

A teal-tinted photograph of a landscape. In the background, a large, rugged mountain (volcano) rises, with some smoke or steam visible near its peak. In the middle ground, three people are standing on a grassy bank. In the foreground, there is a body of water reflecting the scene. The overall tone is monochromatic teal.

# **InternetNZ Council May 2022**

## AGENDA

**Council Meeting: Friday 13 May, 9am - 1pm**

**Venue: InternetNZ, Level 13, 18 Willis Street, Wellington.**

NOTE: all timings are estimates, the meeting will run according to the needs of the meeting as it progresses.

If the meeting becomes an online meeting, additional breaks may be added at the Chair's discretion.

### Strategy Session: International Engagement

9:00am	Opening Karakia, session facilitated by Jordan Carter and the Interim Chief Executive  Paper International Strategy
10:30am	<b>Morning Tea Break</b>

### Formal Council Meeting: 10:45am onwards

#### Section 1 – Meeting Preliminaries

10:45am	1.1	Council only (in committee)
11:00am	1.2	Council and CE alone time (in committee)
11:15am	1.3	Karakia, apologies, interests register
	1.4	Action Items and Agenda Review

#### Section 2 – Matters for Decision

11:25am	2.1	Review the Council Matrix for Skills and Diversity
11:40pm	2.2	AGM and Returning Officer Role
11:50pm	2.3	.nz Policy Review: Harms focus

#### Section 3 – Matters for Discussion

12:00pm	3.1	President's Report
12:05pm	3.2	Management Items for Discussion

12:15pm	3.3	Council Cultural Capability Plan
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## Section 4 – Consent Agenda

12:25pm	4.1	Health, Safety and Wellbeing Update
12:30pm	4.2	Minutes of the meeting of 1 April 2022
	4.3	E-vote Ratification - None
12:35pm	4.4	Quarterly and Operational Reports <ul style="list-style-type: none"> <li>● 4.4.1 Membership Update</li> <li>● 4.4.2 InternetNZ Activity Report (Q4)</li> <li>● 4.4.3 InternetNZ Financial Group Consolidated Report</li> <li>● 4.4.4 InternetNZ Financial Report (Q4)</li> <li>● 4.4.5 Project Mimosa Update (confidential)</li> <li>● 4.4.6 DNCL Quarterly Reporting (Q4)</li> <li>● 4.4.7 Committees Update</li> </ul>
12:40pm	4.5	Māori Design Group Update (Verbal)

## Section 5 – Other Matters

12:45pm	5.1	CONTINGENCY (for any overflow)
	5.2	Matters for communication – key messages
	5.3	General business
	5.4	Meeting review
	5.5	Farewelling outgoing Council Members
1:00pm	5.6	Meeting close (karakia or waiata)

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### **Council Register of Interest**

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Officers and Councillors are required to register any interests, commercial, political or organisational, which they believe may be relevant to the perception of their conduct as a Councillor or Officer. Officers and Councillors are, however, still required to declare a Conflict of Interest, or an Interest, and have that recorded in the Minutes.

Officers and Councillors receive the following annual honoraria:

President - \$35,470

Vice President - \$22,169

Councillor - \$17,735\*

*\*Sub-Committee Chairs also receives additional 10% of their honoraria*

**Name:** Joy Liddicoat

**Position:** President, InternetNZ

**Term:** AGM 2021 - AGM 2024

**Declaration Date:** 29 July 2021

**Interests:**

- Secretary of the Peter Rule Foundation
- Holder of .nz domain name registrations
- Member of the New Zealand Law Society
- Member Otago Women Lawyers Society
- Member of the Non Commercial Users Constituency of ICANN
- Founding Director and Shareholder of Oceania Women's Satellite Network (OWNSAT) PTE Limited. OWNSAT is a shareholder in Kacific Broadband Satellite
- Affiliate of the Centre for Law and Policy in Emerging Technologies, Faculty of Law, University of Otago.
- Senior Corporate Counsel, Silver Ferns Farms (part-time position)
- Member of the Association for Progressive Communications

**Name: Jay Daley**

**Position:** Vice President, InternetNZ

**Term:** AGM 2021 - AGM 2024

**Declaration Date:** 1 April 2021

**Interests:**

- Employed as IETF Executive Director
- Registrant of multiple domains.

**Name: Sarah Lee**

**Position:** Councillor, InternetNZ

**Term:** AGM 2014 - AGM 2022

**Declaration Date:** 24 August 2018

**Interests:**

- Member of New Zealand Māori Internet Society
- Receives additional honoraria for being Chair of the Māori Engagement Committee

**Name: Richard Hulse**

**Position:** Councillor, InternetNZ

**Term:** AGM 2021 – AGM 2024

**Declaration Date:** 29 July 2021

**Interests:**

- Employee of GS1 New Zealand
- Holder of .nz domain name registrations
- Receives additional honoraria for being Chair of the Audit and Risk Committee for InternetNZ.

**Name: Jeff Montgomery**

**Position:** Councillor, InternetNZ

**Term:** AGM 2021 – AGM 2022

**Declaration Date:** 8 August 2021

**Interests:**

- Holder 14 .nz domain names
- Employee of Service Delivery and Operations, Department of Internal Affairs
- Statutory Officer - Registrar General of Births, Deaths and Marriages.
- Chair, Pacific Civil Registrars Network
- Owner and Director City Bed and Breakfast Ltd.

**Name: Don Stokes**

**Position:** Councillor, InternetNZ

**Term:** AGM 2017 – AGM 2023

**Declaration Date:** 11 February 2022

**Interests:**

- Shareholder/Director, Rumsey Stokes Limited, an authorised .nz registrar
- Shareholder / director of several inactive companies
- Registrant of .nz and .net domains
- Consultant of Liverton Security

**Name: Kate Pearce**

**Position:** Councillor, InternetNZ

**Term:** AGM 2017 – AGM 2023

**Declaration Date:** 15 February 2019

**Interests:**

- Employee of TradeMe
- Member of the New Zealand Labour Party
- Holder of .nz, .com, .org, .net domain registrations
- Member of NZ Internet Task Force
- Board Member of New Zealand Internet Task Force (NZITF)
- Member and Co-leader of Aotearoa Tech Union
- Receives additional honoraria for being Chair of the .nz Policy Committee

**Name: Anthony Bow**

**Position:** Councillor, InternetNZ

**Term:** Appointed 2020 – 2022

**Declaration Date:** 18 May 2021

- Holder of .nz and .com domain names
- Director of Whai Rawa Fund Ltd
- Director of Maungaharuru-Tangitū Ltd
- Deputy Chair and Board Member of the Medical Radiation Technologists Board.
- Chair and Director of Medical Sciences Secretariat Ltd
- Director and Shareholder of Waimana Capital Ltd
- Shareholder in private companies; Big Splash Ltd and Talent Propeller Ltd

**Name: Potaua Biasiny-Tule**

**Position:** Councillor, InternetNZ

**Term:** Appointed 2021 – 2023

**Declaration Date:** 8 November 2021

- Founder / Director of Digital Basecamp
- Trustee of Digital Natives Academy
- Co-Founder 4CompanyB (4CB) Digital Animation Studios Limited

- Board Member for Te Tatau o Te Arawa (partnership with Rotorua Lakes Council).
- Trustee of Te Takinga Marae Komiti
- Kaitiaki for numerous .co.nz and .iwi.nz whanau domains

The register was last updated in April 2022.

## Council Actions Register 2022

As at May 2022			
Action No#	Action	Owner	Status
AP19/21	Review the timing of quarterly reporting and the alignment of Council meetings in the next financial year.	Organisational Services Director	Under Review.
AP20/21	Skills and Diversity Assessment discussion to be added to Council Agenda in May 2022	Executive Assistant	Noted.
AP01/22	Staff to prepare and further refine the draft strategy based on feedback from Council.	CEO	To be adopted at this meeting.
AP02/22	Council to discuss the draft Strategy at a pop up session and provide further feedback to staff on the revised strategy.	President and Council	Completed.
AP03/22	Staff to review all of the Council committee Terms of Reference templates and reformat to a common approach, for inclusion in the governance framework document for August Meeting 2022.	Organisational Services Director	Not started.
AP04/2022	Propose a Role Definition for the Returning Officer by next Council meeting.	CEO	Not started.
AP05/2022	Feedback to be collected from past election candidates before the next meeting.	CEO	Completed.
AP06/2022	Paper on International Strategy (key issues, and INZ contribution) to be	CEO	Completed for discussion



	prepared for discussion at the May meeting.		May 2022
AP08/2022	Publish the draft InternetNZ Strategy and associated Council strategy papers.	CEO	In progress

COUNCIL MEETING - 13 May 2022

# Skills and Diversity Matrix

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PURPOSE: To review the Skills and Diversity Matrix

DATE WRITTEN: 5 May 2022

## Summary

The Skills and Diversity Matrix included as **Attachment A** is up for review.

While no individual Council member is expected to have all the identified elements, this matrix approach allows Council to consider what gaps there may be in the Council's collective skillset. This approach also allows Council to consider which skills, areas of speciality and perspectives may be most useful for Council to strategically guide the implementation of our strategy.

Using this matrix and capability survey approach then allows Council to consider how best to address any gaps that may be present. This matrix was last updated In October 2021, followed by a Skills and Diversity survey of Council with results of this discussed in December 2021.

## Recommendations

THAT Council:

- a) Specifically consider whether Product Development, Innovation and Commercialisation is a "high" weighting area, given the changes in our recent strategy process.
- b) Confirm that the Skills and Diversity matrix is appropriate to survey Council in 2022.
- c) Undertake the Skills and Diversity Survey in September 2022 after the Council elections. An assessment report to be provided at the October Council meeting.

Andrew Cushen  
**Interim Chief Executive**

# Skills & Diversity Matrix

## GOVERNANCE FRAMEWORK

InternetNZ is committed to ensuring that the skills and diversity of the Council is of a high level and has therefore developed the matrix set out below.

The matrix sets out the range of personal qualities, skills, experience, and diversity attributes sought by InternetNZ around the Council table.

No individual Council member is expected to have all the identified elements, nor will the Council always have the perfect mix.

Certain attributes are considered to be essential for all Councillors, and others are accepted as somewhat specialist.

This matrix will be used to assess Council following each election, and to inform decisions about whether any Appointed Council Members need to be selected.

As part of our governance framework, this document will be reviewed every two years.

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## Governance

These are core skills and areas of knowledge associated with the role of Council as InternetNZ's governing body.

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Skill / Experience	Description	Weighting
Strategic thought	Ability to consider an issue in the context of the organisation's stated goals. Keeping at the high level, weighing options with an open mind.	High
Role of the Councillor	An understanding of the governance function and the value it should add. Clarity on the role of and obligations placed on a Councillor.	High
Analytical capability	A structured approach to problem solving, critical reasoning, an ability to analyse	High

	information and importantly ask considered and relevant questions	
<b>Finance</b>	The ability to read and comprehend the organisation's accounts and the financial material presented to the board. Financial literacy at a level consistent with minimum expectations placed on directors under the law.	
<b>Communication skills</b>	Ability to clearly articulate a point of view in a positive manner.	High
<b>Stakeholder relations</b>	Ability to understand the requirements of owners and stakeholders and as required and relate to those constituencies.	
<b>Governance experience</b>	Previous experience in related governance roles.	.

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## Specialist Areas

It is desirable to have these skills around the table understanding that in the main these duplicate staff skills. The key attribute is an understanding of or willingness to learn about the business.

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<b>Skill / Experience</b>	<b>Description</b>	<b>Weighting</b>
<b>The Internet</b>	An understanding of the key role that the Internet plays in our world now and into the future.	High
<b>InternetNZ</b>	An understanding of the specific role that InternetNZ plays in that world.	High
<b>Investment</b>	Knowledge, understanding and appreciation of investment advice, practices and frameworks. Ability to work with management in discerning and	

	driving appropriate investment approaches including financial strategies.	
<b>Legal</b>	An understanding of the legal environment as relevant to the Internet.	
<b>People</b>	Experience in evaluating the performance of the chief executive and skills in human resource management, culture, reward and recognition.	
<b>Community Engagement</b>	High level reputation and networks in the community including with relevant industry organisations and consumer or business groups, and the ability to effectively engage and communicate with those stakeholders.	
<b>Public Policy</b>	An understanding of public policy and how it relates to the Internet.	
<b>Philanthropy / Social Enterprise</b>	An understanding of granting process and the maximisation of philanthropic funds	
<b>Product Development, Innovation and Commercialisation</b>	Technology Innovations: Understanding the current drivers of innovation in the information technology market. Experience in delivering new product offerings in response to market demand, to achieve market leadership or to take advantage of opportunities for innovation.	High

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## Personal Attributes

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Diversity	Description	Weighting
<b>Ethics</b>	Demonstrating high levels of integrity, ethical behaviour and honesty, Acting always in the interests of the organisation	High
<b>Independence</b>	Maintaining an independence of thought. Ability to politely maintain and promote a position and to agreeably disagree as needed.	Medium
<b>Team player</b>	Understanding that board work is teamwork, ability to work with others and form productive relationships.	High
<b>Commitment</b>	To commit the time to prepare, understand the business and make meeting attendance a non-negotiable priority	High
<b>Focus on impact</b>	Always focused on ends and less on the means to get there. Seeking evidence of impact	
<b>Stewardship orientation</b>	Understanding that the board operates as a subset of the owners and comprehending its role as fiduciaries (acting for the benefit of others)	

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## Diversity Attributes

Internet NZ has a strong commitment to broad representation at the Council table representing the diversity of the community we serve. We are interested in bringing these perspectives to our governance.

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Diversity	Description	Weighting
		Certain areas are deemed central to the role
LGBTIQ+	Understanding of the issues facing people from diverse Rainbow communities and the opportunities and challenges that relate to our work.	
<b>Te Ao Māori</b> <ul style="list-style-type: none"><li>- Indigenous Governance</li><li>- Te Tiriti o Waitangi</li></ul>	Understanding aspects of Te Ao Māori that pertain to InternetNZ's role, including concepts of indigenous governance, Te Tiriti, data sovereignty, cultural competence of staff and governors and familiarity with tikanga Māori and Te Reo Māori. Diverse representation around the Council table.	High
Young people	Internet industries are driven by a younger demographic. We encourage that voice at the Council table	High
Disability Communities	Understanding of the issues facing people living with disability and the opportunities and challenges that relate to our work.	
Gender Identity	Understanding of the issues facing people of diverse gender identities, and the opportunities and challenges that relate to our work.	
Urban / Rural / Regional	A diverse representation from different towns and cities around Aotearoa around the Council table.	

<b>Diverse ethnic/faith communities</b>	Understanding of the issues facing people of diverse ethnic and faith identities, and of their communities, and the opportunities and challenges that relate to our work.	
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Adopted: October 2019

Last Reviewed: May 2020

Last Assessed: October 2021

Owner: Organisational Services Director



# 2022 Elections and AGM

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PURPOSE: To recommend and note various changes for the upcoming elections and AGM processes.

DATE WRITTEN: 03 May 2022

## Executive Summary

Items in this paper pertain to various aspects for the upcoming elections and AGM.

Many actions relate to the previous paper provided to Council:

- Feedback summary from 2021 candidates on process
- Request for role description to be created for the Returning Officer role
- Steps to create a supportive environment for members, nominees, nominators, candidates and staff
  - Nominations process
  - Campaigning guidelines
  - Staff as members.

We have also added additional items for noting or approval:

- AGM event options
- Council vacancies and countback process
- Timeline.

## Feedback from previous candidates

We have gone back to all previous unsuccessful candidates to seek feedback on the 2021 process. Responses were varied, ranging from those who think they have already provided their feedback to council and the membership directly, and those that had some insights and considerations from us. Those ideas included:

- More structured approach to members asking candidates questions; and candidates replying - including guidance on what this should look like, expectations, and clarity on space and process. Suggested was a possible need for a centralised submission, moderation and pooling of candidate questions
- Consideration of support to candidates to help with response to questions - especially if there is an accessibility need, English is a second language, or writing is not a strength - without compromising the integrity or separation of operational from governance

- Prepared response plan development for dealing with any intra-membership questioning could reach a damaging threshold - noting the plan could be there in case it's required.

We've considered these and you will see some of these ideas coming through below.

We note an evaluation process should be designed for use after the elections to gather feedback from all candidates, supporting continuous development of our elections process.

## AGM event delivery options

The AGM is set to be held on Thursday 28 July 2022.

We have budgeted three options for delivery of the election and the Annual General Meeting, suitable for COVID traffic light settings in orange. Prior year costs have been around \$24k for this work programme. The budget allowance for 2022/23 is \$21,000.

Option	Description	Budget
Online only	<ul style="list-style-type: none"> <li>• Hosted on zoom</li> <li>• Members to join via zoom</li> <li>• Quorum from number of members logged into zoom</li> <li>• 10-15 people in the office, staff plus those councillors delivering information</li> <li>• Similar to AGMs held in 2020 and 2021</li> </ul>	\$19,800
In person	<ul style="list-style-type: none"> <li>• Hosted at INZ Wellington office</li> <li>• Members will need to be in the office to engage or ask questions</li> <li>• Quorum from number of members at the office</li> <li>• Maximum members in office: 50</li> <li>• Simple non-interactive livestream</li> <li>• Similar to AGMs 2019 and prior</li> </ul>	\$23,600
Hybrid delivery	<ul style="list-style-type: none"> <li>• Hosted on zoom, but member able to join from office using their own device</li> <li>• Members to join via zoom and/or in office on zoom</li> <li>• Quorum from number of members logged into zoom</li> <li>• Maximum members in office: 50</li> <li>• New style of delivery</li> </ul>	\$23,600

We recommend option 1 to Council. This option can work in future COVID traffic light settings, is manageable by staff within the current resourcing and budget, and provides equal participation for all members across the country.

After two AGMs fully online, we suggest there will be expectations that interaction will be available online. While we note that some members may wish to meet face

to face, there is likely to be a significant number of members who may find face to face meetings disconcerting as well..

### **Rehearsal required**

We value having any Council Members who are presenting/speaking to be briefed and sound tested the day before the event.

We recommend a full tech rehearsal is done the day before on Wed 27 July in the afternoon. We will be using external tech providers and different equipment, and a different space for the event which warrants a good rehearsal earlier than the day. Please ensure any presenters travel on Wednesday, and attend the rehearsal.

Council Members could attend the AGM in person, but would watch the AGM on a screen in the main boardroom. They would be required to use a device to participate in voting and asking questions.

## **Returning Officer role description**

The Returning Officer role has been in the constitution since August 2010. A proposed position description is in Appendix A.

The proposed position description has been derived from the following resources:

- InternetNZ constitution, as at 26 July 2018 (relevant clauses noted in Appendix B)
- School Boards NZ example: [Returning officer responsibilities](#)
- Electoral Commission: [Registrars of Electors and Returning Officers | Elections](#)

We have asked our Fellows if there is anyone that would be willing to take this role on, as the neutral person appointed by Council. Two fellows offered to take this role. We recommend this appointment is made to this role at the Council meeting.

## **Steps to create a supportive environment for members, nominees, nominators, candidates and staff**

Council agreed to consider ways to avoid the issues created in the last election around claims of structural racism, accusations of misconduct and claims of inaccurate representation of operational matters.

These could be summarised as:

- Nominations for candidacy accepted, despite knowing media issues were in the public arena about candidate's past actions in society, which put candidates at question to members
- Media/exposure of council candidates on public platforms, including comments about candidate's past actions in society
- Comments made on member-only email forum (members-discuss) about other candidates (and members), making it uncomfortable for some

members to participate on those forums going forward (and staff to read), and in some instances resulted in resignations both publicly and directly

- Time used by the RO and council members to discuss and support parties on both sides during the election.

Staff have considered changes to the nominations process, campaigning by candidates and members, and staff conduct during the election process, using the following outcomes as drivers for change:

- Nominees to be better informed - understand what will happen to their nomination and information, before they agree to the nomination and become an confirmed candidate
- Nominators to be better informed - know there are expectations for supporting nominees, and what will happen
- Conducting due diligence checks to reduce media/exposure risks to the organisation for the council election
- All members to be reminded of, and understand, the code of conduct expected of members on member communications channels, to ensure we build and maintain safe online spaces for all members to share and participate.

### **Nominations process**

We suggest a pre-check/call to be conducted by staff and shared with the Returning Officer prior to confirming any candidate for election. The pre-check/call would include an online public profile checks on the nominee:

- **Disqualified officer search** - as [outlined by DIA Charity Services](#), review New Zealand Business registers - ie. Incorporated Societies, for any references to bankruptcy or otherwise
- **Social media channels search** - check Google, Facebook, Twitter, LinkedIn using the members full name and other versions known of their name (i.e. shortening of)
- **General and news online public content search** - check google and review first 3 pages of results (on both the All and News tabs)

The Returning Officer would review results, and then call the nominee to progress to the next stage - providing a bio/statement and photo for the website.

We also suggest a police check to be completed prior to being confirmed as a council member. By stating the checks above and police check if successful will be part of the process, potential nominees and nominators may better consider their entry into the elections process.

When reviewing possibilities, we looked at other checks available. We recommend further due diligence for those councillors who will have access to bank accounts:

- **NZ online Criminal Record check** - standard check by Ministry of Justice (\$40 per check)
- **Equifax Credit History check** - checks the age of the person, insolvencies, judgements, collection agency defaults, guarantor defaults, credit non-compliance actions (provided by Equifax to MyChecks, \$25 per check)

### **Campaigning guidelines**

While campaigning/electioneering is a welcome tradition during our election period, we recommend restricting this activity to channels where staff can moderate inappropriate content if required. We've suggested this happen on NetHub in the #members-chat channel and during meet the candidate sessions online.

Campaigning on open or public channels, like members-discuss, can not be moderated and caused a lot of discomfort, losing members engagement on the channel, and in some instances, resignations.

If a candidate contacts a member personally through any other medium (ie. a DM, email, phone, other messaging system or post) more than once, it may be deemed undesired by the receiver. We think members should report this to the Returning Officer to address with the candidate that has sent the messages.

Last year, staff arranged an online "meet the candidates" session. We recommend running this style of online event again. Depending on number of candidates and to ensure safe and fair environments online for both members and candidates, we believe the sessions should be webinars with questions asked to the candidates either prior to, and/or only to candidates (not visible to members). This will avoid members lobbying and allow candidates to participate more usefully than in an open debate online.

If candidates themselves wish to host a session on their own online platform, information should be included in this bio information. Any session details can then be shared on the members-announce email list which is distributed to all members.

To support the above changes, we have drafted a Candidate Pack, draft attached in Appendix B.

### **Staff as members**

We have provided all staff guidance on their role as employees during the election period, which abides with our duty of care to staff, and respects those staff who are also members, to vote democratically. Staff have been asked to direct any questions posed by members about the election to the Interim Chief Executive or the Acting Engagement Director to manage.

