

Minutes of the 92nd Annual General Meeting of YHA New Zealand
held via Zoom on
Friday 24 November 2023, commencing at 9am



Members present

- Mollie Bertram, Valerie Carter, Darin Cusack, Mark Ebrey, Harry Guitry, Ian Lothian, John McCarthy, Maureen McCloy, Ben Mitchell, Ken Griffin, Coral Laughton, Luke Tarplett, Nancy Ward, Shaun Howarth, Vivien Jones, Wendy Wallace and Eric Fobert.

In Attendance

- Leiali Al-Afrangi (Administration and Communications), Michele Duguay (Finance Manager), Richard Lingard (Systems & Performance) and Chris Sperring (General Manager).
- George Forbes (Rhodes and Co., Lawyers), Chris Roberts (Angus and Associates, from 9:45am - 10:30am) and Royce and Linda (YHA Nelson).

Chair

Ian Lothian

1. Meeting Opening

1.1. Welcome

The Chair opened the meeting and welcomed members to YHA New Zealand's 92nd Annual General Meeting. IL thanked everyone for joining and introduced all attendees individually.

The Chair then reminded the members of YHA's Charitable Aims and Objects as set out in YHA's Constitution. He informed members that the meeting would be run in accordance with YHA's values of respect, integrity, passion, excellence and authenticity, and that it would be managed in accordance with the Standing Orders as set out in the AGM Meeting Pack.

1.2. Apologies

Clive Croy, Mary Croy, Hayley Groves Terry Goodall, Ali Goodall, Paul Reid, George Murray, Chris Watson, Peter Washington, Linda Marieskind, Gilbert Whalley and James Bishop.

92/1 Resolved that the above apologies be accepted.

Mark Ebrey and Vivien Jones

1.3. Quorum

The Chair advised that the quorum requirement of 15 members was achieved.

1.4. Adoption of the Agenda

The Chair advised he would call for other items under agenda item 8.

92/2 Resolved that the agenda be approved.

Darin Cusack and Ken Griffin

2. Introductions

2.1. National Board

The Chair introduced the other National Board members present by directing the attendees to the photo on page 5 of the Annual Report: Maureen McCloy, Nancy Ward, Darin Cusack, Mark Ebrey, Vivien Jones and James Bishop (Board Intern) who was not in the photo.

2.2. Honorary Life Members

The Chair introduced the Honorary Life Members present: Harry Guitry, Ben Mitchell, and Coral Laughton.

2.3. YHA Staff

The Chair introduced the YHA staff members by directing the attendees to page 7 of the Annual Report: Chris Sperring, Michele Duguay, Leiali Al-Afrangi, and Richard Lingard. He thanked them for their work over the last year.

3. In Memoriam

The Chair asked the meeting to take a moment to remember those members whose passing has been advised to YHA since the last AGM:

Moira Lipyeat, Christchurch (an Honorary Life Member since 2007); Kerry Jayne Wilson, Charleston; Janice Bridgman, Dunedin; Alison Birch, Whangarei; Robin Russell, Hamilton; and Clarice Behm, West Coast.

4. Minutes

4.1. Confirmation of minutes of the previous Annual General Meeting

The Chair briefly went over last year's minutes and asked for any comments from the attendees.

92/3 Resolved that the minutes of the 91st Annual General Meeting are a true and accurate record of the meeting.

Eric Fobert and Mark Ebrey

4.2. Matters Arising

The Chair advised that there were no matters arising.

5. Announcement of Election Results

5.1. National Board

The Chair read out the Returning Officer's election results showing Maureen McCloy, Mark Ebrey and Luke Tarplett were elected to the National Board unopposed, and welcomed Luke Tarplett to the Board.

5.2. Honorary Vice-Presidents

The Chair advised that no nominations had been received for the four vacant Honorary Vice President positions. The incoming Board will consider whether to carry or appoint to the four vacancies.

6. Annual Report and Financial Statements

6.1. Chair's Address and presentation of the Annual Report and the Annual Financial Statements

The Chair summarised the General Manager and National Chair Summary section in the 2023 Annual Report and asked if members had any questions in relation to this.

Coral Laughton, Honorary Life Member, expressed her gratitude and thanked the Chair, Board and team.

