

# BusinessNZ

The logo graphic for BusinessNZ, consisting of two white, stylized, curved shapes that resemble a double arrow or a stylized 'N' pointing to the right.

## Border Survey 2020

# Key findings

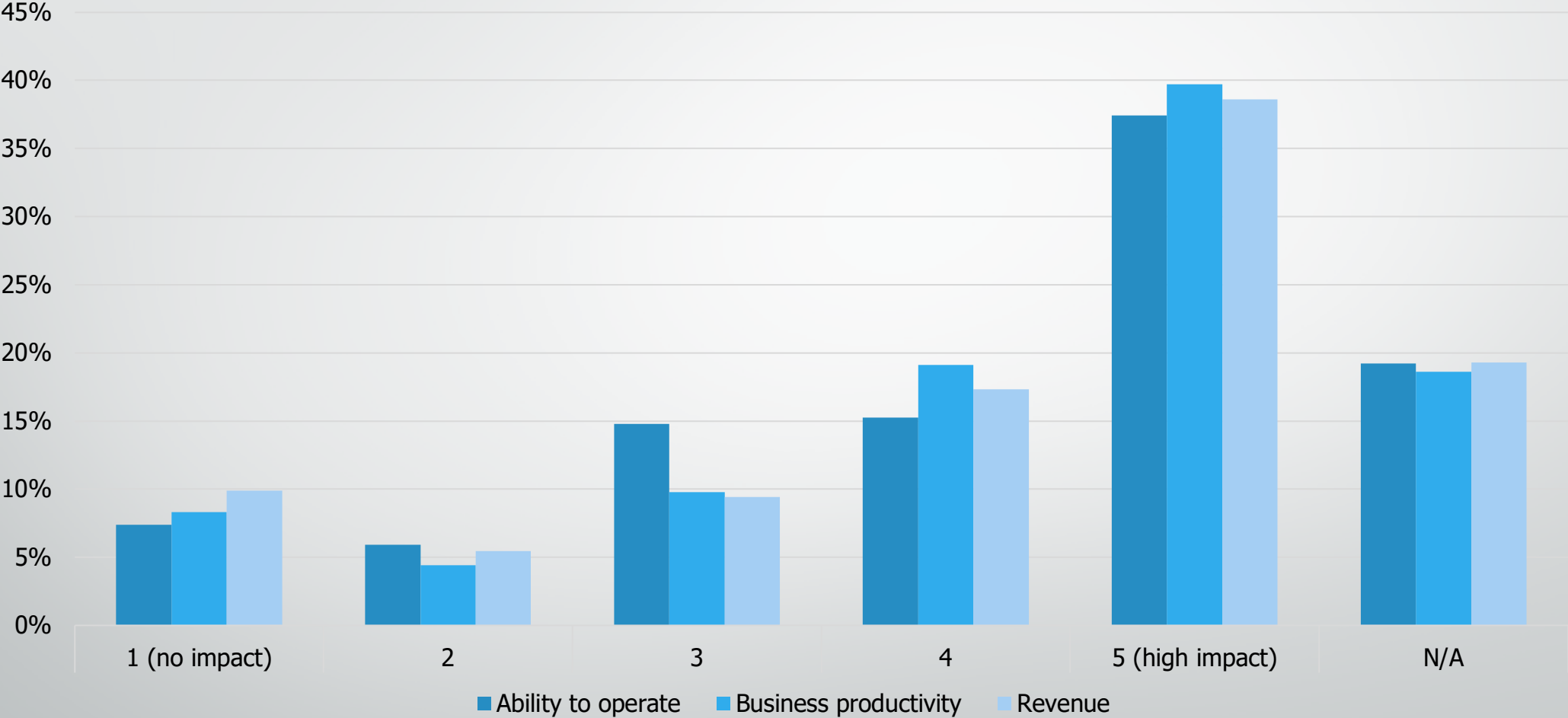
- **Concern over retention of international workers in New Zealand is the biggest pain point.** 61% of companies noted that the border closure was having adverse effects on their ability to retain workers.
- **40% of companies have had challenges with the border exemption process.** The main pain points cited was changing rules and criteria for border exemptions, followed by poor communication from officials, being able to understand the criteria, and timeliness.
- **Half of the companies were very or completely dependent on international workers.** Only 26 of the 205 respondents noted they were not reliant at all on international workers.
- **Companies are hiring more New Zealanders, but most don't think they can meet demand from the domestic labour market.** The highest demand area for international workers is professionals / executives and trade and technical skills (46% and 45% respectively).
- **Hiring intentions are strong,** 80% of companies indicated the intention to hire permanent staff over the next 12 months. Most businesses caveated hiring intentions as contingent on the border opening and being able to welcome customers and critical workers back to NZ.



