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*"Whenever you see a successful business, someone once made a courageous decision"*  
- Peter Drucker

## Welcome to 2018 from the BDM

Welcome back to business for 2018 to all of our private sector businesses and supporters. Business confidence in Niue is high; visitor numbers are up, eftpos spending is up, the building industry is thriving, new businesses are opening and the population is increasing.

As I talk to businesses and we embark on 2018 it's not business confidence that the private sector is lacking its certainty. Businesses are seeking certainty that big issues of roads, upgraded telecommunications, water and power reliability will be delivered on. Government has assured us that these issues are on track for 2018 and we will support them in any way we can to achieve these infrastructure milestones for Niue.

This is the perfect time for us all to look back at last year, at our people and planning, at the achievements and failures, where did we make compromises, what didn't we do and what we didn't do well.

If we do the same this year as we did last year we will get the same results. I certainly don't want to see the same results; I want to achieve far better results. This is the time to look at your plan, look at your people and to make sure the things that you compromised on last year are not compromised going forward. We need to set the targets high and do things differently and that way we'll get a better result.

The Chamber's priorities for the first half of 2018 include;

- Securing insurance options for Niue businesses – Feb/March
- Creating the Go!Niue App – launch end February
- Private Sector Training Needs Survey – February
- Labour Market and Skills Plan developed - February
- Supporting the development of a Green Climate Fund Application for Food Security – March
- Producing updated Business Toolkits – March
- 2018 Business Development Grants – May/June
- Cluster Development Plan – Vanilla Industry – May
- Sector Development Plans for Tourism, Marine, Agriculture, Arts & Crafts Markets – July

In addition to the priorities above the Chamber team will also deliver training courses and workshops, produce marketing collateral and promotion for businesses, provide advocacy on behalf of the private sector, deliver the Young Entrepreneurs programme at the Niue High School, communications for the private sector with newsletters, social media and emails.

## Upcoming Training and Workshops

Dates to be confirmed

**Risk and Disaster Management**  
February/March

**Customer Service Training**  
March

**Outboard Motor Service**  
April

**Mechanics Workshop**  
April

**Health & Safety Planning**  
April

**Host Responsibility**  
May

**First Aid Training**  
May

**Business Planning Workshop**  
May

**Business Networking Event**  
June

**Pacer Plus Workshop**  
June

**E-Trading Workshop**  
July

**Marketing & Communications**  
July

For more information contact Denise on [info@niuechamber.com](mailto:info@niuechamber.com) to book for any of the above events or workshops.

## A Busy Start to the Year

The Chamber office re-opened on 9 January and it has been all go. Here's just a few of the highlights so far:

### Power

The NCOC was contacted by a number of businesses that were seriously affected by the early January power outages, power rationing and particularly by the late notification and incorrect information going out. The BDM met with the relevant people involved from the Power Department and they have assured us that they will include Chamber at an early stage in any communication going out regarding power shutdowns, outages, conservation etc, so that we can facilitate the private sector notification directly and make personal contact with any that may be especially affected.

### Water Quality Issues

The BDM attended the Niue Water Steering Committee meeting on 11 January. Two consultants have been in Niue looking at the ongoing water quality issues, Clinton Chapman, Technical Advisor, EU-GIZ Adapting to Climate Change and Sustainable Energy (ACSE) Project and also a technician from Taylor Purification in New Zealand. They presented their initial findings and should have their reports back to the Steering Committee late next week.

The immediate actions, some of which are already underway, were outlined as follows:

- Identify hazards and prioritize what needs action with a whole of water system approach.
- Determine the source of contamination (risk assessment) and carry out corrective actions; this includes reservoir cleaning, well bore protection, and 50-200m zone assessment.
- Secure funding for corrective actions or improvement schedules, including treatment options, well bore head works, water quality test audit and training (Feb), water safety plan training (June), and synergies/collaboration with existing projects.
- Implementation of immediate corrective actions which includes completion of regulations, manual of operation, standard operating procedures and technical assistance.

The medium term actions (6-12 months) and long term actions (12 months plus) were also outlined. The ultimate outcome is that the Water Supply Drinking Water Standards are achieved and the Niue National Strategic Plan targets under the Infrastructure Pillar are met.

