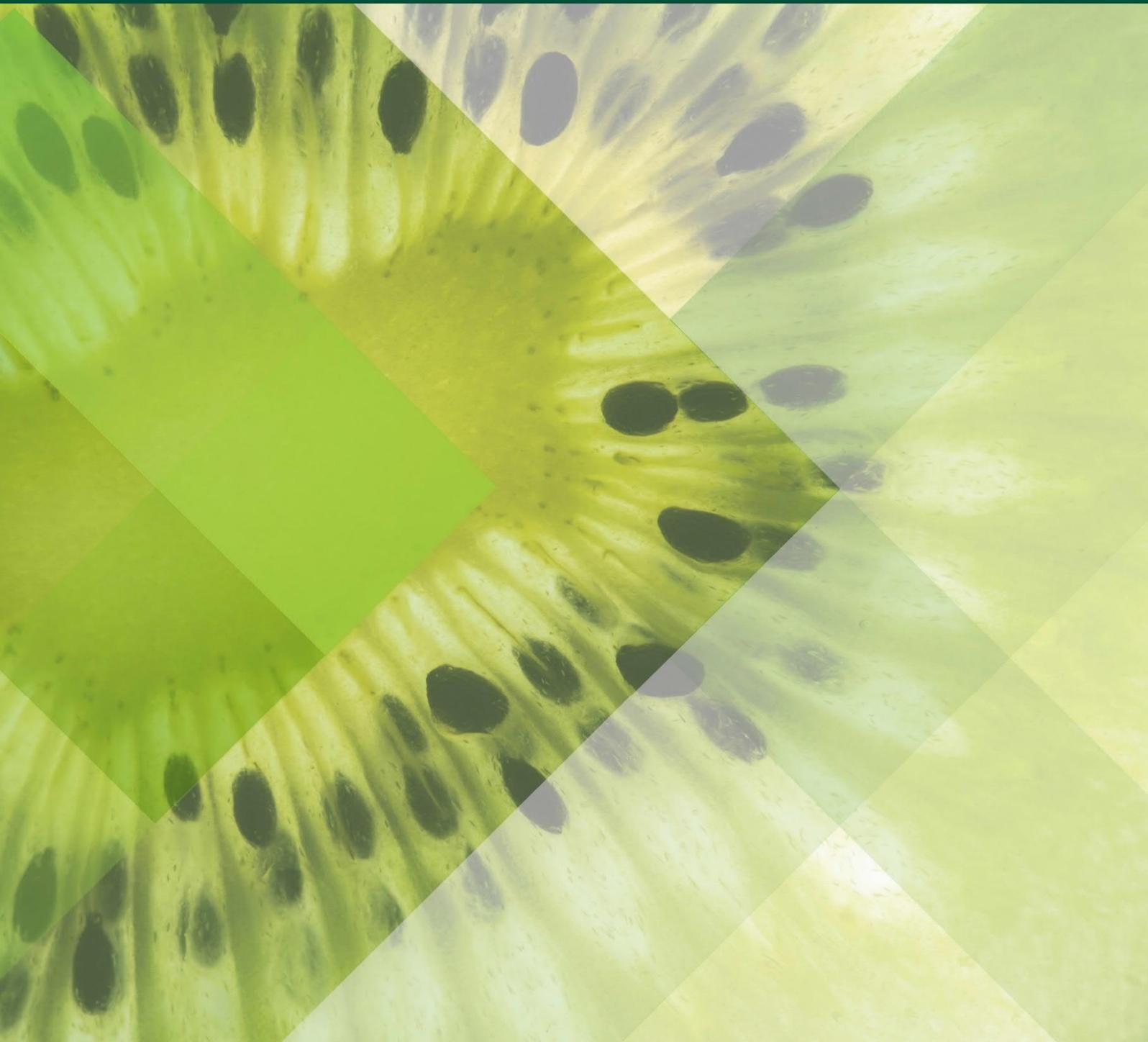


STATEMENT OF INTENT
PERFORMANCE REPORT
1 April 2018 - 31 March 2019



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Introduction

In accordance with regulation 33A of the Kiwifruit Export Regulations 1999 (the Regulations), Kiwifruit New Zealand (KNZ) prepared its Statement of Intent in 2017 relating to the period 1 October 2017 to 31 March 2020. This is published on KNZ's website www.knz.co.nz

KNZ is pleased to produce this report for the Ministry comparing the KNZ Statement of Intent performance indicators with KNZ's actual performance for the period 1 April 2018 and ending 31 March 2019 (as required under regulation 40A (1)(c) of the Regulations).