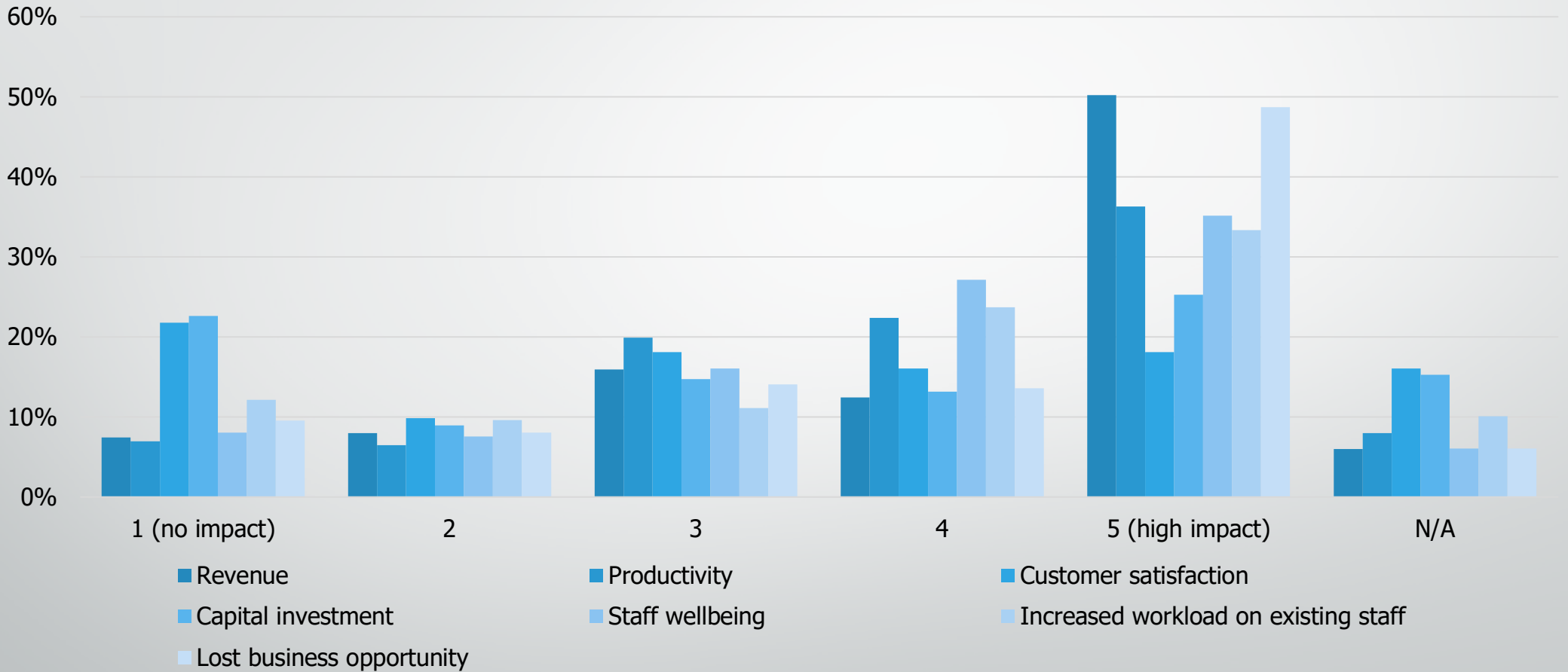
# Company insights

- **Restrictions on firms accessing skilled international workers are causing project delays, deferred investment and lost export orders.**
- *"Most large civil and commercial projects have liquidated damage penalty clauses for delays. The inability to secure additional skills offshore is impacting the programme on 4/5 of our projects with implications of \$5m - \$8m per month penalties for late delivery."*
- *"We've had 2 sets of [border exemption] rejections which have lost us a total of 3 productions with a value of circa \$20m"*
- **Restrictions at the border are impacting on the wellbeing of New Zealand's elderly and most vulnerable, and our ability to care for them.**
- *"If we can't get the staff we need, we have to refuse to take residents into our care homes, we have a staff to resident ratio for safety and quality of care. We have had situations this year of having to close to admissions due to lack of available staff. This is real and this is impacting our business."*
- **The border exemptions process does not capture the critical skills businesses need.**
- *"Immigration do not seem to understand what critical skills are for each sector - many projects I am aware of are having applications rejected yet it's clear that the skills are not available in NZ"*
- *"We have tried [to get border exemptions] three times with no result and it appears to be a lack of understanding about how long it takes to train people to do these jobs"*
- **Restrictions at the border are creating risks to the livelihoods of New Zealand workers.**
- *"We utilise local talent and work with NZ industry and government bodies to try and upskill and recruit NZ workers however [there] is still a substantial shortfall of available staff which is leading to project delays and concern in the sector about taking on new contracts without the assurance of staff availability"*