### Insurance

The BDM has met with or had discussions with a couple of insurers who are interested in looking at insurance options for Niue. The NCOC has circulated a short survey to its members to get an indication of the level of interest and the types of insurance members are most eager to investigate.

If you haven't received the email with the survey you can access it at <https://www.surveymonkey.com/r/HXLZX6N>. Please complete the survey by 3 February.

Like us on  
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to keep up to  
date with  
Private Sector  
News!



Do you need help with  
setting up or updating  
your business  
Facebook page?  
Did you know you  
can contact  
[namara@niuechamber.com](mailto:namara@niuechamber.com)  
for assistance?

## Go!Niue App



The NCOC is well underway with development of the Go!Niue App. The first batch of business profiles (32) are currently being loaded and the general information, images and the next batch of business profiles (21) will be loaded over the next two weeks.

Some businesses didn't have suitable high resolution images so the NCOC has commissioned Keith Vial to visit businesses and take the additional images required. If you haven't sent in your business profile and want to be included in the Go!Niue App please contact Namara at the NCOC on 4399 or email [namara@niuechamber.com](mailto:namara@niuechamber.com).

The Go!Niue App will be ready to launch at the end of February.

## Pacific Business Days – Tahiti

An invitation has been extended to our Premier for a three person delegation to attend the Pacific Business Days event to be held in Papeete, Tahiti from 20<sup>th</sup> to 24<sup>th</sup> March 2018. The Pacific Business Days event is organised by the South Pacific Employers Organisation (RPPS) in close partnership with the French Polynesia Government. They have invited and are funding 15 delegations from South Pacific countries that French Polynesia has the desire to explore and establish trade and commercial relations.

The Niue nominations for the delegation are:

Dion Taufitu, Member of Parliament  
Stan Kalauni, Member of Parliament, Niue Vanilla International  
Rae Finlay, Business Development Manager/CEO, Niue Chamber of Commerce.

The objective of Pacific Business Days is to foster direct communication among the delegations of exporting countries in the area. Each delegation is made up of a Minister of Economic Affairs or an institutional representative, a private sector representative wishing to promote their core resources and industries and a Chamber of Commerce representative.

The format of the three days of meetings will be:

- **A plenary session** during which, the various delegations will present the country's assets, primary resources as well as the products or services they wish to commercialize.
- **Conferences** on the themes of sea and air transport and logistics, the digital world in the Pacific, local production, regional tourism.
- **Bilateral meetings** from country to country including the participation of the ministers and the business leaders of each delegation.
- **Business to Business meetings** between business leaders and business sectors prepared before the Pacific Business Days event.

## Contact Us

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• **The Village of the Pacific** with their Pavilions set in the gardens of the Venue. This exhibition space will allow us to present our tourism and commercial brochures, the products we wish to position for export and any other support that we consider appropriate for the development of our exchange with the Pacific countries.

In addition to the above programme, which has trade and promotional relevance to Niue, the Pacific Business Days Village of the Pacific will provide opportunity to showcase and promote: Niue Tourism, Niue Vanilla International, Lupe Niue, Niue Fresh, Niue Honey, Niue Artists, Niue Secret Water, Niue Noni.

### Increases to Niue Port Charges and Processes

The Transport Department held a very professional and informative consultation meeting in August last year with the Chamber and businesses that are exporting or importing through the port regarding their proposal to increase port charges as there has not been any increase since 2002 and in 2009 they also absorbed NCT into their charges and they were not currently even coming close to meeting the costs associated with the port. They also have considerable outstanding port charges. The request from the Chamber and businesses present that the increase be done in two stages and delayed until 2018 was taken on board.

The Cabinet Paper outlining the increases went to Cabinet in November and we are waiting on confirmation on the recommendations that were made. We have asked that there be at least a 30 day notice of price increases and any other changes.

The Chamber was approached this week by importers concerned that changes to policies were going to be enforced for next weeks' ship but they had received no formal notification and also that the processes for filing their paperwork and payments were changing and this would have an extremely negative effect on their businesses. We have met the importers and the Transport Department and the Customs Department and have written to the Premier outlining the concerns of the importers and looking for a mutually suitable resolution.

## Fire Extinguisher Update



EJ Strickland from Niue Rescue and Fire Services has great news! The Fire Extinguishers are now on island and being delivered!