KNZ Performance Measures

The KNZ Statement of Intent identifies its 6 strategic outputs as:

- Monitor and Enforce
- Collaborative Marketing Process
- Effective Cost Recovery
- Complaints and Investigations
- Official Information Act Requests
- Information Management and Confidentiality.

In turn, priorities and performance measures are assigned to each output.

Actual Performance

KNZ has achieved all performance measures which relate to the period 1 April 2018 to 31 March 2019 and the following table details, identifies and compares KNZ's outputs and performance indicators with KNZ's actual performance information for the past year.

Geoff Morgan
Chief Executive
28 June 2019

KNZ Performance Measures Comparison Table – 01 April 2018 to 31 March 2019

Outputs and Priorities	Performance Measures	Completed Yes/No	Completed Measure 01/04/2018 – 31/03/2019
Output 1: Monitor and Enforce			
<p><u>Non-discrimination:</u></p> <p>Review, monitor, and investigate Zespri’s kiwifruit purchase terms and conditions.</p>	<ol style="list-style-type: none"> 1) Review of kiwifruit purchase terms and conditions completed within 30 working days of information disclosure by Zespri. 2) 95% of non-discrimination complaints received are acknowledged within 5 working days. 3) Where there are insufficient grounds to justify an investigation, the complainant is notified within 10 working days of KNZ reaching that decision. 4) Before initiating an investigation under the enforcement procedure, a notice of investigation is provided to Zespri and complainant (if any) within 10 working days of KNZ forming the view that it will carry out an investigation. 5) 95% of decisions provided within 21 working days from the conclusion of KNZ’s investigation. 	<p>Yes</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>	<p>Terms and conditions of purchase reviewed within 30 days of receipt. 23/04/2018</p> <p>Grower complaint reviewed and acknowledged.</p> <p>Zespri and Complainant issued notice of investigation.</p> <p>One grower complaint currently under investigation.</p>
<p><u>Prior Notice:</u></p> <p>Review, monitor, and investigate Zespri’s activities to evaluate whether prior to carrying out activities that support core business Zespri has informed KNZ.</p>	<ol style="list-style-type: none"> 1) Proactive monitoring by undertaking at least one in-depth yearly review to confirm the assessment information provided by Zespri. 2) 95% of complaints received are acknowledged within 5 working days. 3) Where there are insufficient grounds to justify an investigation, the complainant is notified within 10 working days of KNZ reaching that decision. 4) Before initiating an investigation under the enforcement procedure, a notice of investigation is provided to Zespri and complainant (if any) within 10 working days of KNZ forming view that it will carry out an investigation. 5) 95% of decisions provided within 21 working days from the conclusion of KNZ’s investigation. 	<p>Yes</p>	<p>Review completed by CE and presented to Board. 27/03/2019</p> <p>No complaints received</p> <p>No complaints received</p> <p>No complaints received</p> <p>No complaints received</p>