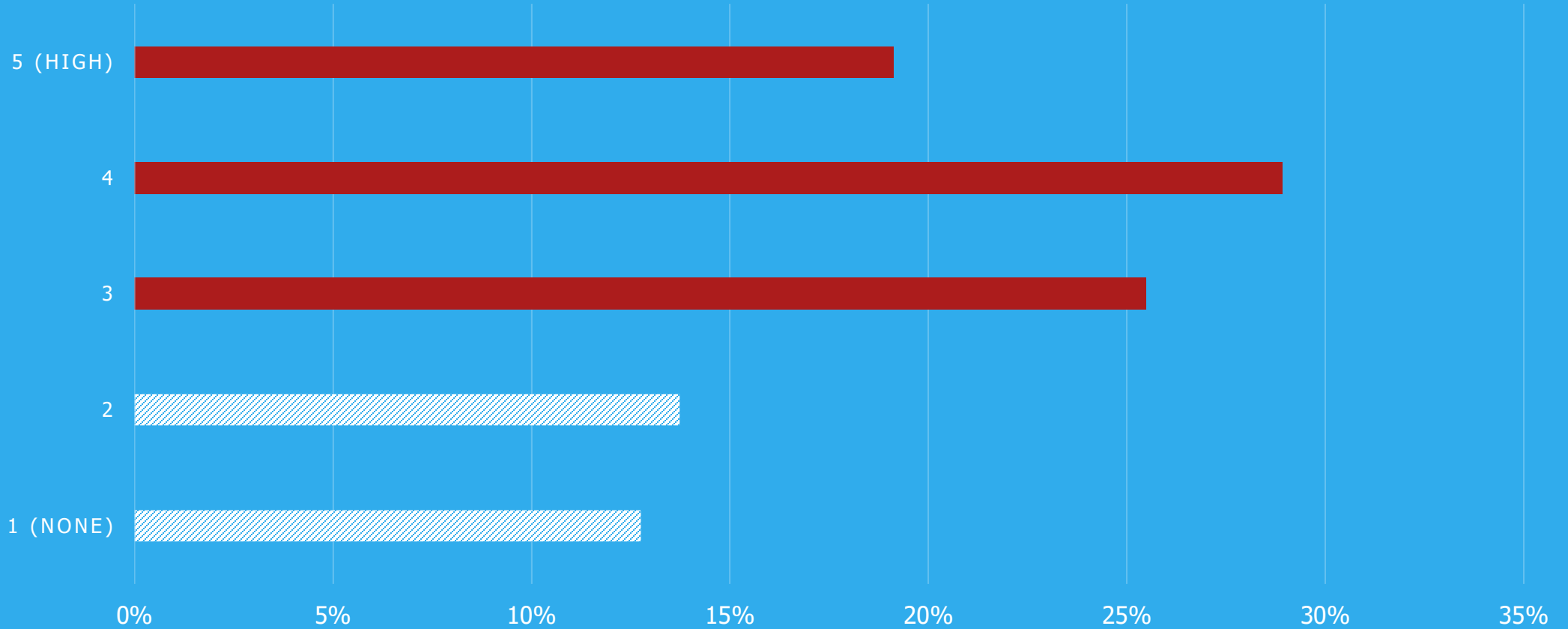
# IMPACT OF WORKER RENTION ON



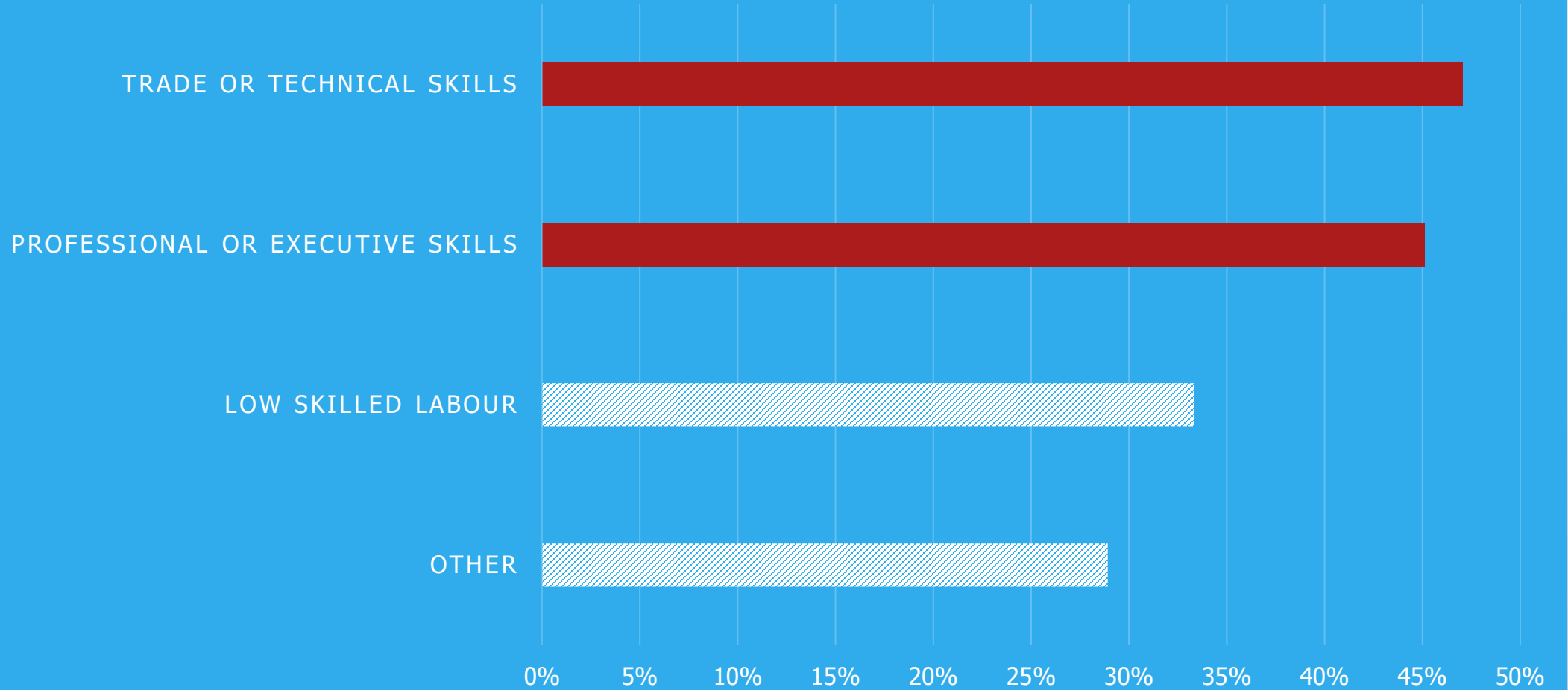
## HOW AND TO WHAT EXTENT HAVE BORDER RESTRICTIONS IMPACTED YOUR BUSINESS?