EJ will be contacting each business who had confirmed and paid for their Fire Extinguishers, subsidised by the Niue Chamber of Commerce, to organize a time to install equipment and go through a short demonstration on how to use the equipment.

Due to the late arrival of the Fire Extinguishers the one day training has been postponed to a later date.

*Our thanks  
to the Matavai  
Conference Centre  
for providing the  
venue for the  
private sector  
Business  
Networking Event*



**Lady Raewyn Henry  
Wahoo fishing with  
Fish Niue Charters**

## Sir Graham Henry in Niue



Over 100 private sector representatives and dignitaries gathered at the Scenic Matavai Conference Centre on Wednesday 29 November for a Business Networking Event. The Niue Chamber of Commerce was delighted to secure Sir Graham Henry as our guest speaker. He was invited by Chamber BDM, Rae Finlay, and didn't hesitate on accepting our invitation to explore Niue, a destination Sir Graham and Lady Raewyn Henry hadn't yet visited.

Sir Graham Henry is one of New Zealand's most in demand speakers - having coached the All Blacks to glory in the 2011 Rugby World Cup, and going on to be awarded Coach of the Year at the IRB Awards, receiving the Coach of the Year award for a record five times. Graham finished his All Blacks career as one of the most successful rugby coaches of all time: he coached the All Blacks to 88 wins in 103 Tests for a winning percentage of 85.4 percent.

Graham currently works with leading New Zealand companies such as Downer, Farmlands, Reckitt & Benckiser and the Giltrap Spencer Group focusing on team building, culture and leadership development and regularly speaks internationally. He sits on the board of Plunket and the Hillary Foundation; is an Ambassador for Coastguard; a Patron for Kiwis for Kiwi; and on the advisory board for the Pinnacle Programme. Graham speaks on topics including; the high performance environment, team culture, motivation, team development, and leadership. His presentations are readily applicable to the business environment, as well as the sporting arena.

Sir Graham and Lady Raewyn loved their time in Niue. They swam, snorkelled, explored, caught wahoo and barracuda with BJ Rex and Jeff Mitchell from Fish Niue Fishing Charters and met plenty of locals including the Niue Rugby Sevens team before they left for the Pacific Mini Games in Vanuatu. Sir Graham also signed rugby balls for the Niue Primary School Prize Giving.

The main purpose of their visit was for Sir Graham, (or "Ted", as he asked us to call him), to be the guest speaker at the Business Networking event and provide insight and inspiration for our private sector business representatives. His key messages were about team work, developing a whole company positive and supportive culture, respect, and keeping the focus on making your team or business the "GOAT", **greatest of all time.**

Our thanks to Sir Graham and Lady Raewyn Henry for generously giving their time to come to Niue and share with the private Sector.

Plans are already underway for Sir Graham and Lady Raewyn Henry to return to Niue as part of a prize package to support Plunket, where Sir Graham is a Trustee.

## Welcome to our new members:

1. Simeamao Art
2. Oma Tafua
3. Taue Siakifilo
4. Talepita's Shop
5. Tukuitoga Guesthouse
6. Niue Youth Council
7. Buccaneer Adventures
8. A+ Designs
9. Rock On Events
10. Niue Food Processing Assoc
11. Gasma Auto Services
12. CKT Consultancy
13. Falekaho Niue Builders
14. Opie Accounting & Bookkeeping Services
15. Southwest Construction

The Niue Chamber of Commerce has a record 180 members.

To all members who have not received your Business Opening Hours signage – contact Namara on 4399 or email [namara@niuechamber.com](mailto:namara@niuechamber.com).

*"If you can change and improve people's lives – you have a business."*

*Richard Branson*

## Eftpos Workshop with Kristy Gregory, Eftpos NZ and Kiwibank Niue

On 22 November 2017 Niue Development Bank held an Eftpos Workshop with Kristy Gregory from Eftpos New Zealand. The attendees from the Private Sector were owners of Eftpos machines and also those looking at installing an Eftpos machines.