## **Council vacancies and countback process**

There are 4 vacancies to fill this year:

1. Vice President, left vacant by Jay Daley
2. Councillor roles:
  - a. Vacant by Sarah Lee (term is complete)
  - b. Vacant by aimee whitcroft (resigned recently)
  - c. Vacant by Jeff Montgomery (term is complete)

As we have the role of Vice President to fill, there is a possibility that any of our existing councillors may seek election into this role, and be appointed - creating a vacancy in the general elected councillor seat.

If this occurs, the counting back process will apply. See information under [casual vacancies here](#).

## Timeline

DATE	ACTION/TASK
Fri 1 April	Voting Eligibility for new memberships closes
Thur 2 June	Nominations for Elected Council Member opens
Fri 8 July	Nominations for Elected Council Member closes
Fri 15 July	Online Election of Elected Council Member opens
Wed 27 July	Online Election of Elected Council Member closes
Thur 28 July	Scrutineer to confirm election results
Thur 28 July	AGM held
Fri 30 July	Announcement of election results (by email)
Wed 3 Aug	Induction of elected council members

## Recommendations

THAT Council:

- Approve the AGM to be held online only.
- Approve the appointment of a Returning Officer for the 2022 InternetNZ Council Election
- Approve the appointment of Grant Thornton as Scrutineer for the 2022 InternetNZ Council Election
- Approve the guidelines for candidate campaigning to be limited on NetHub and online events hosted by INZ staff

Andrew Cushen

**Interim Chief Executive**

## Appendix A

# Role Description: Returning Officer

### Purpose

The purpose of the Returning Officer role is to be responsible for implementing election and voting processes that help to achieve the best possible election outcomes, and adhere to the InternetNZ code of conduct.

The Returning Officer is appointed in a neutral role by the Council to encourage and inspire eligible members to either put themselves forward; nominate other members for the annual elections of the InternetNZ Council; and support candidates during the election process.

Building and maintaining relationships with candidates is a crucial part of their role, as is providing feedback to the Council on the elections process and the staff who implement the election.

### Term

One year, with appointment made by Council prior to the election process.

### Honorarium

Payment will be by invoice, and based on our usual panel chair daily fee of \$589 (GST exclusive). We expect the role will be no more than 4 days/30 hours, across May-July (three months).

### Responsibilities

This role is tasked with the following actions, which will be operationally supported by staff at InternetNZ:

- a) Share the agreed election timeline with members
- b) Check the membership register is up to date and accurate with paid members able to vote in the elections
- c) Ensure preparation and review of the electronic Candidate's Pack for distribution to all members
- d) Send call for nominations to paid members to stand as candidates
- e) Receive candidate nominations, ensure these are valid -
  - Confirm with staff nominators and nominees are current paid members
  - Share with nominees any due diligence information sourced, and confirm the nomination
  - Request the nominee to prepare their candidate statement and, if necessary, edit these statements; and to receive a candidate photograph which will be shared on the public InternetNZ website during the election period.
- f) Update the President about the number of nominations
- g) Run the Fellows nomination and recommendation processes

- Send a formal call for nominations to members
- Convene and chair a Fellow Nominating Committee to confirm nomination/s
- Review the council recommendations paper, drafted by staff
- Invite nominee/s to accept nomination.
- h) Receive all voting information from the third-party supplier and ensure results are held securely
- i) Review all voting information with the external Scrutineer to determine whether the votes meet the requirements for validity
- j) Share preliminary (or final, if reviewed by Scrutineer in time) results of elections at the AGM, and contact nominees of results before they are published on the public InternetNZ website
- k) Review needs for any by-elections and brief staff to implement actions
- l) Prepare a report for the Council at the conclusion of the election process focused on “mechanical” aspects of the election in accordance with the Constitution (akin to the Electoral Commission).

### **Working relationship with staff**

- Internal
  - Council
  - Members
  - Staff - who will support operationalising the elections process, and manage the AGM logistics and run the elections process
  - Organisational Services Director - who sponsors the AGM/Elections work programme
- External
  - Elections platform/supplier - ElectionNZ
  - Scrutineer - TBC

### **Key relationships**

- Council
- Members - nominees and nominators
- Staff - Engagement team (membership)
- Scrutineer (externally appointed)
- Electionz (external voting supplier)

### **Relationship with the InternetNZ Council**

This role is a neutral role appointed by Council. They are appointed to be independent from Council, and to be there to support all members during the election period.

The role agrees to comply with any directions given and action required by InternetNZ in order to manage confidentiality or remove any conflicts of interest.



## Appendix 1

### Current role as defined by the Constitution

The role currently has no formal description, and as such, has evolved over the years.

There are 8 clauses in the constitution that define tasks of the role, and clause 7.7 that defines the role and appointment:

- **Definition:** Main role is to conduct Society elections and to perform the duties set out in this Constitution, as well as related duties established by the Council.
- **Appointment:** Will be an ordinary member of staff, but can be a member of the society, appointed/replaced by council. (clause 7.7)

### Tasks defined:

1. **Notify any council member that their position will be forfeited** if they fail to turn up to two ordinary council meetings (without apologies) (clause 6.7)
2. **Advise that any specific business or meeting shall be conducted at a meeting at which Members are required to be physically present**, which has arisen from an email from a member
3. **Accept notifications from the members for any general meeting (ie. AGM)** not less than 30 days prior to the meeting.
4. **Issue the notice of any e-GM**
5. **Confirm any motions requesting an e-GM** have been correctly put and approved
6. **Receive proposals to amend the Constitution**, and then forward to members (within 7 days)
7. **Notify any constitutional changes to the Registrar of Incorporated Societies and the Charities Commission.**

## Appendix 2

Relevant constitutional clauses:

6.7 - The **Returning Officer** will notify any Council Member who misses two consecutive meetings that their position will be forfeited if they fail to turn up to the subsequent ordinary meeting of Council.

7.7 - The Council shall from time to time appoint a **Returning Officer**, whose main role is to conduct Society elections and to perform the duties set out in this Constitution, as well as related duties established by the Council. The **Returning Officer** will ordinarily be a member of staff, but can be a member of the Society. The Council can replace the **Returning Officer** at any time at the Council's discretion.

8 - Every communication with a Member shall generally be by electronic message in clear ASCII text, directed to the email address of the Member as recorded in the records of the Society. Communications may also be sent by post, facsimile, courier or hand delivery as the Council sees fit. Such messages will be acceptable for the conduct of the business of the Society unless the **Returning Officer** shall advise that any specific business or meeting shall be conducted at a meeting at which Members are required to be physically present.

10.2.3.8 - To consider such other business as any Member properly brings before the meeting. Matters of substance requiring a Member vote to be brought before the meeting must be notified to the **Returning Officer** not less than 30 days prior to the meeting and must include properly formed resolutions to be put to the meeting.

10.4.2 - The **Returning Officer** shall issue the notice of the e-GM as noted in section 10.4.5 below, and the e-GM shall be conducted in accordance with the Electronic Meeting Guidelines, as adopted by Council.

10.4.5 - The **Returning Officer** shall be charged with confirming that the motion requesting an e-GM has been correctly put and approved. The proposed resolutions forming the subject of the e-GM shall be e-mailed to all members and be open to discussion for a period of seven days, closing at 11:59:59 on the seventh day following the posting of the official notice of announcement, on the member's mailing list and other fora as appropriate. After seven days members will have a ballot made available with votes being open for three working days. A resolution passed at an e-GM shall be as valid as one passed at a physical General Meeting.

14.4 - A proposal to amend this Constitution may be submitted by any member to the **Returning Officer** of the Society who must, within seven days after receipt of the proposal, forward it to all members.

14.7 - The **Returning Officer** shall notify the Registrar of Incorporated Societies and the Charities Commission of all alterations, additions or revocations of these rules. This notification shall take such form as the Registrar and Charities Commission may require.

# Council Candidate Pack

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Version at 03 May 2022

## Introduction

This pack is to provide useful information and links to help potential InternetNZ Council candidate to prepare for our upcoming Council elections.

For further questions please email: [membership@internetnz.net.nz](mailto:membership@internetnz.net.nz)

## Outline of role

Our Council is the governing body for InternetNZ. Made up of nine members elected by our membership and one to two appointed members. Council guide our strategic direction and govern the organisation. InternetNZ staff carry out operational work as directed by the Chief Executive, but it's the Council members that are the governors of InternetNZ.

A few examples of what the Council members do include:

- establish and monitor InternetNZ's strategy
- set and review the budget and business plan
- appoint and hold the Chief Executive to account and guide their performance
- act as stewards of our ownership interests in the Domain Name Commission (DNC).

Council members are entitled to an honorarium for their positions, and all meeting and travel expenses are paid for by InternetNZ where required.

## Time commitments

Council members are expected to commit on average two days every month to our mahi. This includes at minimum six half-day Council meetings each year, where the strategy development and business planning will be discussed.

In addition to the ordinary Council meetings, there may be additional meetings of Council as required; Council committee meetings and other special engagements as determined by Councillors.

Meetings are held at the InternetNZ office in Wellington, online or in other locations as required. InternetNZ meet travel and accommodation costs for Council meetings where required.

Council members are also encouraged to attend and participate in InternetNZ events during the year. They are also invited to join and participate in the member's channel on our community space, [NetHub](#).

If you're looking for more information on the roles of the Officers (President and Vice President) refer to our [constitution and bylaws](#).

## **Eligibility to nominate or be nominated**

The eligibility period to participate in the upcoming election closes on 31 March each year. If a new member joins after this date, they will not be eligible to stand for Council or vote in that year's election. However, there is a grace period for current members, who are eligible to stand for Council and vote in the election if they renew by 30 June of that year.

### **How do I nominate another member for a Council role?**

Eligible members are able to nominate another eligible member. Nominations are received using this form: [\[form link to be updated\]](#)

When a form is received, it will be automatically acknowledged, and the member nominated will be contacted by the Returning Officer by email and phone to:

- Confirm if they want to accept the nomination
- Provide consent and details to complete a general online check
- Begin to prepare their bio and photo, which will be published on the InternetNZ website.

### **What happens if I am nominated?**

If you are nominated by another member, the Returning Officer will be the person that contacts you (the nominee). This will be done by phone and email, which will give you an opportunity to ask any questions in regards to this process.

Then the vetting process will commence. This may take up to 5 days, depending on the number of nominations and availability of membership staff.

The Returning Officer will discuss these results with you. At this point, any concerns with proceeding will be raised with you, and it may be recommended you exit the nomination process. Your nominator will not be updated if you decide to exit the process.

If your check has nothing of concern to the Returning Officer, you will be confirmed as a candidate for the elections, and will need to send your bio details and photo to be listed as a candidate on the Elections page of the InternetNZ website.

The InternetNZ website will be updated with your nomination details within three working days after confirmation of a nomination being accepted. When your details are uploaded, you will be notified by email. There will be no changes permitted to bios after they are published.

Every week leading up to the nominations closing date, confirmed candidate names will be announced to members on NetHub and by email on member-announce.

### **What if you don't have someone to nominate you?**

If you would like to nominate yourself for the elections, the Returning Officer can provide a 'neutral' nomination. The same vetting process will follow as above.

## **The Election**

### **Returning Officer**

The purpose of the Returning Officer role is to be responsible for implementing election and voting processes that help to achieve the best possible election outcomes, and adhere to the InternetNZ code of conduct.

The Council appoints the Returning Officer in a neutral role to encourage and motivate eligible members to put themselves forward or nominate other members for the annual elections of the InternetNZ Council.

Building and maintaining relationships with candidates is a critical part of their role, as is providing feedback to the Council on the elections process, and the staff membership team who implement the election. They will be candidates' first point of contact for questions.

### **Candidates**

Confirmed candidates are those that have been vetted, and agree to abide by the Code of Conduct.

## **Where can members discuss the election, and campaign?**

Campaigning is a welcome tradition during our election period in the InternetNZ elections. Those who wish to nominate or be nominated for a Council position can use discussion or images, distribution of campaign materials, or solicitation of votes for or against any person or political party or position. All material must adhere to the [Code of Conduct](#), and the Returning Officer will support the moderation process with InternetNZ staff.

Campaigning will be restricted to specific channels, so staff can moderate inappropriate content if required:

- a) NetHub: #members-chat

## b) Meet the Candidate online sessions

### 1. NetHub's members-chat

This is a channel in our open online community hosted on slack. Members opt-in to this channel and staff (or the Returning Officer) with admin right have the ability to moderate comments.

If you do not have access to this channel contact [membership@internetnz.net.nz](mailto:membership@internetnz.net.nz).

### 2. Meet the Candidate online sessions

InternetNZ will host 'Meet the Candidate' sessions online for members. Questions that members have can be sent directly to candidates before or during these sessions.

If candidates themselves wish to host a session on their own platform, information should be included in this bio information. Any session details will be shared on the members-announce email list which can be distributed to all members after nominations are closed.

### Other open channels can not be moderated

Campaigning on open channels, like members-discuss is not permitted, as the channel can not be moderated.

If a candidate wishes to utilise public social media channels during the election process, InternetNZ can not moderate this content. If candidates use public channels, like LinkedIn or Twitter, we recommend posts are sufficiently moderated.

If a candidate wishes to host an online event themselves, they should host and run these in accordance to the [Code of Conduct](#). Creating safe spaces is paramount to InternetNZ events, and we'd expect you understand and set up your spaces accordingly.

If a candidate contacts a member personally through any other medium (ie. a DM, email, phone, other messaging system or post) more than once, and it is deemed undesired by the receiver, they should report this to the Returning Officer to address with the candidate that has sent the message.

## How does the election work?

### Elections system

Under the STV (Single-Transferable Vote) electoral system that InternetNZ uses, voters rank candidates in their order of preference. Under STV, you would write "1" next to the name of your favourite candidate, "2" next to your second favourite candidate and so on.

STV means that you have one vote, but can indicate your preferences for all the candidates and it can be transferred if your most preferred candidate is so popular that they don't need all their votes or is not popular at all with other voters.

The number of vacancies and votes determines the quota a candidate must reach to be elected. The formula for deciding the quota is total number of valid votes, divided by the the number of vacancies plus one.

We encourage candidates to understand our [electoral voting system](#).

### **Elections Provider**

InternetNZ contracts election services to [Electionz](#). They provide election services for a range of clients, and InternetNZ has used their services for several years.

### **Announcement of results**

Announcement of election results occurs at the Annual General Meeting in late July. The Returning Officer will contact all nominees by phone with results before public announcement.

On some occasions, the announcement may be made interim, and pending an external scrutineer. Final confirmed results will be put on the InternetNZ website and stay online for years to come.

### **Useful links**

Item	Link
Constitution	<a href="https://internetnz.nz/governance-and-reports/governance-documents/internetnzs-constitution/">https://internetnz.nz/governance-and-reports/governance-documents/internetnzs-constitution/</a>
By laws	<a href="https://internetnz.nz/governance-and-reports/governance-documents/council-bylaws/">https://internetnz.nz/governance-and-reports/governance-documents/council-bylaws/</a>
Council papers	To view council papers, including minutes from each meeting, visit the <a href="#">document library</a> and search for 'council papers.'
2021 AGM Minutes	<a href="https://internetnz.nz/assets/Archives/2021-agm-minutes.pdf">https://internetnz.nz/assets/Archives/2021-agm-minutes.pdf</a>
InternetNZ voting system explained	<a href="https://internetnz.nz/governance-and-reports/council/council-elections/internetnz-electoral-system-explanation/">https://internetnz.nz/governance-and-reports/council/council-elections/internetnz-electoral-system-explanation/</a>
NetHub	<a href="https://join.slack.com/t/nethubnz/shared_invite/zt-moe48vmf-HDiK2oZGwjcuHHy8KM9xrA">https://join.slack.com/t/nethubnz/shared_invite/zt-moe48vmf-HDiK2oZGwjcuHHy8KM9xrA</a>

### **Useful contacts**

Returning Officer	<a href="mailto:returningofficer@internetnz.net.nz">returningofficer@internetnz.net.nz</a>
InternetNZ membership team	<a href="mailto:membership@internetnz.net.nz">membership@internetnz.net.nz</a>
Electionz	<a href="mailto:iro@elections.com">iro@elections.com</a>

COUNCIL MEETING - MAY 2022

# .nz Policy Review: harms focus

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PURPOSE: See below  
DATE WRITTEN: 4 May 2022

## Purpose

This paper provides you with an update, in light of the 2022/2023 work plan, of the .nz Policy Review and a summary of the next steps.

## Update 1: Shifting the focus to online harm

The 2022/2023 work plan provides significant commitments that need to be made in order to achieve InternetNZ's strategy. This includes using the .nz policy to respond to the concerns on online harm and manage online harm.

During the .nz Policy Committee meeting in late April it was recommended that to fulfil the commitments noted in the 2022/2023 work plan, we would need to shift the .nz policy review focus to online harm.

Further it was discussed that there are some recommendations which would help with responding to the concern on online harm and that these recommendations should be prioritised or focused on. These include:

### **Recommendation 21: InternetNZ and the DNCL should undertake a work programme to develop a trusted notifier regime**

A trusted notifier regime is a tool that can be used by DNCL to more effectively reduce harm.

### **Recommendation 23: InternetNZ should introduce a requirement for registrars to meet minimum security standards.**

Introducing minimum security standards is likely to have a minimal impact on preventing online harm. However, such standards may mitigate potential threats of harm, e.g prevent Registrars from maintaining poor security standards that may enable attackers to control a certain domain name to assert harm on people.



**Recommendation 32: InternetNZ should offer an optional NZ Legal Person Verification process which would result in a marker being added to the domain name registration data**

The current work plan for this recommendation is to keep a watching brief and assess the value add of offering such an option in consideration of the amount of operational work. This recommendation could be given priority in light of the new focus and the value add could be assessed in light of preventing online harm, for example as a trustmarker or similar so that users know that a certain standard has been ascertained and the content should not cause any harm.

**Next Steps**

A detailed paper is currently being drafted which will be presented to the .nz Policy Committee and then Council. The paper will include:

- A detailed outline of what the new focus will look like for the .nz Policy Review
- A list of recommendations (based on all the recommendations provided by the .nz Advisory Panel) that could contribute to the new focus
- Potentially other new ideas to help tackle the challenge of online harm
- What a shift in focus will mean for the .nz Policy Review (especially for the remaining recommendations that do not contribute to the new focus)

**Update 2: Where are we at with the Tranche 2 (Priority 1) Recommendations**

The following table provides an update of the work progress on the Tranche 2 (Priority 1) Recommendations and provides details about the next steps.

Recommendation	Update(s)	Next Steps
<b>Recommendation 21</b>  InternetNZ and the DNCL should undertake a work programme to develop a trusted notifier regime.  <i>SME: DNCL w/ support from Chief Security Officer</i>	<b>DNCL has engaged a third party</b> to provide a report on the following:  1) DNCL's corporate structure with respect to its role as a regulator;  2) The specific regulatory issues to be considered when creating a trusted notified regime (using the Internet & Jurisdiction Policy Network's tool kit's headings of "Identification and Notification", "Evaluation", "Action", etc. as a structure, or similar); and  3) International developments (new trends and changes in thinking will be covered, for example, intermediary liability, legislative and political	The Report is due in May and is intended to be used when making a decision about the design of a trusted notifier regime.

	proposals that refer to a trusted notifier regime or voluntary measures more generally, and relevant case law)	
<p><b>Recommendation 24</b></p> <p>InternetNZ should set a deadline for registrants to resolve self-conflicted domain names.</p> <p><i>SME: DNCL</i></p>	<p><b>The DNC is already enforcing current .nz policy around self conflicted names</b>, thus the deadline is already in place. The DNC has identified and resolved over 300 names already and will continue as part of compliance work. 1600 conflicted names remain.</p> <p><b>Online dispute resolution (ODR) pilot program is now live</b>, The parties to each of the 1,300 sets of 2 party conflicted names are each being offered use of ODR over the next 6 months.</p> <p>Note: there are an additional 300 conflicted names where 3 or more parties have claim rights and thus not suitable for the ODR pilot.</p>	At the end of the pilot we will know more about the number of sets yet to be resolved.
<p><b>Recommendation 25</b></p> <p>InternetNZ should set a deadline for parties to come to an agreement on resolving conflicted domain names.</p> <p><i>SME: DNCL</i></p>	<p>See here about ODR <a href="https://dnc.org.nz/for-consumers/online-dispute-resolution-pilot/">https://dnc.org.nz/for-consumers/online-dispute-resolution-pilot/</a></p>	
<p><b>Recommendation 26</b></p> <p>Following deadline expiration, names should be released for general registration.</p> <p><i>SME: DNCL</i></p>		

## Recommendations

- THAT Council **agrees** with the recommendation that the .nz Policy Review focus is shifted towards managing online harm, which will fulfil the commitments noted in the 2022/2023 work plan.
- THAT Council **note** the updates to the Tranche 2 (Priority 1) Recommendations.

Andrew Cushen  
**Interim Chief Executive**

# President Report

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AUTHOR: Joy Liddicoat, President

PURPOSE: To provide a report back to Council on the President's activities.

## Introduction

My April focus was on supporting Andrew Cushen as he settled into the role of Interim Chief Executive. Now that our draft strategy has been released to members for comment, the Council's role shifts away from developing strategy and into ensuring success. This means keeping our eyes on the horizon and long term issues, rather than on short term issues of the day.

## Comment

As Council moves away from the 3 yearly strategy review and annual planning cycle, I will be turning our attention to two broader matters: our international work and the longer term strategy for .nz. Our role in the .nz domain name system is small by international standards, but we have always been a strong supporter of the global domain name system. As that global system has developed and changed in recent years, it is timely for InternetNZ to consider whether and, if so, how best to engage in light of our limited resources. In the meantime, delivery of our upgraded registry service to the .nz community is our number one priority in the first half of 2022. As that project nears completion after 18 months of work, it is also timely to consider our long term strategy as ccTLD manager of .nz.

## Membership and Engagement

I am pleased we can meet again in person in early May to farewell Jordan and seek feedback on our draft refreshed strategic purpose: to be the home of .nz working for an Internet that benefits everyone. It is great to see good levels of interest in the member meetings and I continue to have regular engagements, including with the Māori Design Group. Looking ahead, recruitment for a new Chief Executive is underway. As always, I will keep members informed of developments.

On a personal note, I was deeply saddened to learn of the death of Frank March, a founding member of InternetNZ, former President and a dear friend. I know Frank's family has been very touched by the outpouring of messages from InternetNZ members and from around the world, recalling Frank's warmth and leadership. After speaking with Frank's family, I am glad to advise that we will be planning an appropriate memorial for Frank in the weeks to come.

COUNCIL MEETING - MAY 2022

# Management items for discussion

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**PURPOSE:** Risk update, and items for the Council to know or offer guidance on.

**DATE WRITTEN:** 5 May 2022

## Introduction

This paper is designed to raise key issues for the Council to give advice, input and share understanding with management.

Matters are broadly in order of priority, and there are five sections:

- A. **Key risks** - update on any changes to significant organisational risks.
- B. **Key items** - the matters we'd like you to be aware of.
- C. **Exceptions / items to note** - significant issues in the general reporting we want to be sure you have seen (none in this paper).
- D. **Late changes** - any material changes to conditions or issues that were covered in quarterly reporting (none in this paper).
- E. **Key future commitments** - a look forward to some key events over the next six months.