A member made an observation that as a membership organisation there was little mention of members in the summary, and advised that YHA need to ensure that the membership is taken on the journey. The Chair advised that we have information to report to members which will be shared during this meeting, and that YHA intend to keep members informed as we go. From our research into our membership database, we understand there are various kinds of members who have different needs and aspirations about their thoughts on YHA, while some do not really have any strong identification with the organisation at all. We want members to understand where we are at and what we are intending to do, while

acknowledging that some are more involved and interested than others. Members will have to consider, discuss and approve whatever decision we come to.

6.2. Adoption of the 2023 Annual Report

92/4 Resolved that the YHA New Zealand 2023 Annual Report be adopted.

Coral Laughton and Nancy Ward

6.3. Adoption of the 2023 Annual Financial Statements

The Chair went through the Financial Statement figures, following by the auditor's report. A portion of the year's transactions could not be quickly reconstituted for this last year to the year before (comparative figures) due to the close down in 2021, which is unfortunate. But other than this, everything was deemed to be ok.

Michele Duguay, Financial Manager, advised that Nexia are a smaller company, the cost was lower than PwC, and the process went smoothly. In addition, there were fewer hurdles and issues compared to the year ending 2022 due to close down and other matters.

92/5 Resolved that YHA New Zealand's Financial Statements for the year ending 30 June 2023 be adopted.

Ben Mitchel and Eric Fobert

6.4. Confirmation of Auditors

The Chair moved to appoint Nexia for the next financial year.

92/6 Resolved that YHA New Zealand's nominated auditors (Nexia New Zealand) be confirmed for the year ending June 2024.

Darin Cusack and Nancy Ward

7. Project Thrive

7.1. Angus and Associates' YHA New Zealand Brand Research

Chris Sperring reintroduced himself as General Manager, and spoke as follows:

Kia ora koutou katoa,

One year under our belts in our 91-year-old startup venture, a huge thanks to our Board and our industrious team of four for their support during this period of considerable change.

The vision that I shared with you last year has remained true following our hostel sales. Our reimagining of YHA New Zealand focuses on the first 3 years to identify a financially sustainable operating model.

Unlike most start-ups we were acutely aware of the need to downsize and revolutionise our operating systems to fit our needs from the outset. This work carried out on our IT and business legacy systems formed one of five workstreams for our team of 3FTE to grapple with.

With meticulous effort we have successfully reduced the number of static based servers from 21 to 4 with all data integrated into a modern cloud-based system. We were fortunate to collaborate with proven industry leaders, Datacom and Fujitsu. Their professional assistance was instrumental to ensure the seamless and secure migration. Notably, the migration included the meticulous transfer of financial data, a task that we approached with the utmost care to mitigate potential risks. Full migration will be achieved on 4 December with complete cutover in early Jan 2024.

Other workstreams relate to our membership, associate agreements and the selling of hostel beds on our booking engine and website.

The last workstream and arguably most important is called Project Thrive which calls for the reimagining of YHA in the future. We have engaged Angus and Associates who are Aotearoa's leading tourism industry research and strategy specialists to produce a feasibility study and action plan to help identify a range of financially sustainable operating models for the Board to consider.

I am really pleased to welcome Chris Roberts, Managing Director of Angus and Associates, who has kindly agreed to present the results of the research piece that we recently undertook. You may know Chris from his previous role as Chief Executive of TIA and his tireless advocacy work on behalf of the tourism industry during Covid.

Chris Roberts shared his screen with the attendees, showing Angus and Associates' survey results. The presentation slides are attached at the end of these Minutes. YHA did not fare well in overall accommodation of choice, but this is compared to hotels and other types of accommodation. The strengths of YHA were in the backpacker areas, which is expected.

Three areas where YHA outperformed the general market were in authenticity, social responsibility and financial responsibility.

For those who have stayed at a YHA in the last 10 years, price, social / communal atmosphere and location rated highly, and this was similarly strong across a number of categories.

Regenerative tourism is an area where people have said is an important issue to them, which suggests they are regeneratively minded travellers. YHA rates high within this area. 38% of YHA members can be thought of as regeneratively minded travellers. YHA are seen as more important for these travellers who hold these sorts of values, which line up with YHA's own values.

