MPs and MBIE officials is that they are keen to know who FANZ represent, so the more franchise systems we represent the more we will be listened to.

Ongoing issues with the AEWVisa Accreditation for sale of business

Despite the good achievements made, there is still a significant issue for AEWVisa Accreditation functionality when it comes to the sale of a business. Unless the new business purchaser is already accredited at the time of sale, any migrant workers employed under the AEWVisa will lose their jobs upon the sale of the business to a new entity. Current government policy does not make provision for the transition to new ownership if the purchaser is not currently an accredited employer. This presents an issue for business owners who employ AEWVisa workers and are seeking to sell their business rather than shares, as this situation can be a roadblock to prospective buyers if the buyer is a new business. A new business will find it difficult to meet the criteria for an AEWVisa.

One way for purchasers to address the AEWVisa accreditation issue is for the sale to occur by way of the sale of shares, and it is important that franchisees and potential buyers get advice before entering a sale and purchase transaction. Immigration NZ are aware of this issue and advise that it is on their list for addressing, however a resolution is not imminent. FANZ having raised this issue with Immigration NZ will continue to engage and push for change to address this issue.

Submission re Modern Slavery and Worker Exploitation - 6 June 2022

Following on from the 2023 Chairs report, while there has been no visible progress in this legislation, we do understand that a bill is in development and there is likely to be further opportunity to comment. Whilst FANZ is 100% supportive in addressing modern slavery and worker exploitation, we are keen to see if the practical concerns raised through FANZ submission have been addressed. Our concern was that the proposal put forward would result in onerous and disproportionate impact on many SMEs and franchisors for things outside their control and that the legislation did not reflect the reality that franchising is mostly small business and that few franchisors would have the resources to take the steps that would otherwise only apply for much larger organisations.

FANZ will review and respond further should the opportunity present.

Official Information Act Request 2024

The AEWVisa Accreditation higher standards for franchisees was based on the belief that franchise businesses posed higher risks of migrant exploitation due to the nature of the franchise business model. This belief

or perception appeared to FANZ to have no substantial factual based foundations, so part of our activity over the last year was to request an OIA so that we could be clear on where this thinking was coming from.

Whilst the report showed no solid evidence that the franchising business model itself was an issue, it did show that significant failings had been identified in some franchise businesses. It was also evident from the report that there was a lack of availability of sophisticated data upon which the previous conclusions were based.

In reviewing the report, however, FANZ believes it is imperative that all franchisors have active policies and procedures in place to ensure compliance with NZ employment laws and to protect their franchise brand. FANZ will continue to educate and communicate this message through various methods including, communications with members, conference sessions and via our website with relevant information and helpful web links, on the Best Practice Hub:

<https://franchiseassociation.org.nz/best-practice-hub/>

FANZ will continue to actively engage with MBIE and the Labour Inspectorate to stay abreast of any issues.

Advocacy Moving Ahead for 2024 - 2025

FANZ Advocacy and Legislation Subcommittee will continue to engage with government and policy officials to stay abreast of any potential issues regarding franchising. We will also work to improve perceptions of franchising and plan to invite MPs and MBIE officials to the launch of the Franchising NZ 2024 Survey results later this year.

Advocacy Focus - Non-Member Recruitment Drive

As mentioned earlier government officials are most interested in the number of franchise systems FANZ represents and with this in mind, FANZ is reaching out to a significant group of non-member franchisors to share with them the importance of the changing landscape and potential for franchise legislation and the need for their support, so that we present a united voice to government when required.

A special thanks to Darryl King for chairing the Advocacy and Legislation Subcommittee for the last four years and for his tremendous contributions, providing valuable input on many issues and consuming a vast amount of his time. Thanks too, to all our Advocacy and Legislation Subcommittee members, your time and input are greatly appreciated and on behalf of our FANZ membership I would like to acknowledge your persistence and dedication to achieving a level playing field for franchisees under the AEWVisa Accreditation.

Code of Practice and Code of Ethics Review

As signaled to members earlier this year these have been under review over the last year. The work involved has been considerable, and has been led by Darryl King, whom I personally thank for his efforts to see this immense task through. In February 2024 we shared and invited feedback on the below proposed changes with all our members and as a result we received significant feedback. This feedback has been reviewed over recent months and at the time of writing this report we are in the process of finalising the changes and preparing to share with members for final sign off.