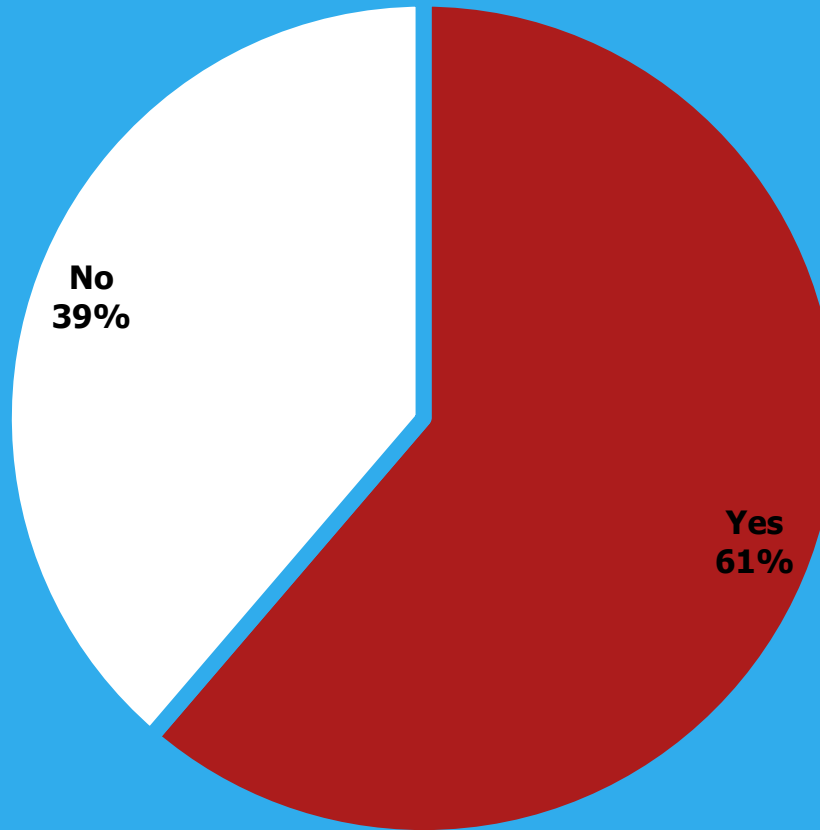
## DEPENDENCE ON INTERNATIONAL WORKERS (INCLUDING CONTRACTORS AND MANAGEMENT STAFF)