<p><u>Collaborative Marketing Requirements:</u></p> <p>Review, monitor, and investigate whether Zespri has entered into collaborative marketing contracts consistent with approved arrangements, and if required, kiwifruit volume has been made available to collaborative marketing arrangements.</p>	<p>1) All signed collaborative marketing contracts reviewed prior to 1 April each year, or within 20 working days of being provided by ZGL, whichever is the latter.</p> <p>2) Any KNZ direction on fruit allocation made no later than 1 May.</p>	<p>Yes</p> <p>Yes</p>	<p>Kiwiberry contracts reviewed within 20 working days of being provided by Zespri.</p> <p>Kiwifruit contracts reviewed within 20 working days of being provided by Zespri.</p> <p>No direction made.</p>
<p><u>Export Authorisation:</u></p> <p>Review, monitor, and enforce Export Authorisation issued to Zespri.</p>	<p>Annual review undertaken, completed, and results provided to Zespri prior to 1 February.</p>	<p>Yes</p>	<p>Annual review completed and Zespri informed prior to 1 February 2019. No changes made in 2019.</p>
<p>Output 2: Collaborative Marketing Process</p>			
<p>Create awareness of collaborative marketing process.</p> <p>Ensure application information is easily available, clear, and in plain language.</p> <p>Decisions are clear, sound, and consistently made.</p> <p>Publicly disclose collaborative marketing information.</p>	<p>1) Collaborative marketing guidelines and timings published on KNZ website, and application information published in at least two other publications, at least 45 days before application close date.</p> <p>2) Delivery of collaborative marketing decision within 3 months of closing date of application.</p> <p>3) 90% of review decisions delivered within 60 working days of application for review.</p> <p>4) Annual review of collaborative marketing process undertaken in consultation with Zespri and 80% of collaborative marketing applicants.</p> <p>5) Within 3 months after 31 March disclose the identity of collaborative marketer holders, the volume marketed by each, and financial information on net returns.</p>	<p>Yes</p> <p>Yes</p> <p>N/A</p> <p>Yes</p> <p>Yes</p>	<p>Board approved recommendations. Guidelines published on the KNZ website and notifications published in Exporter Magazine and Kiwiflier.</p> <p>Decisions advised within three months of application date.</p> <p>No review requests received.</p> <p>Annual review of collaborative marketing process undertaken in consultation with Zespri and 80% of CM applicants.</p> <p>Identity of collaborative marketers, the volume marketed by each, and financial information on net returns disclosed on NZ website within three months after 31 March.</p>

Output 3: Effective Cost Recovery

Costs are recovered from the users of services taking into account, as far as reasonably practicable, the principles of equity, efficiency, justifiability, and transparency.

Internal best practice through policies and controls.

- 1) Audited financial statements published on KNZ website within 3 months of end of financial year.
- 2) Collaborative marketing fees policy published annually 30 working days before collaborative marketing application close date.
- 3) 90% of collaborative marketing fees rebates paid in accordance with time frames set in fees policy.
- 4) Cost recovery methodology published annually in KNZ Annual Report and on KNZ website.
- 5) Statement of funding publicly disclosed for the period 1 October 2017 and 31 March 2020.
- 6) KNZ internal policies reviewed within 20 working days of annual review date stated in policies.

Yes

Yes

Yes

Yes

N/A

Yes

Audited financial statements published on KNZ website within three months of end of financial year.

Board approved proposed CM fees at July Board meeting. Fees published on KNZ website.

All rebates paid to CMs in accordance with time frames in fees policy.

Published in Annual Report and on KNZ website.

KNZ internal policies reviewed within 20 working days of annual review date stated in policies.
 Health & Safety:
 19/03/2019
 Travel:
 19/03/2019
 Conflicts of Interest:
 19/03/2019
 Trading:
 20/03/2019
 Fraud:
 19/03/2019

Output 4: Complaints and Investigations				
<p>High quality investigations conducted within cost-effective timeframes.</p> <p>Decisions are clear, sound, and consistently made.</p>	1)	95% of complaints received are acknowledged within 5 working days.	Yes	Complaint acknowledged within timeframe.
	2)	Where there are insufficient grounds to justify an investigation, the complainant is notified within 10 working days of KNZ reaching that decision.	N/A	
	3)	Before initiating an investigation under the enforcement procedure, a notice of investigation is provided to Zespri and complainant (if any) within 10 working days of KNZ forming view that it will carry out an investigation.	Yes	Zespri and Complainant issued notice of investigation within 10 working days.
	4)	Complete 80% of investigations within six months.		One complaint still under investigation.
	5)	95% of decisions provided within 21 working days from the conclusion of KNZ's investigation.		One complaint still under investigation.
Output 5: Official Information Act Requests				
<p>Ensure adequate resourcing to manage and fulfil requests.</p>	1)	Acknowledge receipt of request, and where necessary request clarification, within 7 working days.	Yes	Six OIA requests received. Receipt acknowledged within seven working days.
	2)	Make and communicate decision, or extend time limits to make decision, within 20 working days after request received.	Yes	Six OIA requests received. Decisions and information provided within OIA timeframes.
Output 6: Information Management and Confidentiality				
<p>Information management systems and processes support KNZ's operations and prevent unauthorised persons gaining access to sensitive and confidential information.</p>	1)	All sensitive and confidential files stored securely.	Yes	External report confirmed all sensitive and confidential files stored securely.
	2)	Annual internal audit of handling of sensitive and confidential information.	Yes	Internal audit completed by CE and reported to Board.