Top level outline of changes:

- Updating the standards of conduct and ethics expected of franchisors to more modern and more easily understood language in place of the overlapping standards in the Code of Practice and the Code of Ethics.
- Changing the name of the Code of Practice to “Code of Practice and Ethics.”
- The Code of Ethics as a separate document will cease to exist.
- Updating the complaints provisions to better reflect good complaints practice.
- Updating the requirements for disclosure document contents, including to make the requirements easier to understand and more practical.

The changes for the most part have been areas of modernisation and practicality for today's business world. The most significant change is the removal of a separate Code of Ethics and combining this with the Code of Practice providing a framework for greater clarity.

Complaints Service

It is pleasing to report that there have been no complaints lodged 1 June 2023 – 31 May 2024. There continues to be a few enquiries from non-members of FANZ.

The complaints panel is led by Patrick Learmonth of Stace Hammond and supported by Hamish Walker of Duncan Cotterill, Peter Webster (independent) and Jason Hill of Green Acres and Hire A Hubby.

I sincerely thank, Patrick, Hamish, Peter, and Jason for making themselves available as this can be a very time consuming and complex area to deal with, and whilst we have not had to call on them this year, they remain available at short notice should we require their services.

Patrick Learmonth has also provided his expertise in reviewing the FANZ Code of Practice with respect to Clause 13 Complaints and Non-Compliance and this will come into effect once the revised Code of Practice and Ethics has been approved. Our thanks to Patrick for the review of this section of the Code of Practice.

Scrutineering

The role of Scrutineering continues to be ably managed by Scrutineer Kevin Reilly. Thanks to Kevin for his efficiency and availability to perform this important role. Thank you to all who respond promptly to FANZ biennial document call in requests, and to the Scrutineers queries.

Education - Pre-entry online franchisee training

FANZ's Franchisee Pre-entry online education programme is now in its 11th year. There have been 206 course completions over the last year which brings the total for the last ten years to 1465 completions. This past year we have recorded our highest ever number of completion rates. The FANZ team have been posting more on social media and through FANZ newsletters so this may be assisting awareness. FANZ continues to encourage all franchisors to include a link to the online training on your own franchise recruitment website pages. It may also be greatly beneficial to request that prospective new franchisees to your systems complete the programme before joining your franchise.



Education - ASSK & FCS Sessions

These online sessions have continued through the 23/24 year, with the inclusion of a new session available to members – FCS: Franchise Collaboration Sessions. The Franchise Collaboration Sessions were created to give businesses and government departments of relevance to FANZ members an opportunity to collaborate with FANZ and provide online learning sessions. The first FCS was presented by Callum Floyd of Franchise Consultants and Pete Burdon of Franchise Media Training.



FANZ had one ASSK Session through the 23/24 year. This was led by Duncan Cotterill featuring an update on the changes with AEWVisa Accreditation requirements. We highly appreciate the time and effort the legal team at Duncan Cotterill put into preparing and sharing knowledge with our members.

The ASSK Sessions are a great way for Affiliate members to share expertise. FANZ would welcome Affiliate members to submit topics for future sessions, providing more learning opportunities for our franchise members.

FANZ Communications and Social Media

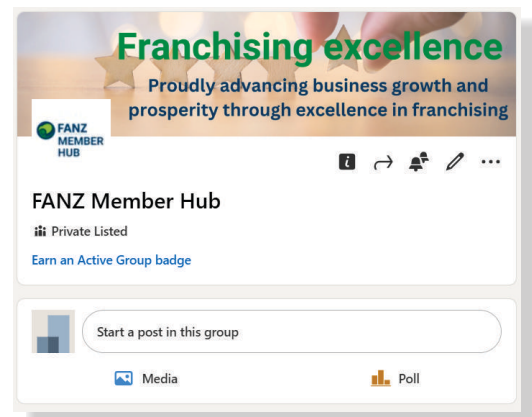
FANZ continues to engage with members in a variety of ways. We understand that our members are very busy and often do not have time to read the material sent out, so the team are using a range of formats to ensure important information is received. E-blasts over the past year include:

CEO Updates	4
CEO Scoops	3
FANZ Fronts	10
Events specific related	27
Significant Member info	6
Partner News and Happy Hols	2

Both FANZ social media accounts on LinkedIn and Facebook are continually growing. The growth of both pages is one-hundred percent organic, no paid spend or sponsorship.

