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Niue Business Networking Event



The Niue Chamber of Commerce hosted a Business Networking Event on Thursday 14 June at the Matavai Conference Centre. The Business Networking Event was attended by 70 private sector business operators. We had two guest speakers, firstly; His Excellency Kirk Yates, New Zealand High Commissioner to Niue who had been in his new position for just over a month and spoke of his understanding and experience of life in the private sector, particularly in the agriculture and horticulture sectors and his perception of the private sector in Niue.

Our second speaker was Alipate Tavo, who had been brought to Niue by Frank Sioneholo, Head of Economics, Planning & Development for Government of Niue. Alipate Tavo is an Independent Consultant in International Trade based in Tonga. Alipate has worked as the Trade Policy Officer for OCTA, (Office of the Chief Trade Advisor), in Port Vila, Vanuatu for five years and has a wealth of experience with the development of Pacer Plus over the last 10 years. The purpose of Alipate's presentation was to help demystify Pacer Plus for our private sector members. While the Pacer Plus agreement seems to have been on the drawing board for a long time, Niue has signed up to this and now is the time for the private sector to familiarize themselves with the potential impacts and opportunities that Pacer Plus will create as it is finally ratified and rolled out over the next two decades.

The Pacer Plus negotiations were initially launched in August 2009. The negotiations covered trade in goods, trade in services, investment, labour mobility and development assistance. The Pacer Plus Negotiations concluded in April 2017 and Niue signed up to Pacer Plus in June 2017. The next step is the ratification of the Pacer Plus agreement which is scheduled to take place later this year.

The Pacer Plus Agreement includes a 'Readiness Package' of A\$7.7m which will be available to all participating countries to access. There will be a further A\$25.5 million over five years once the Agreement enters into force to support the implementation of the Agreement. The phasing out of tariffs for Niue will be implemented over a 25 year period and products that will be exempt from tariff cuts are:

- Mineral waters and aerated waters (fizzy drinks)
- Types of alcohol, beer, cigars, cigarettes, spirits, hairs lacquers, shaving preparations, preparations for perfuming or deodorising rooms, whiskies, vodka, cider, rum, various types of wines and non-alcoholic beverages

The Expected Benefits of Pacer Plus to the participating countries include:

- Streamlining and harmonisation of customs procedures and enhanced efficiency in customs administration will reduce trade costs and benefit private sector operators.

"Make your product easier to buy than your competition or you will find your customer buying from them and not you."

- Sir Richard Branson

Sustainable Niue

The Government of Niue has supported the introduction of a Plastic Bag Free Campaign for Niue. This project is being developed as a private public partnership led by the Niue Chamber of Commerce and Niue Tourism alongside the Ministry of Natural Resources, NIOFA and Oma Tafua. The Campaign, Sustainable Niue, will provide each household in Niue with four organic reusable shopping bags, availability of reusable bags for visitors to purchase, working with retailers and the wider private sector to educate and inform on alternative packaging and environmentally friendly options and an education programme for the wider community and visitors.

The Niue Chamber of Commerce will support this initiative by working with retailers and the wider private sector to educate and inform them of changes and to source alternative packaging options; for example – the recycling of boxes, the initial set up and supply of reusable shopping bags for giveaway and purchase in shops, different grade paper bags options and locally produced reusable bags as a fundraiser for community groups.

Below is the Sustainable Niue logo that we will be printing on the reusable bags and it is also available for businesses who want to create their own reusable bags to use.



- Private sector to benefit from support that would be provided by Australia and New Zealand to strengthen and facilitate compliance with ANZ product standards and also those of key markets.
- Exports will not be subjected to discretionary/arbitrary procedures – need for scientific evidence or the existence of a legitimate objective.
- Ability to protect domestic industries from unfair trading practices – imposition of antidumping and countervailing duties.
- Possibility to have recourse to safeguard measures (transitional and global safeguards) to protect domestic industries where justified; modification/withdrawal of tariffs and industry development.
- Flexible rules of origin will permit significant use of third party inputs – value addition.
- Agreement to use a Declaration of Origin - reduction of red tape and bureaucratic procedures.
- Rules to combat circumvention creating trading opportunities for the private sector in the FICs.
- Foreign direct investment will contribute to the long-term growth and sustainable development of the FICs.
- Possibility of joint ventures and other forms of partnership.
- Access to technical and managerial skills, transfer of technology etc.
- Access to cheaper and better quality inputs.
- Tariff protection possible, if required.
- Security and predictability of market access in PACER Plus Parties.
- Implementation assistance to enhance efficiency in the implementation of trade policies and reduce trade costs.
- Economic infrastructure and productive capacity building - can assist private sector operators – reduction of trade costs and a general improvement in the business climate.
- Access to skills within a secure and predictable framework.
- Benefits of increased labour mobility for FIC economies.