When asked how regenerative travel fits in with New Zealand Tourism in the future, CR said there is very good alignment, and that most of New Zealand tourism is thinking about this. This type of traveller is interested in a cultural experience, and want their money to go back into the community. The figure of 18% of all travellers considered interested in regenerative travel will only increase as more and more people are looking at this kind of travel.

CR noted that this was just one piece of work that Angus and Associates are partaking in, and they are also working on other research and evidence-based information.

A member asked what degree of confidence there was considering the research numbers that took part. CR advised the figures shown are following a breakdown of those with an awareness of YHA.

The question was put forward: "Do you think YHA Australia has used this regenerative traveller approach with their re-branding?" CR didn't get the impression that regeneration was a theme of YHA Australia's re-brand, and although they certainly have a sustainability aspect, regeneration is clearly not a real focus of theirs.

The next stage for Angus and Associates is a feasibility report, where they are working at great pace to achieve. The Chair advised that a workshop is taking place with the Board soon.

When asked whether members will be included in this process, CS advised that Angus and Associates have already been in touch with the Canterbury Members Group. Vivien Jones, the Canterbury Members Group Representative and Board Member, advised that although a zoom call wasn't able to be arranged due to the age and internet restrictions of their group, 5-6 members of the group did meet together to complete a questionnaire which they submitted back to Angus and Associates. YHA also encourage members to ensure their details are correct so we can engage actively to our membership. There will also be opportunities in the new year, both digitally and via face-to-face, to engage members in this process.

A member asked whether the Board would want to implement any changes before the next AGM, with the limited resources, and how this would unfold. The Chair said that once Angus and Associates have completed the next stage, this will be closely followed by a plan of some strategic nature with one or more of the options selected, a phased approach will be carried out; all the while membership will be kept informed, and by the middle of next year (June / July), YHA will then actively pursue the positively chosen strategy well before the next AGM. The Board will need to keep moving forward at pace.

The Chair introduce George Forbes to attendees, who is YHA's advisor on constitutional responsibilities. YHA will need to look at revising the constitution in some ways with the changes to the Incorporated Societies Act. George advised that he expects that in line with the new Incorporation Societies legislation coming into force, that YHA's constitution will need to be updated to reflect the modernisation of the legislation, and reflect the new strategic direction of the YHA as a result of the studies of Project Thrive. There is a transitional period where Incorporated Societies can revise their constitution, and this period

has just started in Oct 2023, so we have some time. It would make logical sense for the Board and members to establish a starting point so the constitution can follow this new direction. With the timing of the Project Thrive, the constitution work can be worked on in parallel.

A question was put forward asking how the Haka Group was involved with Project Thrive and the overall direction of YHA New Zealand's commercial operations. CS advised that Angus and Associates interviewed the Haka Group as a franchisee stakeholder in the way they maintain YHA's previous assets. YHA are in negotiations on an agreement to sign Haka on for the next 2 years – this runs parallel to Project Thrive instead of being part of that project.

8. General Business

8.1. 2024 AGM date and location

The 2024 AGM will be held on Friday 29th November 2024 via Zoom.

8.2. Acknowledgements

The Chair thanked everyone for attending the meeting.

There being no further questions the meeting was closed at 10:38am.



YHA New Zealand 2023 Elections

Confirmed Candidates

Nominations for the YHA New Zealand 2023 elections closed at 12 noon on Friday 6th October 2023. The following confirmed nominations have been accepted.

National Board (Three vacancies)

Mark EBREY	Taumarunui
Maureen McCLOY	Christchurch
Luke TARPLETT	Christchurch

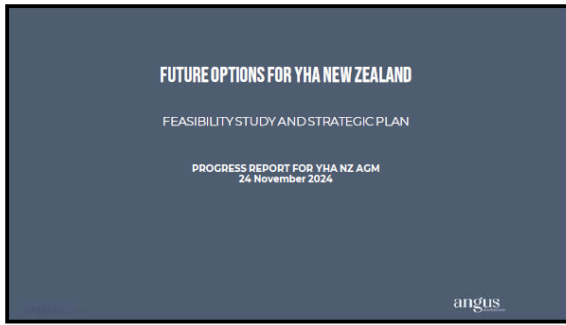
As the required number of valid nominations has been received, I declare **Mark EBREY**, **Maureen McCLOY** and **Luke TARPLETT** elected to the National Board unopposed and shall take office at the conclusion of the Annual General Meeting to be held on Friday 24 November 2023.

