



Business Climate Survey

2025

Prepared by

Falkland Islands
Development Corporation

In Partnership with

The Falkland Islands
Tourism Association,
The Falkland Islands
Chamber of
Commerce, The Rural
Business Association.

The Business Climate Survey 2023 was produced by FIDC.

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Executive Summary

The 2025 Business Climate Survey (BCS) provides an in-depth analysis of the current state of the Falkland Islands' business environment, highlighting key trends, challenges, and opportunities across multiple sectors. Conducted by the Falkland Islands Development Corporation (FIDC), in partnership with the Chamber of Commerce, Falkland Islands Tourism Association (FITA), and the Rural Business Association (RBA), the survey captures feedback on business operations, economic conditions, innovation and the effectiveness of FIDC and respective business associations.

Now in its 13th edition, the BCS has become a vital tool for shaping FIDC's strategic priorities and informing policy development. This year's survey achieved a strong response rate, with 115 businesses participating in the survey, reflecting broad engagement across sectors. The findings provide a snapshot of current business conditions and highlight opportunities for growth, as well as barriers that require targeted action.

The survey reveals a dynamic and evolving business landscape in the Falkland Islands. A notable 36% of respondents reported being established since 2016, underscoring a period of sustained entrepreneurial activity. Tourism and Construction emerged as the fastest-growing sectors, reflecting both the Falkland Islands' increasing appeal as a destination and the ongoing demand for infrastructure development and improvement. Agriculture and Animal Related Services remain the backbone of the Islands' traditional economy—of the 20 businesses that identified Agriculture and Animal Related Services as their primary industry, 10 were founded prior to 1988.

Limited Companies continue to dominate in the Falkland Islands, accounting for 33% of respondents. However, this represents a decline from 45% in 2023, as more businesses adopt flexible models such as Sole Traders and Partnerships. Sole Traders now make up 41% of businesses established since 2016, indicating a trend toward smaller, owner-operated businesses. Geographically, Stanley remains the primary hub for business activity, hosting 59% of respondents, while Camp-based businesses have grown to 41%, reflecting diversification beyond the capital.

Tourism retains its position as the largest primary sector for the third consecutive survey, representing 23% of respondents, up from 22% in 2023. Agriculture and Animal Related Services follow closely at 18%, reaffirming their importance to the Falkland Islands' economy. The survey also highlights a growing trend toward diversification, with 41% of businesses operating across multiple sectors. Tourism is the most common secondary industry, often paired with Agriculture, illustrating the interdependence between these sectors and the strategic efforts of businesses to mitigate risk and capture new opportunities.

The past two years have presented mixed results for business performance. In 2023, actual performance fell short of expectations, with only 60% of businesses reporting a profit compared to the 76% forecast in the previous survey. A further 25% broke even, while 15% reported losses. Despite these challenges, 2024 saw modest improvement, with 68% of businesses achieving profitability and fewer reporting losses. Looking ahead, 67% of respondents forecast profitability for 2025, suggesting cautious optimism for the year ahead.

Performance ratings mirror these trends. On a scale of 1 to 10, the weighted average score for 2023 was 6.7, below the forecast of 7.86. Scores improved slightly to 7.0 in 2024 and are projected to rise to 7.2 in 2025. While these figures indicate gradual recovery, they remain lower

than pre-2022 levels, signalling that businesses are experiencing barriers that are preventing them from performing at the same levels as they did three years ago.

Over half of respondents reported annual revenues of £100,000 or less in both 2023 and 2024, with similar projections for 2025. Larger businesses, those generating over £1 million annually, represent a small but stable segment of the economy, concentrated primarily in Stanley and within sectors such as Retail, Fishing, and Oil and Gas Services.

Employment levels remain modest, with an average of 13 employees per responding business, down from 15 employees per responding business in 2023. Full-time staff account for approximately half of the workforce, while seasonal and casual employment remains significant, particularly in Tourism. This reliance on seasonal labour underscores the sector's vulnerability to fluctuations in visitor numbers and external travel-related factors.

Respondents rated the Falkland Islands economy as Good or Excellent by 55% for both 2023 and 2024, with a weighted average score of 6.49. However, optimism for the short term has softened, with the 2025 forecast declining to 6.15. Medium-term prospects (2026–2030) improve slightly to 6.33 and long-term expectations (2031 and beyond) rise to 6.53, though these remain below previous forecasts.

The survey identifies persistent and emerging barriers to business growth. Telecommunications, specifically bandwidth speed and quality, is cited as the most significant constraint by 44% of respondents. Air Links to South America rank second, reflecting the critical role of connectivity in supporting tourism and trade. Cost of Fuel and Cost of Electricity continue to apply pressure, while the Shortage of Skilled Labour remains a focal challenge, particularly for specialised sectors. Housing availability, Freight costs and Access to Finance also feature prominently among the top barriers, highlighting the multifaceted nature of the Falkland Islands' economic constraints.

Innovation remains a priority for the business community. An overwhelming 91% of respondents consider their businesses innovative, and 93% view innovation as important to their success. Investment in research and development (R&D) is increasing, with 59% of businesses allocating a portion of their turnover to R&D in 2023. Businesses across industries are focusing on product and service improvements, marketing strategies and sustainability initiatives, signalling a forward-looking approach despite resource limitations.

The Falkland Islands Development Corporation (FIDC) continues to play a pivotal role in supporting business growth. This year, 58% of respondents reported receiving assistance from FIDC, primarily through grants, loans, and advisory services. Satisfaction with FIDC has improved significantly, with its performance rating rising to 7.1 out of 10, up from 6.4 in 2023. Businesses that accessed FIDC support reported higher profitability and stronger performance forecasts compared to the overall sample.

Membership in business associations remains steady with 30% of respondents belonging to the Rural Business Association (RBA), 31% to the Falkland Islands Tourism Association (FITA) and 53% to the Chamber of Commerce. While these associations provide valuable networking and advocacy, their perceived influence varies. The Chamber of Commerce received the highest effectiveness rating, though its score declined slightly from 2023, while FITA's influence ratings fell, despite improvements in service delivery. The Rural Business Association (RBA) maintained a moderate effectiveness score, with members highlighting ongoing concerns about rural representation and consultation in national policymaking.

The 2025 BCS paints a picture of an economy in transition—resilient yet facing structural challenges. Growth in Tourism and diversification across sectors demonstrate adaptability, while persistent issues such as connectivity, high operating costs and labour shortages underscore the need for targeted interventions. Businesses remain cautiously optimistic, forecasting gradual improvements in performance and profitability. Strategic investments in infrastructure, workforce development and innovation, coupled with the continued support from FIDC and representative associations, will be critical to sustaining economic growth and enhancing the competitiveness of the Falkland Islands in the years ahead.

Introduction

The Business Climate Survey (BCS) provides the Falkland Islands business community with a confidential platform to share valuable insights and feedback with the Falkland Islands Development Corporation (FIDC). The survey explores key themes including business background, business performance, economic outlook, and innovation, whilst offering businesses the opportunity to comment on the effectiveness of FIDC and their respective business associations. Respondents are asked to reflect on the previous 12 months of trading and provide forecasts for the future, enabling FIDC to capture a clear and informed picture of current conditions and anticipated trends.

For the 2025 edition, FIDC once again partnered with the Chamber of Commerce, Falkland Islands Tourism Association (FITA) and the Rural Business Association (RBA). FITA joined as a partner for the third time, while the Chamber of Commerce and RBA have supported the survey since 2012 and 2016, respectively. Their continued collaboration is highly valued and has been instrumental in shaping the survey's evolution. Together, these partnerships ensure that the survey remains relevant and reflective of the diverse needs of the Falkland Islands' business community.

This is the 12th edition of the BCS, which has grown significantly since its inception in 2003. Originally launched as an annual survey with just 11 questions, it transitioned to a biennial format to allow for deeper analysis and broader participation. Over time, the survey has expanded in scope and complexity, adapting to the changing economic landscape, and incorporating feedback from stakeholders. The 2025 edition continues this tradition, offering a comprehensive set of questions designed to capture both industry-specific and economy-wide perspectives.

FIDC places strong emphasis on achieving a high response rate, recognising that robust participation enhances the accuracy and value of the findings. This year, the Business Climate Survey was distributed to 267 businesses across the Falkland Islands including Stanley, Camp and Mount Pleasant Complex (MPC) on Monday 31st March 2025. The survey closed on Thursday 1st May 2025 and achieved 115 respondents, with 73 submitting a completed survey and 42 submitting a partially completed survey by only choosing to answer the sections relevant to their businesses, industries and business associations.

The BCS remains a critical tool for FIDC. Insights drawn from the data inform strategic planning and guide the development of initiatives aimed at supporting business growth and economic resilience. Particular attention is given to identifying barriers to growth and exploring practical solutions in collaboration with the Falkland Islands Government (FIG) and partner associations. The findings also help shape FIDC's Corporate Plan, ensuring that resources are directed toward areas of greatest need and opportunity.

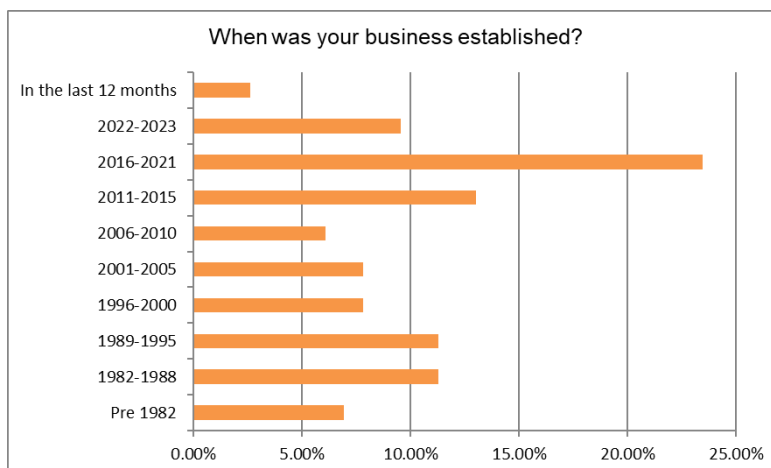
FIDC extends its sincere thanks to all businesses that participated in the 2025 survey. Your input is invaluable in helping us understand the challenges and opportunities facing the Falkland Islands economy and in shaping policies and programs that foster sustainable growth.

Section 1 – Business Background

Question 1: When was your business established?

As in the 2023 edition of the survey, the largest period of growth reported was the period from 2016-2021 with 27 respondents to the survey. This represented 23% of the overall survey responses. Since 2016 to present day, there were 41 businesses reporting being established in that period, 36% of the total respondents, with 11 in the one-year period 2022-2023 and 3 additional new businesses in the last 12 months. It should be noted that the Business Development Team at FIDC has seen a larger number of start-up businesses than reported in the survey, and the survey heavily relies on self-reporting and engagement from the business community, so this is not truly indicative of how many businesses are actually operating in the Islands.

Tourism was the sector with the most business reporting that they were established more recently, highlighting the continued growth of this sector, with 24% of businesses formed in the period 2016 to present indicating this was their primary sector. Overall, 38% of primary Tourism business were founded post 2016. Another sector showing significant growth in the same period was Construction with 56% of Construction businesses founded between 2016 and the present.



The oldest businesses in the Islands mainly come from the Agriculture and Animal Related Services sector, with agriculture being one of the Islands' oldest traditional industries and represented 50% of the oldest businesses responding to the survey, established prior to 1988. Of the 20 businesses that identified Agriculture and Animal Related Services as their

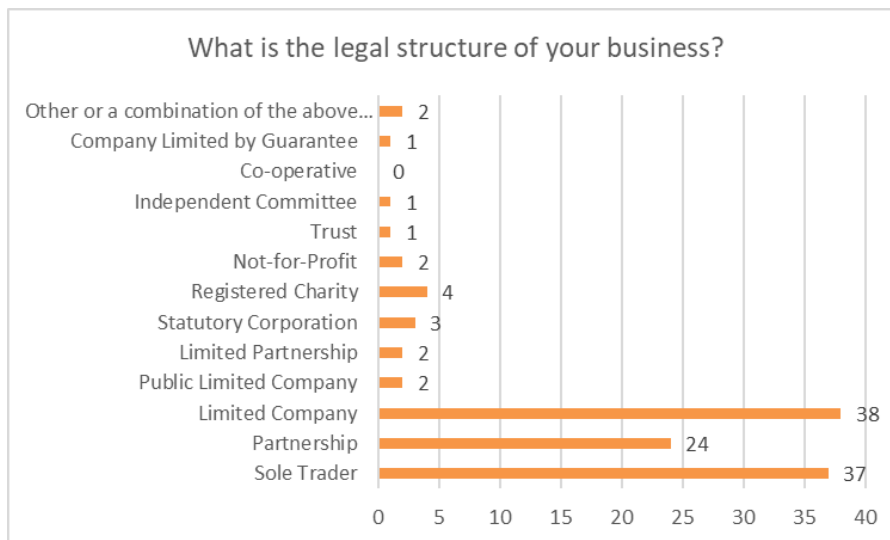
primary sector, 10 of these were founded pre-1988.

Question 2: What is the legal structure of your business?

As in 2023, Limited Company was the highest selected option in response to this question with 38 selections (33%). However, this is a decrease in selections compared to 2023, where 42 (45%) businesses indicated that they were operating as Limited Companies. This edition of the survey saw a significant increase in the number of business reporting that they were a Partnership (up from 12 in 2023 to 24 in 2025) or a Sole Trader (up from 28 in 2023 to 37 in 2025).

If FIDC look at the time frame that these businesses were established, we can see that 41% of business established since 2016 are Sole Traders, 24% are Limited Companies and 17% are Partnerships. Of the 38 Limited Companies who participated in the Survey, 71% are based in

Stanley, with the remaining based on East Falkland, West Falkland, or the Outer Islands. There are similar statistics when looking at Sole Traders with 72% based in Stanley.

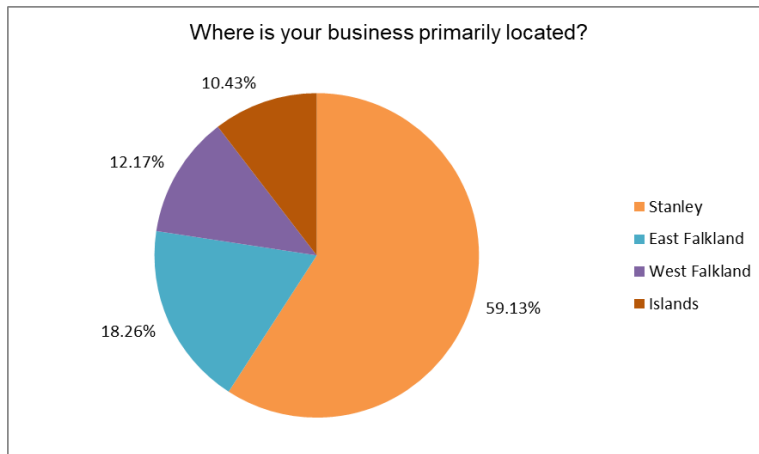


Conversely, business identifying as Partnerships are mainly based outside of the Capital and operate in Camp, with 92% of Partnerships based across the rural areas of the Islands and 91% of these operating either in Agriculture and Animal Related Services (13) or

Tourism (6). This reflects the trend for many businesses operating in Camp to be family owned and run, often with a traditional husband/wife partnership.

Question 3: Where is your business primarily located?

As seen in previous editions of the survey and reflecting the role of Stanley as the capital of the Islands and largest population centre, the majority of businesses who participated in the survey are based in Stanley, with 68 of the 115 respondents (59%) indicating this as their business



base. Following on from 2023, however, there was an overall increase in businesses based in Camp, with 47 businesses based across, East and West Falkland and the Outer Islands, up from 31, up from 33% to 41%.

As in 2023, there were no businesses who are primarily based at Mount Pleasant who participated in the survey.

Question 4: Does your business operate in more than one industry?

This is the first time this question has been specifically asked within this survey. Of the businesses who answered this question, 43% operate across more than one sector.

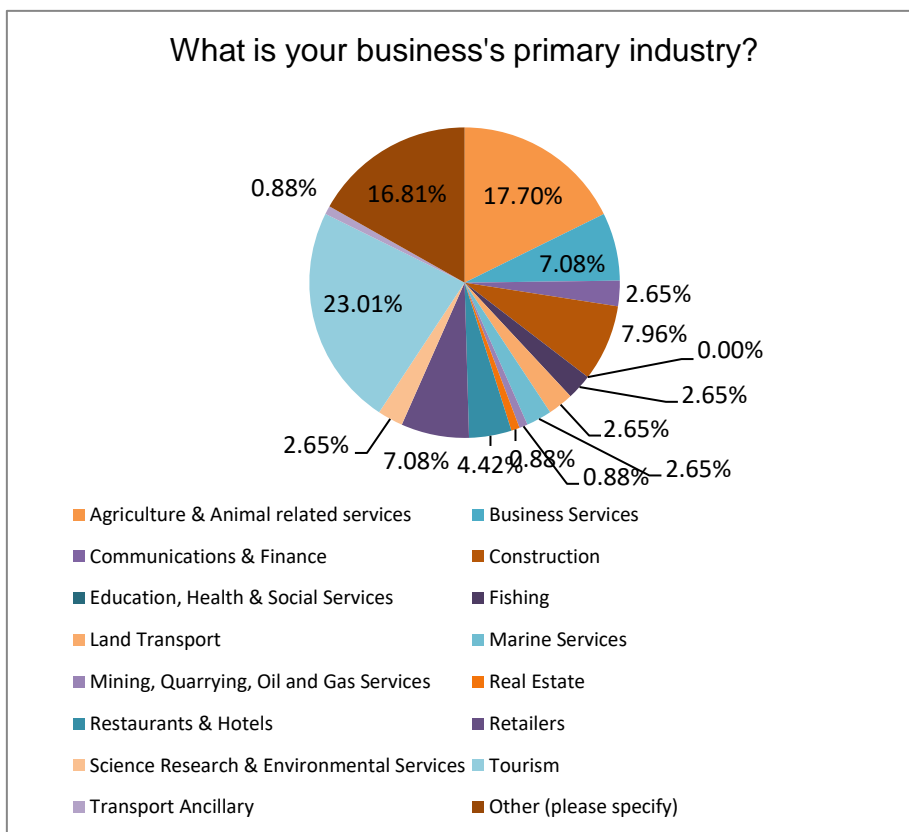
Question 5: What is your business' primary industry?