- FANZ's Facebook page has gained 87 new followers, and visits to the page increased 112.3% on the 22/23 year. The FANZ Facebook page had a 9.2k reach in 23/24.
- LinkedIn continues to be FANZ's strongest social media platform. The FANZ page grew with 232 new followers in 23/24 and had over 35k organic impressions.
- The FANZ LinkedIn Member Hub is still active, although it does not have the interaction we had anticipated. It is still a helpful, extra platform for FANZ members to be able to get quick updates from FANZ and matters that our members may need to know about without having to wade through emails.

I encourage you to get involved in this group:
<https://www.linkedin.com/groups/14189841/>



Sponsorship - Strategic, Platinum and Media Partners

Sponsorship and Partner support are vital to FANZ. We are very fortunate to have a strong line-up of supporters who continue to support us year after year and without them we could not survive. A huge thanks to all who do support us whether large or small, every dollar makes a difference!

Strategic Partners

FANZ Strategic Partners continue to provide a great resource for FANZ and equally we aim to give them the recognition and exposure they deserve. This year we farewelled *Aramex* as a Strategic Partner. Aramex supported FANZ for two years and in that time were incredibly generous. Thank you, Aramex, for your support.



FANZ's strong relationships continue with Westpac, BDO, Gallagher, Citation HR, and Bunnings Trade. We sincerely thank them all for their support, which comes in many formats.

Westpac continues to be the Awards Naming Rights Sponsor but also lends their support to other activities including the Franchising NZ 2024 Survey and can always be seen with strong attendance at our events.

BDO have a strong presence each year at conference and provide insightful thought leadership through leading concurrent, roundtable or keynote sessions. BDO's global reach ensures their access to specialised knowledge and best practice from around the world. BDO serves clients across NZ and has a strong focus on supporting franchising.

Over the course of this year, two of our other long-standing Strategic Partners have rebranded.

Crombie Lockwood is now *Gallagher*, and they are another brand backed by reputable international ownership which ensures that they can provide exceptional product offerings. Gallagher continues to work to support the franchise sector with a strong understanding of the needs of franchisors for strong collective group insurance offerings.

HR Assured is now *Citation HR* with 30 years of experience and a team of experts in the workplace legislation space. The Citation HR software suite is particularly helpful to enable a franchise network to be current and compliant in the employment space.

Bunnings Trade are well known throughout NZ and continue to offer great purchase deals for all franchisors and franchisees and are now partnering with franchise system, and FANZ Member, Pit Stop to bring even more offers to the table.



I would encourage you all to acknowledge the support of our Strategic Partners and become aware of the areas where they may be able to assist your franchise, franchisees, and business.

FANZ would welcome further additions to our Strategic Partner line up. If you have ideas for partners, please introduce us.

Platinum Partners

In addition to Strategic Partners, we now have two Platinum Partners. Over the course of 2023 we welcomed our second Platinum Partner – *Op Central* now *Ideagen Op Central*. *Op Central* were prominent at the 2023 National Franchise Conference and were back again in 2024, sharing their AI expertise for Franchise Business software suites. Alexandra and her team are particularly welcoming, enthusiastic, and responsive so if you have not met them, please consider reaching out.

Waipuna Hotel and Conference Centre, Daron Gray and Shelley Trutsch continue to be loyal supporters of FANZ and are ready and waiting to support your next Franchise Conference with superb facilities, service, and parking like no other! Please consider *Waipuna Hotel and Conference Centre* for your next meeting or Franchise Conference.



Media Partner

Franchise New Zealand media (FANZ's Media Partner) and FANZ continue a strong and highly beneficial collaboration. This year, however, has seen a significant change in the personnel for Franchise New Zealand media. We congratulate Simon and Lorraine Lord on the sale of their successful business to Eden Exchange. Simon and Lorraine are now able to say farewell to their 30+ years of franchising and enjoy a well-earned retirement! FANZ thanks them both for their sterling support of franchising, and particularly their collaboration with FANZ. Simon is a FANZ Life Member so I have no doubt he will continue to follow FANZ and franchising for many years to come.



Eden Exchange is progressing with Franchise New Zealand media in a very steady manner providing consistency for the transition and FANZ welcomes working more directly with Sally Knight, long time employee of Franchise New Zealand media, so it is business as usual. We welcome Eden Exchange to the FANZ membership and look forward to collaborating closely with them in coming years.