Given the proximity of this meeting to the quarterly reporting, there are no items in sections C and D.

## A. Key Risks

There are no key risks to bring to Council's attention.

## B. Key Items

These are items I would like Council to be aware of, and I welcome any questions.

### **B1 - Setting ourselves up for the future org change process**

Issue:	<p>The organisation change process reviewing the roles in leadership at InternetNZ has completed with decisions announced in April.</p> <p>The outcomes of those decisions are now being implemented:</p> <ul style="list-style-type: none"><li>- Raniera Albert has been reconfirmed in the Executive Leadership Team / Te Kāhui Tumu as Tumuaki Māori.</li><li>- The General Manager, Customer &amp; Product / Tumuwahanake role has been filled by Tim Johnson, who starts with InternetNZ on May 9th.</li><li>- Processes underway to fill the General Manager, Organisational Performance / Tumutaumatua and General Manager, Public Benefit / Tumuhherenga Waka roles.</li></ul> <p>There will be overlapping structures while the leadership team roles are filled - some interim arrangements will remain in place while we complete the registry replacement work, for example, as a degree of stability is important. Each substantive change to the organisation structure will be communicated in detail at the time that it is made.</p> <p>This process has been long, and reaching decisions on it is an important milestone. Thank you to all of those that have helped in completing the process, and to everyone that has contributed their thoughts through it.</p>
Our ask:	For your information.

### **B2 - Mimosa - IRS registry replacement project**

Issue:	<p>In the next month we will validate the viability of the August 3rd launch date.</p> <p>This validation point is a planned milestone for this stage of the Mimosa project. By the end of May we intend to have reviewed progress according to the project plan and be able to make a fully informed decision on this or any alternative date.</p>
Our ask:	For your information.

### B3 - Chief Executive transition

Issue:	<p>This is the first full Council meeting since Jordan announced his departure as Group Chief Executive, and I was appointed as Interim Chief Executive.</p> <p>I appreciate the clarity from Council on immediate deliverables, and am pleased to have met those.</p> <p>Council's expectation is that now I am doing "the full job", until such time as the permanent Chief Executive appointment process concludes. I continue to operate on the assumption that this is until some time in Q3.</p> <p>My thanks to the Council for the constructive and collegial manner in which we are working together, and my thanks too to our fab staff for supporting me in taking on this role. Finally, thank you too for the helpful, constructive and generous manner in which Jordan has supported me in taking on this role.</p>
Our ask:	For your information.

### B4 - Domain Name Commissioner transition

Issue:	<p>Since the last Council meeting, Brent Carey has left the Domain Name Commission to start his new role as Chief Executive of Netsafe.</p> <p>A number of InternetNZ staff and Council members were present for the Mihi Whakatau we held with Netsafe to hand Brent over to his new role. This was a lovely occasion.</p> <p>The Domain Name Commission Board has appointed Isobel Egerton as Acting Domain Name Commissioner. Isobel has our full support in leading the Commission's team during this transition period. The Board and the Council will work together to confirm the recruitment timeframe for a permanent Commissioner appointment, and we will consider this matter following the .nz strategy discussions in June.</p>
Our ask:	Schedule consideration of this matter following the .nz strategy discussions in June.

### B5 - COVID-19

Issue:	<p>We have updated our COVID-19 stance to fit with the <i>Orange</i> settings under the Government's COVID-19 response framework.</p> <p>This includes the ability for staff to travel domestically and the reopening of the offices. More information on this is included in the Health, Safety and Wellbeing reporting later in this meeting pack.</p>
Our ask:	For your information.

## B6 - Frank March

Issue:	<p>I note with sadness the passing of Frank March on the 29th of April.</p> <p>Members have shared a number of lovely memories and reflections of their relationship with Frank. We will collate these and pass them on to Frank's family.</p> <p>Should there be a memorial service for Frank in Wellington, we will offer to assist in any way we can.</p>
Our ask:	I recommend Council pass an appropriate resolution of condolence.

## C. Exceptions / Items to Note

There are no items in this section in this paper.

## D. Late Changes

There are no items in this section in this paper.

## E. Key External Commitments to September 2022

The table below sets out key external commitments over the next two quarters. External events continue to be impacted by the COVID-19 pandemic, even though these impacts are lessening as we are now in Orange as per the COVID Response Framework.

We anticipate that participation will continue to be online for all **international** engagement until the middle of the year, after the border re-opens.

**Domestic** engagements are still in an emergent space post COVID. Many organisations are recommencing in-person events, though many too are working in a hybrid manner or are holding off at this point.

April to June (Q1)	<p>Domestic commitments include:</p> <ul style="list-style-type: none"><li>• Digital Trust Hui Taumata - 19 May 2022, Wellington.</li><li>• Techweek 2022 - 16-22 May 2022, nationwide.</li><li>• NZNOG - rescheduled - May 18-20, Wellington.</li><li>• TUANZ Rural Symposium and WISPA NZ meeting - 14-15 June, Hamilton</li></ul> <p>International commitments include:</p>
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	<ul style="list-style-type: none"> <li>• ICANN - 13-16 June 2022, in The Hague - a hybrid meeting, first in-person attendance option since the pandemic began.</li> </ul>
July to September (Q2)	<p>Domestic commitments include</p> <ul style="list-style-type: none"> <li>• InternetNZ Annual General Meeting - 28 July, Wellington</li> </ul> <p>International commitments include</p> <ul style="list-style-type: none"> <li>• ICANN - 17-22 September, Kuala Lumpur</li> </ul>

Andrew Cushen  
**Interim Chief Executive**



# Māori Capability Plan - Council

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## The purpose of this plan

The ability to work in partnership with Māori is critical to Internet NZ (INZ) achieving its purpose and serving all communities in Aotearoa New Zealand. That ability needs to be enduring and consistent; it also needs to be demonstrated at the leadership level of the organisation.

The Māori Capability Plan exists to build the capability of the INZ Council to support He Pouwhenua, He Pou Tangata – Te Rautaki Māori (the Māori strategy) and to deliver on the organisation's commitment to Te Tiriti o Waitangi. Te Rautaki Māori has a strong focus on building relationships with Māori communities, and in particular, sets out that that INZ will:

- nurture relationships that are founded on integrity and reciprocity with actions that create meaningful change for Māori communities;
- be inclusive and participate in reciprocal and co-operative relationships that are built on the foundations of tikanga.
- have an understanding of how Te Tiriti o Waitangi is applied in governance.

This plan is part of building INZ's capability to meet the capability needs required to build these kinds of relationships. Ultimately, the plan will support the Council to understand and participate in engagement with Māori communities.

## The strategic placement of this plan

The development of INZ's Te Rautaki Māori includes an overview of key strategic documents (see below). The shaded sections are completed strategic documents. The highlighted section – cultural competency programmes – sets out the placement of this Māori Capability Plan.

Strategic Document	<b>He Pouwhenua, He Poutangata</b> <i>Rautaki Māori</i>				
Policy Frameworks	Māori Engagement Strategy		Māori Partnerships Model		Te Reo Māori Strategy
<b>Te Pātaka Rauemi</b> <i>Tools &amp; Guidance</i>	Māori Design Group	Engagement Guideline Summary	Cultural Competency Programmes	Māori Resource Remuneration Guide	Tikanga Guide
	Action Plan				

## The plan

The plan below sets out the proposed development programme for the Council. The programme includes five afternoon sessions attached to Council meetings and a noho marae (marae stay) with resources for self-directed learning provided between the sessions. **Note** all sessions will be held off-site. Understanding that Councilors come from diverse backgrounds, while some are more advanced than others in te ao Māori, Councilors will be partnered with those who have different experience, expertise and exposure (tuakana/teina) to help with the self-directed learning.

Competency Area	NZ History / Te Tiriti o Waitangi	Engagement with Māori	Tikanga / Te Reo Māori
<b>Aspirations</b>	Council has a strong understanding of NZ History and Te Tiriti o Waitangi/The Treaty of Waitangi. Council can apply Te Tiriti o Waitangi in their role as governors and demonstrate leadership in INZ's commitment to becoming a Te Tiriti o Waitangi-centric organisation.	Council has the ability to engage effectively with Māori and use their roles to direct INZ to engage with Māori on issues that impact on Māori rights and interests. Te Rōpū Māori (MDG) are treated as partners and their views influence the Council's governance of INZ	Council understand, use and champion tikanga and te reo Māori at INZ. Council are also confident to follow tikanga and use te reo Māori as appropriate in their engagement with Māori. Council will also understand how tikanga and the concept of kaitiakitanga is applied in governance and how
Date	Sessions: Competency Area	Facilitators	Objective
TBC	Te Tiriti o Waitangi Literacy Understanding what being a Te Tiriti Centric organisation means	Dr Kathy Irwin	Council will be involved in hands on interactive learning on Te Tiriti centric organisations and implications for INZ, such as <ul style="list-style-type: none"> <li>• INZ charitable objects</li> </ul>

	for InternetNZ		<ul style="list-style-type: none"> <li>.nz policy development</li> </ul>
TBC	Tikanga / Technology	Whitiaua / Raniera	Council will build their understanding on the traditional thinking behind tikanga and how it is applied in te ao Māori and the modern world. This will have a focus on technology and tikanga in an InternetNZ context
TBC	NZ History / Te Tiriti o Waitangi	Piripi / Laughton	Council will understand the fundamentals of Te Tiriti o Waitangi/The Treaty of Waitangi/ key parts of NZ History. Council will also start to understand how Te Tiriti o Waitangi-centricity works in a non-government organisation, as it aligns to our organisation's strategy.
TBC	Tikanga	Whitiaua / Raniera	Council will build their understanding on how to manage and apply the tikanga in a range of different contexts including leadership, problem solving (dispute resolution) and governance. Protocols and cultural practices that provide solutions to modern day problems. Council will also be introduced to the concept of kaitiakitanga and the tikanga involved to fulfil the role of being a kaitiaki.
TBC	NZ History / Te Tiriti o Waitangi	Piripi / Laughton	Council will build on their understanding of

			Te Tiriti o Waitangi/The Treaty of Waitangi/ key parts of NZ History and connect it to engagement with Māori and concepts around co-governance, kaitiakitanga and Te Tiriti o Waitangi-centricity.
TBC	He Noho Marae (Tikanga/NZ History/Te Tiriti o Waitangi)/ Te Tiriti o Waitangi literacy pt2	Piripi/Laughton/Raniera/Whitiaua/ Dr Kathy Irwin	To conclude the programme, the Council will attend a noho marae with a focus on bringing together and reinforcing the learning from the previous sessions, and building this into their role in the governance of Internet New Zealand.

# Health Safety Wellbeing Report

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AUTHOR: Health, Safety and Wellbeing Committee

PURPOSE: To provide the Committee with an update on Health Safety and Wellbeing (HSW) for the InternetNZ Group.

This report is prepared for InternetNZ Group and all information is based on group Staff (INZ and DNCL) and activities of a Group HSW Committee.

Period	Number of Near Misses reported/or identified	Number of Incidents reported/or identified	First Aid Incidents reported/or identified
Feb 2021 - 18 June 2021	2	0	1
19 Jun 2021 – 8 Sep 2021	0	0	0
9 Sep 2021 - 9 Nov 2021	1	0	0
10 Nov 2021 - 27 Jan 2022	1	0	0
28 Jan 2022 - 9 Mar 2022	0	0	0
10 Mar 2022 - 4 May 2022	0	0	0

## Summary

### Incidents and Hazards

- Since the last report, there were no new incidents or near misses that have been identified and reported.

Since the last meeting, and recent changes to the [COVID-19 Protection Framework](#), the COVID group has reviewed the INZ stance and made some minor changes as below:

	<b>Working remotely</b>	<b>Office status</b>	<b>External visitors in the office</b>	<b>Domestic travel</b>
<b>GREEN</b>	Available	Open	Permitted	Permitted
<b>ORANGE</b>	Available	Open	Permitted	Permitted
<b>RED</b>	Encouraged	Open	Permitted	Permitted

### **HSW Committee update**

The INZ and DNCL Health, Safety & Wellbeing Committee met on 4 May 2022. Key topics discussed are as follows:

- Low membership to the HSW Committee due to staff changes and how we can encourage others to join as well as having a representative from each team (as per the new organisational structure).
- One out of the three members of the committee who were being trained as a H&S Representative has completed the course.
- Continue to monitor staff wellbeing and morale.

### **Recommendation**

THAT the Health, Safety and Wellbeing Report be received.

# MINUTES

# COUNCIL MEETING

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**Status:**

Draft

**Date**

Friday 1 April 2022

**Present:**

*Council:* Joy Liddicoat (President), Jay Daley (Vice President), Don Stokes, Sarah Lee, Richard Hulse, Kate Pearce, Jeff Montgomery, Anthony Bow and Potaua Biasiny-Tule.

**In attendance:**

*Staff:* Andrew Cushen (Interim Chief Executive), Jordan Carter, Catherine Fenwick, Jodi Anderson, Raniera Albert, Vanisa Dhiru, Sam Sargeant, Laughton Matthews and Diane Robinson (Council Secretary).

**Meeting opened:**

The meeting opened publicly at 11:01am.

**Section 1 - Meeting Preliminaries****1.1 Council only (in committee)****1.2 Council and CE alone time (in committee)****1.3 Karakia, apologies, interests register, and agenda review**

Cr Biasiny-Tule opened the meeting with a Karakia.

Council and staff acknowledged the passing of Dr Moana Jackson and Dame June Jackson (Moana's sister in-law). Raniera paid tribute in te reo māori to honour the work of Dr Moana Jackson.

The President acknowledged Cr Whitcroft and her work on Council. Cr Whitcroft has now completed her tenure on Council.

Vice President Jay Daley advised that he no longer is a Director for Whare Hauora and that this should be removed from the Interests register.



## 1.4 Action Items and Agenda Review

The President worked through the action items and the following items were discussed:

- AP07/21 - Digital Identity online webinar - this action to be removed from the list after council discussion.
- AP03/22 - Terms of Reference templates to be reviewed - deadline to be deferred and completed by August Meeting deadline.
- AP04/22 - Role Definition for Returning Officer is in progress for the May Council meeting.
- AP05/22 - Feedback to be collected from past election candidates. Not completed.
- Action Point from Strategy Session - release the draft strategy and associated papers from Council strategy sessions.

The President formally acknowledged and thanked Jordan Carter for the significant contribution that he has made to InternetNZ. Jordan spoke about his journey and reflections over his time with the organisation.

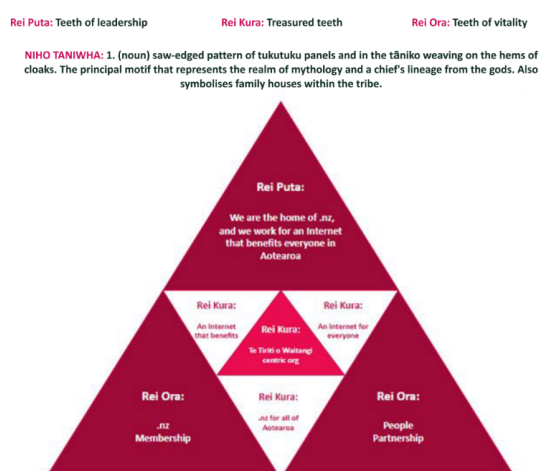
**AP08/2022** Publish the draft strategy and associated papers from Council strategy sessions.

## Section 2 - Strategic Priorities

Andrew introduced the strategic priorities section as a set of papers. He thanked Council for their feedback and encouraged Council to solidify and agree the strategy so that the organisation could move forward with the work plan for the year.

### 2.1 Strategy Update - purpose and goals

There were changes to the draft strategy that included a change from the original whare metaphor to the Niho Taniwha.



The plan outlines six key strategic areas that sit on top of the annual planning methodology and work prioritisation framework. There is a need for a balance between the strategic relevant deliverables versus all of the other important work in the work plan.

The annual plan will be reviewed during the year due the following:

- The current work on the registry replacement project Mimosa. This work is taking up 45% of our staff to resource the project.
- Council will be discussing the .nz strategy in June 2022 which may impact the plan.
- The Organisation Change proposal of a new leadership team and currently having an Interim Chief Executive

*Sarah re-joined the meeting at 11:40am*

## **2.2 2022/2023 Plan**

Council offered feedback to support reshaping and finalising the work.

A specific point was made about the Te Tiriti o Waitangi centric organisation goal, which was quite internally focused and needed to be much broader as a strategic goal. The Vice President provided some suggestions to staff to rework this goal to be more externally focussed. Council also discussed that in order to be externally impactful our organisation needs to work first on building their internal capability.

## **2.3 2022/2023 Budget**

It was raised that the budget was not linking up with the goals in the annual plan. There was not a breakdown of staff costs to measure against the goals.

It was noted there is a need for clarity first on the organisational structure, so that the budget can align the staff and investment into the different goals.

The President thanked the Council and staff for their efforts on the strategy and the excellent work that has been done.

**RN08/22** THAT Council approve the Strategy, Annual Plan 2022/23 and Budget 2022/23 as drafts, and recommend it for discussion with the membership.

(Cr Hulse / Cr Lee)

**CARRIED U**

## Section 3 – Matters for Decision

### 3.1 CE Recruitment

The Council went into committee at 12:23pm. Staff rejoined the meeting at 12:51pm.

**RN09/22** That Council **agree** to:

(a) Establish a Chief Executive Recruitment Committee comprised of the Chief Executive Review Committee and an independent member.

(b) The options for an independent member to be provided and agreed by e-vote at the appropriate time.

(c) To review a draft of the Position Description for the InternetNZ CEO and agree by 30 April 2022.

(Cr Hulse/Cr Pearce)

**CARRIED U**

### 3.2 CE Review independent director appointments

Cr Bow left the meeting so that Council could discuss in confidence the resolution to reappoint him.

**RN10/22** That Council agree:

a) Anthony Bow be appointed as an appointed councillor for a further period of two years; and

b) Council will fill the appointed Council Member after the Election in 2022.

(Cr Montgomery/Cr Biasiny-Tule)

**CARRIED U**

## Section 4 – Matters for Discussion

### 4.1 President's Report

**RN11/22** That the President's report be **received**.

(All Council)

**CARRIED U**

### 4.2 Systemic Racism Review: Terms of Reference

The President advised that she received an email from the Co Chair Aleisha Amohia which was supportive of the focus of the review.

Council welcomed the terms of reference, noting that provision has been made in the budget for this review. Council also noted that the issues affecting Māori which are the impetus for this review should be the review's primary focus. If other issues

are raised the reviewer is free to mention these in their report.

**RN13/22** That Council **agree** to commission an independent review of systemic racism in InternetNZ; and ask the Interim CE to commence the review as soon as practicable.

(President/Vice President)

**CARRIED U**

## **Section 5 - Consent Agenda**

### **5.1 Health, Safety, Wellbeing Update**

**RN14/22** That the Health, Safety, Wellbeing Update be **received**.

### **5.2 Minutes of the Meeting of 11 February 2022**

**RN15/22** That Council **approve** the minutes of the meeting held on 11 February 2022.

### **5.3 E-votes Ratification**

On 1 March 2022 a meeting was held in Committee.

It was moved by the President and seconded by Cr Hulse:

That Council

(a) note the resignation of the Chief Executive Jordan Carter and thank him for his service; and

(b) agree to the appointment of Andrew Cushen as Interim Chief Executive of InternetNZ and to the Board of the Domain Name Commission Limited with effect from 5 March 2022; and

(c) agree to appoint the Interim Chief Executive as the Interim Chair of the Board of the Domain Name Commission Limited.

FOR: President, Vice President, Cr Stokes, Cr Pearce, Cr Lee, Cr Bow.

Note: Biasiny-Tule

There were 2 e-votes to add to the minutes - Di, do you need me to re-send these?

### **5.4 Māori Design Group Update**

**RN16/22** That the Māori Design Group Update be **received**.

Block Consent - Section 5 (Vice President / Cr Bow)

**CARRIED U**

## **Section 6 - Other Matters**

### **6.1 CONTINGENCY**

### **6.2 Matters for communication – key messages**

#### **6.2.1 Communications in general**

#### **6.2.2 Upcoming events**

### **6.3 General business**

That Council **approved** the recommendations for the authorised bank signatories and amendment to the director of NZRS Limited:

THAT Jordan Cater be removed as a bank signatory.

THAT Don Stokes and Andrew Cushen be added as bank signatures.

THAT Jordan Carter is removed as a director of NZRS Limited.

THAT Andrew Cushen be added as a director of NZRS Limited

(Vice President / Cr Bow)

**CARRIED U**

### **6.4 Meeting review**

#### **Next meeting:**

The next scheduled Council meeting is Friday 13 May 2022.

The meeting closed at 1:20pm with a karakia by Cr Biasiny-Tule.

# Membership Report

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**PURPOSE:** Progress and work for membership of InternetNZ

**DATE WRITTEN:** 03 May 2022

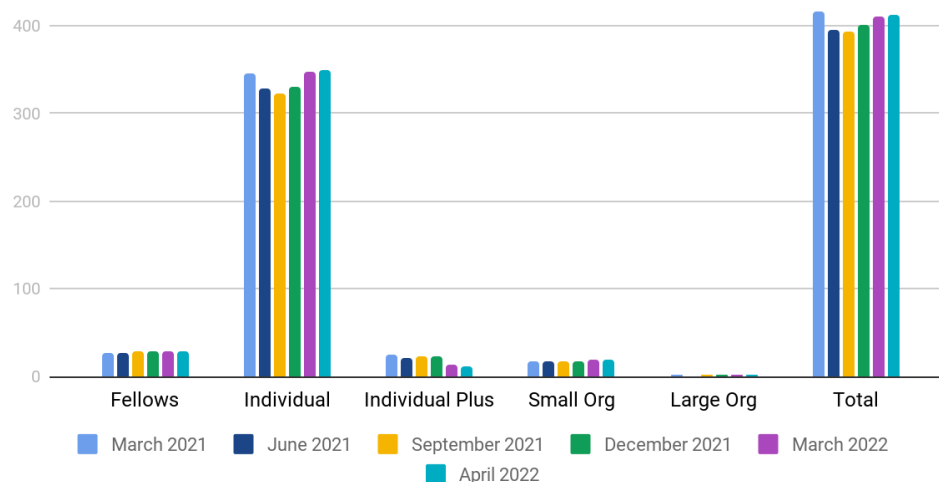
## Executive Summary

In quarter one (Mar-Jun), we focus on the annual member renewals process, and planning for the upcoming elections and Annual General Meeting.

### Current membership (at 29 April 2022)

	31 Mar 2021	30 Jun 2021	30 Sept 2021	31 Dec 2021	31 Mar 2022	29 Apr 2022
<b>Fellows</b>	27	27	29	29	29	<b>29</b>
<b>Individual</b>	345	328	323	330	348	<b>350</b>
<b>Individual Plus</b>	25	22	23	23	13	<b>11</b>
<b>Small organisation</b>	18	18	17	17	19	<b>20</b>
<b>Large organisation</b>	2	1	2	2	2	<b>2</b>
<b>Total Membership</b>	417	396	394	401	411	<b>412</b>

NB. 29 April numbers include members in the grace period. Data on vote-ready members, who have paid and renewed is below.