## WORKERS NEEDED



**ARE CLOSED BORDER RESTRICTIONS ADVERSELY AFFECTING  
YOUR RETENTION OF INTERNATIONAL WORKERS?**





## IN THE LAST 6 MONTHS, HAVE YOU BEEN ABLE TO HIRE MORE NEW ZEALANDERS TO FILL VACANT ROLES?

YES, WE ARE HIRING SOME NEW ZEALANDERS, BUT WE STILL NEED WORKERS FROM OVERSEAS

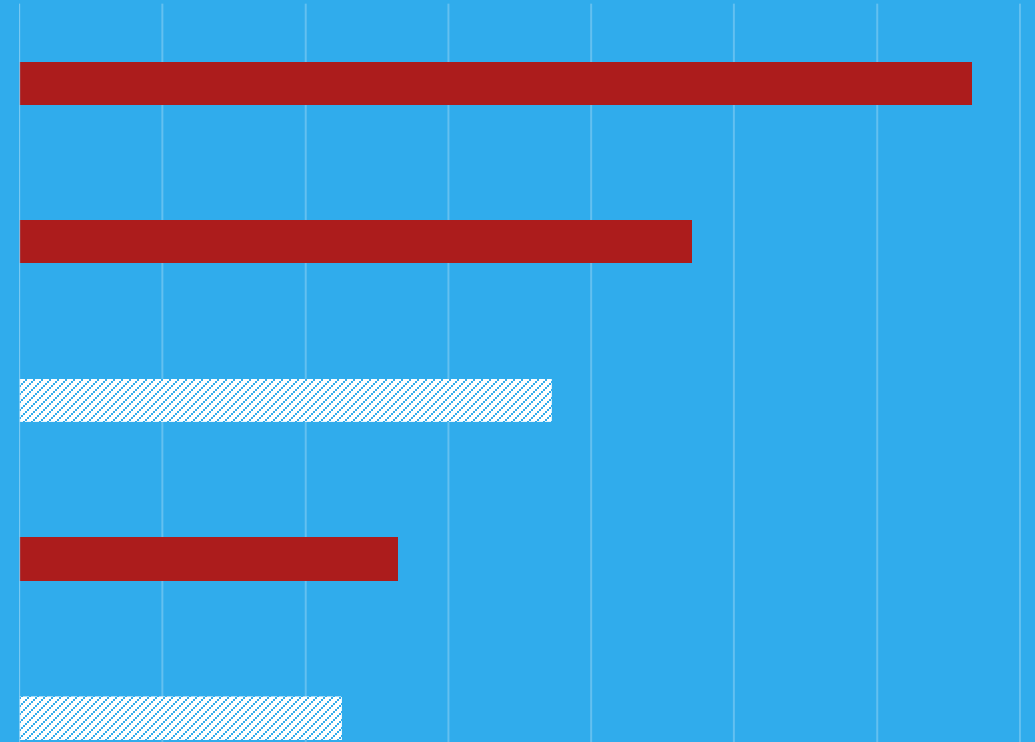
NO, WE HAVE TRIED - NOT MANY ARE CAPABLE - WE STILL NEED WORKERS FROM OVERSEAS

WE DON'T CURRENTLY NEED ANY WORKERS FROM OVERSEAS

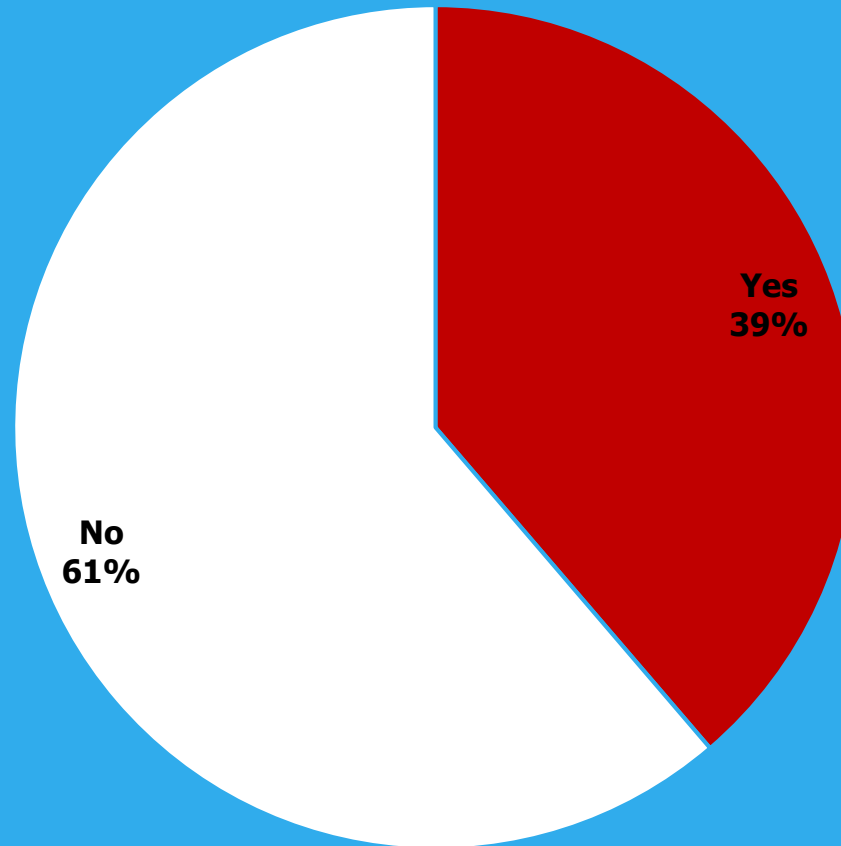
NO, THE SKILLS WE NEED ARE NOT AVAILABLE IN NEW ZEALAND