Host Responsibility Workshop

Working in partnership the Niue Chamber of Commerce and Scenic Matavai Resort ran a half day course on Host Responsibility, designed for owners of liquor licensed premises and their workers. Facilitator Mark McLean is no stranger to conducting workshops on Niue and in line with the subject presented his hands on experience frequenting various establishments on Niue and therefore was able to compare requirements in NZ to our Niue environment. Workshop content covered:

- Alcohol and intoxication.
- Host responsibility and maintaining a safe drinking environment in your licensed business.
- Legal requirements and requirements for alcohol service.

Host Responsibility is the creation of the right environment alongside products and services that will contribute to the reduction of alcohol abuse. Guests will patronise and return to licensed premises where they feel comfortable, safe and confident they will be looked after. Host responsibility is simply an extension of customer service.

The law is quite clear on Niue - the Licensee commits an offence who -

- (a) Permits drunkenness, violence, quarrelsome behavior, or disorderly or riotous conduct to take place on his licensed premises or sells any liquor to any drunken person; or
- (b) Knowingly permits any disorderly or drunken persons to assemble or remain on his licensed premises.

An important aspect of holding a Liquor License is the responsibility that comes with it to ensure that not only the owners but more importantly their employees who serve customers adhere to a high standard of service in ensuring alcohol is consumed in a responsible and safe manner for all customers.

Whilst not all Liquor License holders were able to attend it is hoped that there will be another session to ensure all holders will have participated in this type of training in future.

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Do you need help with setting up or updating your business Facebook page? Did you know you Can contact namara@niuechamber.com for assistance?

Business Tips

- 1. On Earnings:** Never depend on a single income - Make investment to create a second income.
- 2. On Taking Risks:** Never test the depth of the river with both feet.
- 3. On Investments:** Never put all your eggs in one basket but divide them accordingly.
- 4. On Spending:** When you buy things you don't need, you will soon find that you will have to sell things that you need!
- 5. Do One Thing and Do It Well:** Many entrepreneurs fight the urge to have a business that can do a little bit of everything – even if its an area they know little about. This is one of the fastest roads to failure. Spreading yourself a mile and an inch deep is a bad idea. When you look at all the best start-ups that have made it, they all have one thing in common: *they have taken one thing and they became the best at it.*

New Business Profile: Explore Niue Tours



Explore Niue Tours and Travel is owned and operated by Vanessa Marsh. Having worked in the tourism industry here in Niue for over 10 years, she has spent quite a bit of time in helping travelers find their way to Niue and showcasing what Niue has to offer. Explore Niue Tours and Travel has a range of tours available and are happy to help plan, book and make arrangements for guests before they arrive on island.

Explore Niue Tours and Travel also aims to work with wholesalers and key partners to create a reliable and trustworthy partnership that will benefit Niue's local operators and deliver exceptional experiences for visitors to the island. Vanessa also works with tour operators and accommodation providers to develop specialised itineraries for individuals and groups wanting to explore Niue.

To find out more about Explore Niue Tours and Travel contact Vanessa:

Explore Niue Tours | PO Box 184, Alofi, Niue Island
Email: vlmarsh@niue.nu | Mob: + 683 5122

Exceptional Customer Service Workshop

On Monday 9 July the Niue Chamber of Commerce hosted a Customer Service Workshop with Mark McLean, Scenic Hotel Group HR Manager in New Zealand.