## Items to Note

### Activities to support membership engagement

Since the last report in February 2022 we have:

- February - posted chocolate to members; supported internal purpose conversations related to member engagement; reviewed pending membership sign ups
- March - Initiated work on renewals, elections and the Annual General Meeting, including work in the AGM/elections council update. Work on data analytics

### Renewals

The 2022 renewals are underway. Current renewal stats as of 29 April 2022 are 93 members have renewed out of 187 that needed to renew (50%). There are still eight weeks until the grace period ends. Below we have compared renewal rates with this time last year.

Members	2021	2022
Renewed by 29 April	115 of 216 (53%)	96 of 187 (51%)
Fellows (complimentary membership)		29
5 year (do not need to renew this year)		146
10 year (do not need to renew this year)		50
<b>Total vote-ready members at 29 April</b>		<b>321</b>
Yet to renew at 29 April	101	90

The renewal rate is slightly lower than 2021. It is possible that the current economic outlook is a factor members consider when renewing subscriptions.

The drop off in Individual plus memberships reflects that this membership option is no longer offered to potential members.

7 emails have/will be sent across 3 months to members who need to renew. Renewal communications include:

- Email
  - Thurs 10 March - renewal notice
  - Tues 22 March - 1st reminder
  - Fri 1 April - grace period begins**
  - Tues 5 April - 2nd renewal reminder
  - Tues 26 April - 3rd renewal reminder
  - Tues 10 May - 4th renewal reminder
  - Tues 31 May - 5th renewal reminder
  - Tues 14 June - 6th and final renewal reminder
  - Thurs 30 June - grace period closes**
- dotNews
  - Wed 20 April
- NetHub
  - Tues 14 June - repost of 6th and final renewal reminder

Other methods of asking members to renew have not been undertaken, as only bare-minimum membership work is prioritised within current resources.

Council members may wish to help with contacting members they know who have yet to renew.

## Recommendation

THAT the new members be noted.



QUARTERLY REPORT

# 1 Jan to 31 Mar 2022

## 1. Summary

This report covers the end of the 2021/22 financial year, and therefore is the end of this reporting period on the financial year. It is not our annual report, as that is done separately - it does however capture where these key work items are at the end of this reporting period. The final quarter of the year has continued the pattern of challenge, and I am pleased with how the team has met and responded to those challenges. Across the continuing disruption of the COVID-19 situation; delivering the largest project in our organisation's history in the registry replacement, Project Mimosa; and with a change in Chief Executive and adoption of a new strategy, our team has worked hard and delivered a lot we are proud of.

There are five goals for the 2021/22 financial year. They will help us create an Internet for all New Zealanders that is safe, accessible and a place for good.

<p><b>Develop an Internet for good</b></p> <p>We must look at ways to improve our internet for us all</p> <p>We'll investigate what an 'Internet for good' looks like and <b>influence government policy</b> to make sure we have an Internet that is good for all Kiwis.</p>	<p><b>Improve Digital Equity</b></p> <p>Having access to the Internet, and being confident to use it, is more important than ever. We must improve digital equity across Aotearoa.</p> <p>We'll support the establishment of the <b>Digital Equity Coalition Aotearoa and fund digital equity</b> initiatives.</p>
<p><b>Grow .nz</b></p> <p>We're investing in the .nz domain systems to make sure it's a world class registry for Aotearoa.</p> <p>We are <b>replacing the registry</b> to bring our technology into the 2020s.</p>	
<p><b>Provide new products</b></p> <p>We'll continue providing useful products that enable digital inclusion and safety online.</p> <p>We'll also look into the new <b>digital identity technology</b> and explore whether it can help Kiwis protect and control the data we share online.</p>	<p><b>Improve InternetNZ</b></p> <p>Our priority is to develop InternetNZ as a high performing organisation and an excellent place to work.</p> <p>We'll <b>improve our flexible and distributed working systems</b>, and support <b>ongoing performance and development for staff</b>.</p>

## 2. Strategic Goals 2021/22 - Q4 Progress

This section of the report gives Council an update on the projects related to our five Goals for the year. You can find the plan [here](#).

### Public Good Area

<b>Goal 1: Develop an Internet for good</b>	ON TRACK
<b>1.1: <i>What is an Internet for Good?</i></b> We need to define how the Internet needs to change for the better. We'll collaborate and instigate community discussion to determine what an 'Internet for good' is.	ON TRACK
<b>1.2: <i>Misinformation</i></b> is a critical challenge to the Internet's usefulness. We'll work in partnership to address the challenges of online misinformation.	ON TRACK
<b>1.3: <i>Influencing government domestic policy</i></b> Law and policy can support or harm the development of a good Internet. We'll continue to contribute to government policy work addressing online harms, including the Christchurch Call, and other legislation or policy that impacts on our Internet for good agenda.	ON TRACK
<b>1.4: <i>Regional Internet governance</i></b> We'll strengthen our engagement in regional Internet governance and participate in forums like the Pacific IGF 2021, APTLD, APriGF and dotasia. These forums can help us shape others' work in line with our Internet for good vision.	ON TRACK
<b>Q4 Progress - Goal 1</b>	
<p><b>1.1:</b> We have partnered with Toi Āria (Massey University research centre) and Making Everything Achievable (Kaye Maree Dunn) to co-design and undertake a process to find out what the people of Aotearoa think about and need from the Internet, to make the Internet better for people.</p> <p>This information will help InternetNZ undertake its mahi (including developing policy, delivering products, and making funding decisions) to make the Internet better for people in a way that is relevant to and benefits all New Zealanders.</p> <p>In Q4 staff across the organisation have continued to support this important project to achieve the following:</p> <ul style="list-style-type: none"> <li>• Our Community Advisor has stepped in to the Project Manager role as a development opportunity;</li> <li>• Developed and agreed a process and tools for collaboration between INZ and TA and MEA;</li> <li>• Drafted and agreed an Engagement Agreement between INZ and MEA (as main contractor) including a Project Plan;</li> </ul>	ON TRACK

<ul style="list-style-type: none"> <li>• Worked with AntiStatic to frame up and produce a literature review to support the engagement phase of the project;</li> <li>• Continuing korero with TA and MEA to design the engagement phase, and conversations within the internal Internet for Good reference group to offer cross organisational input and support to this mahi.</li> </ul>	
<p>1.1 We have distributed our on-demand grants pool of \$100k to encourage and enable community led-solutions and research from tāngata whenua, Pasifika peoples, migrants and former refugees, faith-based communities, the rainbow community and gender minorities, and people with disabilities. We undertook 30 korero in Q4 and these resulted in 10 grants which will be shared publicly in the coming months.</p>	ON TRACK
<p>1.2: We continued to work in partnership with Tohatoha to address the challenges of online misinformation. Our partnership with Tohatoha includes funding for its community engagement on misinformation.</p> <p>We supported Tohatoha's development of their counter-misinformation initiative "A Bit Sus", which has now completed training the first intake of 15 librarians on best practices for supporting youth and schools in countering misinformation and preventing its spread. This initiative includes an online 'escape room' game activity and has been well received by participants and also earned some media coverage.</p> <p>We published an opinion piece on misinformation in March:  <a href="https://www.stuff.co.nz/opinion/300540507/how-do-we-stop-misinformation-being-a-superspreader">https://www.stuff.co.nz/opinion/300540507/how-do-we-stop-misinformation-being-a-superspreader</a></p>	ON TRACK
<p>1.3: Government engagement this quarter included:</p> <ul style="list-style-type: none"> <li>• Continuing to engage with the Department of Internal Affairs on the Content Regulatory System Review.</li> <li>• Continuing to engage in the work of the Christchurch Call including supporting the network's Co-Chairs, and participating in onboarding discussions for prospective new members. The Advisory Network also hired its new Coordinator, supported by grants from the New Zealand and French governments, and homed in the InternetNZ team. Discussions in the network are now turning more towards its core role of providing advice on substantive subject areas to member Governments, e.g. on dehumanisation on line platforms, and on transparency best practices.</li> </ul>	ON TRACK

<ul style="list-style-type: none"> <li>We put in a <a href="#">submission</a> to NetSafe on their proposed Aotearoa New Zealand Code of Practice for Online Safety and Harms, and sent a copy to Ministers including the Prime Minister. Our submission called for work on the Code to stop, because the approach of starting with online services was the wrong way to do this and that processes must start with local communities. In our letter to Ministers we called for government leadership on a shared process that gets all constituencies (including industry and civil society) working together on effective responses to online harms.</li> </ul>	
<p>1.4: Regional Internet Governance engagement and capacity building included:</p> <ul style="list-style-type: none"> <li>Ongoing APTLD contribution by Brent Carey (Domain Name Commission) in his role as a Board member, including the AGM in February where he was re-elected to the Board.</li> <li>DotAsia Board and Community Programmes Committee work (Ellen Strickland).</li> </ul>	ON TRACK

<b>Goal 2: Improve Digital Equity</b>	ON TRACK
<p>2.1: <b>Digital Equity Coalition Aotearoa</b> We'll support the establishment of Digital Equity Coalition Aotearoa (DECA) to help us achieve improved digital equity sooner.</p>	ON TRACK
<p>2.2: <b>Online home for digital equity/inclusion</b> We'll launch an online home for digital inclusion to better connect, support and encourage collaboration and investment in the digital inclusion ecosystem. It will support the work of the Digital Equity Coalition Aotearoa.</p>	ON TRACK
<p>2.3: <b>Evaluation</b> We're supporting community groups to learn how to evaluate their work. This will help to measure the impacts of digital inclusion initiatives.</p>	ON TRACK
<p>2.4: <b>Funding</b> We will help to fund digital equity initiatives by:</p> <ul style="list-style-type: none"> <li>Giving grants to digital equity / inclusion initiatives.</li> <li>Promoting government investment.</li> <li>Unlocking private sector investment in this area.</li> </ul>	ON TRACK
<b>Q4 Progress - Goal 2</b>	
<p>2.1: We continued to support the establishment and core work of DECA through:</p> <ul style="list-style-type: none"> <li>Funding (as agreed last year) from Community Funding</li> </ul>	ON TRACK

- Providing structural support to DECA (including financial, HR, IT, legal, employment/pastoral, and governance through a seat on the Stewardship Group)
- Due to staffing gaps in the Policy Team we were unable to provide in kind support to the core mahi of DECA or participate in the constellation work; instead we supported DECA financially to hire short term contractors to undertake some of this establishment and core work.

We continued to work through DECA to improve digital equity across Aotearoa. DECA's achievements this quarter included:

- Following the transition to a ten person [Stewardship Group](#), DECA embedded Kaihautū Māori, one of which is also a DECA Co-chair;
- The DECA website went live in November - in Q4 work continued on the next phase which will bring the mahi to life with photos, video and resource pages;
- DECA undertook ongoing relationship building with the digital equity community and ongoing relationship building and policy/advocacy conversations with relevant government agencies;
- DECA convened, codesigned, hosted and facilitated the first DECA Community Panel: a new tool which addresses issues of over-consulting, and issues around trust and needing to have more diverse and lived-experience voices heard. The first Community Panel was with BNZ who consulted with four frontline digital inclusion service leaders and users to develop its plan to implement the BNZ Digital Boost Alliance pledge of \$600k toward F2F digital skills training.
- The Pacific Digital Equity Parallel process confirmed a working group and started work on strategy.
- DECA granted funding to the Waitaha Digital Equity Regional group to develop regional digital equity framework and supporting resources.
- Confirmed the Te Tiriti embedding mahi, both internal to DECA and externally, supporting the wider digital inclusion community.
- DECA continued its establishment work with setting up robust financial and admin systems and processes, and researching and developing financial sustainability proposals.

InternetNZ's submission on the Government's digital strategy for Aotearoa was quoted in the Government's [Summary of Public Engagement](#) including on digital inclusion:

*InternetNZ's submission said that the measure for Mahi Tahi — Inclusion should be expressed in terms of achieving digital equity in Aotearoa. The goal was to “connect people, not houses”, and “it needed to be measured by the level of people's actual participation, including for the most excluded”. The current proposed measures focused on access to connections*

<p><i>but would need to be broadened to cover social barriers to digital equity, such as access to training programmes, community support, and the ultimate output of how many people are enabled to fully participate online.</i></p>	
<p>2.2: 20/20 Trust and the DECA Stewardship Group have discussed and agreed to have shared ownership of the Online Home. We will commence transfer in Q1. This is a pleasing result and demonstrates the partnership nature of DECA, and how this new eco system may work with other initiatives and focus areas.</p>	ON TRACK
<p>2.3: The digital inclusion evaluation toolkit was used by most of our 33 applicants for the last 2 stage grant round. Their use of the toolkit supported demonstrating their experience in evaluation, and guided the 11 applicants selected to submit a stage 2 application.</p> <p>The toolkit project work moved into its final promotional stage, with video content briefed to help build content we can share in months to come. Other opportunities to target other funders have also been planned.</p>	ON TRACK
<p>2.4: All applicants were supported by staff in our digital inclusion evaluation grant round to draft their initial evaluation plans. Over \$250k has been distributed, on the recommendation of our Funding Panel.</p> <p>A corporate organisation showed interest in our toolkit, and was briefed on our work in this area. They have suggested they may use the kit when seeking to fund organisations delivering for digital equity.</p>	ON TRACK

## Product Area

<b>Goal 3: Grow .nz</b>	ON TRACK
<b>3.1: <i>Replacing the .nz registry</i></b> Working with the Canadian Internet Registration Authority, we will deploy and roll out a new registry system to replace the end of life 2002 Shared Registry System. This major investment will bring our technology for this core service into the 2020s.	ON TRACK
<b>3.2: <i>Policy review of .nz</i></b> We are doing a comprehensive review of the .nz policies to make sure they're modern, robust, safe, world class and easier to read.	ON TRACK
<b>3.3: <i>Promote the value of .nz</i></b> We'll be doing some work to determine how to promote the value of the .nz and show the relevance to coming generations.	ON TRACK
<b>3.4: <i>Registry lock introduction</i></b> We'll introduce a registry lock service as an option for .nz domain name registrants. The registry lock will be a new security option for registrants.	OFF TRACK
<b>Q3 Progress - Goal 3</b>	
<b>3.1: Registry Replacement Project</b> <p>Overall the project is progressing well with focus on a couple of areas that are running behind schedule. Resourcing is at amber with tight resourcing of key person dependency in critical teams and the increased risk of absences due to illness. We have a resource mitigation plan in place and this is currently being progressed with additional contract resources coming on board.</p> <p>Some of the key achievements over this period are:</p> <ul style="list-style-type: none"> <li>• Configuration (of customisations) for the registry system have been completed.</li> <li>• Registrar operational test environment up and running.</li> <li>• Security phase 2 plan complete and work is underway.</li> <li>• Reporting and data migration work streams are on track and to plan.</li> <li>• Registrar engagement workstream tracking to plan with regular comms. technical forums, webinars and updates to the web documents site.</li> <li>• The go live registry migration planning has commenced and a series of migration dry runs will take place over May - June</li> <li>• Go live date set at August 3rd 2022 and a final milestone checkpoint of this date set for the end of May - contingency go live September.</li> </ul>	ON TRACK

3.2: <b>Policy review:</b> The tranche two recommendations have been prioritised into three stages. Work on the tranche two recommendations categorised as priority one has begun, including drafting of clauses and steps identified in various work programs.	ON TRACK
3.3: To <b>promote the value of .nz</b> , we have continued with the two tactical marketing experiments and are moving the first - upselling of .nz domain names to the .co.nz only set of registrants - to execution.	ON TRACK
3.4: <b>Registry Lock</b> has been delayed until Q3 2022/23, as a result of resourcing constraints.	OFF TRACK

<b>Goal 4: Sell New Products</b>	OFF TRACK
4.1: <b>Defenz DNS Firewall</b> <i>We have developed a new product called the Defenz DNS firewall which protects against a range of cyber threats. We'll promote and sell this product to New Zealand businesses to strengthen their security measures</i>	CRITICAL
4.2: <b>Broadband Map</b> <i>We'll do ongoing improvements to the Broadband Map to improve quality and lower operating costs.</i>	OFF TRACK
4.3: <b>Digital identity</b> <i>We'll explore the emerging digital identity technology. We will establish our role in this system (if any) and explore opportunities to provide products that could help us protect and control the data we share online</i>	OFF TRACK
<b>Q3 Progress - Goal 4</b>	
4.1: Due to product performance and change in the market place we are reviewing this product for the next financial year.	CRITICAL
4.2: Our work on refreshing the Broadband Map has been delayed due to demands on the team from Project Mimosa, and due to leadership changes as we confirm the new General Manager, Customer and Product.	OFF TRACK
4.3: We continue to await a response on the DIA-led Request for Information process about the potential of InternetNZ's identity solutions.	OFF TRACK



## Organisational Capability Area

<b>Goal 5: Improve InternetNZ's performance</b>	ON TRACK
<b>5.1: <i>Together working better programme</i></b> <i>We want to be a successful flexible first organisation. We'll embed flexible, distributed and asynchronous working systems and processes to support this. It'll have twin goals of enhanced employee wellbeing and greater organisational resilience to shocks like natural disasters, pandemics etc.</i>	ON TRACK
<b>5.2: <i>Risk management improvements</i></b> <i>High quality risk management is essential given the importance of the work we do. We'll work on new systems to manage enterprise and IT risk, to improve reporting and management of risks and the relevant mitigations across the group.</i>	ON TRACK
<b>5.3: <i>Moving Premises</i></b> <i>We're relocating the Wellington office from Boulcott St to Willis St. The new office will be smaller and better suited to a flexible way of working.</i>	ON TRACK
<b>5.4 <i>People strategy</i></b> <i>We'll develop a people strategy to support ongoing performance and development of our staff.</i>	ON TRACK
<b>Q4 Progress - Goal 5</b>	
<p>5.1: The challenges of the continued pandemic have supported and hindered our work in our goal of Together working better. As we encouraged staff to work from home over most of the quarter this has helped us look at new ways of communication but does not allow us the flexibility to truly give people the choice on where and when to work together as the office was not always an option. The teams have worked on splitting who is in the office together and we completed some work on essential/important work and plans to support resilience in these areas.</p> <p>We continued to also focus on</p> <ul style="list-style-type: none"> <li>• Leadership and change</li> <li>• Knowledge sharing as we push forward with a new intranet platform and content.</li> </ul>	ON TRACK
5.2: Risk Management. We have finished the deployment of our GRC system and delivered the first reports to the Audit and Risk Committee. Improvements are still planned, but remain to be scheduled.	ON TRACK
5.3: The move to the new Wellington office was completed in Q3 but due to supply issues we continue to close out the remaining items. The increased risk under the red traffic light status we have been under for much of Q4 has encouraged staff to work from home but as	ON TRACK

we have moved to orange we look forward to utilising the workspace to its potential.	
<p>5.4: Our People strategy - has seen our continued focus on</p> <ul style="list-style-type: none"> <li>• Staff Wellbeing and Morale overall</li> <li>• Staff retention continues to be high</li> <li>• Introduction of new workload prioritisation framework to help with challenges on our work levels and resourcing.</li> </ul>	OFF TRACK

## Other Significant Work

<b>Public Good</b>	
<p><b>Māori Aspirations</b></p> <p>6.2: <b>Māori Design Group (MDG)</b> - the group met online in February and discussed the following points:</p> <ul style="list-style-type: none"> <li>• Engaging with whānau, hapū, and iwi</li> <li>• Key policy issues that may affect Māori in the digital space</li> <li>• Our revised strategy for 2022 onwards</li> <li>• Council aspirations</li> </ul> <p>The next MDG meeting will be in April 2022. This is a members only meeting to discuss the work involved in MDG moving forward</p> <p>6.3: <b>Internal Māori capability training for staff and Council-</b> we have developed a set of in-house resources for staff and Council on how to apply a tikanga-based practise to the work we do and how we operate as an organisation under tikanga Māori particularly in Māori settings (whakatau/pōhiri, engaging with Māori communities and businesses). We will be undergoing a series of cultural capability training for Council in May.</p>	ON TRACK
<p><b>Nethui 2021</b> - The Omicron outbreak and the RED settings of the COVID Protection framework in Q4 did not allow us to hold in person NetHui event this business year. We will assess the prospects of an event as part of the planning for 2022/23.</p>	CRITICAL
<p><b>Funding (general)</b> - Funding work is summarised in Goal 1 - digital inclusion.</p>	ON TRACK
<p><b>International</b> - our focus on international work in the last quarter has been continuing with ICANN remote processes including through ccNSO, APTLD processes, and ongoing Christchurch Call work particularly through our involvement with the Christchurch Call Advisory Network (CCAN).</p> <p>Jordan Carter was elected to a second year as Vice-Chair of the ccNSO Council, and Brent Carey was reelected (in January) to his role on the APTLD Board and then to the Vice-Chair's role once more, beyond the quarter but before this report was finalised.</p> <p>Consideration for an update for Council on international strategy at the May 2022 meeting also began to be prepared.</p> <p>The team maintained a watching brief on United Nations developments, and on calls by some parties to remove Russian participation from ICANN processes due to the country's invasion of Ukraine in February 2022. The prevailing view seems to be that</p>	ON TRACK

deliberate disruption of participation in the global Internet policy or governance processes would do more harm than good, alongside broad condemnation of Russian actions.	
<b>Organisational Capability Area</b>	
<b>Annual General Meeting</b> - A report from the returning officer on 2021 Council Election was presented at February Council meeting and staff have been working on next steps before the 2022 election..	ON TRACK
<b>Governance Policies</b> - In Q3r Council adopted the Council Charter and Governance policies as its governance policy framework . No further work was completed in Q4 - next area under review is TOR's for committees,	ON TRACK
<b>Security and Risk management</b> No major security incidents were recorded during Q4.  Our Risk Register was provided to the Audit and Risk Committee which provided direction on improvements.	ON TRACK
<b>Membership</b> - Membership is summarised in the separate membership report.	ON TRACK

### 3. .nz Summary

We have continued to see growth in registrations of .nz domain names, with the count of active .nz names reaching 741,000 in Q4, up from 737,000 as reported in Q3.