No nominations were received for Honorary Vice President.

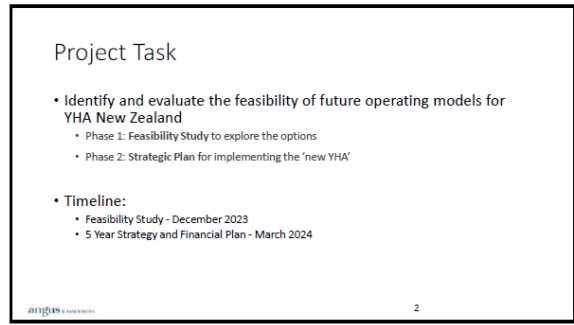
For further details call the election helpline on 0800 666 044 or contact the Returning Officer, Warwick Lampp at iro@electionz.com.

Warwick Lampp
Returning Officer – YHA New Zealand
3/3 Pukaki Road, PO Box 3138, Christchurch
iro@electionz.com, 0800 666 044





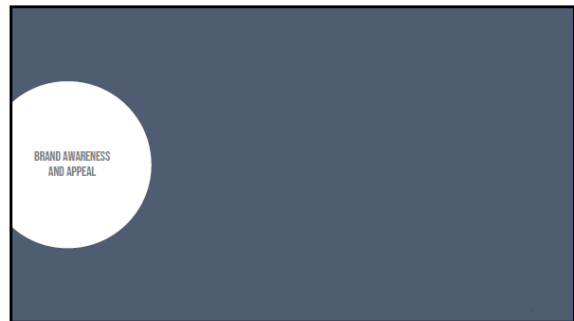
1



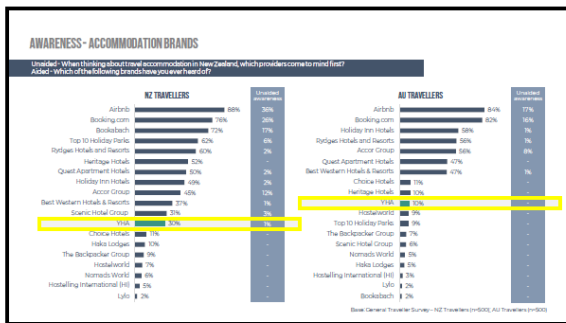
2



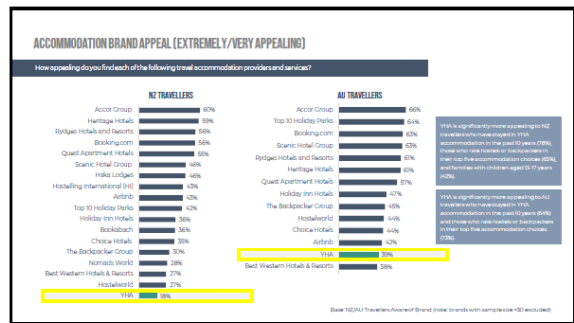
3



4



5



6



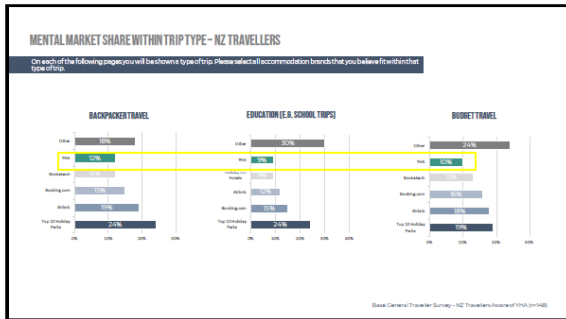
7

YHA STRENGTH OF ASSOCIATION WITH TRIP TYPES

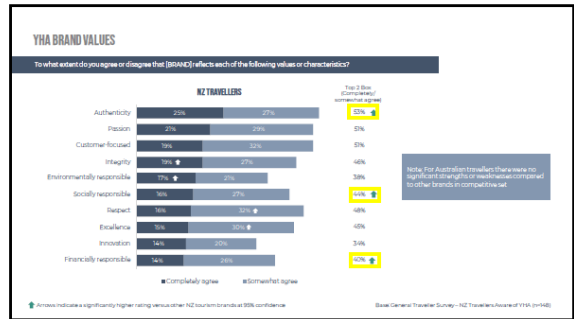
On each of the following pages you will be shown a type of trip. Please select an accommodation brand that you believe fits with that type of trip.