Tourism for the 3rd edition of the survey (since 2021) is the largest primary sector in the Islands represented in the survey results, with 26 selections (23%), up from 22 responses in 2023. Since 2026, FIDC have continued to see this sector grow as both a primary and secondary industry. 69% of primary Tourism businesses are based in Camp and 60% of Tourism businesses operate across more than one industry. 46% of Tourism business operate as a Sole Trader.

The second largest primary sector responding to the survey is Agriculture and Animal Related Services with 20 selections, representing 18% of the overall responses. This is a slight increase from 2023, which had 18 selections.

Industry	Distributed	Target	Responses	% of Target Achieved	Overall % of Industry Responses
Agriculture & Animal related services	80	30	20	67%	25%
Business Services	36	18	8	44%	22%
Communications & Finance	7	3	3	100%	43%
Construction	30	15	9	60%	30%
Education, Health & Social Services	8	4	0	0%	0%
Fishing	14	7	3	43%	21%
Land Transport	5	3	3	100%	60%
Marine Services	7	3	3	100%	43%
Mining, Quarrying, Oil and Gas Services	1	1	1	100%	100%
Real Estate	4	2	1	50%	25%
Restaurants & Hotels	13	7	5	71%	38%
Retailers	20	10	8	80%	40%
Science Research & Environmental Services	4	2	3	150%	75%
Tourism	24	12	26	117%	108%
Transport Ancillary	5	3	1	33%	1%
Other please specify	n/a	n/a	19	n/a	n/a
Total	258	120	113	94%	44%
Skipped			2		

The table above provides the FIDC estimated number of businesses operating within the Islands across different primary sectors and the targeted number of responses aimed for. This year FIDC hoped to achieve 120 responses across the different sectors and received 115 responses



in total, with 2 respondents skipping this question, bringing the response rate for this question to 94% of the target. This is a significant increase from 80% of the target achieved in 2023.

There were increase industry response rates across multiple sectors compared to 2023, most notably Communications and Finance, up from 23%, Real Estate up from 0%, Science Research &

Environmental Services up from 50% and Tourism exceeded the number of expected primary businesses with a return rate of 108%.

This year there were no responses from the Education, Health & Social Services sector. 19 respondents selected 'Other' and these included crafting/cottage industry type professions, media, and energy technology amongst the answers. The full list of responses can be found in the Appendix on page 42.

Question 6: What other industries does your business operate within?

Of the 115 businesses who participated in the survey, 47 responded to this question and selected 92 secondary or tertiary industries, which means that 41% of respondents operate across 2 or more sectors. The difference in percentage form Question 4 to Question 6 responses, is due to some businesses declining to provide a response to this question.

Since 2016, Tourism has continued to be the largest secondary industry (25 selections), accounting for 53% of selections from respondents, up from 24 in 2023. This small increase is a reversal of a trend seen in previous years, where although the largest secondary sector overall, the number of businesses identifying it had declined.

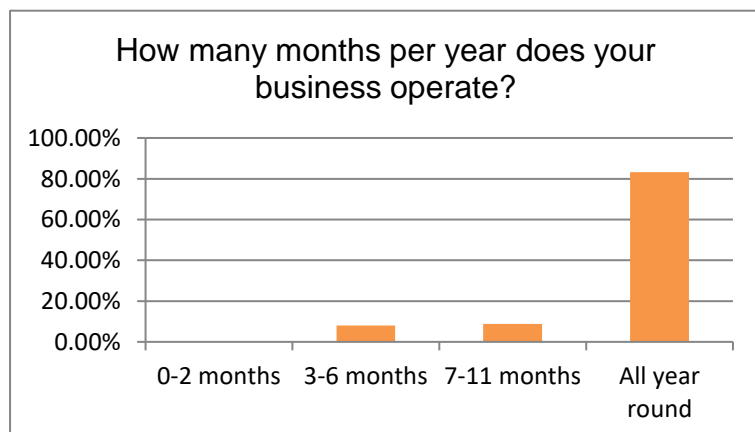
Year	Businesses identifying Tourism as a primary sector compared to previous year	Businesses identifying Tourism as a secondary sector compared to previous year
2018	+10	+3
2020	+6	-7
2021	+3	-3
2023	+3	-1
2025	+4	+1

Agriculture and Animal Related Services was the primary industry which identified Tourism as a secondary industry the most with 50% of the businesses in this primary sector diversifying into Tourism.

Real Estate was the second largest secondary sector recorded in the survey responses with 9 selections, spanning 6 different primary sectors. Housing demands within the Islands continue to grow and this is reflected in the number of businesses moving into this as a secondary or tertiary service.

Question 7: How many months per year does your business operate?

83% of businesses who responded to the survey noted that they operate all year round which is a slight decrease from 87% in 2023. There was a significant increase in businesses who



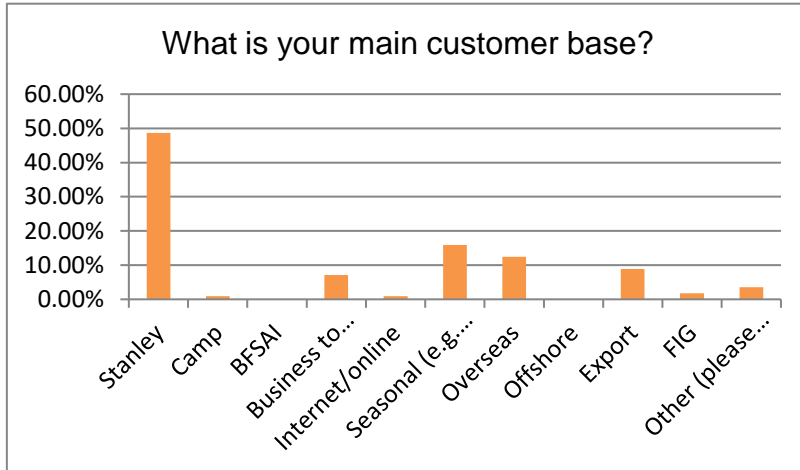
reported operating for 7-11 months of the year, up from 3 in 2023 to 10 in 2025.

The majority of seasonal businesses, (those that operated 11 months or less) were from the Tourism sector, with 16 of the 19 seasonal businesses selecting this as their primary industry and 88% of those seasonal Tourism

businesses are based outside of Stanley.

Question 8: What is your main customer base?

As anticipated and as seen in previous editions of the survey, the largest customer base is Stanley, which is the largest population base in the Islands, with 55 (49%) of responses. This is a



reversal of the trend seen in recent years which saw it decline from 42% in 2020, to 36% in 2021 and 32% in 2023.

The trend seen over previous years where businesses reporting their main customer base was Seasonal, reversed this year with 18 selections for this option (18 in 2020, 16 in 2021, 14 in 2023).

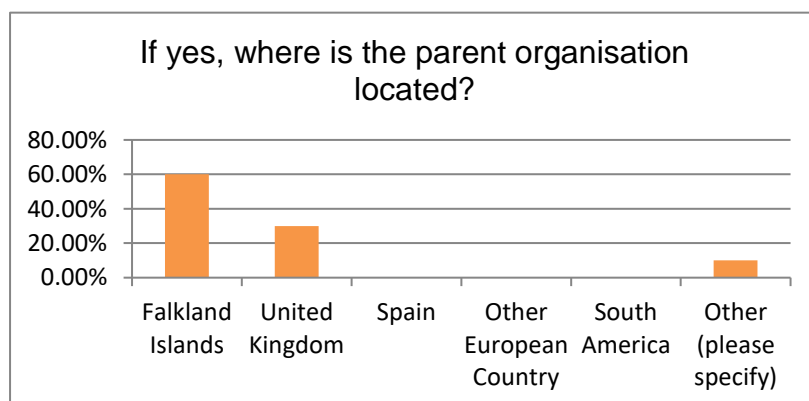
Four businesses selected Other and the full responses can be found in the Appendix on page 44.

Question 9: Is your business owned by another organisation(s)?

The number of business reporting that they were owned by a parent company reduced to 10% in 2025. Changes in business ownership as indicated in previous surveys are shown in the table.

Year	% owned by parent organisation	% not owned by parent organisation
2016	22%	78%
2018	25%	75%
2020	9%	91%
2021	25%	75%
2023	13%	87%
2025	10%	90%

Question 10: If yes, where is the parent organisation located?



The majority of businesses who have a parent company, reported that their parent company was based within the Falkland Islands (60%). Three parent companies are based in the UK (30%) and there was one selection of 'Other', where the respondent noted their parent Company was based

in both the UK and the Falkland Islands.

Question 11: Is your business in partnership with another organisation(s)?

Of the 115 respondents to the survey, 105 skipped this question, with the 10 responding all selecting 'No'.

Question 12: Where is the partner organisation located?

There were no responses to this question.

Question 13: Approximately, how many people did you employ in 2023, 2024 and forecast in 2025?

This question provides an estimate of the size of businesses operating in the Islands in terms of staffing levels. The table estimates the number of employees based on the responses to the question by multiplying the selections with the median within the range. This formula is applied to all of the ranges to calculate the approximate labour force for the businesses that provided data. An example of how this is calculated is: If 7 businesses stated that they employed 11-25 Full Time staff, the calculation is “7x18=126”.

There were 86 businesses who provided data for this section of the survey with 29 declining to answer.

Year	Employee Type	Range							Total
		0	1	2-5	6-10	11-25	26-50	50+	
2023	Full-Time	0	14	77	104	108	76	150	559
	Part-Time	0	11	42	24	0	0	0	77
	Casual	0	6	25	8	54	0	0	93
	Seasonal	0	2	35	16	18	38	100	209
	Consultant	0	3	7	0	0	0	0	10
	Interim/Temporary	0	2	4	0	0	0	0	6
	Trainee	0	4	4	0	0	0	0	8
	Other	0	1	0	0	0	0	100	101
	Total								1063
2024	Full-Time	0	12	67	112	144	38	150	545
	Part-Time	0	11	46	24	0	0	0	81
	Casual	0	5	39	8	54	0	0	106
	Seasonal	0	2	35	8	36	38	100	219
	Consultant	0	3	7	0	0	0	0	10
	Interim/Temporary	0	3	4	0	0	0	0	7
	Trainee	0	4	7	0	0	0	0	11
	Other	0	1	0	0	0	0	100	101
	Total								1080
2025	Full-Time	0	10	74	112	162	76	150	584
	Part-Time	0	10	56	24	0	0	0	90
	Casual	0	2	35	8	54	0	0	99
	Seasonal	0	1	35	8	36	38	100	218
	Consultant	0	2	11	0	0	0	0	13
	Interim/Temporary	0	3	0	0	0	0	0	3
	Trainee	0	3	7	0	0	0	0	10
	Other	0	1	0	0	0	0	100	101
	Total								1119

The following table provides further analysis, comparing the average number of people employed by Falkland Islands' businesses as reported in previous editions of the survey, up to the predicted estimate for 2025.

Year	2012 survey	2014 survey	2016 survey	2018 survey	2020 survey	2021 survey	2023 survey	2025 survey
2011	11							
2012	12	10						
2013		11						
2014		11	14					
2015			15					
2016			15	11				
2017				14				
2018				14	10			
2019					12	12		
2020					12	11		
2021						12	13	
2022							14	
2023							15	12
2024								13
2025								13

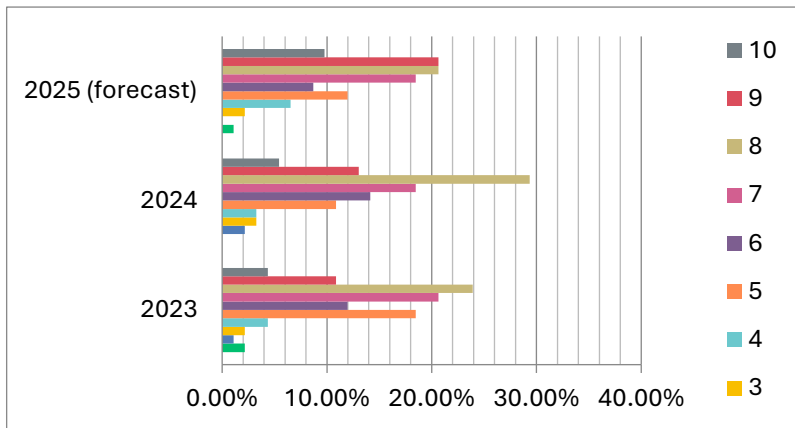
This survey saw a decline in the average number of employees compared to the last edition of the survey. There was also a decline in the number of businesses who indicated they employed 50+ people full time down from 5 businesses in the 2023 edition of the survey to 3 in 2025, which has lowered the average. The three businesses that reported 50+ full time employees were all founded pre-1995 and are all based in Stanley, one being a Limited Company and 2 being Public Limited Companies. All three of these respondents identified their primary sector as 'Retailers'.

Full-time staff made up between 50-52% of the workforce in the period 2023-2024, which is lower than the 58% predicted in the 2023 edition of the survey.

Section 2 – Business Performance

Question 14: How do you rate your business' overall performance in the following years?

This year the scoring matrix was adapted slightly to remove language that had positive or negative connotations and provide a greater insight into business performance, moving from 5 possible selection choices (Dismal to Excellent, to a scoring matrix of 1-10. 92 businesses chose to answer this question with 23 skipping it.



For the sake of comparison, FIDC can assume the following scoring: 1-2 Dismal, 3-4 Poor, 5-6 Average, 7-8 Good, 9-10 Excellent.

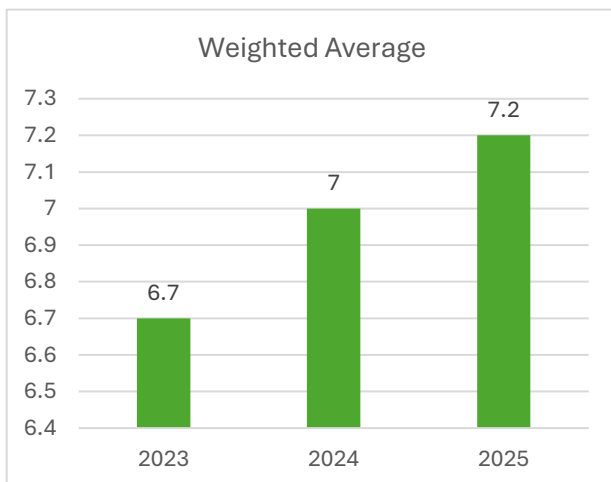
Overall businesses performance for 2023 was worse than predicted with a weighted average of 6.7, compared with 7.86 forecast in the last edition of the survey. 9 businesses across 4 main primary sectors reported 2023 performance as Dismal or Poor (1-4 score), with 44% of these come from Agriculture and Animal Related Services.

Rating	2023 results (forecast)	2023 results (actual)	Variance
Excellent	27.63%	15.22%	-12.41%
Good	47.37%	44.56%	-2.81%
Average	19.73%	30.44%	+10.71%
Poor	1.32%	6.52%	+5.20%
Dismal	3.94%	3.26%	-0.68%

There were 13 primary sectors

who provided a score of 7-10 (Good-Excellent) for business performance in 2023. This represents 25 businesses or 60% of businesses who responded to this question in the survey, down from 75% who predicted this outcome. 69% of businesses who reported a Good-Excellent 2023 performance are based in Stanley, with Tourism being both the primary and secondary industry who scored the highest. Overall, 62% of Tourism businesses felt that 2023 had been a Good or Excellent year for their business performance alongside 48% of businesses who selected Tourism as a secondary industry. All businesses from the following primary sectors reported a good or Excellent business performance for 2023: Land Transport; Mining, Quarrying, Oil and Gas Services; and Transport Ancillary.

Businesses did report some improvement of performance for the 2024 period with a weighted



average of 7.0 and 66% of businesses (61 responses) indicating a Good or Excellent performance score of 7-10. In total 11 primary sectors noted Good or Excellent business performance for 2024 with Tourism again performing well.

Three primary sectors indicated Dismal to Poor performance (scores of 1-4), and these were Agriculture and Animal Related Services, Retailers, and Tourism. 50% of businesses who reported Dismal to Poor business performance in 2024 were based outside of Stanley.

Respondents continued to predict better performance for 2025, with a weighted average of 7.2, although this is notably lower than businesses reported performance for 2022, in the last edition of the survey, suggesting that there are barriers in place preventing them from performing as well as they did 3 years ago. Overall, 70% of respondents have forecast that their

business performance for 2025 will be Good or Excellent. Of these businesses, 65% are based in Stanley and represent 12 primary industries and 15 secondary industries.

Question 15: How do you think your business performed or will perform in terms of profitability in the following years?