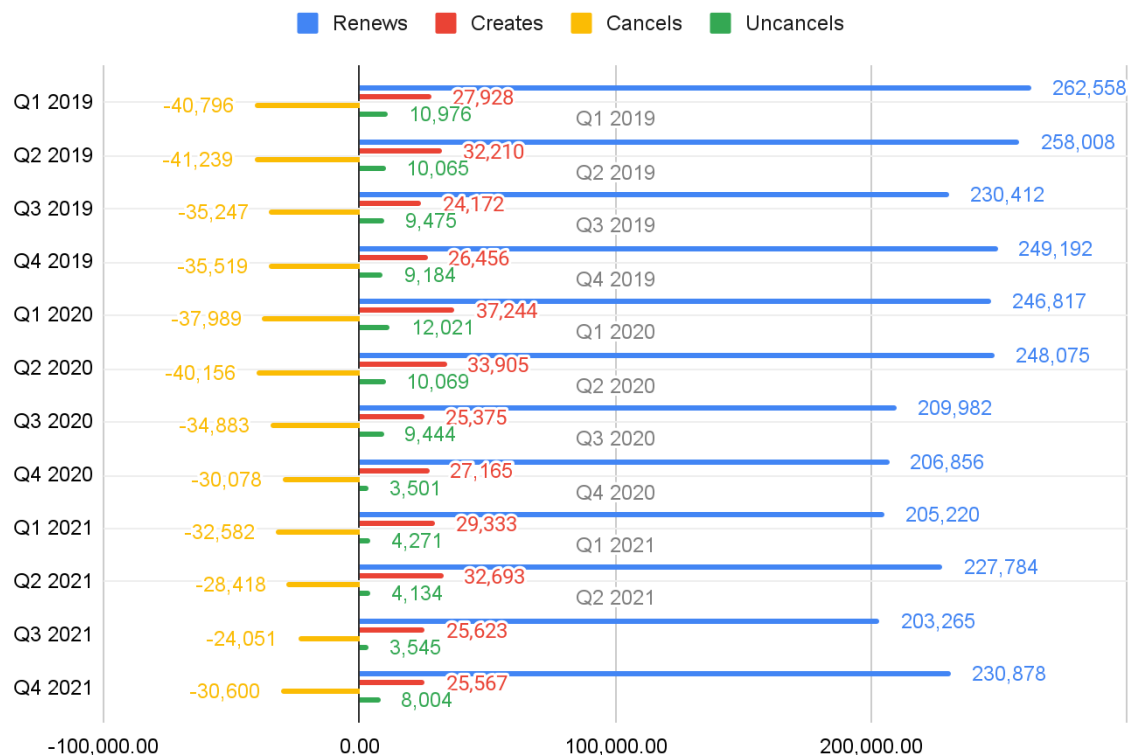
Our focus continues to be on the new Registry replacement work in Project Mimosa. This continues to be a significant commitment - the largest in our history - and occupying significant financial and human resources. It also establishes a new baseline of operation from which we can build new opportunities for InternetNZ, our Registrars and their Registrants.

Due to the change in Chief Executive, our progress on a number of other items has been delayed. Specifically:

- Marketing experiments, moving more slowly than preferred.
- Recruitment of the new General Manager, Customer and Product, which will be complete in Q1 of 2022/23.

## Domains

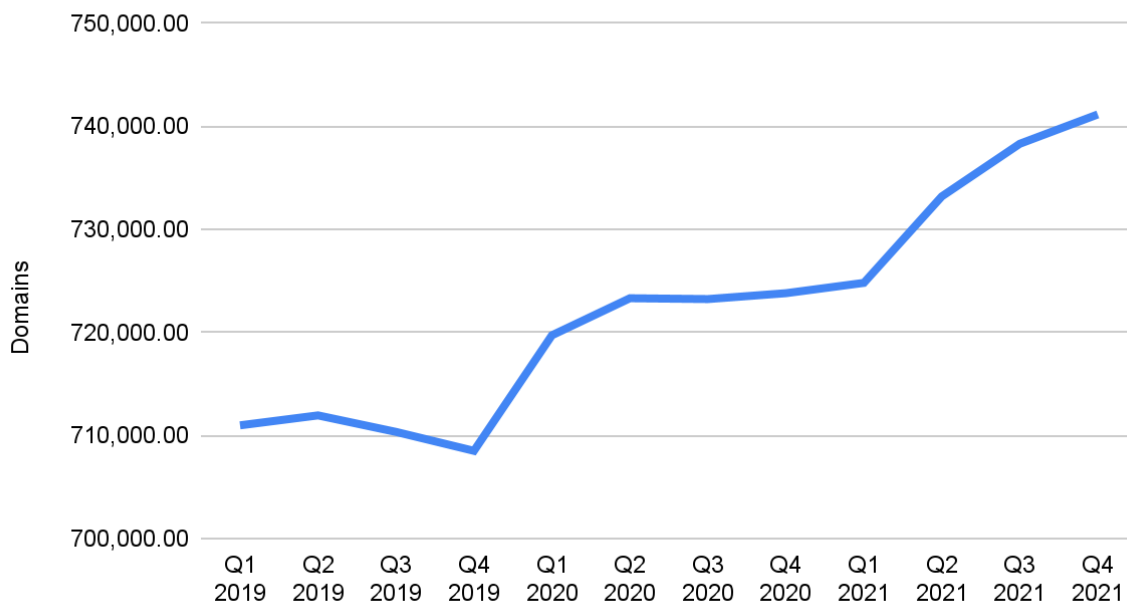
### Creates, Cancels and Renewals



Q4 showed a marked increase in renewals, which roughly correspond to seasonal upwards trends from January to March. Particularly notable is the larger number of transactions of cancelling a domain, offset by the similarly increased number of transactions of uncancelling a domain.

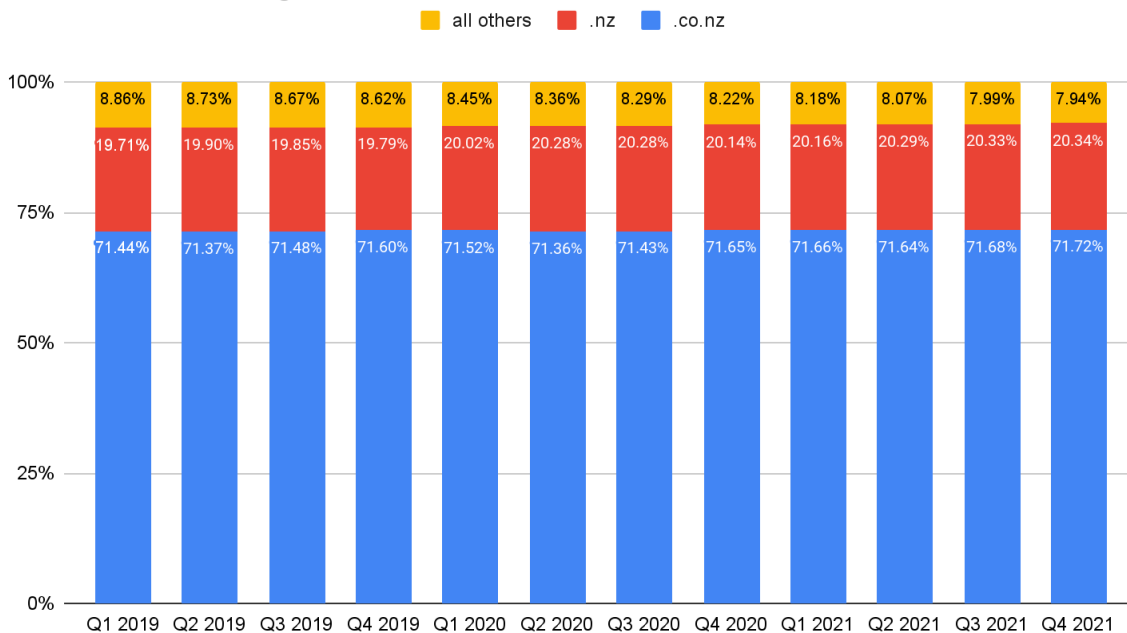
From our recent data analysis on .nz deferred revenue, we observed a shift to longer prepayment of 1 year from previously 1 month for many registrations, which is changing the pattern of renewals. We expect to see the trend showing up in the coming quarters, by when we can tell an integral story.

## Total .nz Domains



Q4 showed continued, sustained increases in the number of domains registered, now approaching a new all time high.

## 2nd & 3rd Level Registrations



The division between different types of .nz registration continues to be static.

## Service Levels

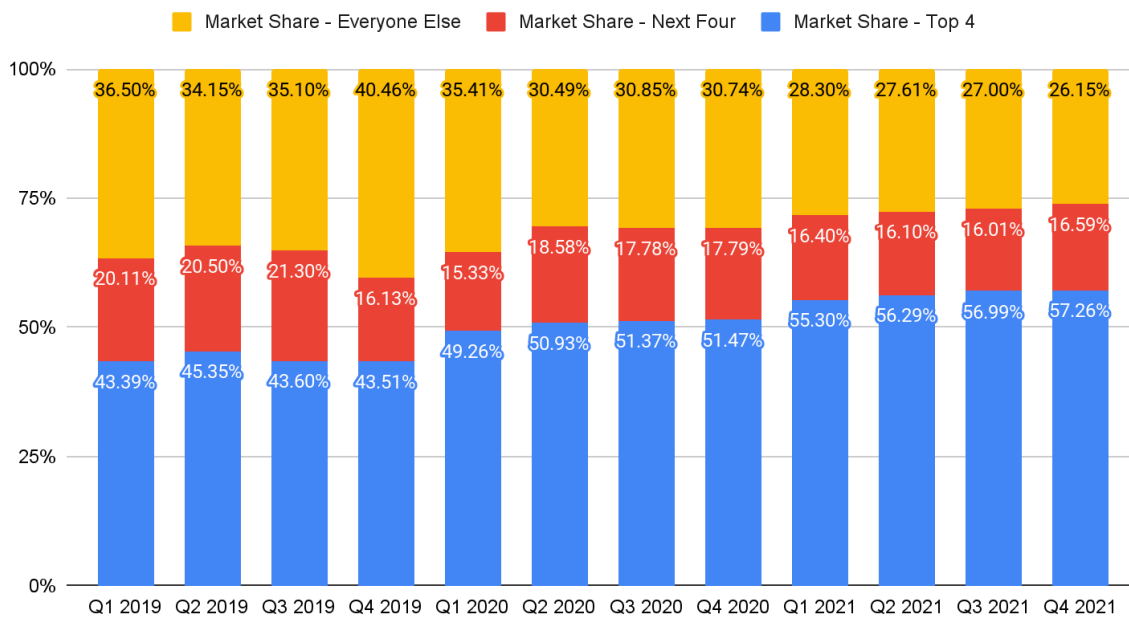
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	<b>Q4 2021</b>
<b>DNS</b>	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
<b>SRS</b>	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>

## Market

	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	<b>Q4 2021</b>
<b># of Registrars</b>	87	80	80	78	78	79	76	<b>74</b>

We have seen the number of authorised registrars decline again in the last quarter due to ongoing consolidation in the market.

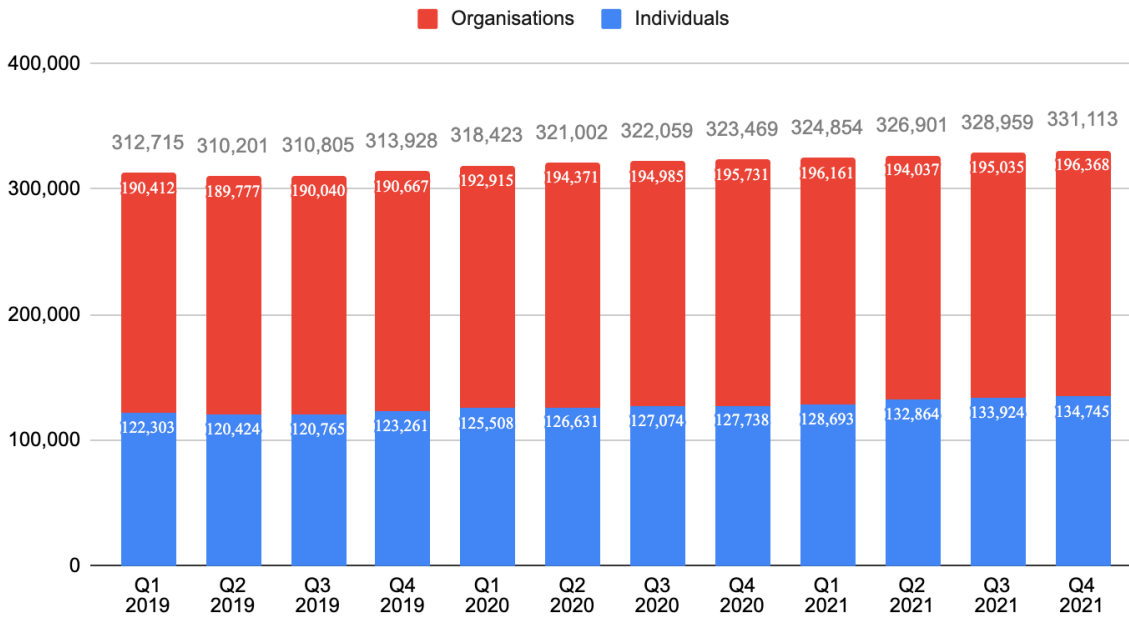
## Market Share



The concentration of market share in the top 4 registrars continues, while the market share of smaller registrars are shrinking, which aligns to the consolidation activities happening in the registrar market.

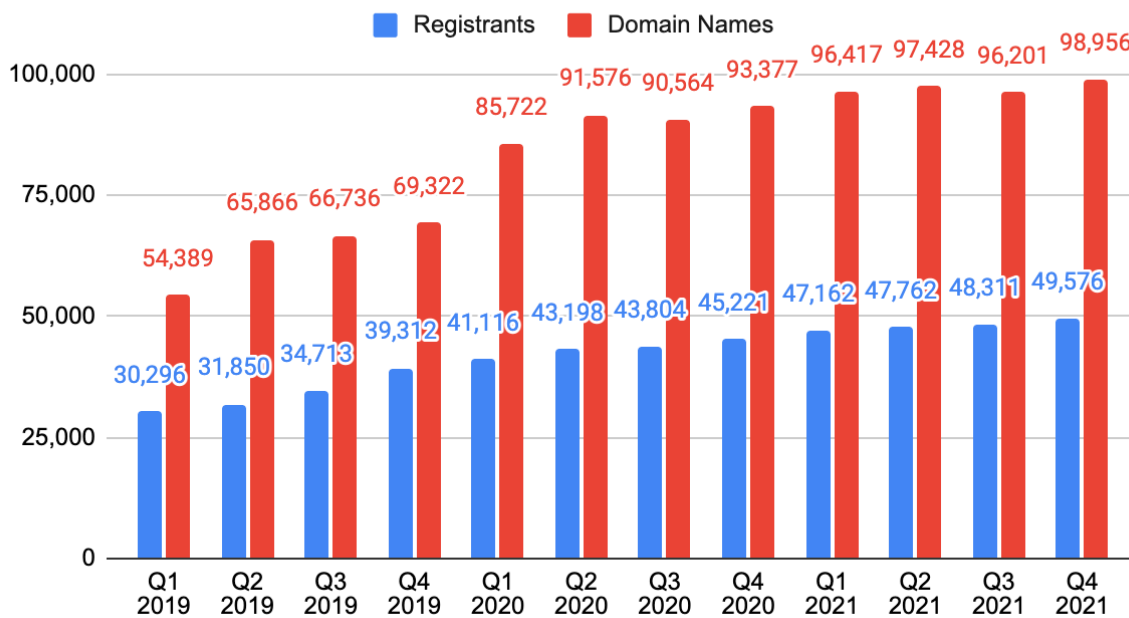


## Unique Registrants, Individuals and Organisations



Matching the trend in overall increase in the size of the .nz register, we are experiencing growth in both the number of organisations and individuals registering domain names.

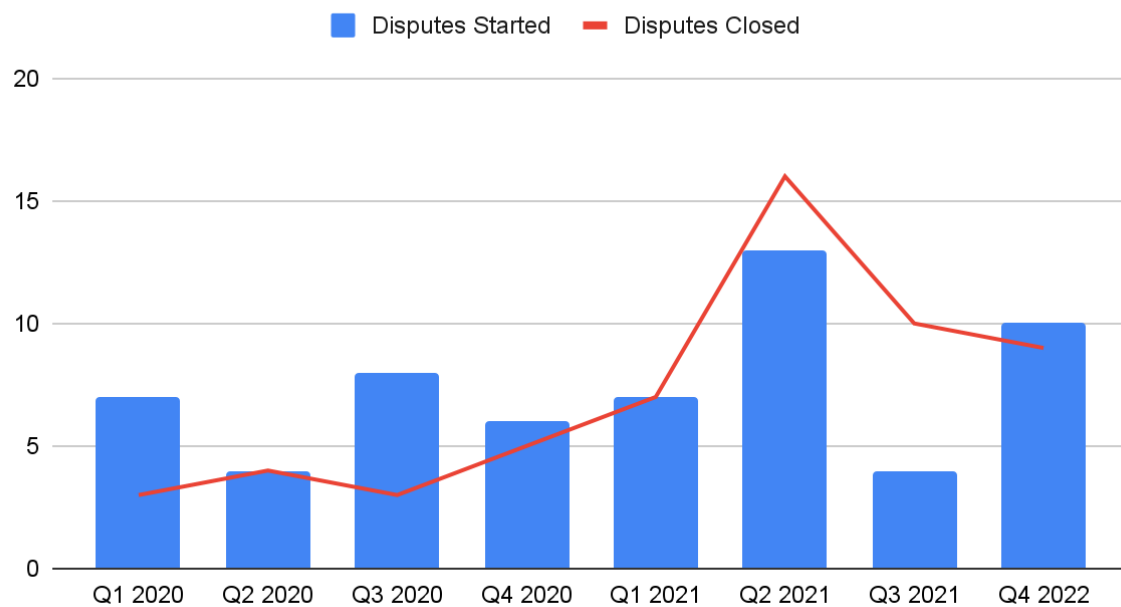
## Individual Registrant Privacy Option Uptake



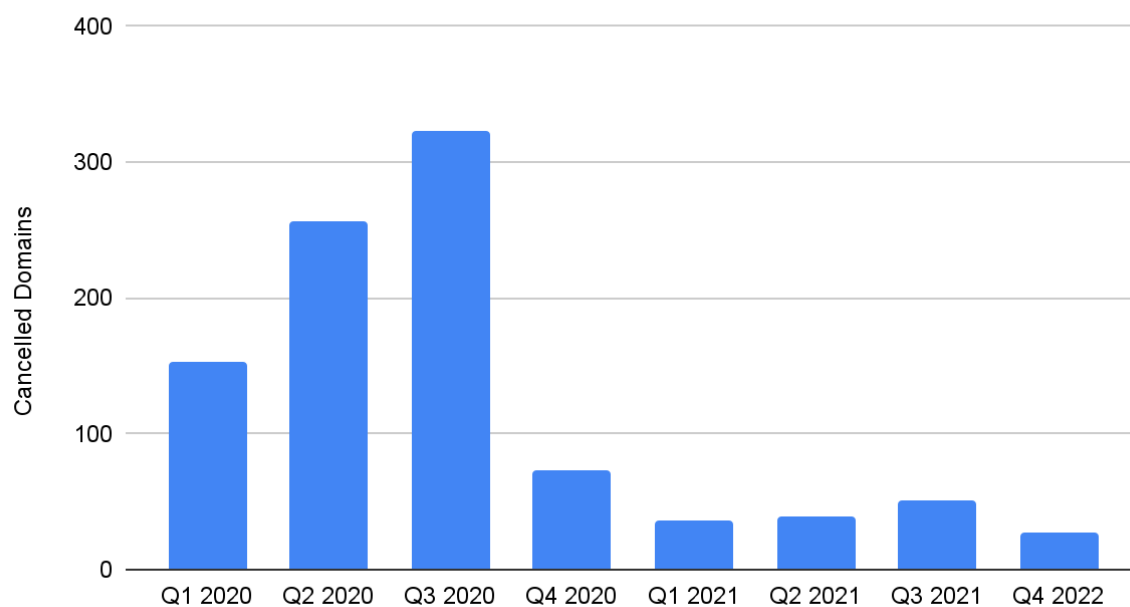
Q4 2021 has seen a small increase in both the number of domain names and the number of registrants utilising IRPO.

## Compliance and disputes (Domain Name Commision Data)

### Disputes Started and Disputes Closed



### Compliance Cancelled Domains



## 4. New Product Development Summary

This quarter represents the last time we will report on New Product Development as a separate breakout of this report. The previous InternetNZ strategy called out product development as a strategic opportunity for innovation and revenue growth.

The new InternetNZ strategy sees product development as a component of how we deliver to the range of opportunities and goals we hold as an organisation. We will still do product development; however, we won't chase after new product development for its own sake.

Operationally, capacity in the team continues to be limited due to increasing requirements from Project Mimosa, and awaiting the confirmation of the new General Manager to lead this work.

The current state of our product suite is as follows.

1. **Digital Identity** We continue to await a response to the Request for Information process led by DIA.
2. The **Broadband Map** work in collaboration with users and stakeholders has been delayed due to the Chief Executive transition, and
3. We have stopped active development and sales on **Defenz** as we review the product.
4. The launch of **Registry Lock** has been delayed into 2022/23 to align with the Mimosa launch. We have advised Registrars of this, and no negative feedback was received.

### Product development pipeline

IDEAS BACKLOG	EXPLORE & VALIDATE	BUILD	ACTIVE	STOPPED
16	1	1	2	1
Including: <ul style="list-style-type: none"><li>• Broadband</li><li>• Data products</li><li>• .nz features</li><li>• Security</li></ul>	<ul style="list-style-type: none"><li>• Digital identity</li></ul>	<ul style="list-style-type: none"><li>• Registry lock</li></ul>	<ul style="list-style-type: none"><li>• .nz</li><li>• Broadband Map v2</li></ul>	<ul style="list-style-type: none"><li>• Defenz</li></ul>

This is an InternetNZ report. Matters related specifically to DNCL are covered in the report from the company to the shareholder (InternetNZ).

QUARTERLY REPORT

# 1 Jan to 31 Mar 2022

## 1. Summary

This report covers the end of the 2021/22 financial year, and therefore is the end of this reporting period on the financial year. It is not our annual report, as that is done separately - it does however capture where these key work items are at the end of this reporting period. The final quarter of the year has continued the pattern of challenge, and I am pleased with how the team has met and responded to those challenges. Across the continuing disruption of the COVID-19 situation; delivering the largest project in our organisation's history in the registry replacement, Project Mimosa; and with a change in Chief Executive and adoption of a new strategy, our team has worked hard and delivered a lot we are proud of.

There are five goals for the 2021/22 financial year. They will help us create an Internet for all New Zealanders that is safe, accessible and a place for good.

<p><b>Develop an Internet for good</b></p> <p>We must look at ways to improve our internet for us all</p> <p>We'll investigate what an 'Internet for good' looks like and <b>influence government policy</b> to make sure we have an Internet that is good for all Kiwis.</p>	<p><b>Improve Digital Equity</b></p> <p>Having access to the Internet, and being confident to use it, is more important than ever. We must improve digital equity across Aotearoa.</p> <p>We'll support the establishment of the <b>Digital Equity Coalition Aotearoa and fund digital equity</b> initiatives.</p>
<p><b>Grow .nz</b></p> <p>We're investing in the .nz domain systems to make sure it's a world class registry for Aotearoa.</p> <p>We are <b>replacing the registry</b> to bring our technology into the 2020s.</p>	
<p><b>Provide new products</b></p> <p>We'll continue providing useful products that enable digital inclusion and safety online.</p> <p>We'll also look into the new <b>digital identity technology</b> and explore whether it can help Kiwis protect and control the data we share online.</p>	<p><b>Improve InternetNZ</b></p> <p>Our priority is to develop InternetNZ as a high performing organisation and an excellent place to work.</p> <p>We'll <b>improve our flexible and distributed working systems</b>, and support <b>ongoing performance and development for staff</b>.</p>

## 2. Strategic Goals 2021/22 - Q4 Progress

This section of the report gives Council an update on the projects related to our five Goals for the year. You can find the plan [here](#).