Kristy had been to Niue twice before and this was a follow up visit to provide an update around the new features introduced by Eftpos NZ following the visit from an ANZ merchant representative beginning of November. Kristy presented the latest functions for the two different machines available, the stand alone & mobile payments machines. Her presentation covered:

- Pre-authorization option - perfect for accommodation providers to hold payments
- Surcharging gets easier with software that allows terminals to recognize cards that need surcharging
- Pay facility to suit Chinese visitors who are starting to travel to Niue - having Union Pay available on eftpos terminals
- Express payment option which is "tap & go" with a fixed price
- Appreciating great service you could include tipping on your eftpos machine
- Currency Preferred - Currency option where visitors with international cards can pay using their international card – great for days of Cruise Ships
- Selecting days you would like your settlement.

These are all options that we can now look forward to here in Niue! Kristy visited businesses with Eftpos machines already installed and also businesses who are interested in installing Eftpos machines. There were no major issues raised by the owners but just concerns in terms of the Eftpos machines with costs, issues that occur during the instalment and steps to follow if there was an error. The most common issue raised by the business owners was the internet connection. Kiwibank team would like to reassure all business owners that if you ever have issues with the Eftpos machine do not hesitate to contact them to get help.

If you would like a copy of the presentation from the workshop – contact [namara@niuechamber.com](mailto:namara@niuechamber.com) or pick up a printed copy from the Niue Chamber of Commerce office.

These are the most common errors messages that occur:

- 1. COMMS ERROR** - not connected or connecting to internet
- 2. CHIP DECLINED** - eftpos machine not able to read the chip on the card
- 3. CONTACT ISSUER** – Funds available but not enough funds to pay using eftpos card
- 4. INSUFFICIENT FUNDS** - cardholder does not have sufficient funds to pay using eftpos card
- 5. INCORRECT PIN** - cardholder entered the wrong pin.

## Business Tips:

- **Practice patience. Remember the importance of patience throughout the day.**
- **Learn new technologies. Technology can improve almost any process, so stay attuned to any new products on the horizon.**
- **Talk to strangers. You never know whom you might meet – A new customer? A mentor? An investor or even an employee.**
- **Minimise your decisions. Don't waste time on small decisions. Focus on the big ones.**
- **SWOT analyse everything. See the Strengths, Weaknesses, Opportunities and Threats in everything.**
- **Don't start a business unless you'll be doing something you truly love and are good at, or unless you can dedicate yourself to becoming an expert over the coming years.**
- **Do everything in your power to avoid spending money when you start a business. Build a lean solution that provides value to your customers and only spend money on the absolute essentials at the moment you need them.**

## Trenz Homes Workshop



Niue Chamber of Commerce in conjunction with CKT Consultancy and Niue Development Bank hosted two Workshops for Trenz Homes Building Group from New Zealand on Saturday 4 November and Monday 6 November. The workshops were an introduction on Trenz Homes and of the services they can offer in Niue. They currently have one client who is the owner of CKT Consultancy, Cristabel Kaukasi-Talagi. They are waiting for their materials to arrive to start building their first house in Niue.

Trenz Homes are building all around the Pacific providing services to home owners or tourism accommodation providers who are looking at a swift build or renovation of their accommodation. The Trenz Homes team presented their projects throughout the South Pacific and guarantee that their houses have been tested and engineered specifically for the Pacific where cyclones occur.

If you missed the workshop and would like to find out more about their house build options you can visit the Trenz Homes NZ website [www.trenzhomes.co.nz](http://www.trenzhomes.co.nz) where they have some plans specifically for Niue or contact Cristabel Kaukasi-Talagi.

## New Business Profile: Lilinya's Hideaway

**Established:** July 2016

Lilinya's Hideaway is owned and managed by Kennedy & Ngatu Tukutama from Alofi. It is a family orientated business providing affordable accommodation services to visitors travelling to Niue. Great also for couples or families who travel together but still want their own privacy in the two separate units provided.

Services include; two fully furnished units, a personal meet and greet at the airport upon arrival, bookings for rental cars, fishing trips or activities around the island. Ken & Ngatu are both retired. Their vision was to start a family orientated holiday accommodation to meet the high demand from the growing tourism industry in Niue. They pride themselves in providing their best attention to ensure their guests have a comfortable and enjoyable stay here in Niue! Contact Ken & Nga on Facebook [www.facebook.com/lilinya's](https://www.facebook.com/lilinya's) or on their website <http://www.lilinya.nu/>