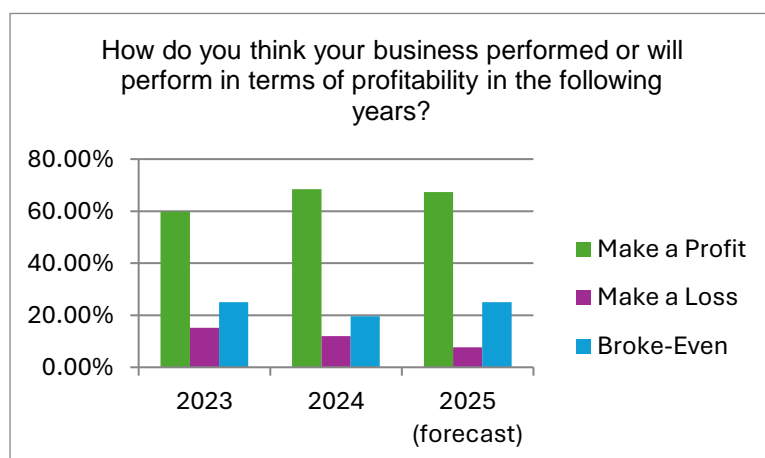
Profitability 2023			
Answer Options	2023 Forecast	2023 Actual	Variance
Made a profit	76.32%	59.78%	-16.54%
Made a Loss	9.21%	15.22%	+6.01%
Broke Even	14.47%	25.00%	+10.53%

As with the previous question, 92 businesses provided information on their profitability in 2023, 2024 and predicted profitability for 2025. When reporting on 2023, 60% of businesses reported

making a profit, with 15% reporting a loss and 25% stating they broke even. The table provides a comparison of the predicted profitability for 2023 from the last edition of the survey and the reported profitability for 2023 in this edition.

As seen in business performance there was a decrease in businesses that reported a profitable 2023 compared to what was forecast. 71% of businesses that reported a profit for 2023 are based in Stanley and represented 13 primary sectors. 54% of Tourism businesses reported a profit and all of the following primary sectors reported they made a profit in 2023: Land Transport; Mining, Quarrying, Oil and Gas Services; and Transport Ancillary.

There were four primary sectors that reported a loss in 2023, representing 14 businesses, these sectors were: Agriculture & Animal related services (4), Construction (2), Restaurants and Hotels (2) and Tourism (2), with 4 additional selections from ‘Other’. Of businesses reporting a loss for 2023, 57% were based in Stanley.



When comparing the overall business performance reported in the previous question with businesses that made a loss in 2023, 29% of business that reported a loss for the period, scored their performance as either Dismal or Poor (1-4 score). Interestingly, 29% of businesses reporting a loss for the period scored their overall business performance as ‘Good’ in 2023

with a score of 8. This reflects that profitability is not always linked with how successful a business feels they perform as performance can include other concepts such as customer satisfaction, staff retention, investment in infrastructure, improved products, successful contracts etc.

Business reporting a profit did increase in 2024 to 68%, with less businesses both reporting break even (20%) and a loss (12%). 71% of businesses that reported a profit for 2024 are based in Stanley. There are 13 different primary sectors reporting 2024 as a profitable year, with all businesses from the following sectors stating that 2024 was profitable: Mining, Quarrying, Oil and Gas Services; and Transport Ancillary. Of the 11 businesses that reported a loss for 2024, 6 (55%) were from Agriculture & Animal related services.

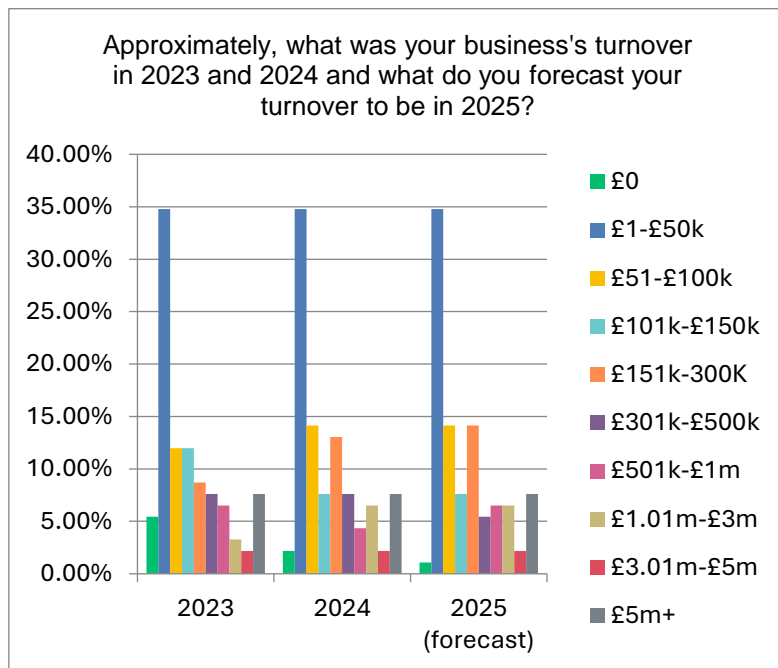
When predicting profitability for 2025, there was a slight decrease in businesses who thought that their ventures would be profitable, down to 67%. However, businesses predicting making a loss also decreased from 12% to 8%. Two of the businesses who predicted profitability in 2025, also selected Poor business performance overall, scoring their predicted performance as 4. 84% of businesses predicting profitable performance for 2025 also predicted Good or Excellent Business Performance. There are 13 sectors predicting a profit in 2025. When it comes to predicting a loss for 2025, only 3 primary sectors indicated this: Agriculture and Animal Related Services, Construction, and Restaurants and Hotels. 57% of businesses indicating a loss for 2025 are in Camp.

Question 16: Approximately, what was your business' turnover in 2023 and 2024 and what do you forecast your turnover to be in 2025?

In the last edition of the survey, FIDC asked participants to forecast their turnover for 2023, and using the data collected from this survey FIDC can compare the forecasted turnover of businesses to their actual turnover reported. FIDC also asked businesses to report on their turnover for 2024 and forecast their 2025 turnover.

	2023 Forecast	2023 Actual	Variance	2025 Forecast
£0	1.32%	5.43%	+4.11%	1.09%
£1-£50k	25.00%	34.78%	+9.78%	34.78%
£51k-£100k	17.11%	11.96%	-5.15%	14.13%
£101k-£150k	5.26%	11.96%	+6.70%	7.61%
£151k-£300k	13.16%	8.70%	-4.46%	14.13%
£301k-£500k	7.89%	7.61%	-0.28%	5.43%
£501k-£1m	5.26%	6.52%	+1.26%	6.52%
£1.01m-£3m	7.89%	3.26%	-4.63%	6.52%
£3.01m-£5m	3.95%	2.17%	-1.78%	2.17%
£5m+	13.16%	7.61%	-5.55%	7.61%

For the period 2023, 52% of businesses reported a turnover of £100k or less, a 9% increase from what was predicted in the 2023 edition of the survey. Reported turnover for 2024 remained stable for this bracket, with 51% of participants reporting a turnover of less than £100k. The largest sectors reporting a turnover of £100k or less for both 2023 and 2024 were Tourism (12 responses) and Agriculture and Animal Related Services (11 responses), this equates to 46% of all Tourism and 55% of all Agriculture and Animal Related Services who participated in the survey. Communications and Finance was the only sector where 100% of respondents (3) reported a turnover of less than £100k for 2023 and 2024.



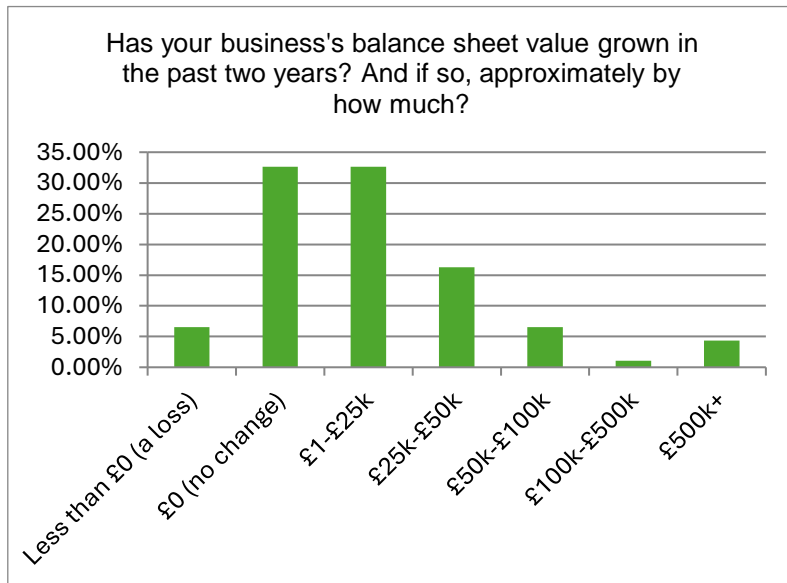
There was a slight increase in businesses reporting a turnover of between £101k and £1m compared to the turnover levels forecast for 2023, up from 32% forecast to 35% actual. This declined slightly for 2024, to 33% of businesses reporting a turnover within this bracket and with 34% forecasting this level of turnover for 2025. The Tourism sector had the most businesses reporting this level of turnover for 2023 and 2024, with 8 Tourism businesses for each year selecting this bracket (31% of all primary Tourism businesses).

There was also a decrease in the percentage of businesses reporting a turnover of more than £1.01m compared to what was forecast for 2023, down from 25% to 16%. FIDC have already noted when looking at business staffing levels that there was a decrease in larger employers responding to the survey and this could have had an impact on this type of turnover reporting, with more smaller businesses participating this year. There were 7 primary sectors who reported this level of turnover in 2023: Agriculture and Animal Related Services; Business Services; Fishing; Marine Services; Mining, Quarrying, Oil and Gas related services; Retailers; and Transport Ancillary. 92% of businesses reporting this level of turnover are based in Stanley with one business operating on East Falkland. The majority of businesses reporting a turnover of more that £1.01m are Limited Companies (67%).

The percentage of respondents who reported a turnover of £1.01m or more for 2024, and forecasted turnover for 2025 remained stable at 16%. However, there were a total of 9 different primary sectors who selected this option for 2025 with the addition of Construction and Restaurants and Hotels.

Question 17: Has your business's balance sheet value grown in the past two years? And if so, approximately by how much?

There were 92 responses to this question in the survey out of a possible 115, a response rate of 80% which is the same as the response rate for the last edition of the survey. A total of 6 businesses across three sectors reported a decrease in their balance sheet with a further 30 businesses indicating no growth across 9 primary industries. Primary industries reporting no growth, or a declining balance sheet are: Agriculture and Animal Related Services; Business Services; Communications and Finance; Marine Services; Mining, Quarrying, Oil and Gas related services; Retailers; Science, research, and Environmental Services; and Tourism.



In total, 56 businesses (61%) noted an increase in their balance sheet over the last 2 years spanning 12 different primary industries. Land Transport, Restaurants and Hotels, and Transport Ancillary were the three primary sectors where 100% of respondents indicated growth in their balance sheet. The largest band of growth was £1-£25k with 30 businesses (33%) of respondents selecting this answer across 10 primary industries.

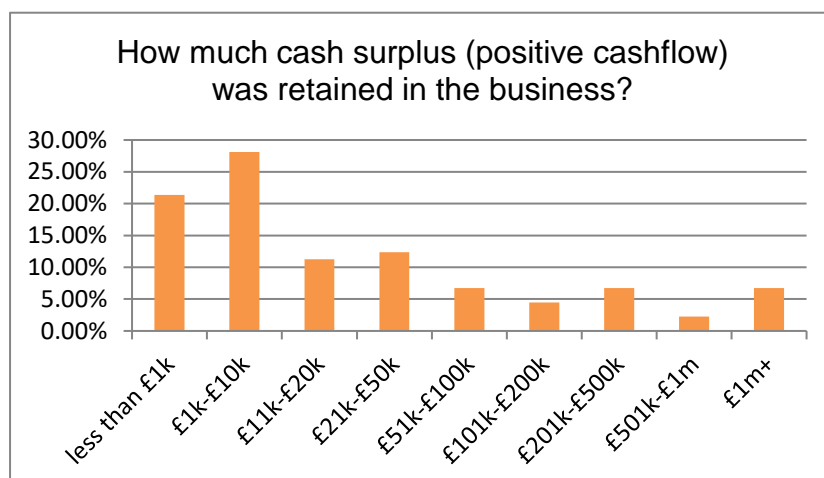
There were 4 businesses who indicated a growth of £500k+, with two from the fishing sector and one retailer. The fourth business did not indicate a primary sector and stated they worked across multiple sectors. All of the businesses indicating this level of Growth are based in Stanley and are Limited Companies.

Question 18: How much cash surplus (positive cashflow) was retained in the business?

A total of 89 businesses chose to respond to this question, with 79% stating that they retained at least a £1k positive cashflow, this is a slight decrease from 81% in the 2023 edition of the survey. 19 businesses stated they had less than £1k in cash retained within their business across 7 primary industries, the industry with the most selections being Agriculture and Animal Related Services (6 selections). 21% of businesses who retained less than £1k cash are seasonal and do not operate all year round with 53% of businesses based in Camp. 42% of these businesses reported a Dismal – Poor business performance in 2023, reducing to 21% for 2024, with 21% forecasting Poor performance in 2025. Interestingly, 21% also rated their business performance for 2023 as Good-Excellent, rising to 40% for 2024 and rising to 42% forecast Good-Excellent performance for 2025. Of businesses reporting less than £1k retained cash, 26% reported a loss for 2023 rising to 32% in 2024, however only 5% are predicting that they will make a loss in 2025.

As in 2023 a cash retention of £1k-£10k was the highest selected answer, with 28% of business indicating this level of cash retention across 7 sectors, Tourism having the highest level of responses, with 10 primary Tourism businesses, followed by Agriculture and Animal Related Services with 5 responses. 52% of these businesses are based in Camp and Tourism was the largest secondary industry. 76% of businesses who retain £1k-£10k reported Good-Excellent

business performance in 2023, rising to 76% in 2024 and forecast at 76% for 2025. Reporting on 2023, 52% of businesses declared a profit, increasing to 64% in 2024 and forecast at 72% for 2025.



Business reporting a cash balance of £11k to £50k increased from 20% in 2023 to 24% in 2025, with 21 businesses from 7 primary sectors, the largest represented being Construction (5 selections). When looking at the Construction businesses who retain £11k-£50k within their business, 60% are sole traders. Overall, from the 21

businesses who reported this level of retained cash, 72% are located in Stanley, and 43% were founded post 2016. Only one business with this level of retained cash operates seasonally and indicated that this was 3-6 months of the year. 52% of businesses reported Good-Excellent performance for 2023, increasing to 76% in 2024 and forecast to increase further to 81% in 2025. One business reported a loss in 2023 and no business reported a loss for 2024 or predicted one for 2025.

There were 10 businesses who reported retaining between £51k and £200k (11% of responses) from 4 primary industries: Business Services; Land Transport; Restaurants and Hotels; and Tourism. 50% of businesses retaining this level of cash come from the Tourism sector and 70% are Limited Companies. Agriculture and Animal Related Services, Real Estate, and Tourism were the largest secondary sectors. In terms of business performance, businesses who indicated cash reserves in this bracket were mainly positive, with 80% indicating a Good-Excellent business performance for 2023, decreasing to 70% for 2024 and forecasting at 80% for 2025. The majority of businesses were profitable: 90% in 2023, 80% in 2024 and predicted 90% for 2025. One business recorded a loss for 2023 and 2024, and no businesses predicted a loss for 2025.

There were 6 businesses (7%) who indicated cash reserves of £201k-£500k, across 4 primary sectors: Business Services (3); Construction; Retailers; and Tourism and are all based in Stanley, with 50% being Limited Companies. All of the business operated year-round and no businesses indicated Dismal-Poor performance for 2023, 2024 or predicted for 2025. One business indicated a loss for 2023, with the rest indicating a profit for 2023, 2024 and forecast for 2025. All of these businesses were established pre 2005 with 50% formed between 1982 and 1988.

There were 8 respondents who reported cash reserves of £501k-£1m+, all of which are Limited Companies who operate all year round, and all formed pre-2005. 88% are located in Stanley and 1 business (12%) is based on West Falkland. 6 different primary sectors indicated this level of cash balance retained: Agriculture and Animal Related Services; Fishing; Marine Services; Mining, Quarrying, Oil and Gas Related Services; Retailers; and Transport Ancillary. No businesses indicated Poor or Dismal performance for 2023 or 2024, with one forecasting Poor Performance for 2025. 88% indicated Good-Excellent business performance in 2023, decreasing

to 50% for 2024 and forecast at 50% for 2025. No businesses reported a loss in 2023, with one reporting a loss for 2024 and one forecasting a loss and one forecasting break even in 2025. 63% of businesses with this level of retained cash have a turnover of £5m+ for 2023, 2024 and forecast for 2025.