Mark is a regular visitor to Niue running workshops with the Scenic Matavai staff. The Niue Chamber of Commerce appreciated the opportunity to be able to sponsor this training to be extended to Private Sector Businesses. A total of 29 people participated in the Exceptional Customer Service Workshop. The main purpose of the Customer Service Workshop was to enhance customer service representative's communication skills and also focus on the importance of providing excellent customer service and how it reflects on the business or organisation you represent. The Workshop covered identifying guests/customer needs, reading body language, identifying different communication styles and identifying different listening styles. The Customer Service Workshop was very interactive and gave participants plenty of tools and skills to take back to their workplace along with a workbook from the session.

Feedback from participants has been extremely positive and included the following:

Julie Talagi-Funaki, owner of Double M and Pacific Way Bar - *"great workshop, great for my staff and a great refresher for us as the owners; it is common sense but it is always good to have someone else enforce these training for our staff. Looking forward to more workshops"*.

Also, Vanessa Marsh owner and operator of Explore Niue Tours - *"great workshop for individuals who are customer service representatives, it was informative and Mark is a great trainer – thank you for the opportunity"*.

Thank you Scenic Matavai Resort for sharing this training opportunity with the wider private sector.



Reminder: AGM

Niue Chamber of Commerce
Annual General Meeting (AGM)

Tuesday 28 August 2018
Scenic Matavai Resort
5pm – 6pm
Refreshments to follow

It's election year, nominations will close Friday 17 August 2018 at 4pm.

Membership subscriptions 2018/2019 need to be paid by Friday 24 August to be eligible to attend and vote at the AGM.

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Business Outlook Survey coming soon!

The Niue Chamber of Commerce has been working with Simon Milne from AUT to develop a comprehensive Business Outlook Survey that will take place in a few weeks' time.

The New Zealand Ministry of Foreign and Trade have funded this research work through AUT which includes the Business Outlook Survey and also the International Visitor Survey (IVS). Simon Milne was in Niue in June and presented to the Tourism Sector the results from the first six months of the IVS (October 2017 to March 2018) which included international visitor characteristics, expenditure, and satisfaction.

The Business Outlook Survey will provide valuable data for our ongoing funding, programmes and support to the private sector. It has been streamlined to make it as straightforward as possible to complete and we look forward to getting a high rate of member participation. The results of the Business Outlook Survey will be shared with our Niue Chamber of Commerce Members later in the year when they have been compiled by AUT.

Niue Young Entrepreneurs Update

Niue Chamber of Commerce Young Entrepreneurs Programme continues with students of the two Niue High School Year 10 classes currently working on their Business Plans for presentation to the Niue Development Bank/Kiwibank. The students will be seeking startup funds provided by Niue Chamber of Commerce to assist them in setting up their small businesses which will be launched at the Niue National Show Day during the October Constitution celebrations. There are six business groups and this year groups are not allowed to have any food stalls. This enables students to start thinking of ideas that they could possibly take on in the future as a potential business. This has proven to be a difficult task for students to think outside the box as many associate Show Days with food stalls but the groups have persevered to ensure they will have a business for the October National Show Day. The aim of the programme is for the students to understand the process of how a business is started from generating ideas, analyzing the feasibility of those ideas, planning how to make those ideas a reality and understanding the financial implications of those ideas and eventually the positive or negative financial returns. Throughout the sessions conducted by the programme facilitators - Catherine Etuata Papani and Glen Jackson the students are also taught about team work, team building, communication skills and personal confidence.

Thanks to the ongoing support for the programme by Director of Education - Birtha Tongahai and Principal of Niue High School Charles Ioane.

First Aid Workshop 2018

On Wednesday 18 & Thursday 19 July Niue Chamber of Commerce hosted a two day First Aid workshop, held at the Niue Lawn Bowls from 9am until 1pm. There were ten participants who registered with us but only seven attended and completed the First Aid Course. It is important to have a first aid kit available at home and one in your car. First aid kits should include a guide and it is best that you take time to read the guide and familiarise and understand how to use the items, so you are ready in case of an emergency. We would like to thank our trainer and paramedic from the Niue Fook Hospital Ms Oscilyna Kulatea for her time and the effort to get our members certified in First Aid.



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