### Public Good Area

<b>Goal 1: Develop an Internet for good</b>	ON TRACK
<b>1.1: <i>What is an Internet for Good?</i></b> We need to define how the Internet needs to change for the better. We'll collaborate and instigate community discussion to determine what an 'Internet for good' is.	ON TRACK
<b>1.2: <i>Misinformation</i></b> is a critical challenge to the Internet's usefulness. We'll work in partnership to address the challenges of online misinformation.	ON TRACK
<b>1.3: <i>Influencing government domestic policy</i></b> Law and policy can support or harm the development of a good Internet. We'll continue to contribute to government policy work addressing online harms, including the Christchurch Call, and other legislation or policy that impacts on our Internet for good agenda.	ON TRACK
<b>1.4: <i>Regional Internet governance</i></b> We'll strengthen our engagement in regional Internet governance and participate in forums like the Pacific IGF 2021, APTLD, APriGF and dotasia. These forums can help us shape others' work in line with our Internet for good vision.	ON TRACK
<b>Q4 Progress - Goal 1</b>	
<p><b>1.1:</b> We have partnered with Toi Āria (Massey University research centre) and Making Everything Achievable (Kaye Maree Dunn) to co-design and undertake a process to find out what the people of Aotearoa think about and need from the Internet, to make the Internet better for people.</p> <p>This information will help InternetNZ undertake its mahi (including developing policy, delivering products, and making funding decisions) to make the Internet better for people in a way that is relevant to and benefits all New Zealanders.</p> <p>In Q4 staff across the organisation have continued to support this important project to achieve the following:</p> <ul style="list-style-type: none"> <li>• Our Community Advisor has stepped in to the Project Manager role as a development opportunity;</li> <li>• Developed and agreed a process and tools for collaboration between INZ and TA and MEA;</li> <li>• Drafted and agreed an Engagement Agreement between INZ and MEA (as main contractor) including a Project Plan;</li> </ul>	ON TRACK

<ul style="list-style-type: none"> <li>• Worked with AntiStatic to frame up and produce a literature review to support the engagement phase of the project;</li> <li>• Continuing korero with TA and MEA to design the engagement phase, and conversations within the internal Internet for Good reference group to offer cross organisational input and support to this mahi.</li> </ul>	
<p>1.1 We have distributed our on-demand grants pool of \$100k to encourage and enable community led-solutions and research from tāngata whenua, Pasifika peoples, migrants and former refugees, faith-based communities, the rainbow community and gender minorities, and people with disabilities. We undertook 30 korero in Q4 and these resulted in 10 grants which will be shared publicly in the coming months.</p>	ON TRACK
<p>1.2: We continued to work in partnership with Tohatoha to address the challenges of online misinformation. Our partnership with Tohatoha includes funding for its community engagement on misinformation.</p> <p>We supported Tohatoha's development of their counter-misinformation initiative "A Bit Sus", which has now completed training the first intake of 15 librarians on best practices for supporting youth and schools in countering misinformation and preventing its spread. This initiative includes an online 'escape room' game activity and has been well received by participants and also earned some media coverage.</p> <p>We published an opinion piece on misinformation in March:  <a href="https://www.stuff.co.nz/opinion/300540507/how-do-we-stop-misinformation-being-a-superspreader">https://www.stuff.co.nz/opinion/300540507/how-do-we-stop-misinformation-being-a-superspreader</a></p>	ON TRACK
<p>1.3: Government engagement this quarter included:</p> <ul style="list-style-type: none"> <li>• Continuing to engage with the Department of Internal Affairs on the Content Regulatory System Review.</li> <li>• Continuing to engage in the work of the Christchurch Call including supporting the network's Co-Chairs, and participating in onboarding discussions for prospective new members. The Advisory Network also hired its new Coordinator, supported by grants from the New Zealand and French governments, and homed in the InternetNZ team. Discussions in the network are now turning more towards its core role of providing advice on substantive subject areas to member Governments, e.g. on dehumanisation on line platforms, and on transparency best practices.</li> </ul>	ON TRACK

<ul style="list-style-type: none"> <li>We put in a <a href="#">submission</a> to NetSafe on their proposed Aotearoa New Zealand Code of Practice for Online Safety and Harms, and sent a copy to Ministers including the Prime Minister. Our submission called for work on the Code to stop, because the approach of starting with online services was the wrong way to do this and that processes must start with local communities. In our letter to Ministers we called for government leadership on a shared process that gets all constituencies (including industry and civil society) working together on effective responses to online harms.</li> </ul>	
<p>1.4: Regional Internet Governance engagement and capacity building included:</p> <ul style="list-style-type: none"> <li>Ongoing APTLD contribution by Brent Carey (Domain Name Commission) in his role as a Board member, including the AGM in February where he was re-elected to the Board.</li> <li>DotAsia Board and Community Programmes Committee work (Ellen Strickland).</li> </ul>	ON TRACK

<b>Goal 2: Improve Digital Equity</b>	ON TRACK
<p>2.1: <b>Digital Equity Coalition Aotearoa</b> We'll support the establishment of Digital Equity Coalition Aotearoa (DECA) to help us achieve improved digital equity sooner.</p>	ON TRACK
<p>2.2: <b>Online home for digital equity/inclusion</b> We'll launch an online home for digital inclusion to better connect, support and encourage collaboration and investment in the digital inclusion ecosystem. It will support the work of the Digital Equity Coalition Aotearoa.</p>	ON TRACK
<p>2.3: <b>Evaluation</b> We're supporting community groups to learn how to evaluate their work. This will help to measure the impacts of digital inclusion initiatives.</p>	ON TRACK
<p>2.4: <b>Funding</b> We will help to fund digital equity initiatives by:</p> <ul style="list-style-type: none"> <li>Giving grants to digital equity / inclusion initiatives.</li> <li>Promoting government investment.</li> <li>Unlocking private sector investment in this area.</li> </ul>	ON TRACK
<b>Q4 Progress - Goal 2</b>	
<p>2.1: We continued to support the establishment and core work of DECA through:</p> <ul style="list-style-type: none"> <li>Funding (as agreed last year) from Community Funding</li> </ul>	ON TRACK

- Providing structural support to DECA (including financial, HR, IT, legal, employment/pastoral, and governance through a seat on the Stewardship Group)
- Due to staffing gaps in the Policy Team we were unable to provide in kind support to the core mahi of DECA or participate in the constellation work; instead we supported DECA financially to hire short term contractors to undertake some of this establishment and core work.

We continued to work through DECA to improve digital equity across Aotearoa. DECA's achievements this quarter included:

- Following the transition to a ten person [Stewardship Group](#), DECA embedded Kaihautū Māori, one of which is also a DECA Co-chair;
- The DECA website went live in November - in Q4 work continued on the next phase which will bring the mahi to life with photos, video and resource pages;
- DECA undertook ongoing relationship building with the digital equity community and ongoing relationship building and policy/advocacy conversations with relevant government agencies;
- DECA convened, codesigned, hosted and facilitated the first DECA Community Panel: a new tool which addresses issues of over-consulting, and issues around trust and needing to have more diverse and lived-experience voices heard. The first Community Panel was with BNZ who consulted with four frontline digital inclusion service leaders and users to develop its plan to implement the BNZ Digital Boost Alliance pledge of \$600k toward F2F digital skills training.
- The Pacific Digital Equity Parallel process confirmed a working group and started work on strategy.
- DECA granted funding to the Waitaha Digital Equity Regional group to develop regional digital equity framework and supporting resources.
- Confirmed the Te Tiriti embedding mahi, both internal to DECA and externally, supporting the wider digital inclusion community.
- DECA continued its establishment work with setting up robust financial and admin systems and processes, and researching and developing financial sustainability proposals.

InternetNZ's submission on the Government's digital strategy for Aotearoa was quoted in the Government's [Summary of Public Engagement](#) including on digital inclusion:

*InternetNZ's submission said that the measure for Mahi Tahi — Inclusion should be expressed in terms of achieving digital equity in Aotearoa. The goal was to "connect people, not houses", and "it needed to be measured by the level of people's actual participation, including for the most excluded". The current proposed measures focused on access to connections*



<p><i>but would need to be broadened to cover social barriers to digital equity, such as access to training programmes, community support, and the ultimate output of how many people are enabled to fully participate online.</i></p>	
<p>2.2: 20/20 Trust and the DECA Stewardship Group have discussed and agreed to have shared ownership of the Online Home. We will commence transfer in Q1. This is a pleasing result and demonstrates the partnership nature of DECA, and how this new eco system may work with other initiatives and focus areas.</p>	ON TRACK
<p>2.3: The digital inclusion evaluation toolkit was used by most of our 33 applicants for the last 2 stage grant round. Their use of the toolkit supported demonstrating their experience in evaluation, and guided the 11 applicants selected to submit a stage 2 application.</p> <p>The toolkit project work moved into its final promotional stage, with video content briefed to help build content we can share in months to come. Other opportunities to target other funders have also been planned.</p>	ON TRACK
<p>2.4: All applicants were supported by staff in our digital inclusion evaluation grant round to draft their initial evaluation plans. Over \$250k has been distributed, on the recommendation of our Funding Panel.</p> <p>A corporate organisation showed interest in our toolkit, and was briefed on our work in this area. They have suggested they may use the kit when seeking to fund organisations delivering for digital equity.</p>	ON TRACK

## Product Area

<b>Goal 3: Grow .nz</b>	ON TRACK
<b>3.1: Replacing the .nz registry</b> Working with the Canadian Internet Registration Authority, we will deploy and roll out a new registry system to replace the end of life 2002 Shared Registry System. This major investment will bring our technology for this core service into the 2020s.	ON TRACK
<b>3.2: Policy review of .nz</b> We are doing a comprehensive review of the .nz policies to make sure they're modern, robust, safe, world class and easier to read.	ON TRACK
<b>3.3: Promote the value of .nz</b> We'll be doing some work to determine how to promote the value of the .nz and show the relevance to coming generations.	ON TRACK
<b>3.4: Registry lock introduction</b> We'll introduce a registry lock service as an option for .nz domain name registrants. The registry lock will be a new security option for registrants.	OFF TRACK
<b>Q3 Progress - Goal 3</b>	
<p><b>3.1: Registry Replacement Project</b></p> <p>Overall the project is progressing well with focus on a couple of areas that are running behind schedule. Resourcing is at amber with tight resourcing of key person dependency in critical teams and the increased risk of absences due to illness. We have a resource mitigation plan in place and this is currently being progressed with additional contract resources coming on board.</p> <p>Some of the key achievements over this period are:</p> <ul style="list-style-type: none"> <li>• Configuration (of customisations) for the registry system have been completed.</li> <li>• Registrar operational test environment up and running.</li> <li>• Security phase 2 plan complete and work is underway.</li> <li>• Reporting and data migration work streams are on track and to plan.</li> <li>• Registrar engagement workstream tracking to plan with regular comms. technical forums, webinars and updates to the web documents site.</li> <li>• The go live registry migration planning has commenced and a series of migration dry runs will take place over May - June</li> <li>• Go live date set at August 3rd 2022 and a final milestone checkpoint of this date set for the end of May - contingency go live September.</li> </ul>	ON TRACK

3.2: <b>Policy review:</b> The tranche two recommendations have been prioritised into three stages. Work on the tranche two recommendations categorised as priority one has begun, including drafting of clauses and steps identified in various work programs.	ON TRACK
3.3: To <b>promote the value of .nz</b> , we have continued with the two tactical marketing experiments and are moving the first - upselling of .nz domain names to the .co.nz only set of registrants - to execution.	ON TRACK
3.4: <b>Registry Lock</b> has been delayed until Q3 2022/23, as a result of resourcing constraints.	OFF TRACK

<b>Goal 4: Sell New Products</b>	OFF TRACK
4.1: <b>Defenz DNS Firewall</b> <i>We have developed a new product called the Defenz DNS firewall which protects against a range of cyber threats. We'll promote and sell this product to New Zealand businesses to strengthen their security measures</i>	CRITICAL
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<b>Q3 Progress - Goal 4</b>	
4.1: Due to product performance and change in the market place we are reviewing this product for the next financial year.	CRITICAL
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4.3: We continue to await a response on the DIA-led Request for Information process about the potential of InternetNZ's identity solutions.	OFF TRACK

## Organisational Capability Area

<b>Goal 5: Improve InternetNZ's performance</b>	ON TRACK
<b>5.1: <i>Together working better programme</i></b> <i>We want to be a successful flexible first organisation. We'll embed flexible, distributed and asynchronous working systems and processes to support this. It'll have twin goals of enhanced employee wellbeing and greater organisational resilience to shocks like natural disasters, pandemics etc.</i>	ON TRACK
<b>5.2: <i>Risk management improvements</i></b> <i>High quality risk management is essential given the importance of the work we do. We'll work on new systems to manage enterprise and IT risk, to improve reporting and management of risks and the relevant mitigations across the group.</i>	ON TRACK
<b>5.3: <i>Moving Premises</i></b> <i>We're relocating the Wellington office from Boulcott St to Willis St. The new office will be smaller and better suited to a flexible way of working.</i>	ON TRACK
<b>5.4 <i>People strategy</i></b> <i>We'll develop a people strategy to support ongoing performance and development of our staff.</i>	ON TRACK
<b>Q4 Progress - Goal 5</b>	
<p>5.1: The challenges of the continued pandemic have supported and hindered our work in our goal of Together working better. As we encouraged staff to work from home over most of the quarter this has helped us look at new ways of communication but does not allow us the flexibility to truly give people the choice on where and when to work together as the office was not always an option. The teams have worked on splitting who is in the office together and we completed some work on essential/important work and plans to support resilience in these areas.</p> <p>We continued to also focus on</p> <ul style="list-style-type: none"> <li>• Leadership and change</li> <li>• Knowledge sharing as we push forward with a new intranet platform and content.</li> </ul>	ON TRACK
5.2: Risk Management. We have finished the deployment of our GRC system and delivered the first reports to the Audit and Risk Committee. Improvements are still planned, but remain to be scheduled.	ON TRACK
5.3: The move to the new Wellington office was completed in Q3 but due to supply issues we continue to close out the remaining items. The increased risk under the red traffic light status we have been under for much of Q4 has encouraged staff to work from home but as	ON TRACK

we have moved to orange we look forward to utilising the workspace to its potential.	
5.4: Our People strategy - has seen our continued focus on <ul style="list-style-type: none"> <li>• Staff Wellbeing and Morale overall</li> <li>• Staff retention continues to be high</li> <li>• Introduction of new workload prioritisation framework to help with challenges on our work levels and resourcing.</li> </ul>	OFF TRACK

## Other Significant Work

<b>Public Good</b>	
<p><b>Māori Aspirations</b></p> <p>6.2: <b>Māori Design Group (MDG)</b> - the group met online in in February and discussed the following points:</p> <ul style="list-style-type: none"> <li>• Engaging with whānau, hapū, and iwi</li> <li>• Key policy issues that may affect Māori in the digital space</li> <li>• Our revised strategy for 2022 onwards</li> <li>• Council aspirations</li> </ul> <p>The next MDG meeting will be in April 2022. This is a members only meeting to discuss the work involved in MDG moving forward</p> <p>6.3: <b>Internal Māori capability training for staff and Council-</b> we have developed a set of in-house resources for staff and Council on how to apply a tikanga-based practise to the work we do and how we operate as an organisation under tikanga Māori particularly in Māori settings (whakatau/pōhiri, engaging with Māori communities and businesses). We will be undergoing a series of cultural capability training for Council in May.</p>	ON TRACK
<p><b>Nethui 2021</b> - The Omicron outbreak and the RED settings of the COVID Protection framework in Q4 did not allow us to hold in person NetHui event this business year. We will assess the prospects of an event as part of the planning for 2022/23.</p>	CRITICAL
<p><b>Funding (general)</b> - Funding work is summarised in Goal 1 - digital inclusion.</p>	ON TRACK
<p><b>International</b> - our focus on international work in the last quarter has been continuing with ICANN remote processes including through ccNSO, APTLD processes, and ongoing Christchurch Call work particularly through our involvement with the Christchurch Call Advisory Network (CCAN).</p> <p>Jordan Carter was elected to a second year as Vice-Chair of the ccNSO Council, and Brent Carey was reelected (in January) to his role on the APTLD Board and then to the Vice-Chair's role once more, beyond the quarter but before this report was finalised.</p> <p>Consideration for an update for Council on international strategy at the May 2022 meeting also began to be prepared.</p> <p>The team maintained a watching brief on United Nations developments, and on calls by some parties to remove Russian participation from ICANN processes due to the country's invasion of Ukraine in February 2022. The prevailing view seems to be that</p>	ON TRACK

deliberate disruption of participation in the global Internet policy or governance processes would do more harm than good, alongside broad condemnation of Russian actions.	
<b>Organisational Capability Area</b>	
<b>Annual General Meeting</b> - A report from the returning officer on 2021 Council Election was presented at February Council meeting and staff have been working on next steps before the 2022 election..	ON TRACK
<b>Governance Policies</b> - In Q3r Council adopted the Council Charter and Governance policies as its governance policy framework . No further work was completed in Q4 - next area under review is TOR's for committees,	ON TRACK
<b>Security and Risk management</b> No major security incidents were recorded during Q4.  Our Risk Register was provided to the Audit and Risk Committee which provided direction on improvements.	ON TRACK
<b>Membership</b> - Membership is summarised in the separate membership report.	ON TRACK

### 3. .nz Summary

We have continued to see growth in registrations of .nz domain names, with the count of active .nz names reaching 741,000 in Q4, up from 737,000 as reported in Q3.

Our focus continues to be on the new Registry replacement work in Project Mimosa. This continues to be a significant commitment - the largest in our history - and occupying significant financial and human resources. It also establishes a new baseline of operation from which we can build new opportunities for InternetNZ, our Registrars and their Registrants.

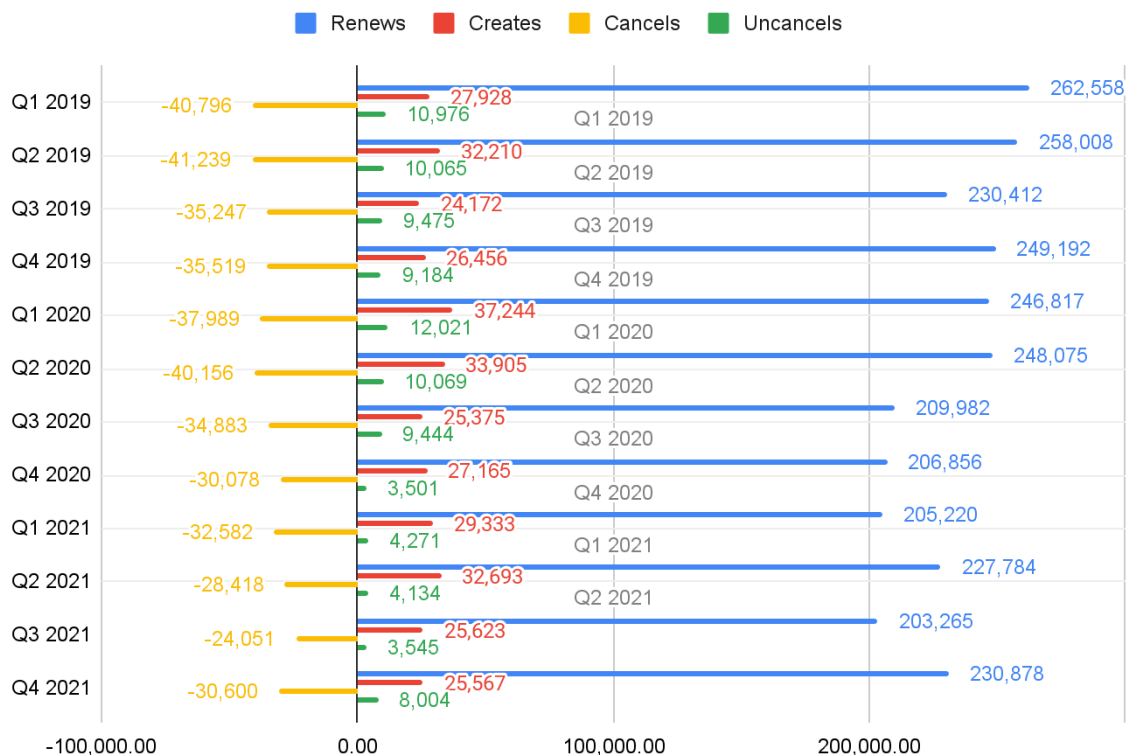
Due to the change in Chief Executive, our progress on a number of other items has been delayed. Specifically:

- Marketing experiments, moving more slowly than preferred.
- Recruitment of the new General Manager, Customer and Product, which will be complete in Q1 of 2022/23.



## Domains

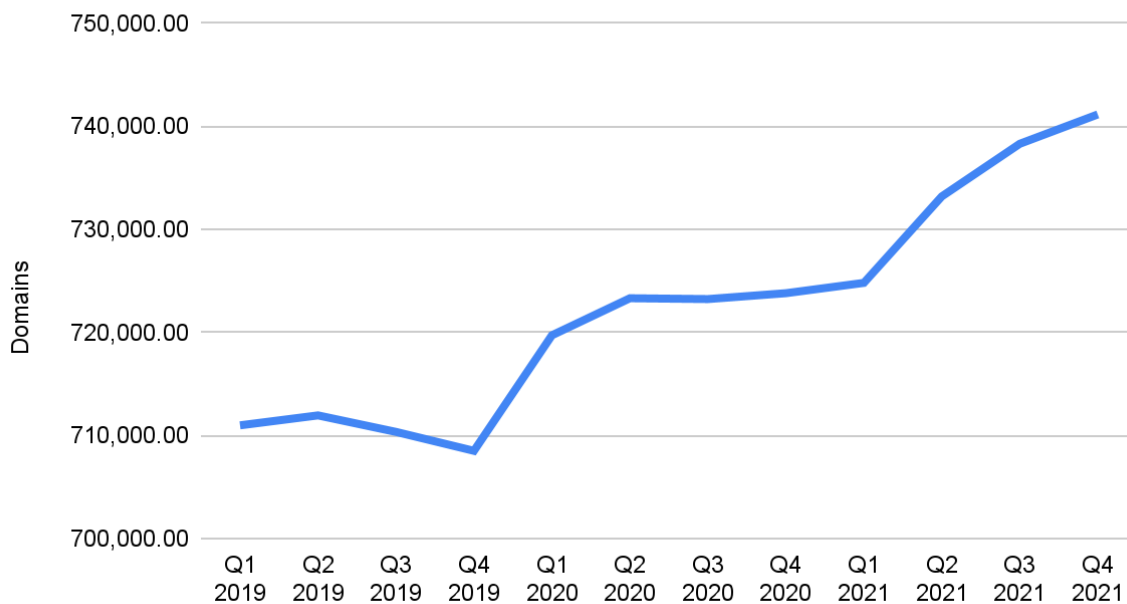
### Creates, Cancels and Renewals



Q4 showed a marked increase in renewals, which roughly correspond to seasonal upwards trends from January to March. Particularly notable is the larger number of transactions of cancelling a domain, offset by the similarly increased number of transactions of uncancelling a domain.