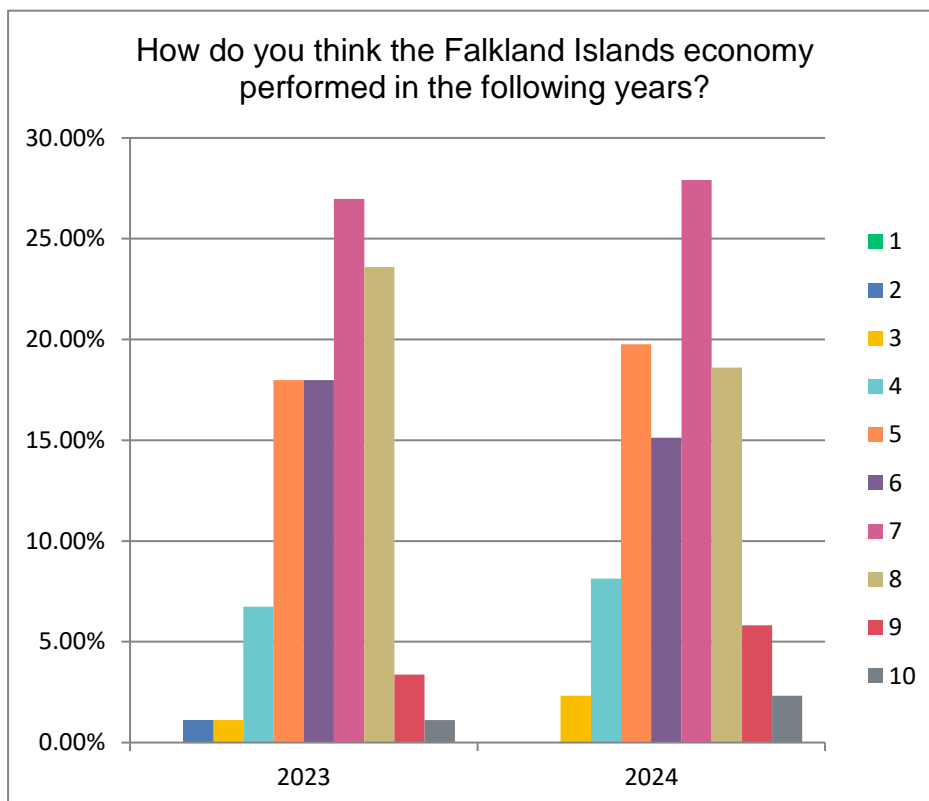
Section 3: The Economy and FIDC

Question 19: How do you think the Falkland Islands economy performed in the following years?

There were 89 responses to this question. This year, as with the questions on business performance, the rating was changed to a scale of 1-10. For the sake of comparison with the previous editions of the survey, FIDC can assume the following scoring: 1-2 Dismal, 3-4 Poor, 5-6 Average, 7-8 Good, 9-10 Excellent.

51% of businesses rated the performance of the Falkland Islands economy for 2023 as Good (45 businesses), with a further 4% rating it as Excellent (4 businesses), a total score of 55% Good-Excellent rating. 2024 also scored a 55% Good to Excellent rating with 47% rating the economic performance as Good (40 businesses) and a further 8% rating it as Excellent (7 businesses). For 2023 and 2024, 57% of businesses who scored Good or Excellent were based in Stanley with the remaining businesses in Camp, 13 sectors reported Good-Excellent economic performance in 2023, reducing to 12 in 2024. Transport Ancillary was the sector that did not score Good-Excellent Economic performance for 2024, but did for 2023.

There were three businesses in 2023, who rated economic performance as Good or Excellent, who rated their own business performance for the same period as Poor (6%) compared to 33 businesses (67%) who rated their own business performance as Good or Excellent. All businesses from the following primary sectors rated the economy Good or Excellent: Communications and Finance; Land Transport; Mining, Quarrying, Oil and Gas Related Services; and Transport Ancillary. Tourism had the most selections with 12 Tourism business rating the economic performance of the Islands for 2023 as Good or Excellent.



When asking respondents to report on economic performance for 2024, one business who rated the economy as Good or Excellent, rated their own business performance as Dismal and a further 2 rated their performance as Poor. There were 38 businesses who rated performance of the economy as Good or Excellent and also rated their own business

performance as Good or Excellent for 2024. All of the following primary sectors rated the economy Good or Excellent: Communications and Finance; Land Transport; and Mining, Quarrying, Oil and Gas Related Services. There were 10 Tourism businesses who provided this rating.

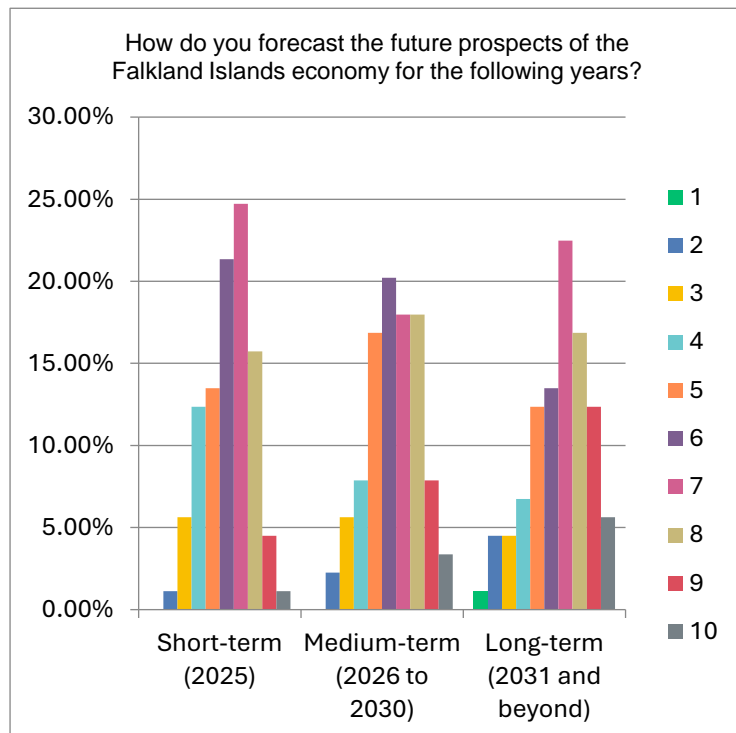
A score of Dismal to Poor economic performance was provided by 9% of businesses (8) for 2023 increasing slightly to 10% (9 businesses) for 2024. Of the 8 businesses who selected Poor or Dismal scores for 2023, they were evenly split between Stanley (4) and Camp (East Falkland 3, West Falkland 3) and represented 5 primary industries: Agriculture and Animal Related Services (2); Construction (1); Restaurants and Hotels (2); Retailers (1) and Tourism (1). One business rated their performance for the same period as Dismal, 6 rated their performance as Average, and 1 rated their performance as Good. Businesses who scored the performance of the economy as Dismal or Poor for 2024 were mainly located in Stanley (7 businesses) with one business from both East and West Falkland each providing a Dismal or Poor score for 2024. The number of primary sectors noting a Dismal or Poor score for the economy for 2024 reduced to 4: Agriculture and Animal Related Services (2); Fishing (1); Restaurants and Hotels (2); and Tourism (1). 33% of businesses (3) who rated the economy Poorly rated their own performance as Good or Excellent and 22% (2) rated their performance as Poor or Dismal.

36% of businesses (32) rated the economic performance of the Falkland Islands as Average for 2023, decreasing slightly to 35% (30 businesses) for 2024. The weighted average score for both 2023 and 2024 was 6.49. The predicted Weighted Average economic performance score for 2023, from the last edition of the survey was 6.68, indicating that respondents did not feel the economy performed as well had been predicted.

Question 20: How do you forecast the future prospects of the Falkland Islands economy for the following years?

Using the same rating scale as in previous questions, 1-2 Dismal, 3-4 Poor, 5-6 Average, 7-8 Good, 9-10 Excellent, FIDC asked respondents to predict the future of the Falklands Economy over the short (2025), medium (2026-2030) and long term (2031 and beyond).

Economic performance was predicted to decline in the short term (2025) to 6.15 weighted average, however respondents did feel that there would be some recovery in the medium term (2026-2030) with a weighted average of 6.33 and the economy would continue to improve in the long-term (2031 and beyond) with a score of 6.53, however this score is lower than the weighted average score in the longer-term forecasts from the last edition of the survey which by comparison was 7.18. Overall, scoring was less optimistic than seen in previous editions.



One respondent felt that the economy would perform Dismally in 2025 and a further 16 forecast Poor economic performance in the short term, this means that 20% of respondents forecast economic performance for 2025 as either Dismal or Poor. However, 41 respondents (46%) forecast either Good or Excellent economic performance for 2025. The number of businesses forecasting Dismal economic Performance for the medium term increased to 2, but Poor performance forecasting reduced to 12, meaning 16% of respondents overall felt that the economy would not perform well in the medium term (2026-2030).

There was also a small increase in the number of businesses predicting Good or Excellent economic performance in the medium term, with 42 respondents selecting these ratings.

There were seven sectors who predicted Dismal or Poor Economic Performance in the short term (2025): Agriculture and Animal Related Services (3); Construction (3); Fishing (1) Restaurants and Hotels (2); Retailers (1); Tourism (2); and Transport Ancillary (3), with 71% of these businesses based in Stanley. 5 of these businesses predicted their own performance in 2025 to be Dismal (1) or Poor (4). There were 5 primary industries who forecast Dismal -Poor economic performance in the medium-term: Agriculture and Animal Related Services (4); Construction (3); Fishing (1) Retailers (1) and Tourism (2), with 58% located in Stanley.

Looking at the economy Longer-term, 17% of respondents felt that it would perform poorly, with 5 business providing a Dismal rating and a further 10 selecting Poor. There was an increase in respondents who felt that the economy would perform either Good (35) or Excellent (16) in the long term with 57% of the responses. Six primary industries indicated a Dismal-Poor long term economic forecast: Agriculture and Animal Related Services (4); Construction (2); Fishing (1); Marine Services (1) Retailers (1); and Tourism (2), with 53% based in Stanley.

The majority of businesses who had an optimistic long-term economic outlook rating the future economic performance for 2031 and beyond as Good or Excellent were based in Stanley (61%)

and spread across 13 primary industries with Tourism selecting this score the most (9 selections). All of the following primary sectors who responded to the survey predicted a positive long term economic future for the Islands: Land Transport; Mining, Quarrying, Oil and Gas Related Services; and Transport Ancillary.

Question 21: Please select up to five barriers that prevent the growth of your business?

The table illustrates the results in order based on the number of selections for each barrier to growth.

Telecommunications– Bandwidth (Speed and Quality) was the number 1 barrier to business growth highlighted in the survey with 38 (44%) of respondents selecting this. This has remained in the top 5 barriers to economic growth since 2018, and also placed 1st in 2021. In the last edition of the survey (2023) this barrier to growth was in 3rd position. The majority of businesses who indicated this as a barrier are based in Stanley 61% with the remaining based in Camp, with 12 primary sectors selecting this as a barrier. 100% of businesses from these primary sectors indicated this was a barrier to growth: Communications and Finance; Mining, Quarrying, Oil and Gas Related Services; and Transport Ancillary. The Tourism sector made the most selections with 11 primary tourism businesses selecting this option.

Air Links to South America (LATAM) placed second in this edition of the survey, rising from 4th in 2023 and equalling its 2021 ranking. Tourism was the primary sector that selected this the most with 10 selections as well as the highest secondary sector that indicated this was a barrier to business growth.

Cost of Fuel and Cost of Electricity remained in the top 5 barriers to growth ranking at 3rd and 4th respectively (ranking 2nd and 5th in 2023). Prices of fuel have come down slightly since 2023 however electricity prices remain high.

Shortage of Skilled Labour remains within the top 5 barriers to growth and has done since 2012 and was ranked 1st in 2023. This year it is ranked equal 5th with Telecommunications- Cost (up from 7th in 2023) and Freight costs by Sea – Import (up from 9th in 2023).

Housing has remained in the top 10 barriers to growth ranking in 8th place in this edition compared to 9th in 2023.

Freight costs by Sea – Export rose from 12th in 2023 to 9th in 2025. In joint 10th position were the following barriers to growth: Access to Finance - Business Loan; and Distance to Markets. In 2023 these were ranked 24th and 6th respectively. 92% of businesses who selected Access to Finance - Business Loan are based in Stanley, with 42% of the businesses selecting this option having a turnover of more than £501k in 2023, 2024 and forecast for 2025.

Other notable increases in rankings are: Insurance at rank 20 up from 32 in 2023, Taxation rank 12 up from 28 in 2023, and Shortage of Unskilled Labour at rank 16 up from 26 in 2023.

Accountancy Services and Legal Services remained the only two barriers to growth that were not elected in the last edition of the survey or this edition.

Rank	Answer Choice	%	Amount
1	Telecommunications - Bandwidth (Speed & Quality)	44.19%	38
2	Air Links to South America (LATAM)	29.07%	25
3	Cost of Fuel	24.42%	21
4	Cost of Electricity	23.26%	20
=5	Freight costs by Sea - Import	22.09%	19
=5	Shortage of Skilled Labour	22.09%	19

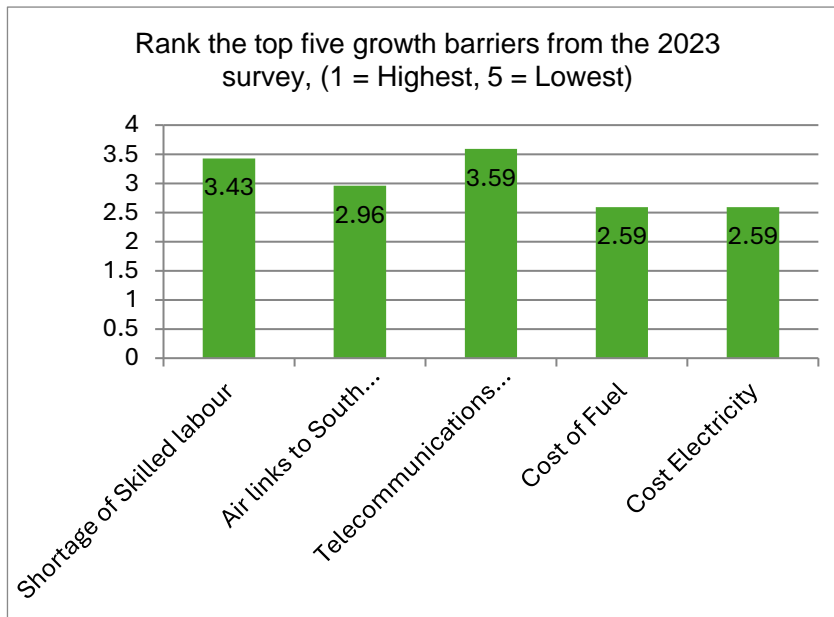
=5	Telecommunications - Cost	22.09%	19
8	Housing	16.28%	14
9	Freight costs by Sea - Export	15.12%	13
=10	Access to Finance - Business Loan	13.95%	12
=10	Distance to Markets	13.95%	12
=12	Access to Finance - Credit Card Facilities	10.47%	9
=12	Coastal Shipping/Ferry	10.47%	9
=12	Freight via SAAS	10.47%	9
=12	Taxation	10.47%	9
=16	FIG Regulations	9.30%	8
=16	Internal Politics	9.30%	8
=16	Shortage of Unskilled Labour	9.30%	8
=16	Telecommunications - Package Size	9.30%	8
=20	Access to Finance - Working Capital Loan/Overdraft	8.14%	7
=20	Air Link (FIGAS)	8.14%	7
=20	Insurance	8.14%	7
=20	Public Infrastructure	8.14%	7
=20	Small Local Market	8.14%	7
=25	Air Link to the UK (Airbridge)	6.98%	6
=25	External Politics	6.98%	6
=25	Other (please specify)	6.98%	6
=28	Access to Finance - Merchant Banking Facilities	5.81%	5
=28	Freight by Air Cargo - DHL	5.81%	5
=28	Office Availability	5.81%	5
=28	Training	5.81%	5
=28	Warehouse Availability	5.81%	5
=33	Immigration Regulations & System	4.65%	4
=33	IT Services / Expertise	4.65%	4
=33	Storage Availability	4.65%	4
=36	FIG Procurement Policy	3.49%	3
=36	Freight Costs by DHL	3.49%	3
=36	Lack of Consultancy Services	3.49%	3
=39	FIG Size/Presence	2.33%	2
=39	Freight via FIRS	2.33%	2
=39	Freight by Air Cargo	2.33%	2
=39	Freight Costs - Internal	2.33%	2
=43	Accountancy Services	0.00%	0
=43	Legal Services	0.00%	0

Question 22: Can you provide details about the barriers you selected? Please explain how you overcame these barriers?

There were 36 respondents who provided some further detail regarding barriers to growth, representing 31% of survey participants.

The full text responses can be found in the Appendix on page 51.

Question 23: Rank the top five growth barriers from the 2023 survey, (1 = Highest, 5 = Lowest).



This question aims to provide clarity regarding barriers identified in the last edition of the survey and asks participants to rank them in order of importance. There were 79 respondents who completed this question.

The highest scoring barrier by weighted average was Telecommunications Bandwidth (Speed & Quality) with a score of 3.59 followed by Shortage

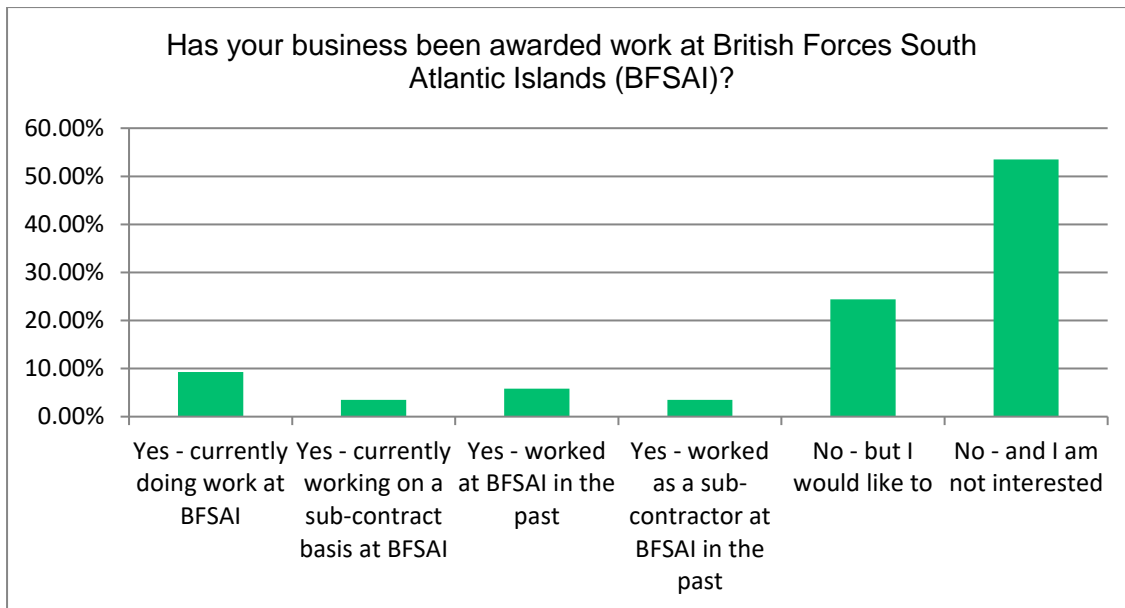
of Skilled labour at 3.43. These were the two highest scoring barriers in the 2023 edition of the survey as well, although overall their weighted average score has decreased since 2023 from 4.66 and 4.46, respectively.