The Franchise New Zealand magazine and website is the only magazine and website in New Zealand dedicated to franchising and continues to produce top quality news and stories with strong readership and click through rates, so please do show your support to Franchise New Zealand media for the excellent work they do for franchising by using this avenue to promote your business.

Mobil - savings at the pump

We have had a partnership with Mobil now for two and a half years, which is an offering that is available to all FANZ members and franchisees of members. There has been some uptake of this offer, but not to the extent that we would have hoped for. Please note that this offer is available to your franchisees, and we do require that you share this information with them, as FANZ does not have direct access to promote to franchisees.

The reason we like to advertise this offer is that FANZ receives 1 cent for every litre purchased so this has the potential for good income. If you would like to be refreshed on this offer, please either login to the Members Area of the FANZ website or contact the FANZ office and speak to Lexi.



Major Events Sponsors

In addition to Strategic, Platinum and Media Partners throughout the year, FANZ has many other supportive sponsors particularly at the Conference and the Awards, and FANZ does appreciate you all.

FANZ Events and Networking

When it comes to FANZ key events, I can honestly say that we should all be so proud of the quality and professionalism of our two key events. Many of us on the Board, and Robyn, have travelled to international venues for conferences and awards and have seen for ourselves, that the FANZ conference and awards are truly next level. Our international guests also give us the same feedback.

I would sincerely like to acknowledge the great work of our small FANZ team who continually from year to year improve and deliver such excellent events for our members.

If you have not been to Conference for some time nor entered the Awards, then I urge you to do so, as these are opportunities to learn from the key leaders in franchising, network, and develop ideas for your franchise and then of course celebrate at the Awards. Again, don't forget your franchisees, please give them the opportunity to be celebrated and encourage them to enter. 2025 will be the 30th Awards so let's make it a big one!



Westpac New Zealand Franchise Awards 2023



FANZ
FRANCHISE ASSOCIATION
OF NEW ZEALAND



Westpac New Zealand Franchise Awards 2023

The 2023 awards had fantastic participation considering 2022 saw two awards events held in the one year. With the largest gala dinner attendance in the last 10 years, we thank all our members and non-members who attended the evening, celebrating franchising success with FANZ.

There were two special acknowledgements during the evening. The first to Dawn Engelbrecht for the presentation of the Past Chairs Pin. The presentation of the pin recognised Dawn's contribution to FANZ in the role of Chair over the past 2 years. We thank Dawn for serving on the FANZ Board as Chair and sharing her wealth of knowledge and expertise.

Our second special acknowledgement was the induction of Rodney Wayne into the Franchising Hall of Fame. Rodney Wayne, of Rodney Wayne, has been a member of FANZ for over 20 years and has over 33 years of successful franchising under his belt. It is always a highlight and a privilege for the FANZ Board to acknowledge the individuals who make franchising their lifelong passion. Our congratulations and thanks, go to Rodney Wayne for being a standout in franchising.

The opening entertainment for the evening was beautiful with a welcome from a local youth Pasifika group, Hibiscus Tuakana. Saxophonist-DJ, Lewis McCallum followed up by playing for the dinner entertainment and post event dancing, a time of celebration as people danced the night away. Our MC, Wendy Petrie once again did us proud with her professional relaxed warm manner, and friendly interaction with our members whilst ensuring proceedings flowed to time.

A tremendous thanks to Westpac who continue to support the awards and to Daniel Cloete for facilitating this long-term relationship with FANZ.

Congratulations of course to our Supreme Winners - a tremendous achievement!



Westpac Franchise System of the Year
Jani-King NZ



Westpac Franchisee of the Year
Craig Burrowes Hire a Hubby
Mt Eden | Westmere | Grey Lynn

The date for the 2024 awards gala dinner has been set for 9 November, at the Cordis Hotel and we once again look forward to an evening of franchise celebration.

A huge thank you to our 2023 awards sponsors, many of whom have been long time sponsors of this celebration of franchising.

PRINCIPAL SPONSOR



AWARD SPONSORS



STRATEGIC PARTNERS



Branch Meetings

There have been four Auckland Twilight events throughout 23/24. The Financial Challenges in Today's Environment panel and Artificial Intelligence in Business sessions were well attended and proved very informative for attendees.