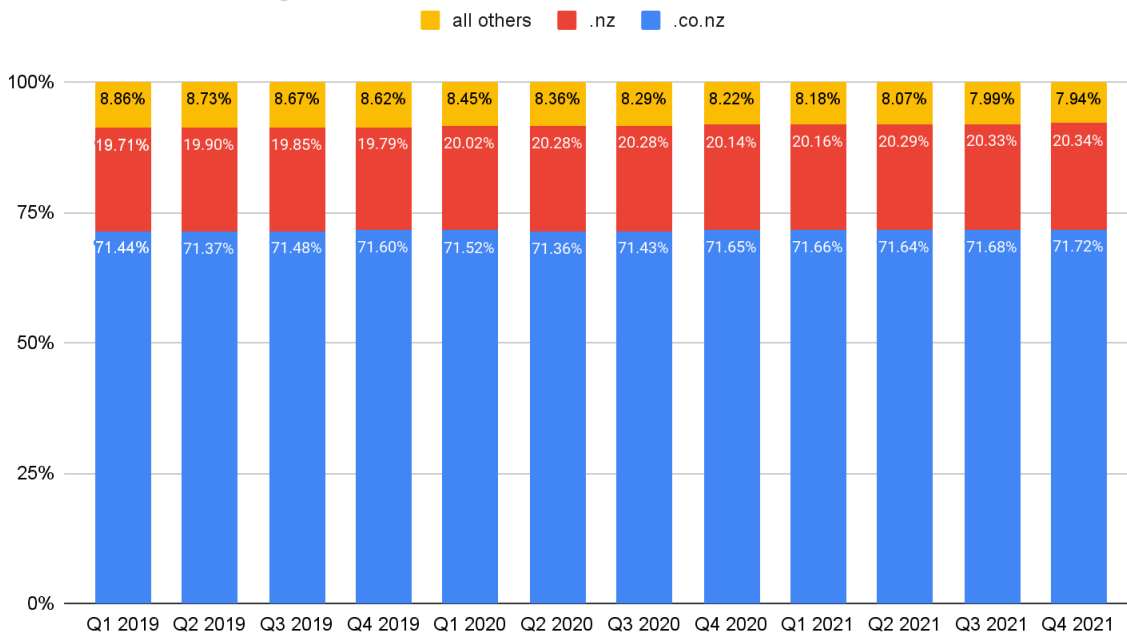
From our recent data analysis on .nz deferred revenue, we observed a shift to longer prepayment of 1 year from previously 1 month for many registrations, which is changing the pattern of renewals. We expect to see the trend showing up in the coming quarters, by when we can tell an integral story.

## Total .nz Domains



Q4 showed continued, sustained increases in the number of domains registered, now approaching a new all time high.

## 2nd & 3rd Level Registrations



The division between different types of .nz registration continues to be static.

## Service Levels

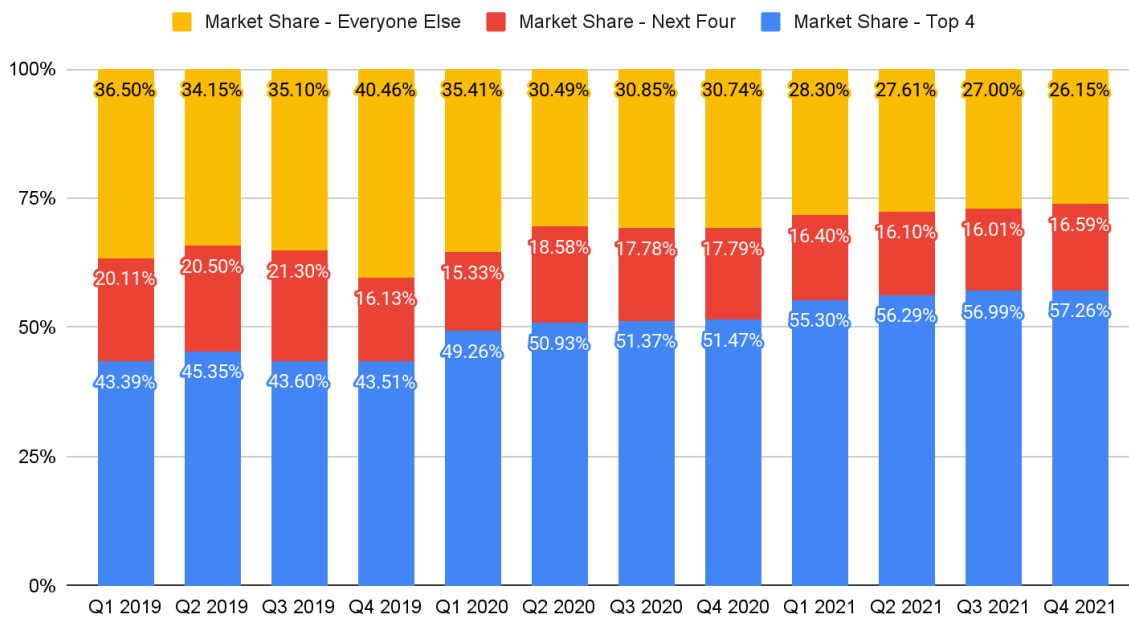
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	<b>Q4 2021</b>
<b>DNS</b>	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
<b>SRS</b>	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>

## Market

	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	<b>Q4 2021</b>
<b># of Registrars</b>	87	80	80	78	78	79	76	<b>74</b>

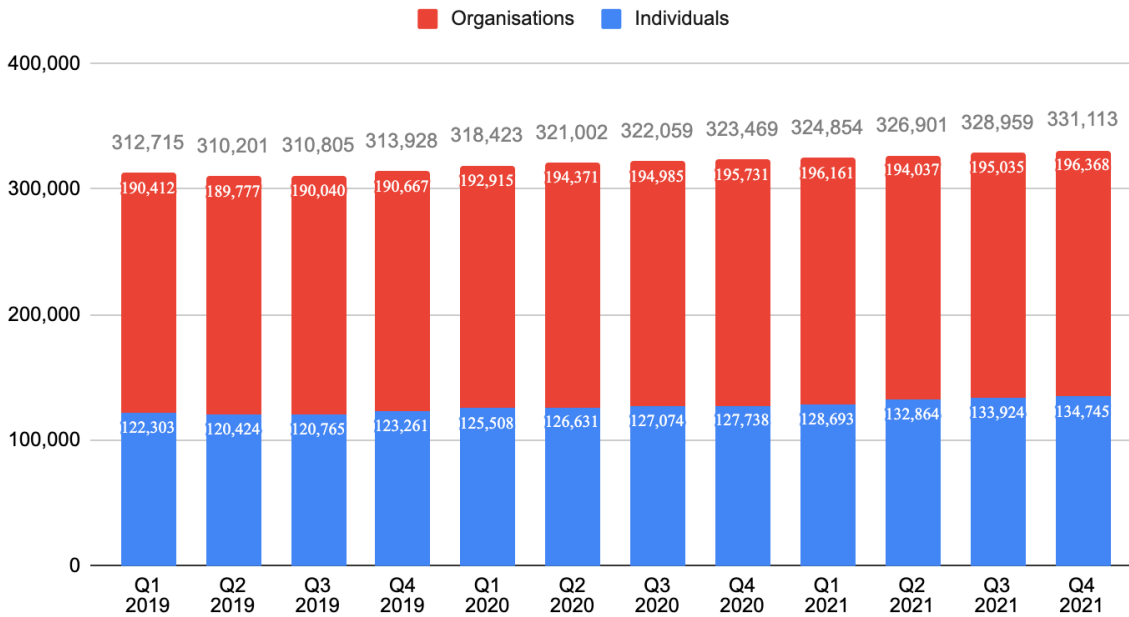
We have seen the number of authorised registrars decline again in the last quarter due to ongoing consolidation in the market.

## Market Share



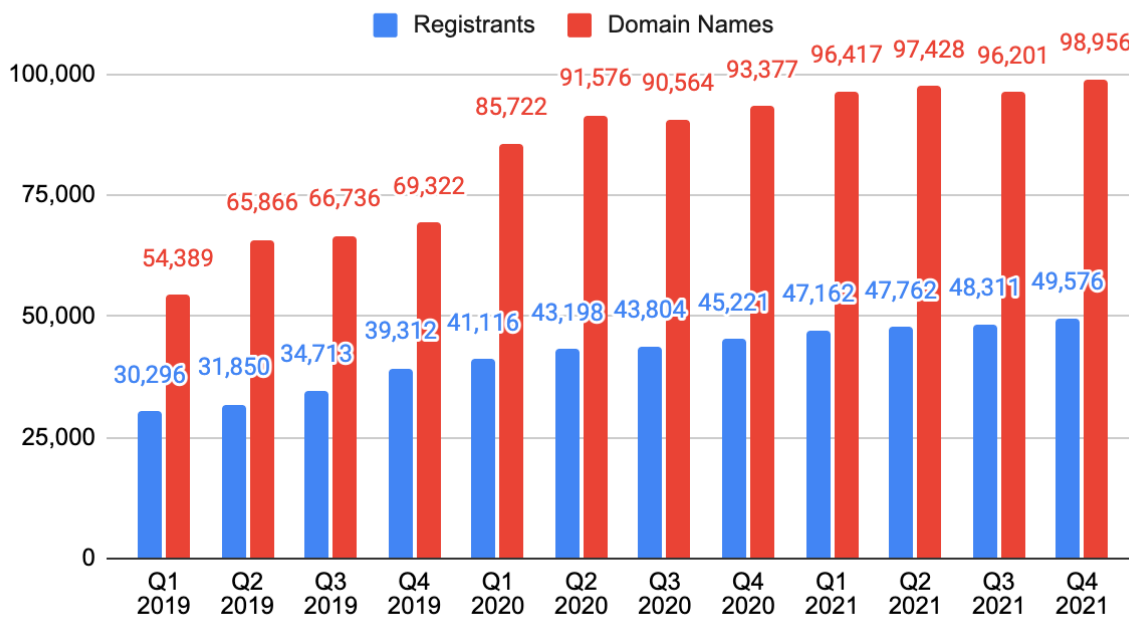
The concentration of market share in the top 4 registrars continues, while the market share of smaller registrars are shrinking, which aligns to the consolidation activities happening in the registrar market.

## Unique Registrants, Individuals and Organisations



Matching the trend in overall increase in the size of the .nz register, we are experiencing growth in both the number of organisations and individuals registering domain names.

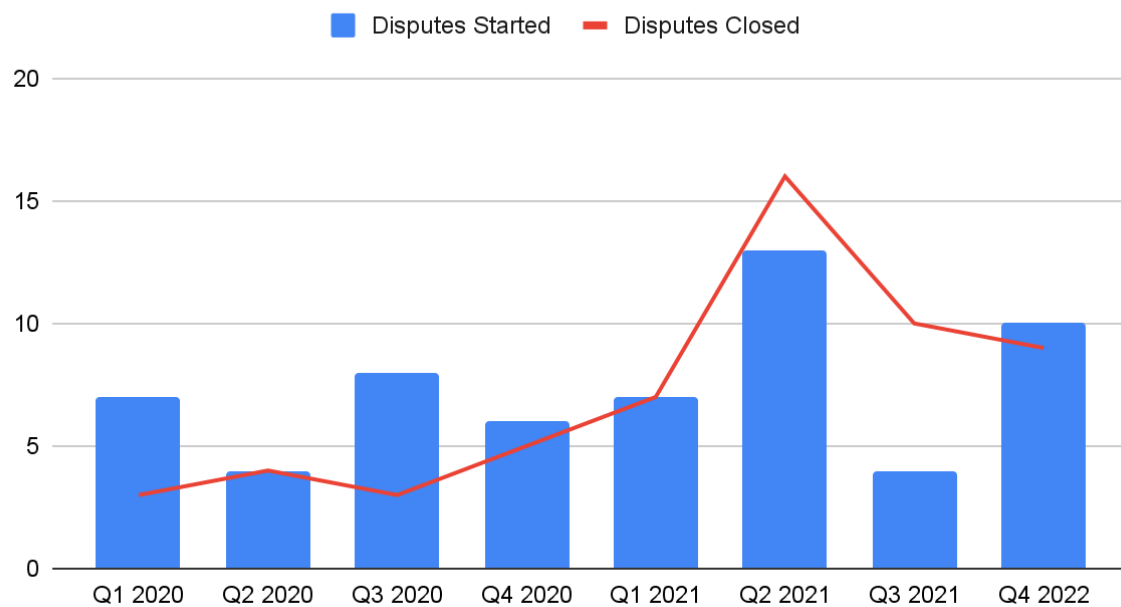
## Individual Registrant Privacy Option Uptake



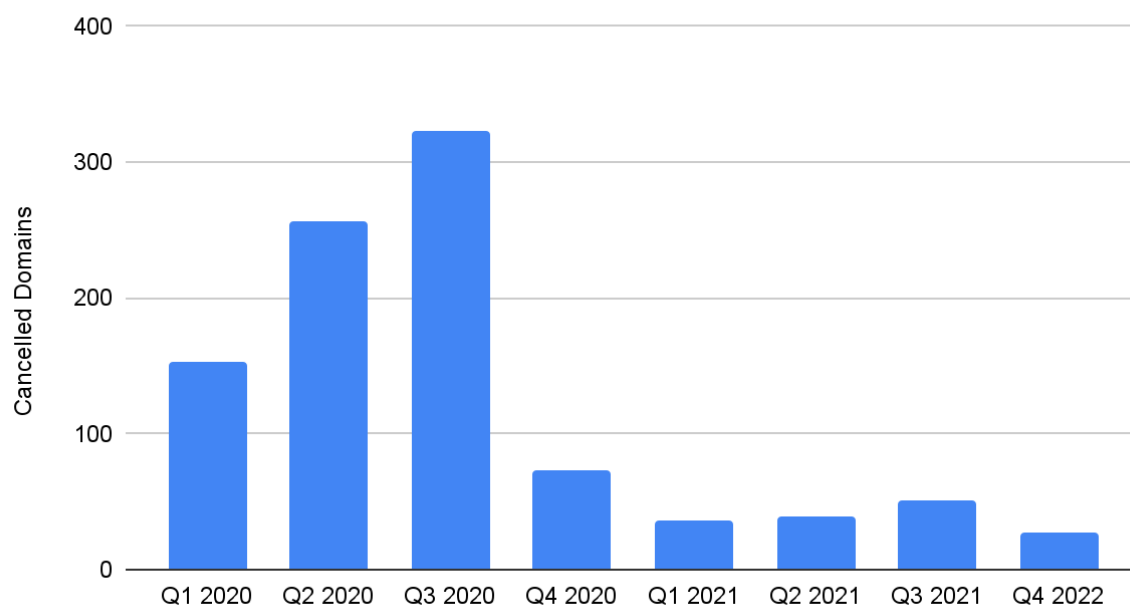
Q4 2021 has seen a small increase in both the number of domain names and the number of registrants utilising IRPO.

## Compliance and disputes (Domain Name Commision Data)

### Disputes Started and Disputes Closed



### Compliance Cancelled Domains



## 4. New Product Development Summary

This quarter represents the last time we will report on New Product Development as a separate breakout of this report. The previous InternetNZ strategy called out product development as a strategic opportunity for innovation and revenue growth.

The new InternetNZ strategy sees product development as a component of how we deliver to the range of opportunities and goals we hold as an organisation. We will still do product development; however, we won't chase after new product development for its own sake.

Operationally, capacity in the team continues to be limited due to increasing requirements from Project Mimosa, and awaiting the confirmation of the new General Manager to lead this work.

The current state of our product suite is as follows.

1. **Digital Identity** We continue to await a response to the Request for Information process led by DIA.
2. The **Broadband Map** work in collaboration with users and stakeholders has been delayed due to the Chief Executive transition, and
3. We have stopped active development and sales on **Defenz** as we review the product.
4. The launch of **Registry Lock** has been delayed into 2022/23 to align with the Mimosa launch. We have advised Registrars of this, and no negative feedback was received.

### Product development pipeline

IDEAS BACKLOG	EXPLORE & VALIDATE	BUILD	ACTIVE	STOPPED
16	1	1	2	1
Including: <ul style="list-style-type: none"><li>• Broadband</li><li>• Data products</li><li>• .nz features</li><li>• Security</li></ul>	<ul style="list-style-type: none"><li>• Digital identity</li></ul>	<ul style="list-style-type: none"><li>• Registry lock</li></ul>	<ul style="list-style-type: none"><li>• .nz</li><li>• Broadband Map v2</li></ul>	<ul style="list-style-type: none"><li>• Defenz</li></ul>

This is an InternetNZ report. Matters related specifically to DNCL are covered in the report from the company to the shareholder (InternetNZ).



# Group financial statements

Preliminary Results for the year ended 31 March 2022

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Due to rounding of cents, numbers presented throughout this report may not add up precisely to the totals provided in dollars.



Internet New Zealand Group  
Consolidated Income Statement  
For the year ended 31 March 2022

	GROUP	INZ	DNCL
	YTD	YTD	YTD
<b>Income</b>			
Registry Fees	12,635,308	12,635,308	-
Broadband Map	54,637	54,637	-
DNS Firewall	16,145	16,145	-
Management Fees	-	-	1,726,100
Interest Received	107,610	100,233	7,377
Managed Funds Income	217,789	217,789	-
Sundry Income	192,918	290,387	150,047
<b>Total Income</b>	<b>13,224,407</b>	<b>13,314,499</b>	<b>1,883,524</b>
<b>Less Direct Expenses</b>			
DNC Fee	-	1,726,100	-
.nz Costs	770,229	770,229	-
Other IT	277,472	277,472	-
<b>Total Direct Expenses</b>	<b>1,047,701</b>	<b>2,773,801</b>	<b>-</b>
<b>Less Other Expenses</b>			
Audit Costs	31,239	25,999	5,240
Governance Costs	328,428	296,459	31,968
International Travel	(15,631)	(7,065)	(8,566)
International Membership	96,884	95,097	1,787
Community Investment	1,273,411	1,273,411	-
Legal Fees	85,052	79,776	5,276
Office Costs	1,687,331	1,496,759	438,088
Project Costs	768,892	666,973	101,918
Employment Costs	7,299,416	6,288,434	1,010,981
Other Operating Expenses	451,832	202,445	249,387
Other Comprehensive Items	-	-	-
<b>Total Expenses</b>	<b>12,006,853</b>	<b>10,418,288</b>	<b>1,836,081</b>
<b>Net Profit (Loss) Before Tax</b>	<b>169,853</b>	<b>122,410</b>	<b>47,443</b>
<b>Less Provision for Tax</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Profit (Loss) After Tax</b>	<b>\$169,853</b>	<b>\$122,410</b>	<b>\$47,443</b>

**Notes:**

The income and expenditure lines for the individual entities do not add to the Group totals due to the following intra-group entries being eliminated:

1. The DNCL fee paid by INZ to DNCL.
2. GSE paid by DNCL to INZ.

Due to rounding of cents, numbers presented throughout this report may not add up precisely to the totals provided in dollars.

Internet New Zealand Group  
Consolidated Income Statement – Activity-Based  
For the year ended 31 March 2022

	GROUP	INZ	DNCL
	YTD	YTD	YTD
<b>Income</b>			
Registry Fees	12,635,308	12,635,308	-
Broadband Map	54,637	54,637	-
DNS Firewall	16,145	16,145	-
Management Fees	-	-	1,726,100
Interest Received	107,610	100,233	7,377
Managed Funds Income	217,789	217,789	-
Sundry Income	192,918	290,387	150,047
<b>Total Income</b>	<b>13,224,407</b>	<b>13,314,499</b>	<b>1,883,524</b>
<b>Less Activity Expenditure</b>			
Policy	961,931	961,931	-
Outreach & Engagement			
Communications	717,861	717,861	-
Engagement	651,955	651,955	-
Funding	1,599,943	1,599,943	-
.nz Operations	3,857,381	3,884,458	1,699,024
Commercial	1,399,298	1,399,298	-
Compliance	47,076	-	47,076
Broadband & Defenz	223,961	223,961	-
Technical Research	569,042	569,042	-
Technology Strategy	440,241	440,241	-
International Engagement	253,076	261,642	(8,566)
Org. Services, Governance & Security	1,989,016	2,204,564	31,968
Other Operating Expenses	343,773	277,194	66,579
Other Comprehensive Items	-	-	-
<b>Total Expenses</b>	<b>13,054,554</b>	<b>13,192,089</b>	<b>1,836,081</b>
<b>Net Profit (Loss) Before Tax</b>	<b>169,853</b>	<b>122,410</b>	<b>47,443</b>
<b>Less Provision for Tax</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Profit (Loss) After Tax</b>	<b>\$169,853</b>	<b>\$122,410</b>	<b>\$47,443</b>

**Notes:**

The income and expenditure lines for the individual entities do not add to the Group totals due to the following intra-group entries being eliminated.

1. The DNCL fee paid by INZ to DNCL.
2. GSE paid by DNCL to INZ.

Due to rounding of cents, numbers presented throughout this report may not add up precisely to the totals provided in dollars.

Internet New Zealand Group  
Statement of Movements in Equity  
For the year ended 31 March 2022

	GROUP	INZ	DNCL
Equity at start of period			
Opening Retained Earnings	9,850,750	9,551,588	299,161
Shares Subscribed	-	-	580,000
	9,850,750	9,551,588	879,161
Net Profit (Loss) After Tax	169,853	122,410	47,443
Equity at end of period	<b>\$10,020,602</b>	<b>\$9,673,998</b>	<b>\$926,603</b>

**Notes:**

The components that make up the total opening equity at the beginning of the period have been removed to calculate Group Totals upon consolidation.

1. Share Subscribed: shares are wholly owned by InternetNZ.

Due to rounding of cents, numbers presented throughout this report may not add up precisely to the totals provided in dollars.