Question 24: Has your business been awarded work at British Forces South Atlantic Islands (BFSAI)?

There were 86 participants who responded to this question in the survey. Of those 86, 46 (53%) stated they had not been awarded work with BFSAI and were not interested in doing so. A further 21 (24%) stated that although they had not been awarded work at BFSAI they would like to.

There were 19 businesses who either currently have contracted (or subcontracted) work at BFSAI or have done so in the past. This is an increase from 15 in 2023.

Currently working at BFSAI are 8 businesses with a further 3 currently working at BFSAI on a subcontracted basis, this is the same level as 2023 where a total of 11 businesses were either contracted or subcontracted at BFSAI. Primary industries directly contracted with BFSAI included Business Services, Construction, Land Transport, Mining, Quarrying, Oil and Gas Services, Retailers, and Tourism. Subcontracted industries were Business Services and land Transport.



There were 8 businesses who reported that they had worked at BFSAI in the past, with 3 of these on a subcontract basis. These businesses came from the following sectors: Agriculture and Animal Related Services, Business Services and Construction.

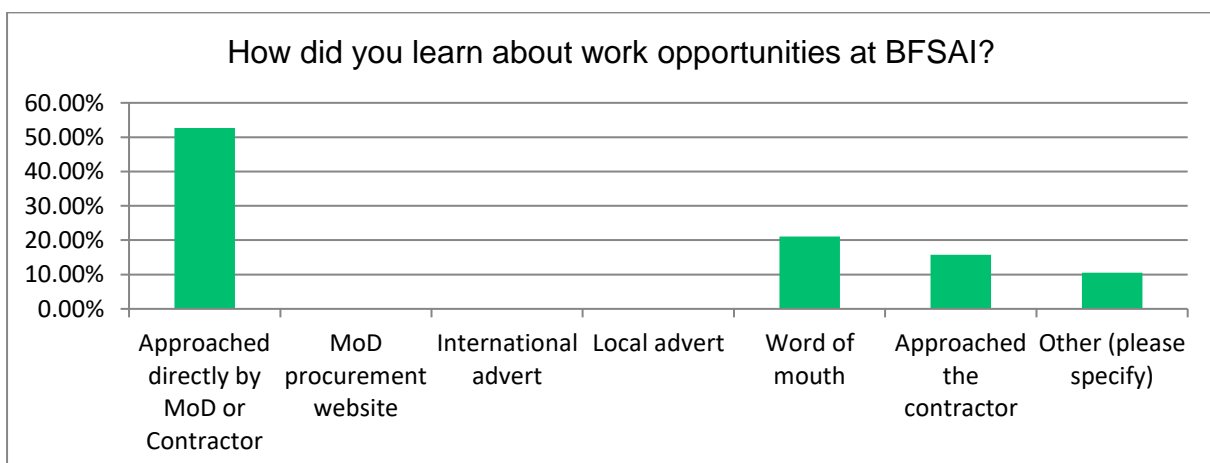
Of the respondents to the survey who stated that they had no interest in working with BFSAI, 35% came from the Tourism sector and 15% from Agriculture and Animal Related Services. In total 9 primary sectors noted no interest.

There were businesses from 7 primary industries who stated that although they had not worked with/for BFSAI, they would be interested in doing so. The highest scoring of these were: Agriculture and Animal Related Services, and Construction with 4 selections each.

Question 25: How did you learn about work opportunities at BFSAI?

The majority of businesses who have accessed contract opportunities at BFSAI were approached either directly by the MoD or Contractor, with 53% of respondents reporting this. This is a significant increase from 2023, where 20% reported accessing contracts directly.

A further 21% stated that they learnt of contract opportunities via word of mouth. No businesses selected 'MoD Procurement website', 'Local advert' or International Advert'.



Question 26: Has your business ever received assistance from FIDC?

There was an increase in businesses reporting they had received assistance from FIDC, up from 49% in 2021 to 51% in 2023, and increasing to 58% in 2025. There were 86 businesses who answered this question in the survey with 29 skipping it.

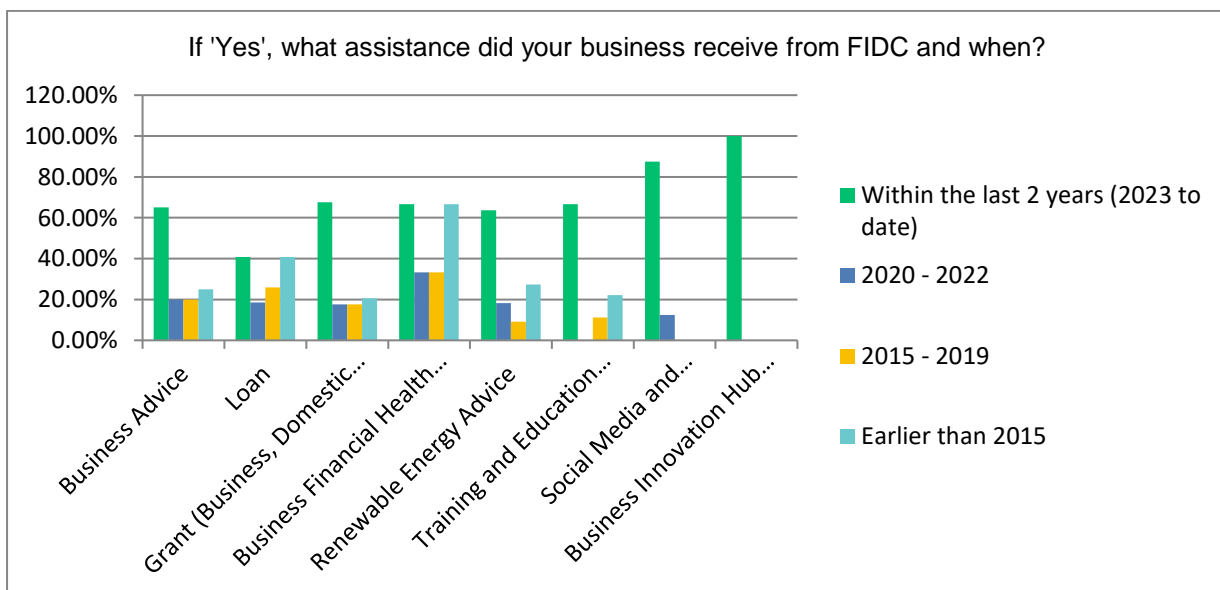
Answer options	2016 survey	2018 survey	2020 survey	2021 survey	2023 survey	2025 survey
Yes	53.9%	59.3%	54.6%	48.5%	50.7%	58.1%
No	46.1%	40.7%	45.4%	51.5%	49.3%	41.9%

There were 14 primary sectors who indicated that they had received some form of assistance from FIDC (up from 11 in 2023). Agriculture and Animal Related Services was the largest represented sector with 11 Agriculture and Animal Related Services businesses reporting that they had received support from FIDC, followed by Tourism with 9 selections. The sectors with the highest percentage of businesses reporting they had support from FIDC were: Mining, Quarrying, Oil and Gas Services (100%); Transport Ancillary (100%); Restaurants and Hotels (80%); and Marine Services (66%).

Of the 50 businesses indicating they had received support from FIDC, 26 (52%) were founded post 2011, with one of these founded within the last 12 months and 6 since 2022. 54% of businesses are based in Stanley with the remaining 46% from Camp. These businesses scored their performance slightly higher than the overall weighted average at 6.8 for 2023, 7.1 for 2024 and forecast 7.5 for 2025 compared to 6.7, 7.0 and 7.2, respectively. There was also an increase in the percentage of businesses reporting making a profit for 2023, 2024 and forecast for 2025 compared to the overall statistics, up from 60% to 64% for 2023, 68% to 72% 2024 and 67% to 74% for 2025.

Question 27: If 'Yes', what assistance did your business receive from FIDC and when?

Grant (Business, Domestic & Commercial Energy, Camp development, Electric Vehicle, Professional Fees and Training & Certification) was the most popular type of support with 34 (30%) selections, followed by Loan with 27 (23%) selections and Business Advice with 20 (17%).



When looking at businesses who received Business Advice from FIDC 75% also accessed loan funding and 65% accessed grant support. None of the businesses who received advice within the last two years predict a loss for 2025 and forecast their businesses performance for 2025 at 7.5 compared to the overall weighted average of 7.2.

The most popular type of assistance provided since 2023 was Grant (Business, Domestic & Commercial Energy, Camp development, Electric Vehicle, Professional Fees and Training & Certification) reflecting the large variety of grants available to businesses in the Islands, followed by Business Advice with 13 selections and Loan with 11 selections. The last two years also saw an increase in businesses receiving Renewable Energy Advice (7), Social Media and Marketing Support (7) and Training (6).

When looking to the past 2015-2019, and earlier than 2015, Loan financing was the most popular type of support accessed from FIDC. Business Advice has also increased significantly with 5 selections for pre-2015 up to 13 for the last 2 years.

Question 28: How do you rate the performance of FIDC?

For the sake of comparison with previous years, FIDC have taken the previous weighted average scores and multiplied them by 2, to provide a weighted average out of 10 rather than out of 5.

Year	Weighted Average
2025	7.1
2023	6.4
2021	6.96
2020	6.54
2018	7.12
2016	6.9

This year saw the overall score for FIDC increase from 6.4 in 2023 to 7.1 for 2025, back to similar levels to the 2018 edition of the survey. Overall, 65% of respondents indicated that FIDC’s performance was either Good or Excellent, up from 41% in 2023. There were 3 respondents who rated FIDC as Dismal (down from 6 in 2023) and a further 4 who rated FIDC as Poor (down from 13 in 2023).

Question 29: What additional services could FIDC offer to assist your business?

There were 16 participants who answered this question, the full responses can be found in the Appendix on page 60.

Question 30: What do you think FIDC’s role in the economic development of the Falkland Islands should be?

There were 18 responses to this question, with many focussing on business growth, supporting economic development and the rural community as well as providing financing options. Overall, the comments were positive, and all comments can be found in the Appendix on page 62.

Question 31: Has your business ever been unsuccessful at securing funding from FIDC?

This is the second year that this question has appeared in the Business Climate Survey, so FIDC can draw comparisons to the 2023 data. There were 49 participants who answered this question

with only 12% (6 responses) stating that they had been unsuccessful). This is lower than in 2023, where 9 (19%) stated they had not been able to access financing from FIDC. There were three primary sectors who noted they had been unable to access financing: Agriculture and Animal Related Services, Restaurants and Hotels and Tourism.

Question 32: If yes, why were you unsuccessful in securing funding?

Of the 6 businesses who stated they had been unsuccessful at accessing funding, 4 provided some further detail. The full responses can be found in the Appendix on page 63.

Section 4: Innovation

Question 33: How innovative do you rate your business?

As in 2023, 91% of the 80 businesses who responded to this question in the survey rated themselves as either Innovative or Very Innovative. There were 7 respondents (9%) who stated that their business was Not at all innovative. The weighted average score was 2.13 up slightly from 2.11 in 2023.

There were 56 businesses who rated themselves as Innovative (70%), these businesses represented 13 primary sectors with the most selections from Tourism (15) followed by Agriculture and Animal Related Services (7). 11% of these businesses rated their performance as either Dismal or Poor for 2023, decreasing to 9% for 2024 and 2025 forecast. 63% rated their performance as either Good or Excellent for 2023 rising to 73% for 2024 and 75% 2025 forecast. The majority of businesses who rated themselves as Innovative made a profit across the years, 61% in 2023, 71% in 2024 and 70% forecast profit for 2025.

Of the 17 businesses who reported that they were Very Innovative, Agriculture and Animal Related Services was the highest with 3 selections. Overall, 9 primary sectors had businesses who rated themselves as Very Innovative. 60% of businesses who scored their innovation as Very Innovative, rated their performance as either Good or Excellent for 2023, rising to 71% for 2024 and forecast at 71% for 2025. There were 4 businesses rated themselves as Very Innovative and who reported a loss for 2023, decreasing for 2 in 2024 and 2 forecasts for 2025.

There were two primary sectors that made up the 7 business who rated themselves as not at all innovative: Construction and Tourism. All of these seven businesses reported that they had been profitable in 2023, 2024 and forecast profit for 2025. None of these businesses rated their performance as Dismal or Poor.

Question 34: How important do you consider innovation to your business?

This question allows us to compare how innovative businesses rate themselves with how important they believe innovation is to their business. There were 80 businesses who responded to this question. Of those who responded, 92.5% stated that they felt it was either Important (57.5%) or Very Important (35%) this is a slight decrease from 2023 where 96% of respondents stated innovation was important. There were 6 respondents (7.5%) who selected Not at all.

The weighted average score has increased from 2023, from 2.26 to 2.28. This shows that innovation continues to grow in importance as it is the highest weighted average since the 2016 edition of the survey. The following table compares business innovation ratings with how important businesses view innovation to be sector by sector.

Primary Industry	Innovative Rating	Innovative Importance	Variance
Agriculture and Animal Related Services	2.30	2.50	-0.20
Business Services	2.20	2.20	0.00
Communications and Finance	2.33	2.67	-0.34
Construction	1.78	2.11	-0.33
Education, Health and Social Services	n/a	n/a	n/a
Fishing	2.00	3.00	-1.00
Land Transport	2.33	2.67	-0.34
Marine Services	2.00	2.00	0.00
Mining, Quarrying, Oil and Gas Services	2.00	2.00	0.00
Real Estate	n/a	n/a	n/a
Restaurants and Hotels	2.40	2.60	-0.20
Retailers	2.17	2.17	0.00
Science Research and Environmental Services	2.50	2.00	+0.50
Tourism	2.06	2.11	-0.05
Transport Ancillary	2.00	2.00	0.00

When looking at primary industries there are five that reported being as innovative as they needed to be: Business Services; Marine Services; Mining, Quarrying, Oil and Gas Services; Retailers and Transport Ancillary. One industry reported that it was operating more

innovatively than it rated the importance of innovation and this was Science Research and Environmental Services.

Business who rated innovation as not important to them were from the Construction and Tourism sectors.

Question 35: What percentage of your turnover did your business invest in Research & Development in the following years?

In 2023, 41% of businesses reported spending nothing on Research and Development (R&D), with this reducing to 34% in 2024 and forecast at 30% for 2025. In 2023, The results for 2023 in terms of not investing in R&D are higher than was anticipated in the 2023 edition of the survey where 27% of businesses indicated that they would not invest any of their turnover.

Overall, 59% of businesses who responded to this question in the survey invested a percentage of their turnover into research and development. As seen in previous years, the most common level of investment into R&D was 1-5% of business turnover (35% in 2023, 36% in 2024 and forecast at 38% in 2025). The second highest level of investment within businesses into R&D was 6-15% with 16% of businesses selecting this for 2023, increasing to 18% in 2024 and predicted at 15% for 2025. There were 12 primary industries that reported investing either 1-5% or 6-15% of turnover into R&D in 2023, with Tourism making the most selections with 10 respondents indicating this level of investment.

There were three businesses who indicated that they invested more than 76% of their turnover back into R&D in 2023, reducing to 2 in 2024 and forecast at 2 for 2025. These businesses come from the Restaurants and Hotels, and Retailers sectors. Business who invested this level of turnover back into R&D in 2023 all reported growth in their balance sheet, however only one of the three businesses reported a profit for 2023 and 2024, with the other 2 businesses reporting a loss.

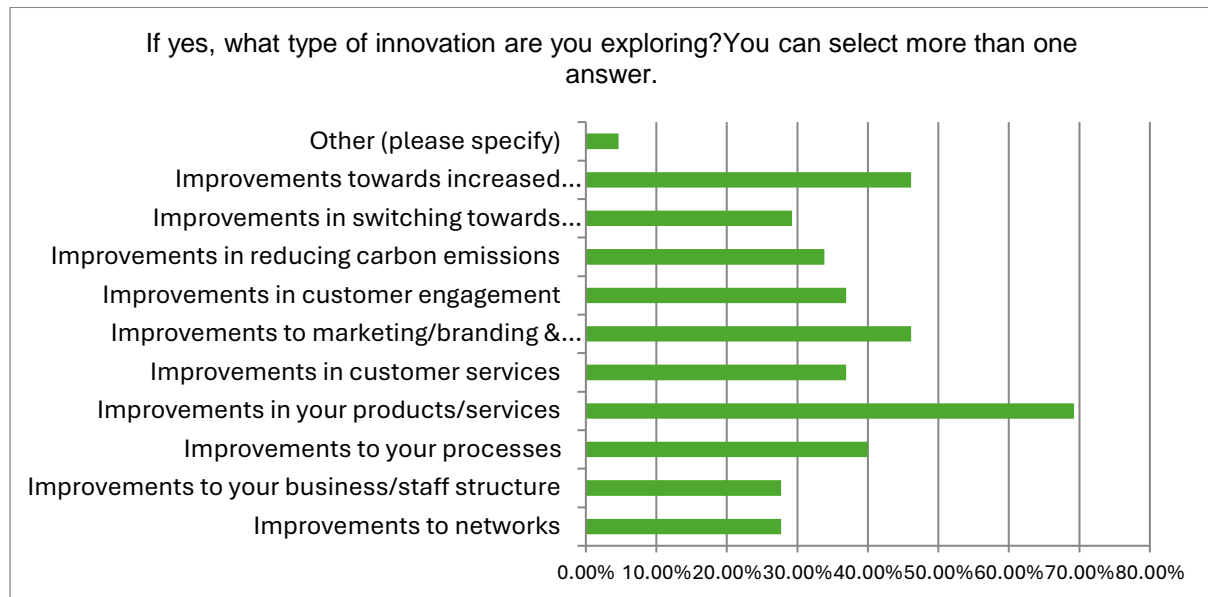
Looking at the businesses with the largest turnover in the Islands, those who turned over £1.01m or more, 70% invested in R&D, with 40% investing 1-5% of their turnover and 1 business investing 76%+ of their turnover. 30% did not invest any of their turnover back into R&D. The percentage of businesses in this turnover bracket investing in R&D for 2024 increased to 85%.