We sincerely thank ASB and James Phillips, who leads the franchising business area for ASB, for the support and sponsorship they have given FANZ over many years. Moving ahead, James has advised that ASB must say goodbye as a FANZ sponsor. ASB will continue to be a member and continue to be available to support your franchise business financial needs.



Events around the country have not yet resumed. It would be immensely helpful if we had some members step forward in the regions to assist with regional sessions.

A big thank you to all our Strategic Partners, sponsors and supporters who have made events possible in the past. We look forward to your continued support and welcome others who would like to get involved.



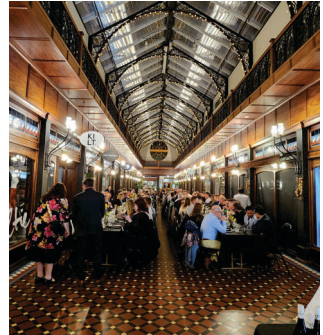


National Franchise Conference 2023

The 2023 National Franchise Conference was held for the first time in Christchurch at one of New Zealand's newest and state of the art convention centres, Te Pae.

The theme was “Meeting the Challenge. Driving Opportunity.” With 210+ in attendance, this was once again a marvellous turnout. The range of speakers and informative topics, inspired delegates to return to their businesses fuelled with ideas and ready to take on new challenges.

The annual AGM preceded the conference, and this was followed by a Welcome Function at Distinction Hotel Christchurch, sponsored by Paramount Services. The function was warmly received and was a successful networking icebreaker.



Amongst many standout topics at conference was a fire side chat on the rapidly evolving field of AI, engaging members at all levels in their AI journey. We were again privileged to have high quality international guest speakers. Franchise keynote speaker Peter Holt of The Joint Corp., and Bill Edwards from Edwards Global Services, both added a wealth of franchising insights and mixed and mingled with our delegates, generously sharing their expertise. As always, our members contributed in numerous ways to ensure the conference was a success.

The Trade Exhibitor Zone was the largest to date and offered plenty of opportunities to network and engage in between sessions. The Tannery Aramex Dinner ensured networking continued outside of the conference room in a relaxed, but special setting and was regarded as one of the highlights.

A huge thank you to all our supporters, speakers, sponsors, exhibitors, and delegates who contributed to the success of the 2023 National Franchise Conference.



Thank you to all the National Franchise Conference Sponsors for 2023

Day One Sponsor 	Day Two Sponsor 	Opening Speaker Sponsor 	International Speaker Sponsor 	Panel Sponsor 	Closing Speaker Sponsor
Welcome Function Sponsor 	App & Lanyard Sponsor 	The Tannery Dinner Sponsor 	Coffee Cart Sponsor 	Treat Sponsor 	

A summary of FANZ Events June 1 2023 – 31 May 2024

Date	Event/Sponsor	Speaker	Topic
13 June 2023	FCS (Franchise Collaboration Session) <i>Virtual</i>	Presented by: Pete Burdon (Founder) Media Training & Dr Callum Floyd (Managing Director) Franchise	Protect your franchise from invisible hazards: Update your foundations to deal with today's invisible risks
26 July 2023	Twilight Session Auckland <i>Sponsored by The Coffee Club</i>	Presented by: Sam Maharaj (Multi-Unit Franchisee) McDonald's <i>Facilitated by: Craig Weston (Director) Inspired Accountants</i>	Sam Maharaj's franchise journey
27-29 August 2023	FANZ Annual Conference 2023 <i>Te Pae Christchurch</i>	Variety of Franchise speakers and topic experts	Meeting the Challenge. Driving Opportunity.
27 August 2023	AGM <i>Distinction Hotel Christchurch</i>		FANZ Annual General Meeting
19 October 2023	Twilight Session Auckland <i>Sponsored by ASB</i>	Panel: Grant Archibald (Managing Director) Speedy Signs & EmbroidMe Penny Chapman (General Manager) Caci Clinic Greg Paget (Franchisor) Cleantastic <i>Facilitated by: Dr Callum Floyd (Managing Director) Franchise Consultants</i>	Topics of discussion: How are you helping franchisees with inflationary pressures and margin compression? Franchise recruitment: What are you doing differently compared to two years ago? What recent or potential legislative changes do you find most concerning? Running a great franchise system conference: What are your top two must dos and must nots?
11 November 2023	Westpac New Zealand Franchise Awards <i>Cordis Auckland</i>		Celebratory Awards ceremony and Gala evening
13 December 2023	FANZ member Christmas Party <i>Waipuna Hotel & Conference Centre</i>		
21 February 2024	Twilight Session Auckland <i>Sponsored by ASB</i>	Panel: Ruan van Eeden (General Manager) The Coffee Club Neel Singh (Partner) BDO Tristyn McDougall (Financial Controller) Super Liquor <i>Facilitated by: Philip Morrison (Director) Franchise Accountants</i>	Financial Challenges in Today's Environment
27 March 2024	Twilight Session Auckland <i>Sponsored by ASB</i>	Presented by: Mike Moyes (Partner) Duncan Cotterill <i>Facilitated by: Craig Weston (Director) Inspired Accountants</i>	Artificial Intelligence in Business
28 May 2024	ASSK Session (Affiliates Sharing Specialist Knowledge) <i>Virtual</i>	Presented by: Nicola Tiffen (Partner) Duncan Cotterill <i>Facilitated by: Robyn Pickerill</i>	ASSK session: A closer look at the AEWV changes for employers