OTHER

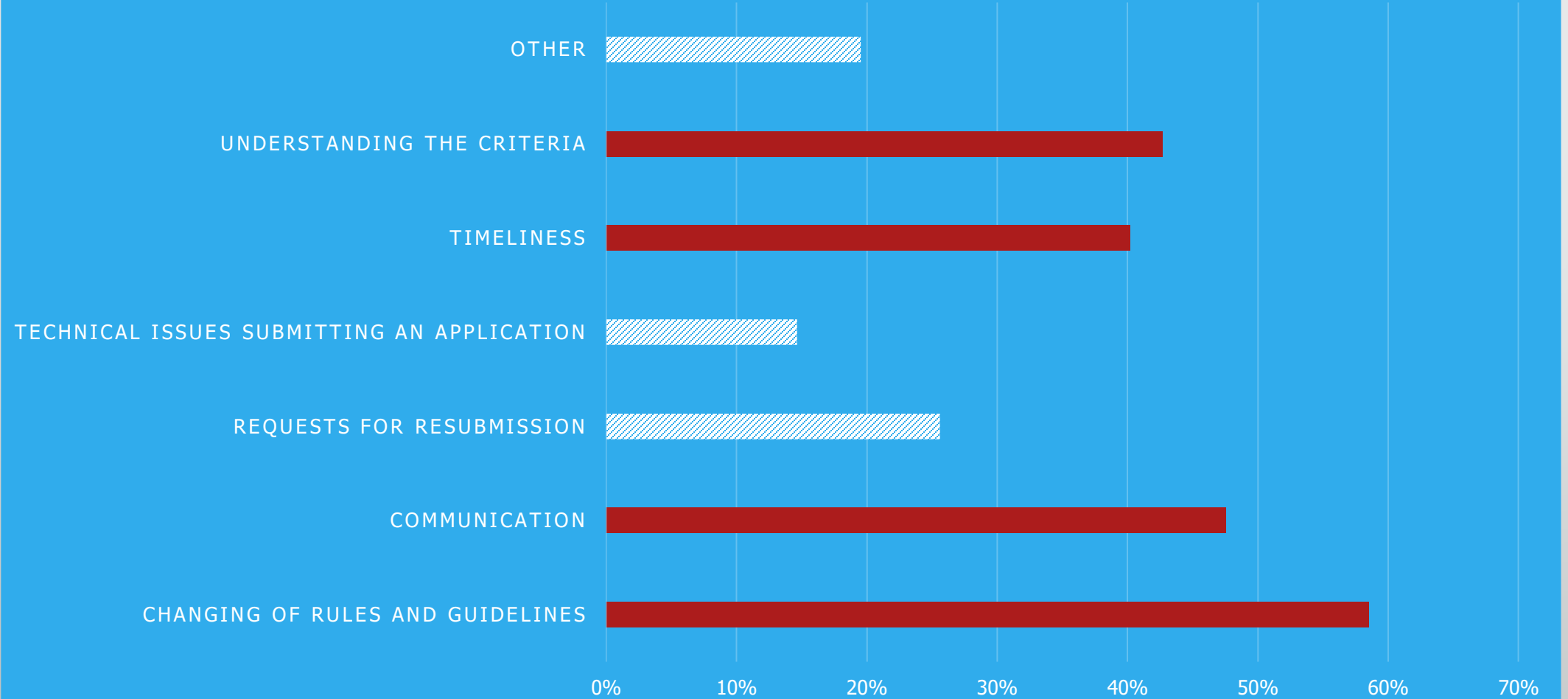
0% 5% 10% 15% 20% 25% 30% 35%



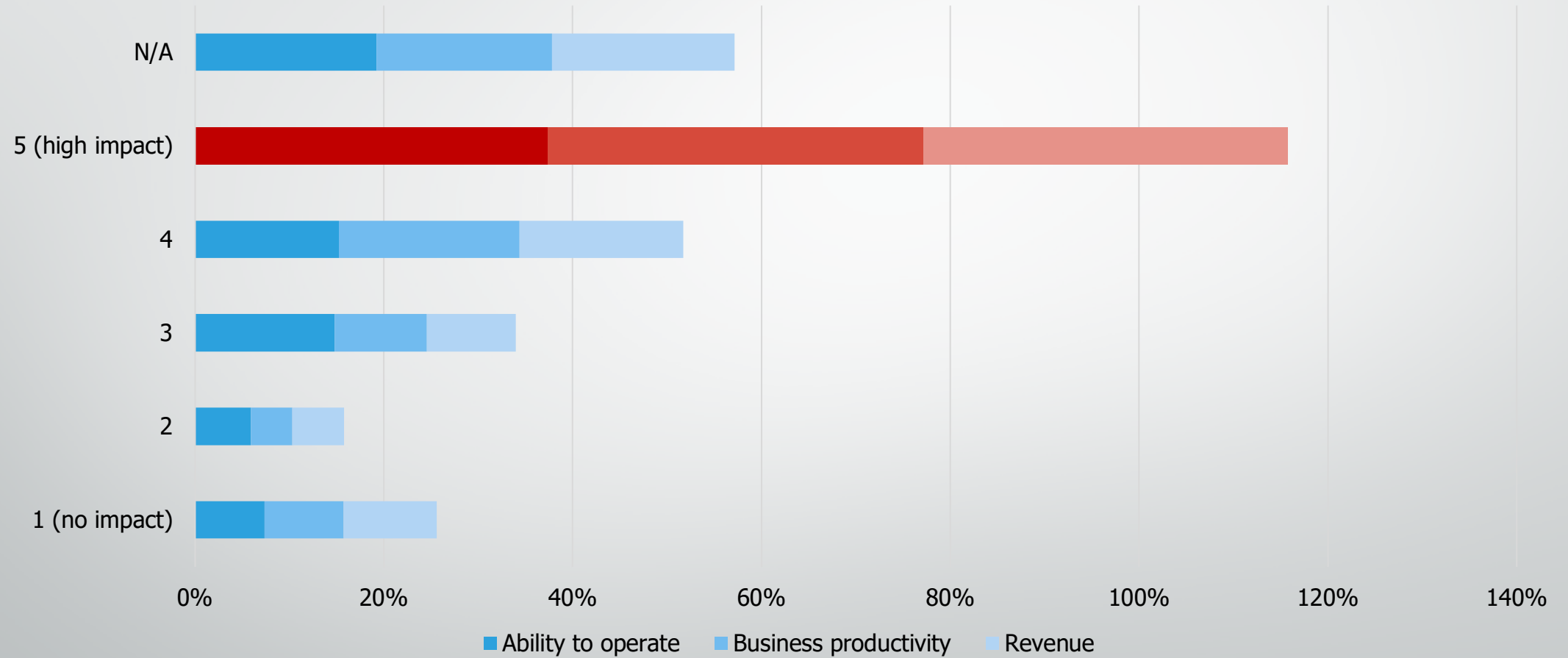
**HAVE YOU FACED PROBLEMS OBTAINING BORDER EXEMPTIONS FOR  
CRITICAL WORKERS FROM IMMIGRATION NZ SINCE THE ONSET OF  
COVID19?**