Question 36: Are you currently exploring ways to innovate your business?

There were 80 responses to this question with 81% stating that they were looking at ways to innovate their businesses, reflecting the 2023 survey where 81% of participants also indicated looking into ways to make their businesses more innovative.

Question 37: If yes, what type of innovation are you exploring?

There were 65 businesses who answered this question, with a total of 259 selections as respondents could choose more than one answer. There were 11 options to choose from plus an ‘other please specify’ option. On average businesses are exploring 3.98 ways of being more innovative each, a decrease from 4.68 in 2023.



The highest selected option was “Improvements in your products/services” at 69%, followed by “Improvements to marketing/branding & market research” and “Improvements towards increased sustainability” with 46% each.

There were 3 selections for other and they can be found in the Appendix on page 65.

Question 38: Please select up to five barriers that prevent your business from innovating?

The top 10 barriers to innovation identified are laid out in the below table and compared with their ranking to barriers to business growth asked earlier within the survey:

Rank	Answer Choice	%	Amount	Barrier to business growth ranking
1	Telecommunications - Bandwidth (Speed & Quality)	43.75%	38	1
2	Telecommunications - Cost	20.31%	13	=5
3	Access to Finance - Business Loan	18.75%	12	=10
=4	Housing	17.19%	11	8
=4	Shortage of Skilled Labour	17.19%	11	=5
=6	Cost of Electricity	15.63%	10	4
=6	Freight costs by sea- Import	15.63%	10	=5
=8	Air Links to South America (LATAM)	14.06%	9	2
=8	Small Local Market	14.06%	9	=20
10	IT Services/Expertise	12.05%	8	=43

Question 39: If you have overcome any barriers in the last 2 years, how did you do it?

There were 10 responses to this question, and they can be read in full in the Appendix on page 67.

Section 5: Business Associations

Question 40: Are you a member of the RBA?

77 businesses answered this question with 38 skipping it. Of the 77 businesses, 23 (30%) reported that they were members of the Rural Business Association. As expected, the majority of RBA members are based in Camp (78%) with 7 in East Falkland, 8 in the Islands and 3 on West Falkland. 35% of RBA members are Limited Companies, with 30% as Partnerships and 22% being Sole Traders. Agriculture and Animal Related Services was the largest represented primary industry with 10 responses, followed by Tourism with 6 responses.

Question 41: How would you rate the awareness of rural issues within the following groups?

This question was asked of RBA members only. 22 out of 23 RBA members answered this question. Scored on a weighted average (out of a possible 10) FIG Departments awareness of rural issues was 5.0 and Members of the Legislative Assembly scored 4.86. 36% scored FIG Departments' awareness of rural issues as either Dismal or Poor and 42% scored Members of the Legislative Assembly's awareness as Dismal or Poor. 27% of respondents provided a score of Good or Excellent awareness of rural issues for FIG Departments and 23% of respondents provided a Good or Excellent score for members of the Legislative Assembly.

Question 42: How adequately consulted or considered are rural communities when setting national policies?

All 23 RBA members answered this question. The weighted average out of a possible 10 was 4.43. 35% of RBA members felt that the consultation or consideration given to rural communities when setting national policies was Dismal or Poor, compared to 17% who felt it was Good or Excellent.

Question 43: How would a reduced FIG agriculture budget impact your ability to invest in growth or innovation?

In this instance, on a scale of 1-10 with the impact being extremely negative at 1 or Excellent at 10. 35% of respondents felt that it was be extremely negative providing a score of 1, with a further 25% providing a score of 2. The table of scores is noted below:

Score	1	2	3	4	5	6	7	8	9	10
	35%	25%	5%	0%	30%	0%	0%	5%	0%	0%

Question 44: Has the delay in the completed wool warehouse project affected your supply chain?

There were 13 members who answered this question. This was an open response question, and all responses can be found in full in the Appendix on page 70. Nine of these businesses indicated it had not been a problem or was not a problem currently.

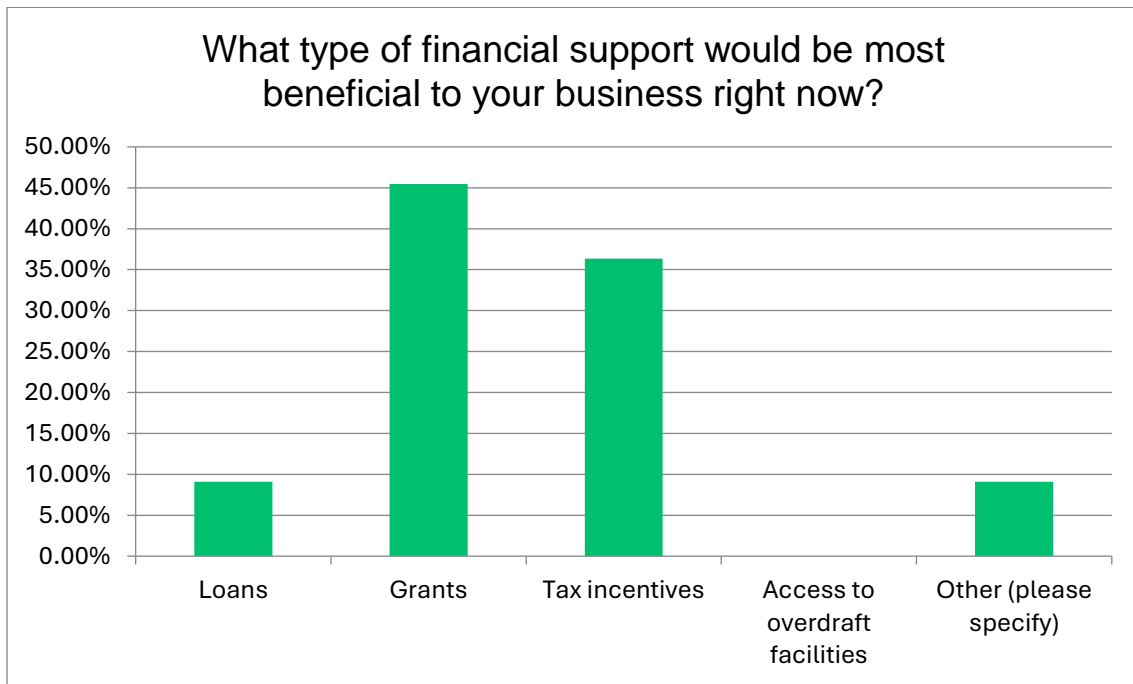
Question 45: How will the bale levy charge impact your bottom line?

In this instance, on a scale of 1-10 with the impact being extremely negative at 1 or Excellent at 10. The table of scores is noted below:

Score	1	2	3	4	5	6	7	8	9	10
	12.50%	12.50%	18.75%	0%	37.50%	0%	0%	6.25%	0%	12.5%

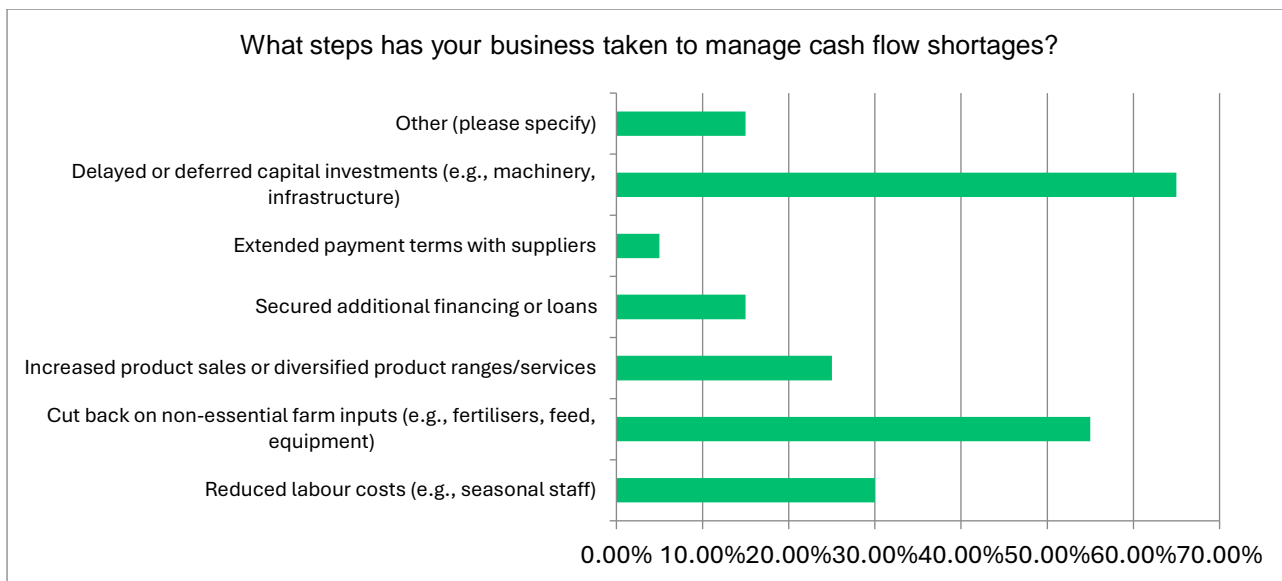
Question 46: What type of financial support would be most beneficial to your business right now?

There were 22 RBA members who answered this question. The most popular type of support was Grant at 45%, followed by Tax incentives at 36%. No respondents selected Access to overdraft facilities.



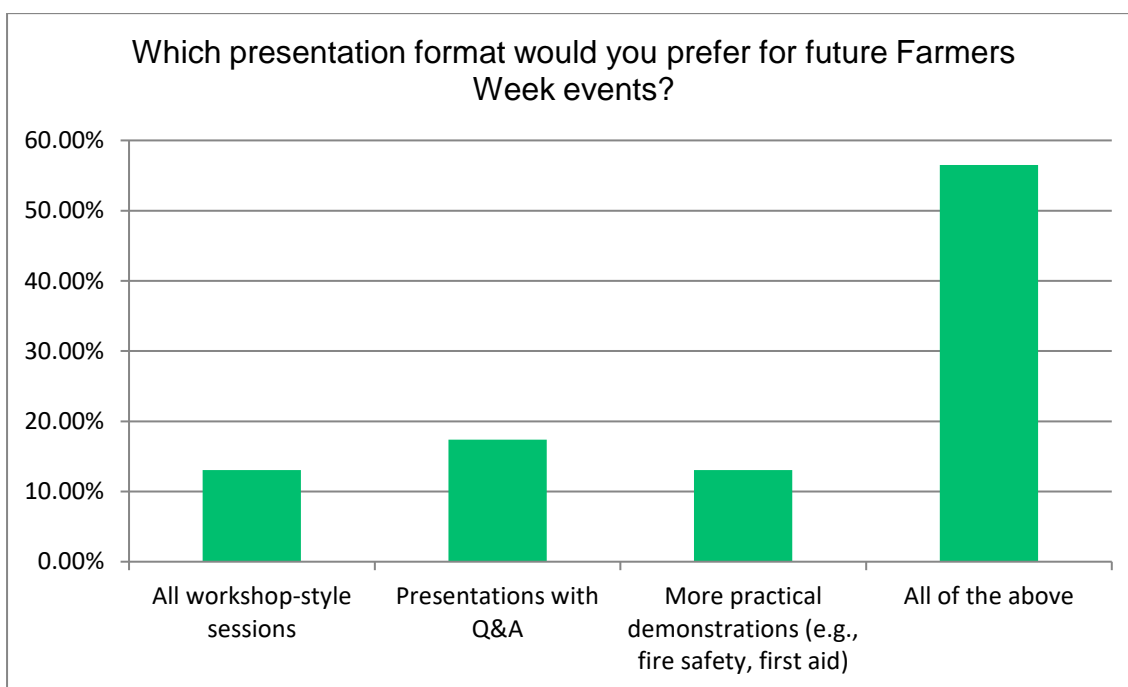
Question 47: What steps has your business taken to manage cash flow shortages?

Of the 23 RBA members, 20 answered this question. The most popular response was ‘Delayed or deferred capital investments (e.g., machinery, infrastructure)’ with 13 selections (65%). The second most selected option was ‘Cut back on non-essential farm inputs (e.g., fertilisers, feed, equipment)’ with 11 selection (55%).



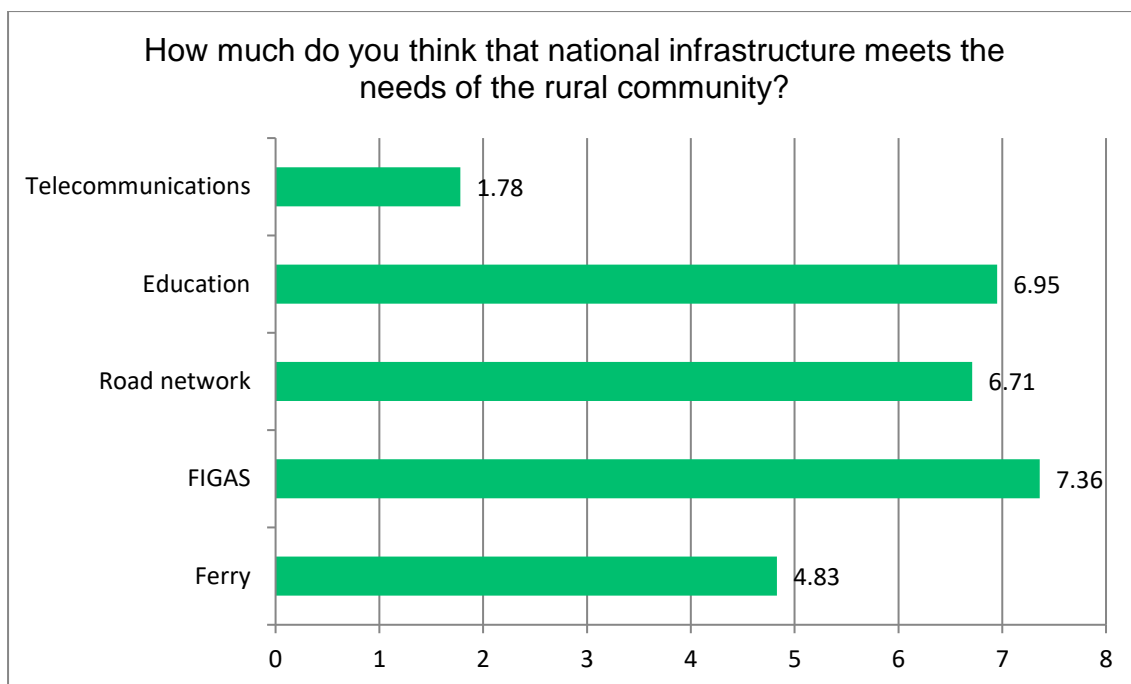
Question 48: Which presentation format would you prefer for future Farmers Week events?

All 23 members of the RBA responded to this question. The most popular choice was ‘all of the above’ utilising a mix of workshops, practical demonstrations, and presentations.



Question 49: How much do you think that national infrastructure meets the needs of the rural community?

All 23 members of the RBA answered this question. FIGAS was the highest scoring piece of national infrastructure with a weighted average of 7.36 out of a possible 10. The lowest scoring national infrastructure was Telecommunications with a score of 1.78. No respondents rated Telecommunications infrastructure as either Good or Excellent, with an overwhelming 78% ranking it as Dismal.



Question 50: Are you a member of FITA?

77 businesses answered this question with 38 skipping it. Of the 77 businesses, 24 (31%) reported that they were members of the Falkland Islands Tourism Association. The membership of FITA is split evenly between Camp and Stanley, with 12 members in Stanley and 6 on East Falkland and a further 6 based on the outer islands. 33% of RBA members are Limited Companies and 33% Sole Traders. Tourism was the largest represented primary industry with 13 responses, followed by Restaurants and Hotels with 3 responses. Tourism was also the largest secondary sector with 7 businesses who were member of FITA.