	Poor Strength of Association	Neutral	Good Strength of Association
NZ TRAVELLERS AWARE OF YHA (N=141)	Family holiday Couple getaway Business travel Event travel (e.g. festival, concert or sport event) Extended stay (i.e. a long time in one location)	Solo travel Group travel (e.g. sports team)	Backpacker travel Budget travel Education (e.g. school groups)
AU TRAVELLERS AWARE OF YHA (N=41)	Family holiday Couple getaway Business travel Event travel (e.g. festival, concert or sport event) Extended stay (i.e. a long time in one location) Solo travel Group travel (e.g. sports team) Budget travel Education (e.g. school groups)	Backpacker travel	

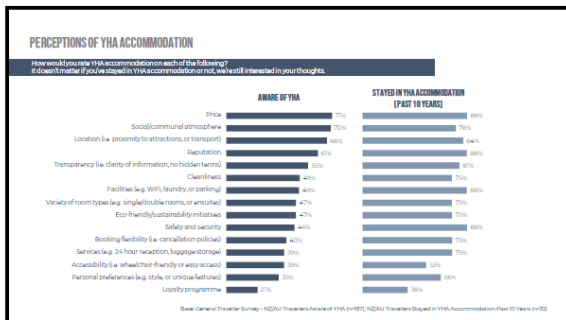
8



9



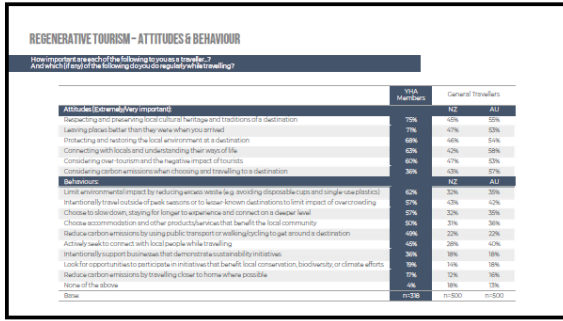
10



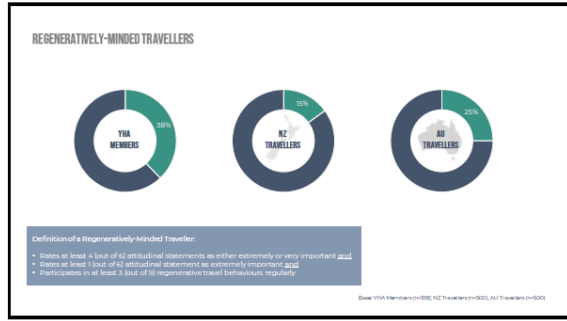
11



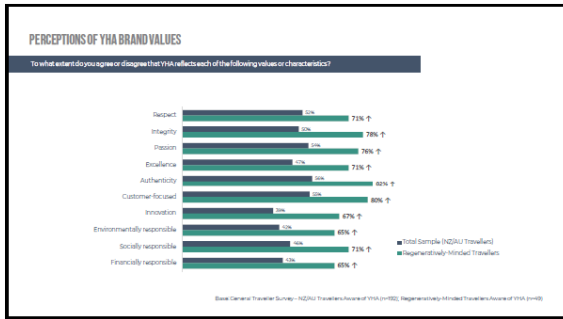
12



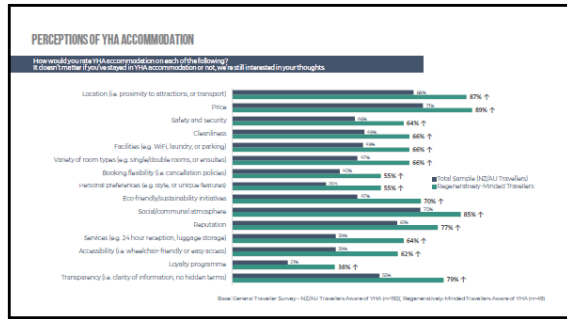
13



14



15



16

THANK YOU

#11015 | 17

17