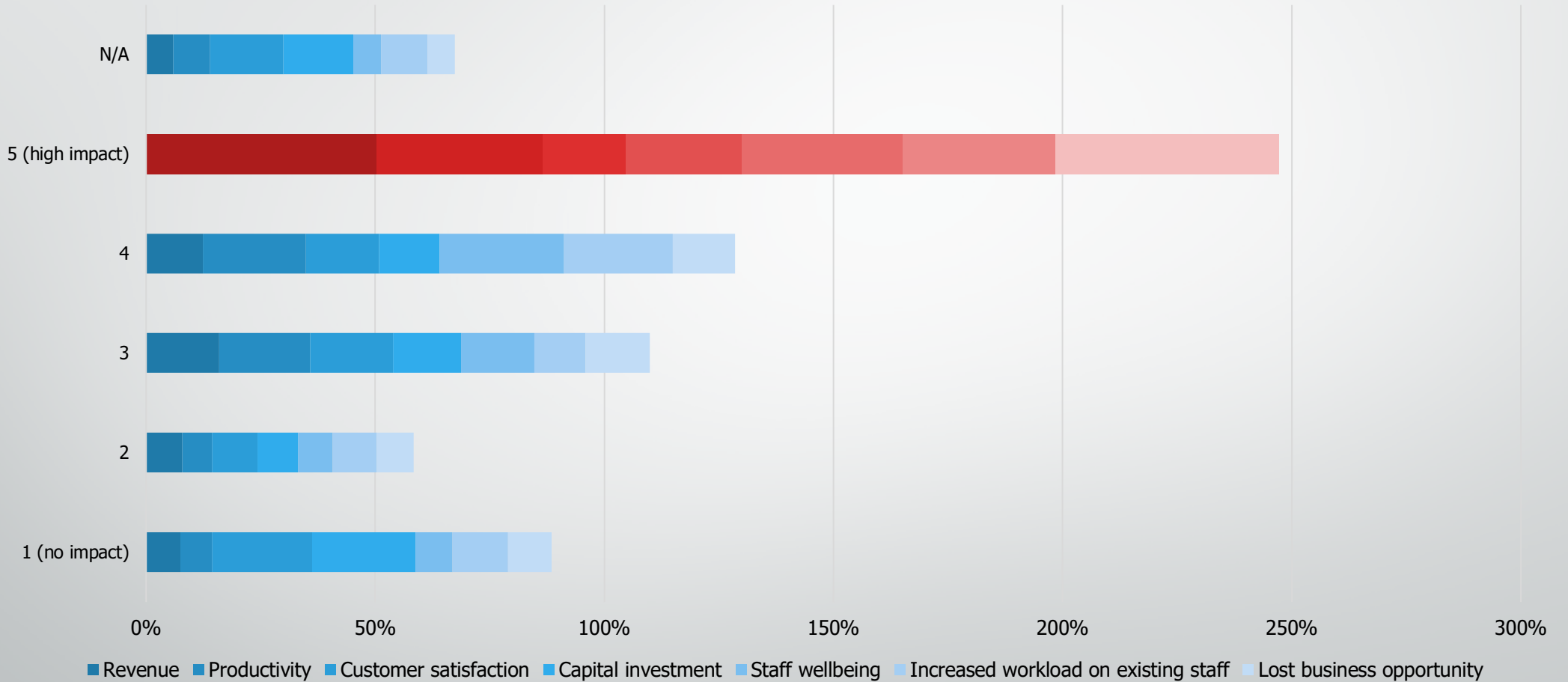
## PROBLEMS OBTAINING BORDER EXEMPTIONS



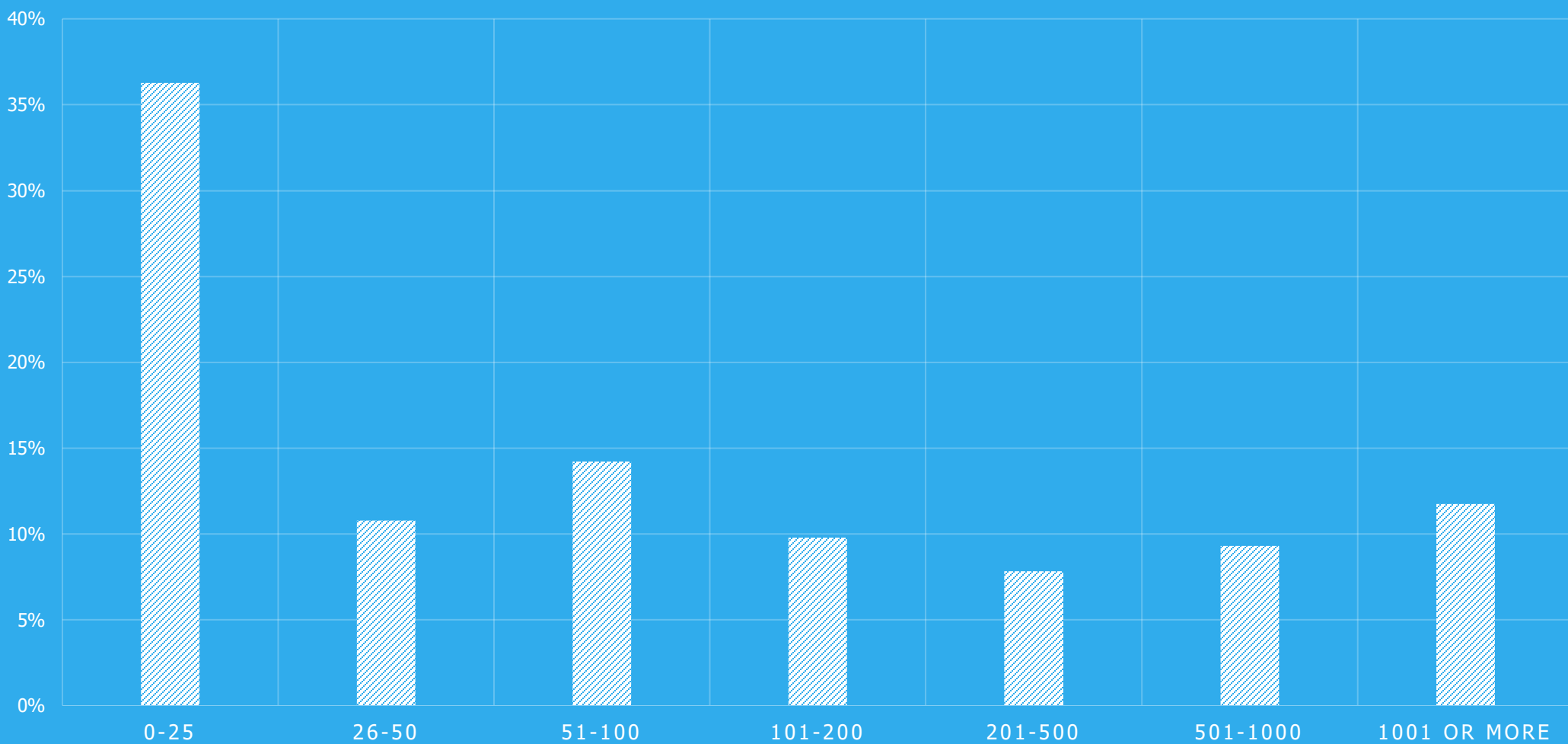
## IMPACT OF WORKER RENTION ON



## HOW AND TO WHAT EXTENT HAVE BORDER RESTRICTIONS IMPACTED YOUR BUSINESS?



## EMPLOYEE NUMBERS BY COMPANY





# INDUSTRIES