Franchising New Zealand 2024 Survey conducted by Massey University

The triennial Franchising New Zealand 2024 Survey has been prepared over the last year and the database was updated by Massey University for the survey launch on June 10 2024. Results will be published mid to late October 2024. We are very appreciative of the sponsor support we receive for this valuable research.

Sponsors of the 2024 survey are FANZ, Westpac, Franchise Consultants, Iridium Partners, Nexia New Zealand, Stewart Germann Law Office, Laser Plumbing and Electrical, Exceed and Franchise New Zealand media.

I thank our group of valuable sponsors who make this project possible. Over the years the data gathered has provided great insights and material to support our advocacy work.



Honorary Solicitor

Gaze Burt is the FANZ Honorary Solicitor and over the last year Michael Bright and his team have done valuable work to review the FANZ rules in readiness to re-register under the Incorporated Societies Act 2022. FANZ plans to apply for re-registration later in 2025. Michael continues to be available to assist with FANZ enquiries and plays a vital role in the Advocacy and Legislation Subcommittee.

On behalf of the FANZ Board, Office, and our membership, we thank Michael and the Gaze Burt team for their support.

International Representation

FANZ maintains a strong presence with both the World Franchise Council (WFC) and Asia Pacific Franchise Confederation (APFC), attending both WFC and APFC meetings in Manila, Philippines in October 2023 and Kuala Lumpur, Malaysia in May 2024.

FANZ also hosted an online seminar for APFC members in March 2024 on “Why and How to enter the New Zealand Franchise Market?” This was attended by approximately 40 international delegates.

For the first time in eight years our CEO, Robyn attended the IFA Convention in Phoenix, Arizona. Stewart Germann who is a regular attendee, assisted Robyn with many introductions to ensure that the time spent was incredibly valuable. It is through connections like this and with the support of Stewart Germann, that NZ has had regular, high quality international speakers at our NZ conferences. Robyn reported that the IFA Convention proved most worthwhile to attend and came away with many connections and ideas.

A team from NZ also attended the FCA Convention and once again this was advantageous in connecting with Australian based FANZ members, getting updates on the Australian legislative landscape, and building relations with potential sponsors, speakers, and new members for FANZ.

FANZ continues to be well-regarded internationally and has a strong network of contacts with other franchise associations around the world. If you would like an introduction to any of these other associations, please do not hesitate to contact the FANZ office for details.

Concluding Note

Lastly, a sincere thank you again to all our FANZ members, Sponsors, Strategic Partners, and my fellow Board members. I have thoroughly enjoyed my first year back as Chairperson and look forward to working with you all further.

And on behalf of all FANZ members and the Board, I would like to acknowledge the great work of Robyn Pickerill and the FANZ support staff. Thank you, team, for your tremendous dedication to FANZ and for what you have achieved in what has been another demanding year.

We wish you all the best for the remainder of 2024 and beyond.

Regards,

Brad Jacobs | Chairperson



FANZ

FRANCHISE ASSOCIATION
OF NEW ZEALAND

Franchise Association of New Zealand Inc.
4 Whetu Place, Rosedale, Auckland, 0632
PO Box 33-676 Takapuna 0740
Phone: + 64 9274 2901
info@franchise.org.nz
www.franchiseassociation.org.nz