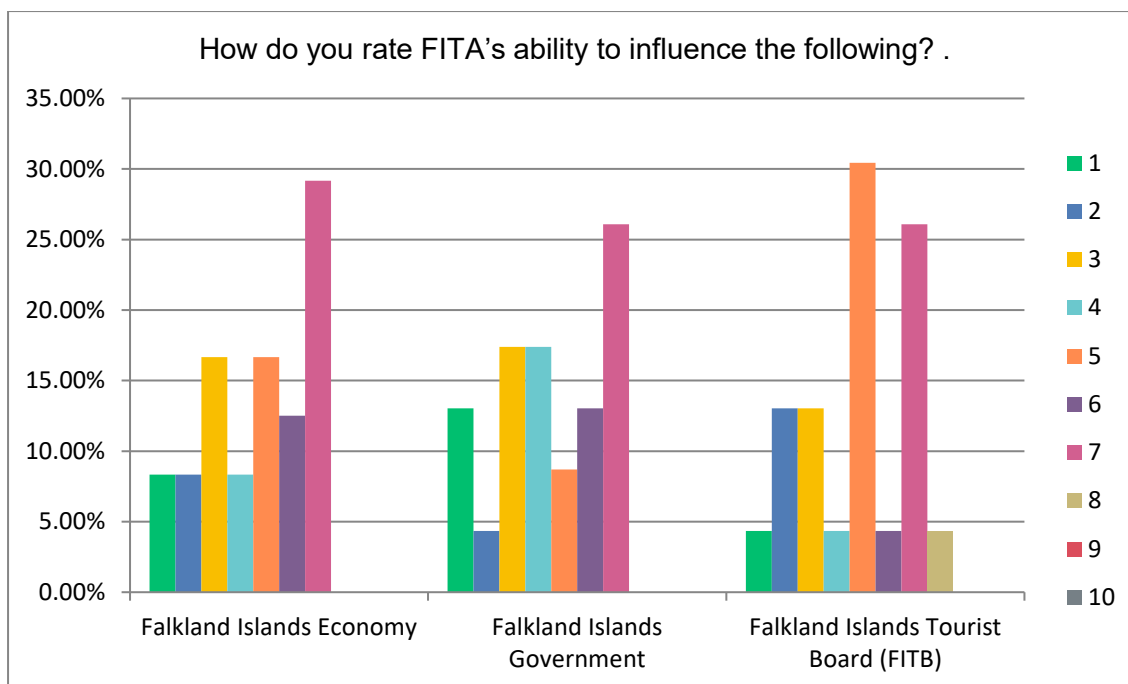
Question 51: How do you rate the effectiveness of the Falkland Islands Tourism Association?

All 24 FITA members answered this question, providing a weighted average score of 5.83 out of a possible 10, which is an improvement from 2023, where the rating was 5.3. No members rated FITA’s effectiveness as excellent, however 50% of members did rate it as Good; this is a significant increase from 2023 where one member rated FITA’s effectiveness as Good. Only one member (4%) rated its effectiveness as Dismal and 5 (21%) rated it as Poor.

Question 52: How do you rate FITA’s ability to influence the following?

Members of FITA were asked to rate the ability of FITA to influence the Falkland Islands Economy, The Falkland Islands Government (FIG) and the Falkland Islands Tourist Board (FITB). When looking at how members rated FITA’s influence on the economy of the Islands, the weighted average score was 4.71 out of 10, this is a decrease from the 2023 edition of the survey where members scored it at 5.88. There were 7 FITA members (29%) who rated its influence as Good, and 4 who rated it as Dismal (17%), with a further 6 (25%) rating it as Poor.

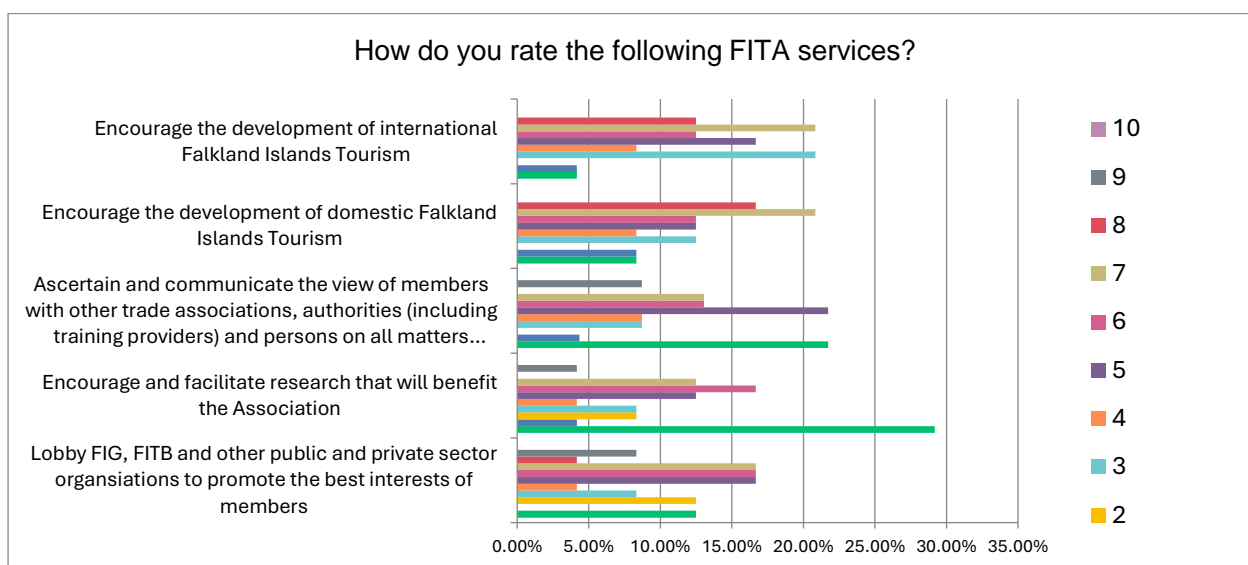
There was a lower weighted average for FITA’s ability to influence FIG, at 4.48 down from 5.88 in 2023. No members scored its influence as Excellent, with 6 (27%) rating it as Good. 4 members rated FITA’s influence as Dismal and a further 8 rated it as Poor.



FITA's influence of the Falkland Islands Tourist Board (FITB) was the highest scoring from FITA members in the survey, scoring it 4.83 out of 10, however this is significantly lower than 2023 where the score was 7.14. 7 members rated it as Good and 4 members rated it as Dismal, with a further 4 rating it as Poor.

Question 53: How do you rate the following FITA services?

The highest rated service was “Encourage the development of international Falkland Islands Tourism” with a weighted average score of 6.04, up from a score of 5.0 in 2023. “Encourage the development of domestic Falkland Islands Tourism” was the second highest scoring service at 5.96 (up from 5.3 in 2023).



Overall, all of FITA's services scored higher than they did in the 2023 edition of the survey, including the lowest scoring service “Encourage and facilitate research that will benefit the Association” up from 4.26 in 2023 to 4.5 in this edition.

Question 54: Provide further comment regarding the performance of the FITA

There were 6 responses from FITA members, and these can be read in full in the Appendix on page 77.

Question 55: Do you think tourism has an important impact on your business?

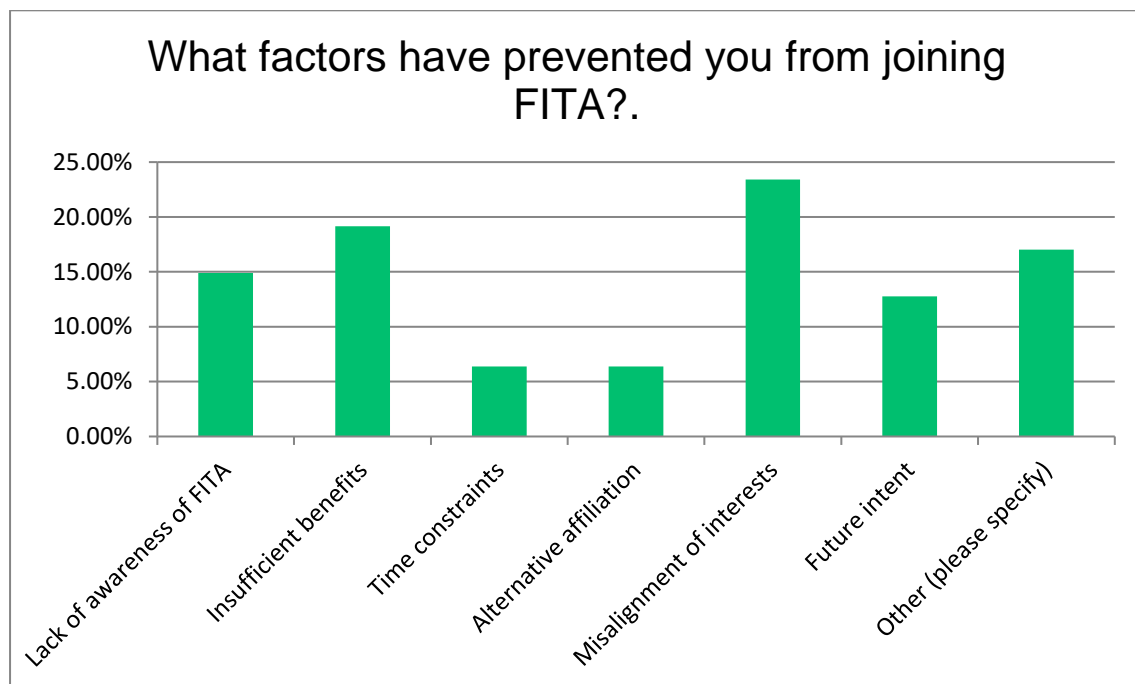
All FITA 24 members responded to this question, with 96% stating it had an important impact and 1 member (4%) stating it did not.

For a comparison of how non-FITA members rated the importance of Tourism to their business please see question 57.

Question 56: What factors have prevented you from joining FITA?

This question was asked of all businesses participating in the survey and not just the FITA membership. There were 47 responses in total to this question from non FITA members.

The highest scoring reason for not joining FITA was “Misalignment of interests” with 11 respondents (23%) selecting this. Looking at those who selected this option none of these businesses were from the primary Tourism sector, with Construction being the sector that selected this option the most (5 selections) and a further 2 businesses selected Tourism as a secondary industry.



The second highest factor that had prevented respondents from joining FITA was “Insufficient benefits” with 9 selections (19%). Two businesses from the Tourism sector selected this option and a further 2 with secondary interests in the sector selected this.

There were 7 businesses (15%) who responded to the survey who stated that there was a “Lack of awareness of FITA” with one primary Tourism business and one secondary Tourism business selecting this reason.

Question 57: Do you think tourism has an important impact on your business?

52 non-FITA members responded to this question, with 24 (46%) stating that Tourism had an impact on their business. These businesses operated across 9 primary industries with Tourism the highest scoring with 5 businesses followed by Agriculture and Animal Related Services with 4 selections. Tourism was also the highest secondary industry with 8 selections. 58% of these businesses were based in Stanley, with the remaining 42% in Camp – 17% on East Falkland 17% on West Falkland and 8% on the outer Islands.

Question 58: Do you want to expand into tourism sector?

Please see question 60 for the combined results for this question and question 60 across all respondents to the survey.

Question 59: If yes, what support do you need?

There were 7 businesses who answered this question, the full responses can be found in the Appendix on page 78.

Question 60: Do you want to expand into tourism sector?

In total there were 52 responses to this question, with 63% of businesses indicating they would like to expand into the Tourism sector. 12 of these businesses already indicated that Tourism was their primary sector, but this suggests that they would like to grow or expand their services further, 5 businesses were from Restaurants and Hotels.

Question 61: If yes, what support do you need?

There were 12 businesses who answered this question, the full responses can be found in the Appendix on page 79.

Question 62: Are you a member of the Chamber of Commerce?

There were 76 businesses who responded to this question, with 40 (53%) indicating that they are a member of the Chamber of Commerce. The majority of Chamber of Commerce members are based in Stanley (75%) and 63% of Chamber members are Limited Companies with 28% Sole Traders. The Chamber membership reporting in the survey is made up of 13 primary sectors, the largest being Tourism with 7 selections followed by Business Services with 5. 25% of the Chamber membership was formed post 2016, with no members participating in the survey who were formed within the last 12 months.

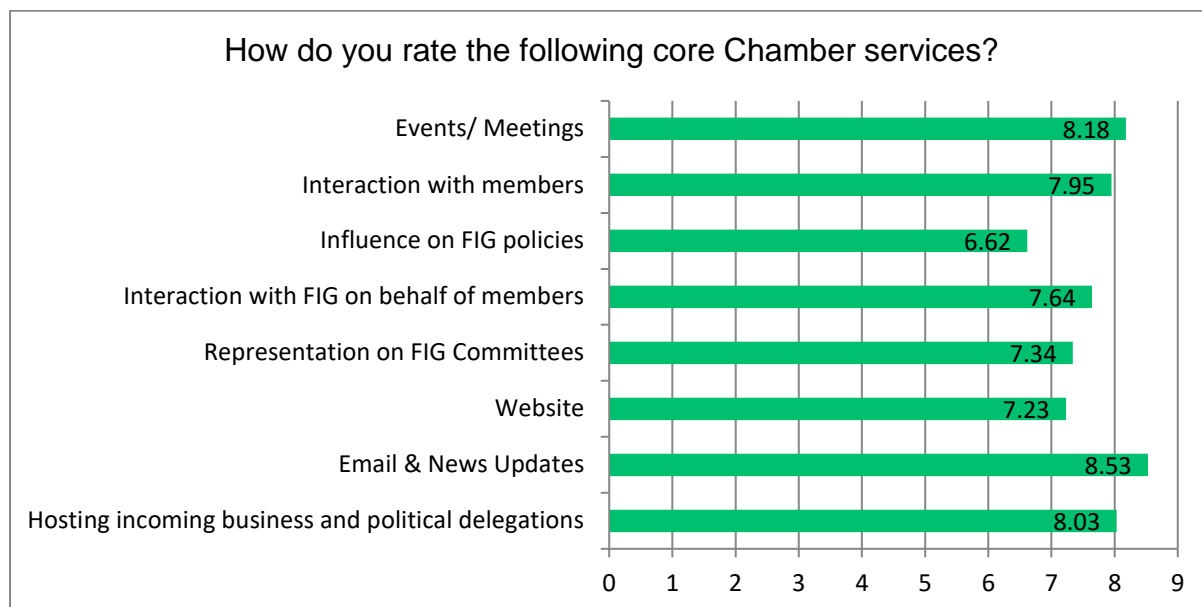
Question 63: How do you rate the overall effectiveness of the Chamber of Commerce?

This question was asked of Chamber of Commerce members only. All 40 businesses who indicated that they are members of the Chamber of Commerce answered this question. Overall, the weighted average score for the effectiveness of the Chamber was 7.53 down from 8.34 in 2023, but higher than the 2020 edition of the survey which was 7.28. 11 of the Chamber members rated the Chamber's effectiveness as Excellent (28%) and a further 21 rated it as Good (53%). No members rated its effectiveness as Dismal and 3 members (8%) rated it as Poor.

Question 64: How do you rate the following core Chamber services?

The highest scoring service provided by the Chamber to its membership was "Events/ Meetings" with a weighted average score out of 10 of 8.18. Overall, all of the Chamber services scored well

with the lowest scoring service being “Influence on FIG policies” with a weighted average of 6.62. All 40 of the Chamber members provided responses to this question.



Question 65: How do you rate the following ancillary Chamber services?

All 40 Chamber members answered this question. The highest ranked Ancillary service was the Conference Room with a weighted average score of 8.56. DHL incoming scored 7.47 and DHL Outgoing scored 7.21. These scores are all higher than the 2023 edition of the survey where they were 6.42, 6.2 and 5.36, respectively.

Question 66: Are there any additional services you feel the Chamber should provide, or ways it could improve its existing services?

There were 6 responses to this question, and they can be found in full in the Appendix on page 83.

Question 67: How important are the Chamber's current priorities to your business?

The highest scoring priority for Chamber members was “Telecoms (continued improvements to speed, quality and costs in equal measure)” with a weighted average of 5.6. 70% of Chamber members ranked this of the highest importance (a score of 9-10) and only one member (3%) felt it was not applicable to their business.

The lowest scoring of the Chamber’s priorities was “Housing Policies inc. Landlord and Tenant Law” with a weighted average of 3.95. 10 members (25% felt that this was not applicable to their business.

The table below illustrates the weighted average score in order of importance for each of the Chamber’s priorities:

Rank	Chamber of Commerce Priority	Weighted Average
1	Telecoms (continued improvements to speed, quality and costs in equal measure)	5.6
2	Access to Finance & Banking Services	5.33
3	Taxation Policy – encouragement for investment and growth	5.3
4	Reducing FIG Bureaucracy	4.97
5	Capital programme including housing development and the port	4.75

6	Environmental Policies, outcomes and support	4.63
7	Air links (provision, cost, security and geopolitics)	4.6
8	Outsourcing & Service Provision	4.58
9	FIG Procurement Policy – Code of Practice to complete	4.47
10	Workforce Development and Immigration Systems and Processes	4.45
11	Education & Training (inc. Apprenticeships, College outputs and management)	4.41
12	Employment & Labour Laws	4.33
13	Inward Investment	4.3
14	FIG privatisation polices	4.25
15	Housing Policies inc. Landlord and Tenant Law	3.95

Question 68: How important do you think the Chamber's current priorities are to the Falkland Islands business community as a whole?

39 of the 40 Chamber members who participated in the survey answered this question. As in the previous question “Telecoms (continued improvements to speed, quality and costs in equal measure)” was the highest ranked with a weighted average score of 5.56, followed by “Access to Finance & Banking Services” at 5.49. However, “Housing Policies inc. Landlord and Tenant Law” ranked higher and placed in 12th position with a score of 5.0. The lowest scoring priority was “Inward Investment” at 4.84.