Internet New Zealand Group  
Balance Sheet  
As of 31 March 2022,

	GROUP	INZ	DNCL
<b>Current Assets</b>			
Cash and Cash Equivalents	12,033,940	11,125,049	908,891
Managed Funds	5,043,711	5,043,711	-
Other Current Assets	1,857,932	1,782,835	75,097
<b>Total Current Assets</b>	<b>18,935,583</b>	<b>17,951,595</b>	<b>983,988</b>
<b>Non-current Assets</b>			
Property, Equipment & Software	7,194,051	6,854,449	339,602
less: Accumulated Depreciation	(2,718,264)	(2,574,809)	(143,455)
Intangible Assets	206,237	206,237	-
less: Amortisation	(96,944)	(96,944)	-
Investments	-	-	-
Shares and Loans	-	580,000	-
<b>Total Assets</b>	<b>23,520,663</b>	<b>22,920,529</b>	<b>1,180,134</b>
<b>Less Liabilities:</b>			
Deferred Income	10,909,184	10,909,184	-
Trade and Other Payables	2,590,876	2,337,346	253,530
<b>Total Liabilities</b>	<b>13,500,060</b>	<b>13,246,531</b>	<b>253,530</b>
<b>Net Assets</b>	<b>\$10,020,603</b>	<b>\$9,673,998</b>	<b>\$926,604</b>
Represented By:			
<b>Total Equity</b>	<b>\$10,020,602</b>	<b>\$9,673,998</b>	<b>\$926,604</b>

**Notes:**

The following items have been removed upon consolidation:

1. Shares in DNCL wholly owned by InternetNZ.
2. Share Subscription with respect to shares issued to InternetNZ by DNCL.

Due to rounding of cents, numbers presented throughout this report may not add up precisely to the totals provided in dollars.

Internet New Zealand Group  
Statements of Cashflows  
For the year ended 31 March 2022

	GROUP	INZ	DNCL
<b>Operating Activities</b>			
Receipts from customers	16,282,318	14,068,123	2,214,195
Payments to suppliers and employees	(14,365,201)	(12,387,483)	(1,977,717)
Movement from other operating activities	(212,267)	(57,286)	(154,981)
<b>Net Cash Flows from Operating Activities</b>	<b>1,704,850</b>	<b>1,623,353</b>	<b>81,497</b>
<b>Investing Activities</b>			
Proceeds from the sale of property, plant and equipment	-	-	-
Payment for property, plant and equipment	(3,251,749)	(3,158,113)	(93,637)
Other cash items from investing activities	-	-	-
<b>Net Cash Flows from Investing Activities</b>	<b>(3,251,749)</b>	<b>(3,158,113)</b>	<b>(93,637)</b>
<b>Financing Activities</b>			
Other cash items from financing activities	-	-	-
<b>Net Cash Flows from Financing Activities</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Cash Flows</b>	<b>(\$1,546,899)</b>	<b>(\$1,534,760)</b>	<b>(\$12,139)</b>
<b>Cash and Cash Equivalents</b>			
Cash and cash equivalents at beginning of period	13,580,839	12,659,809	921,030
Cash and cash equivalents at end of period	12,033,940	11,125,049	908,891
<b>Net change in cash for period</b>	<b>(\$1,546,898)</b>	<b>(\$1,534,760)</b>	<b>(\$12,139)</b>

Due to rounding of cents, numbers presented throughout this report may not add up precisely to the totals provided in dollars.



# Financial summary

Preliminary Results for the year ended 31 March 2022

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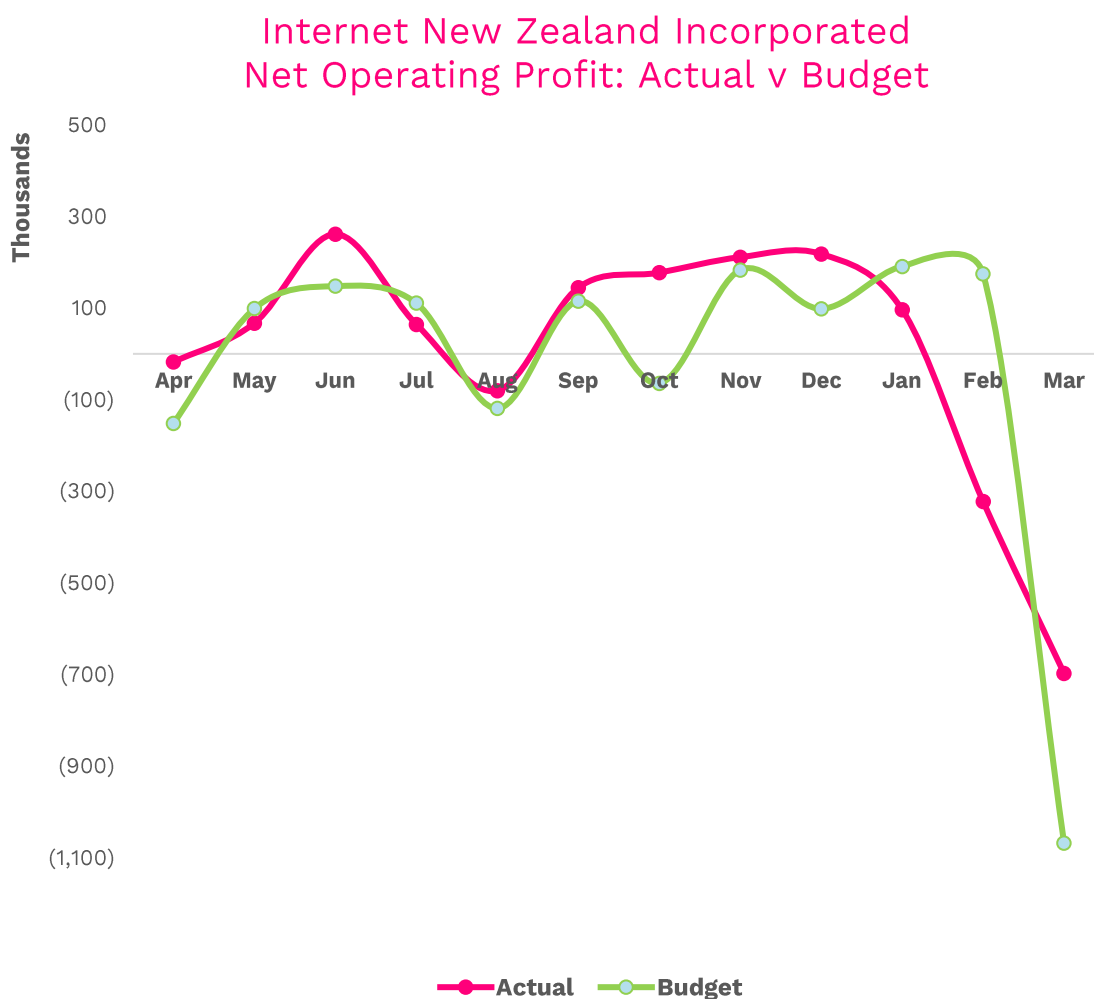
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## Summary of YE Results

This report provides information on the unaudited performance and financial position of InternetNZ for the year end of the 2021-22 financial reporting year.

The preliminary year-end accounts report a surplus result of \$122,410 against a budgeted deficit of \$284,473, returning a positive variance of \$406,883. This variance is due in part to:

- increased registry revenue due to growth in domain names.
- a delay in the infrastructure costs for the registry replacement project.
- several roles within the organisation being vacant during the year, leading to - savings in employment costs.
- the decision not to have a regional NetHui, in person or online.





## Revenue Analysis

Revenue	Actual (YTD)	Budget (YTD)	Variance	%Total Sales
Registry Fees	12,635,308	12,453,119	182,189	94.9%
BBMap	54,637	66,408	(11,771)	0.4%
DEFENZ	16,146	114,000	(97,854)	0.1%
Registry Lock	-	-	-	0%
Events	-	25,846	(25,846)	0%
Membership	8,897	15,000	(6,103)	0.1%
Recharge & Misc.	281,490	248,916	32,574	2.1%
Investment	318,021	439,980	(121,959)	2.4%
Total Revenue	\$13,314,499	\$13,363,269	(\$48,770)	100.0%

- **Registry fees** earnings were **up for the year by \$182k** against budget and reflect the increase in the size of the registry (741,157 domain names) reported at the end of the Mar.
- **DEFENZ product** closed the year \$98k behind budget. As stated in the Q3 report the future of DEFENZ as a product and if we will continue to invest in it, will be made over the first quarter of 2022-2023.
- The fourth quarter Investments in Managed Funds were impacted by the volatility in the markets, falling short of budget by \$112k.
- Year to date the accounts report **total operating revenue of \$13.3M**, up \$926k for the same period last year.

## Expenditure Analysis

- Direct costs of operating the .nz Registry report **\$2.5M YTD**, of which **\$1.7m** made up fees paid to the Domain Name Commission. This result came in at **\$93k under budget**.
- **Employment costs** totalled **\$6.3M YTD**, with an **underspend of \$601K** against the YTD budget. This result comes about as several roles remained vacant during the last three quarters of the year, and an underspend in staff training budgeted year to date.
- **YTD Operating costs** are **\$1.95M**, with an **overspend of \$124k** against budget.
- Overall, the accounts report a total expenditure (excluding direct costs) of **\$10.4M** with a YTD **underspend of \$365K**, this aligns with the same period last year.

## Expenditure by Function

Function	Actual (YTD)	Budget (YTD)	Variance	%Expenditure
Commercial	1,663,719	1,800,567	(136,848)	12.6%
Communications	737,571	624,925	112,646	5.6%
Engagement	658,350	536,645	121,705	5.0%
Funding	1,615,201	1,531,724	83,477	12.2%
International	266,634	282,382	(15,748)	2.0%
IT Operations (incl. DNCL fee)	3,981,482	4,294,249	(312,767)	30.2%
Org. Services (incl. Gov. & Security)	2,255,188	2,592,272	(337,084)	17.1%
Policy	981,490	963,336	18,154	7.4%
Technical Research	582,854	598,344	(15,490)	4.4%
Technology Strategy	449,600	443,063	6,537	3.4%
<b>Total Expenditure</b>	<b>\$13,192,088</b>	<b>\$13,667,507</b>	<b>(\$475,418)</b>	<b>100.0%</b>

## Expenditure by Area

If we consider three broad areas of expenditure being Public Good, Products and Organisational Capability, a high-level picture of resources deployed is shown in this table. Note: these draw wholly from operating expenditure and exclude capitalised costs.

Area	Actual (YTD)	Budget 2021/22	Actual People Allocation	Planned People Allocation
<b>Public Good</b> <ul style="list-style-type: none"> <li>Community funding (100%)</li> <li>Sponsorship (100%)</li> <li>Engagement (75%)</li> <li>Policy (75%)</li> <li>Product (25%)</li> <li>International (50%)</li> </ul>	\$4.09M	\$3.87M	14 FTE	14 FTE
<b>Product (.nz &amp; other)</b> <ul style="list-style-type: none"> <li>Product (75%)</li> <li>IT Operations (75%)</li> <li>Technology Strategy (75%)</li> <li>Policy (25%)</li> <li>Cost of Sales (100%)</li> <li>DNCL Management Fee (100%)</li> <li>International (50%)</li> </ul>	\$6.15M	\$6.43M	12 FTE	15 FTE
<b>Organisational Capability</b> <ul style="list-style-type: none"> <li>Organisational Services (100%)</li> <li>Security (100%)</li> </ul>	\$2.95M	\$3.37M	15 FTE	18 FTE

<ul style="list-style-type: none"> <li>IT Operations (25%)</li> <li>Engagement (25%)</li> <li>Governance (100%)</li> </ul>				
Total Expenditure	\$13.19M	\$13.67M	41 FTE	47 FTE

## Spend by Top Priorities

For our top three priority projects, the amount being invested is summarised below. Note this is a cash view, to give a sense of the scale of resource deployment - it does not break out capitalised matters and so cannot be compared directly to the operating budget.

Area	Includes	Actual (YTD)	Budget 2021/22
.nz Registry Replacement	The project budget for Mimosa in 2021/22 (Capex & Opex). Backfilled staff roles. Other staff roles not otherwise backfilled (i.e., the share of staffing time attributed)	\$3.86M \$2.6M \$1.26M	Total \$5.20M Capex \$3.30M Opex \$1.90M (FTE 10-11)
.nz Policy Review	Project budget for the review and implementation. The legal contractor for the year. Share of staffing time attributed.	\$0.07M \$0.07M	Total \$0.55M Opex \$0.55M (FTE 3)
Flexible First	Org development capacity  Capex (fitout). Includes the \$100k extra for the HVAC. Share of staffing time attributed. Project costs.	\$1.83M \$1.0M \$0.83M	Total \$1.84M Capex \$0.85M Opex \$0.99M (FTE 5.5)

## Capital Expenditure

Work Item	Actual (YTD)	Capex Plan 2021/22
Project Mimosa – Implementation	\$2.60M	\$2.60M
Project Mimosa – Infrastructure	\$0.68M	\$0.68M
Security Operations Centre	\$0.03M	\$0.02M
Total Baseline Investment	\$3.31M	\$3.30M
New Premises fitout	\$1.0M	\$0.85M
Staff IT requirements	\$0.05M	\$0.05M
Total Capacity Investment	\$1.05M	\$0.90M
TOTAL CAPITAL INVESTMENT	\$4.36M	\$4.20M

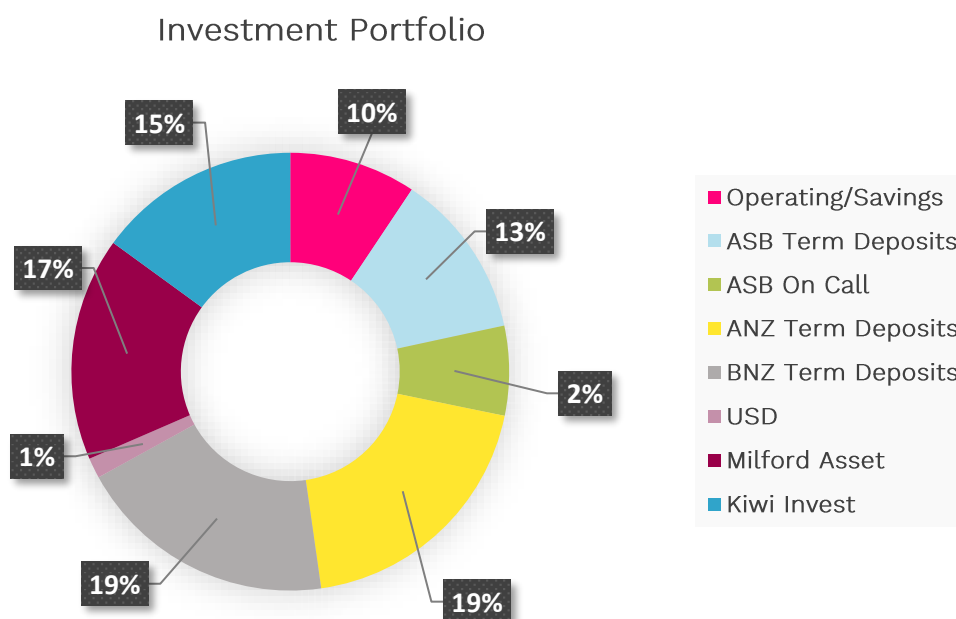
## Balance Sheet

A detailed Balance sheet report for the InternetNZ Group is available for review in the *Group financial statements for the year-end 31 March 2022*. We focus our attention on two specific areas of note in this report:

1. The current Investment Portfolio.
2. An update on Cash in Excess of Reserves.

## Investments

The chart below provides a visual of the percentage spread of funds invested (\$16,008,077) across all institutions, as of 31 March 2022.



## Cash in Excess of Reserves

We report the Cash in Excess of Reserves position as of 31 March 2022 at **\$2.3M** as provided below:

Total Cash & Current Assets	\$17,288,629
less: Deferred Income	(\$10,909,184)
less: Reserves as per the policy	(\$3,762,049)
less: Other Current Liabilities	(\$426,702)
less: CCAN & DECA Liabilities	(\$411,402)
add: Earnings less Dep/Amort.	\$563,026
Cash in Excess of Reserves	\$2,342,318



The final quarter of the 2021-22 financial year sees **Net Equity** at **\$9.7M** (reported as \$10.0M in the previous quarter), and the **Net Equity minus Reserves** position at **\$5.5M** (\$6.9M in the previous quarter).

The \$1.4M decrease in Net Equity less reserves is attributable to increased year-end accruals, year-end payables (Funding Liabilities), and \$0.4M increase in deferred revenue.

This is in line with the measure currently required by the *Financial and Investment Strategy Policy*, which sets the target for Net Equity minus Reserves at \$5.5M.

5 May 2022

Ms Joy Liddicoat  
President  
InternetNZ Group  
Via email [president@internetcn.net.nz](mailto:president@internetcn.net.nz)

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**domain name  
commissionnz**

Dear Joy

## Quarter 4 2021/22 Report

This report is for the three months 1 January to 31 March 2022. It includes DNCL's quarterly Profit and Loss Statement and other DNCL activities not included in the InternetNZ Group Activity Report.

### Domain Name Commission Limited Profit and Loss Statement For the Quarter Ending 31 March 2022

	Q4			Q3			Year-to-Date			FY Budget
	Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget	Variance	
INCOME										
Accreditation Fees	-	7,406	(\$7,406)	-	-	-	-	7,406	(7,406)	7,406
Authorisation Fees	(\$900)	-	(\$900)	6,000	6,000	-	15,000	15,000	0	15,000
DRS Complaint Fees	4,000	15,000	(\$11,000)	2,000	2,000	-	16,000	27,000	(11,000)	27,000
Management Fees	431,525	431,526	(\$1)	431,525	431,526	(\$1)	1,726,099	1,726,100	(1)	1,726,100
Interest Income	4,570	3,525	1,045	2,100	2,100	(0)	7,377	7,500	(123)	7,500
Sundry Income	119,048	119,048	0	-	-	-	119,048	119,048	0	119,048
Total Income	558,243	576,505	(18,262)	441,625	441,626	(1)	1,883,524	1,902,054	(18,530)	1,902,054
EXPENDITURE										
DNCL Board	8,393	15,350	(6,957)	7,882	8,000	(118)	31,968	39,500	(7,532)	39,500
Communications	42,669	56,800	(14,131)	25,484	24,282	1,202	122,113	123,501	(1,388)	130,101
Compliance	12,527	6,731	5,796	13,360	21,167	(7,807)	47,076	51,373	(4,297)	61,373
Dispute Resolution Services	32,875	48,670	(15,795)	3,632	14,223	(10,591)	57,409	83,951	(26,542)	85,951
Memberships	2,055	2,001	54	-	232	(232)	2,789	3,001	(212)	3,000
Registrars	1,993	4,468	(2,475)	1,993	7,900	(5,907)	9,994	17,517	(7,523)	17,617
International	(17)	-	(17)	-	-	-	(8,565.60)	(8,549.00)	(17)	(8,549)
Office and Administration	109,641	136,498	(26,857)	89,571	77,827	11,744	371,509	381,155	(9,646)	381,155
Personnel and Staff	286,844	317,095	(30,251)	212,597	230,124	(17,527)	1,010,981	1,047,217	(36,236)	1,029,617
Professional Services	11,573	10,822	751	4,562	8,387	(3,825)	22,310	24,740	(2,430)	27,240
Projects	26,250	47,000	(20,750)	35,328	14,660	20,668	101,918	102,000	- 81.60	98,400
Total Expenditure	534,803	645,435	(110,632)	394,407	406,802	(12,395)	1,769,502	1,865,406	(95,904)	1,865,405
Depreciation	17,061	24,400	(7,339)	16,670	9,981	6,689	66,579	66,650	(71)	66,650
Other Comprehensive Items	-	-	-	-	-	-	-	-	-	-
Net Profit/Loss	\$6,379	(\$93,330)	\$99,709	\$30,547	\$24,843	\$5,704	\$47,443	(\$30,002)	\$77,445	(\$30,001)

The (unaudited) result for the March year-end 2021/22 is a surplus of \$47,443, compared to the budgeted deficit of \$30,000. The overall positive underspend of \$77,445 can be attributed to the prudent financial control DNCL practised throughout the year.

**Keeping .nz  
fair for everyone.**

## **DNCL Impact**

### **Market Activity**

Significant work has been undertaken to de-authorise registrars that were, in effect, no longer independently operating having been merged into other businesses. This work was achieved with the active cooperation of registrar owners, and the Registry. The domain names have been transferred to active brands in a process that ensured consumers were properly informed of their options.

### **Dispute Resolution**

In March DNCL released the Online Dispute Resolution pilot providing the option of e-negotiation and on-line mediation for resolving domain disputes. Our mediators have been trained and parties have shown interest in this method.

### **Compliance**

DNCL has been collaborating with stakeholders in the online harm space and providing information to our partners about the DNCL role.

Customers of a provider who registered domains in their own name, and then ceased to operate, have been assisted to claim their names in their own right. This project has greatly assisted a number of small businesses who have expressed their appreciation to the team.

CSAM interventions have meant that .nz has recently gone from top 4 to outside the top 10 in the Internet Watch report.

### **Upcoming work**

1,300 conflicted names are being put through the Online Dispute Resolution pilot with the first tranche invited in early May.

DNCL has commissioned a report on the Policy Review Panel's recommendation to look into a trusted notified regime. The report is due in May.

Significant work is being undertaken to plan and implement new operating practices within DNCL arising out of the new IRS.

## **Appointment of interim Domain Name Commissioner**

Brent Carey has resigned having been appointed the Chief Executive of Netsafe. The Assistant Commissioner has been appointed as interim Domain Name Commissioner.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'A. Cushen', with a stylized flourish at the end.

Andrew Cushen  
Chair, Domain Name Commission



# Summary of Council Committee Activity

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**PURPOSE:** To provide a brief summary of Council Committee activity since the last meeting of Council.

**DATE WRITTEN:** 28 April 2022

## Summary

This report is a consolidation of the activities over the period since the last meeting, or in some cases earlier.

### Audit and Risk Committee

The members of the Committee are Richard Hulse (Chair), Vice President Daley, Kate Pearce and Anthony Bow.

The Committee met on the 15 March 2022 and the main topics covered:

- INZ/DNCL Consolidated Annual Financial Reporting Update
- Audit Scope and Audit Timetable
- Health, Safety and Wellbeing update
- Risk Register and Security Assurance Plan - the Committee approved the security plan and for penetration testing on the existing registry system to be undertaken and to report back at the next meeting.
- Audit Engagement Letters

### .nz Policy Committee

The members of the committee are Kate Pearce (Chair), Vice President Don Stokes, Jay Daley and Jeff Montgomery.

The Committee met on 26 April 2021 and the main topics covered:

- Clarification of decision making process and the respective responsibilities that the DNCL and InternetNZ management, .nz Policy

Committee and Council have in implementing .nz rules and operational procedures.

- Consideration of whether the phasing of recommendation from the .nz Policy Review should be adjusted to faster implement the identified contributions to online harm
- An update on the Tranche 2 recommendations
- An update on minor changes to the .nz rules
- A request from the Ministry of Education (MoE) to move .school.nz to a moderated space. MoE will write to Council to further investigate this matter.

### **Komiti Whakauru Māori**

The members from Council of the Komiti are Cr Lee (Chair), Cr Biasiny-Tule and Cr Bow.

Te Komiti last met on 6 April 2022 and the 7 May 2022, the main topics covered:

- Komiti Whakauru Māori Work Plan Update
- Cultural Capability Plan for Council - it was recommended that the plan is shared at the Council Meeting in May.

### **Recommendation**

THAT Council receive the update from Council Committees.