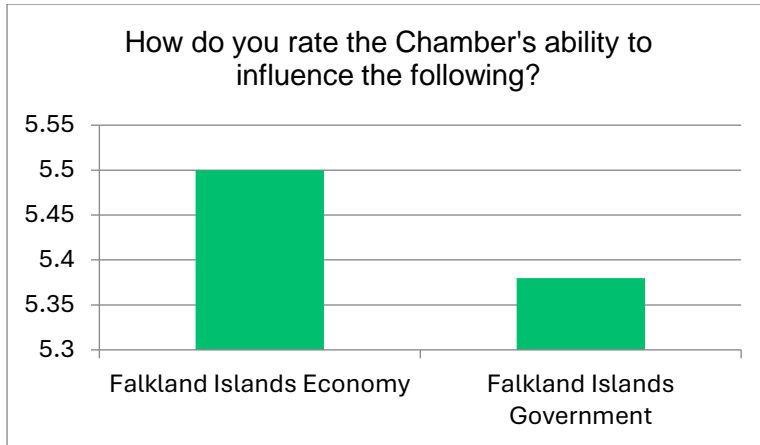
The table below illustrates the weighted average score in order of importance for each of the Chamber’s priorities to the Islands community as scored by its members:

Rank	Chamber of Commerce Priority	Weighted Average
1	Telecoms (continued improvements to speed, quality and costs in equal measure)	5.56
2	Access to Finance & Banking Services	5.49
3	Reducing FIG Bureaucracy	5.36
4	Air links (provision, cost, security and geopolitics)	5.33
=5	Capital programme including housing development and the port	5.28
=5	Taxation Policy – encouragement for investment and growth	5.28
7	Workforce Development and Immigration Systems and Processes	5.21
8	Employment & Labour Laws	5.13
=9	FIG privatisation polices	5.1
=9	Education & Training (inc. Apprenticeships, College outputs and management)	5.1
11	FIG Procurement Policy – Code of Practice to complete	5.08
=12	Housing Policies inc. Landlord and Tenant Law	5
=12	Outsourcing & Service Provision	5
14	Environmental Policies, outcomes and support	4.97
15	Inward Investment	4.84

Question 69: How do you rate the Chamber's ability to influence the following?

All 40 members answered this question. The weighted average score for the Chamber’s influence over the Economy of the Falkland Islands was 5.5, down from 7.74 in 2023. 6 members (15%) rated the influence strongly with scores of 9-10 and a further 15 (38%) rated it as 7-8. Only one member scored its influence as extremely negative (1-2), with a further 5 scoring 3-4.

Members felt that the influence over the Falkland Islands Government of the Chamber was lower than that over the economy, with a weighted average score of 5.38.



Question 70: If you wish to provide further comment regarding the performance of the Chamber please do so in the box below.

Two respondents provided further detail, and these can be read in full in the Appendix on page 86.

Question 71: How important do you think the Chamber's current priorities are to the Falkland Islands business community as a whole?

This question was asked of non-Chamber members, to gain a view from the rest of the business community on how important the Chamber of Commerce priorities are to the Falkland Islands as a whole. There were 31 non-Chamber members who answered this question. The most important priority as rated by non-Chamber members was “Capital programme including housing development and the port” with a weighted average score of 4.63. The lowest ranked priority was “FIG privatisation polices” with a score of 3.54.

The full table of responses ranked in order of priority is below:

Rank	Chamber of Commerce Priority	Weighted Average
1	Capital programme including housing development and the port	4.63
=2	Education & Training (inc. Apprenticeships, College outputs and management)	4.57
=2	Access to Finance & Banking Services	4.57
=2	Employment & Labour Laws	4.57
5	Telecoms (continued improvements to speed, quality and costs in equal measure)	4.4
6	Reducing FIG Bureaucracy	4.36
=7	Air links (provision, cost, security and geopolitics)	4.32
=7	FIG Procurement Policy – Code of Practice to complete	4.32
9	Taxation Policy – encouragement for investment and growth	4.18
10	Outsourcing & Service Provision	4.07
11	Inward Investment	4.04
12	Environmental Policies, outcomes, and support	4.03
=13	Housing Policies inc. Landlord and Tenant Law	3.93
=13	Workforce Development and Immigration Systems and Processes	3.63
15	FIG privatisation polices	3.54

Question 72: How do you rate the Chamber's ability to influence the following?

This question was asked of non-Chamber members to gain an insight into how non-members view the ability of the Chamber of Commerce to influence the economy of the Falkland Islands and the Falkland Islands Government. 29 non-Chamber members answered this question.

Non-members provided a weighted average score of the Chamber's ability to influence the Falkland Islands economy of 4.52, with 7 non-members (24%) scoring it at the lowest end of the scale (1-2) and 2 (7%) of non-members providing a high score of 9.

Non-members scored the Chamber's ability to influence FIG slightly lower at 4.14, with 8 providing a low score of 1-2 and no non-members providing a score of 9 or above.

Question 73: If you wish to provide further comment regarding the performance of the Chamber please do so in the box below.

There were responses from 6 non-Chamber members, and they can be read in full in the Appendix on page 88.

Falkland Islands Chamber of Commerce Response

Representing the interests of our business community to drive development of the Falkland Islands economy and growing private sector

We act as a balance to Governmental departments and policies, expressing views and opinions that would otherwise not be heard, in order to ensure that our private sector can continue to flourish.

Since its formation in May 1993 the Falkland Islands Chamber of Commerce has been passionate about ensuring Falkland Islands businesses have a voice within the local and worldwide business community. Areas where the Chamber has had an impact include:

- 1. Joint working with the Falkland Islands Government on updating the revised 2017 Economic Development Strategy which was due to expire in 2025*
- 2. Creation and operation of the DHL courier service.*
- 3. The Banking review and subsequent consequences.*
- 4. Code of practice for procurement by the oil industry, and improvements to FIG procurement policy*

In supporting the Economic Development Forum as main sponsor, the Chamber of Commerce looks forward to encouraging open dialogue around new and developing areas of activity and to seeing increased connections between the Falkland Islands and international partners.

Whether you have an established business, a newly started enterprise in the Falklands, or are seeking to do business here, let us assist you in meeting the right people and obtaining the information you need to develop your business into the future.

We listen to our members on issues which affect their business and take action. We want you to have a voice.

Whilst it is encouraging to see some cautious optimism from the business sector in the economy going forward, this is generally overlaid with a view that the Government is anti-business and is more inclined to deter than encourage. There is very little change from the last BCS.

The Camp economy remains fragile, though it is good to see the steady growth of tourism. The fishing industry remains profitable, but at risk.

The key barriers to growth remain telecommunications, flights, banking & finance for business, and Government policy lacking any coherent vision for growth. The new Economic Development Strategy (EDS) so might assist in this.

It is noticeable that there are a large number of small businesses active across the sectors, but that they infrequently grow into medium size or larger businesses. This might be a subject for focus in the future.

The Chamber Board is relatively satisfied with its ratings from the business community, but it is notable how many businesses think the CoC ability to influence Government policy is low.....principally because the Government is not listening.

Mike Summers

Falkland Islands Chamber of Commerce

Rural Business Association Response

The Rural Business Association (RBA) provides a voice and support to the rural business community in the Falkland Islands, from East and West Falklands to the Outer Islands. As an associative body for the rural business community, the RBA practically makes up 98 percent (%) of all land across the Falkland Islands, and is the strongest advocate for identifying the changes and assistance necessary for the Falkland Islands. Though its priorities have changed, its primary goal remains the same: to make the rural community succeed.

The rural economy is pretty much in glacial times, and if the present financial position prevails - poor wool prices, significant reduction in rural road spend, no jetties/ramps for another (18th year).

Also prevailing corp indication of cutting back FIGAS to 4 airframes (to scheduled service) from arrival on the new one now due March (BD has a stressed wing and soon out of action), FIG is doing nothing to stem the economic decline.

Sadly to have to point out, the Falklands which up until now, has managed to weather poor wool sales over several decades (with one noticeable spike period & meat marketing issues, over the past 20 years, we also have now recorded our first farmer suicide; something that has been a real tragedy of rural communities in the rest of the world with economic woes.

The absence of vision over consecutive councils is beginning to become obvious in other areas too, & this constant hiking of visitor tax is both silly & dangerous.

(The logic on this is emanating from exactly the same source as that which proposed the cost recovery of the wool warehouse & allowing it to be constructed at its over-inflated price, by suggesting £5 a bale was 'nothing' across the value of the bale, has now been applied to saying that the visitor tax increase is 'nothing' to someone already paying several thousand pounds for their cruise.)

I would predict that we'll see more turmoil in all sectors & particularly including construction over the coming years.

*Nick Pitaluga
Rural Business Association*

Falkland Islands Tourism Association Response

The Falkland Islands Tourism Association (FITA) is a membership forum that represents the interests of all businesses and individuals working in tourism related industries in the Falkland Islands.

We represent members' views in all discussions with FIG, FITB and other decision making bodies on all matters related to tourism creating a platform to encourage join-up development of Falkland Islands tourism for the domestic and international market.

Membership currently stands at 37 businesses and individuals.

Firstly, FITA would like to thank FIDC for conducting the Business Climate Survey, which provides a vital snapshot of the Falklands private sector. As can be seen from the responses, tourism is the largest primary and secondary sector in the Falklands, reflecting the importance of tourism both as a national economic contributor and an employer, being accessible by a large number of people at many different levels, so it is very much appreciated that FITA is included in this piece of work.

FITA as an organisation has some challenges. We do have good working relationships with other organisations such as FIDC and the Chamber of Commerce, and we have FITA committee members on the Board of Directors of FITB, giving us direct lines of input to decision making. However, we don't always share what we do more widely, and that is definitely an area that we can improve on and is rightfully reflected in the responses to the BCS.

There are a number of challenges that tourism currently faces, which are highlighted in the BCS and we have expressed the opinion of our members on many of them, and have supported other agencies in their work.

Resolving the telecoms issues is of vital importance. This is particularly heightened in camp where telecoms generally can be poor which hampers not only essential and basic business operations, but it also presents additional problems where people are working with hotspots for guest connectivity. FITA have recently facilitated meetings with the telecoms regulator and have engaged with Sure for solutions to be put in place. That work is now progressing and we will continue to press for a better service.

A second flight is absolutely essential if tourism is going to grow with confidence. Everyone is in agreement with that, but the solutions are complex and out of our hands. However, the Falklands needs to be ready to take advantage of the extra opportunities that brings by development of accommodation and infrastructure.

Internal transport is also a critical part of tourism in the Falklands. Improvements could be made, and have been started regarding the ferry schedule to work in with weekends and school holidays to allow for more visitors to the wealth of self catering accommodation on West Falkland, whilst still maintaining coastal shipping frequency which services the more established tourism destinations as well as other rural businesses. We have also had conversations with FIG DCS about options for the future and will continue to represent members' opinions in this matter.

FIGAS also needs to build in resilience to cope with the summer season, and we have engaged with FIGAS and FIG DCS on this matter and have seen significant improvements in the 2024/25 season which we hope continues into the future.

Access to finance is also highlighted as an issue for respondents, and we will continue to ensure that FITB and FIDC have grants and loans that are relevant to the industry's needs, offering suggestions to assist with gaps in the provision, such as the recently introduced grant for attendance at trade shows from FIDC.

We have worked with FIG on the Economic Development Strategy, encouraging our members to also add their input. We will continue with that engagement through the later stages of the strategy's development and then when the EDS is complete and the TDS is worked on, which will set the framework for the development of tourism in line with the aspirations of the national EDS.

Another issue that we have raised at senior FIG level is the lack of retail outlets in central Stanley. This continues to be a problem for small retail businesses, and is hampering the expansion and diversification of tourism related retailing so that matter will continue to be raised.

Despite all efforts, there is still more work to do on bringing all stakeholders within the sector – FIG, FITB, other agencies, and those who work in tourism – closer together to bring greater resilience and prosperity through co operation.

Q54 has provided some really useful feedback and we are grateful for respondents taking the time to give longer answers. We will look closely at the responses and will use them as a guide on issues to pick up.

And finally, FITA is an association of tourism businesses and whilst there are things that the committee sees as points to pursue we would also encourage anyone within the tourism industry to contact FITA with any issues of concern that they would like our assistance with. The chair is Jo Turner, and the contact email address is chair@fita.co.fk

Jo Turner
Falkland Islands Tourism Association

Appendix – Full Results

Appendix – Full Results

Q1. When was your business established? Please select one answer.

Answer Choices	Responses	
Pre 1982	6.96%	8
1982-1988	11.30%	13
1989-1995	11.30%	13
1996-2000	7.83%	9
2001-2005	7.83%	9
2006-2010	6.09%	7
2011-2015	13.04%	15
2016-2021	23.48%	27
2022-2023	9.57%	11
In the last 12 months	2.61%	3
	Answered	115
	Skipped	0

Q2. What is the legal structure of your business? Please select one answer.

Answer Choices	Responses	
Sole Trader	32.17%	37
Partnership	20.87%	24
Limited Company	33.04%	38
Public Limited Company	1.74%	2
Limited Partnership	1.74%	2
Statutory Corporation	2.61%	3
Registered Charity	3.48%	4
Not-for-Profit	1.74%	2
Trust	0.87%	1
Independent Committee	0.87%	1
Co-operative	0.00%	0
Company Limited by Guarantee	0.87%	1
Other or a combination of the above (please specify)		2
	Answered	115
	Skipped	0

Two respondents selected 'Other'.

Response Number	Other or a combination of the above (please specify)
1	Farming
2	A separate division of a Limited Company

Q3. Where is your business primarily located? Please select one answer.

Answer Choices	Responses	
Stanley	59.13%	68
Mount Pleasant	0.00%	0
East Falkland	18.26%	21
West Falkland	12.17%	14
Islands	10.43%	12
Other (please specify)		3
	Answered	115
	Skipped	0

Three respondents selected 'Other'.

Response Number	Other (please specify)
1	but includes East Falkland and Islands
2	Business is based in Stanley but main customers are in Camp
3	Even split East and West 6 months each

Q4. Does your business operate in more than ONE industry?

Answer Choices	Responses	
Yes	43.36%	49
No	56.64%	64
	Answered	113
	Skipped	2

Q5. What is your business's primary industry? Please select one answer.

Answer Choices	Responses	
Agriculture & Animal related services	17.70%	20
Business Services	7.08%	8
Communications & Finance	2.65%	3
Construction	7.96%	9
Education, Health & Social Services	0.00%	0
Fishing	2.65%	3
Land Transport	2.65%	3
Marine Services	2.65%	3
Mining, Quarrying, Oil and Gas Services	0.88%	1
Real Estate	0.88%	1
Restaurants & Hotels	4.42%	5
Retailers	7.08%	8
Science Research & Environmental Services	2.65%	3
Tourism	23.01%	26
Transport Ancillary	0.88%	1
Other (please specify)	16.81%	19
	Answered	113
	Skipped	2

Nineteen respondents selected 'Other'.

Response Number	Other (please specify)
1	Hand and machine knitwear
2	Media
3	Media
4	Fabric and fashion garment production and resale
5	vehicle repair services
6	Beauty
7	Energy technology, design and installation
8	procurement
9	Childcare
10	Multiple
11	All areas
12	Home from home for veterans
13	Hospitality
14	Media
15	Beauty
16	Photographic
17	Conservation
18	Personalised products
19	Hospitality and tourism

Q6. What other industries does your business operate within? Please select any additional industries your business is involved in (Do not select your primary industry).

Answer Choices	Responses	
Agriculture & Animal Related Services	17.02%	8
Business Services	10.64%	5
Communications & Finance	6.38%	3
Construction	12.77%	6
Education, Health and Social Services	4.26%	2
Fishing	6.38%	3
Land Transport	10.64%	5
Marine Services	10.64%	5
Mining, Quarrying, Oil and Gas Services	4.26%	2
Real Estate	19.15%	9
Restaurants & Hotels	6.38%	3
Retailers	8.51%	4
Science Research & Environmental Services	14.89%	7
Tourism	53.19%	25
Transport Ancillary	4.26%	2
Other (please specify)	6.38%	3
	Answered	47
	Skipped	68

Three respondents selected 'Other'.

Response Number	Other (please specify)
1	Local crafts
2	Any of the above requiring my services.
3	Renewables

Q7. How many months per year does your business operate? Please select one answer.

Answer Choices	Responses	
0-2 months	0.00%	0
3-6 months	7.96%	9
7-11 months	8.85%	10
All year round	83.19%	94
	Answered	113
	Skipped	2

Q8. What is your main customer base? Please select one answer.

Answer Choices	Responses	
Stanley	48.67%	55
Camp	0.88%	1
BFSAI	0.00%	0
Business to Business	7.08%	8
Internet/online	0.88%	1
Seasonal (e.g. tourists)	15.93%	18
Overseas	12.39%	14
Offshore	0.00%	0
Export	8.85%	10
FIG	1.77%	2
Other (please specify)	3.54%	4
	Answered	113
	Skipped	2

Four respondents selected 'Other'.

Response Number	Other (please specify)
1	Local and international
2	Stanley & Camp
3	Outer island transfer
4	All over the Falklands

Q9. Is your business owned by another organisation(s)? Please select one answer.

Answer Choices	Responses	
Yes	9.73%	11
No	90.27%	102
	Answered	113
	Skipped	2

Q10. If yes, where is the parent organisation located? Please select one answer.

Answer Choices	Responses	
Falkland Islands	60.00%	6
United Kingdom	30.00%	3
Spain	0.00%	0
Other European Country	0.00%	0
South America	0.00%	0
Other (please specify)	10.00%	1
	Answered	10
	Skipped	105

One respondent selected 'Other'.

Response Number	Other (please specify)
1	Falkland Islands & UK

Q11. Is your business in partnership with another organisation(s)? Please select one answer.

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	10
	Answered	10
	Skipped	105

Q12. Where is the partner organisation located? Please select one answer.

Answer Choices	Responses	
Falkland Islands	0.00%	0
United Kingdom	0.00%	0
Spain	0.00%	0
Other European Country	0.00%	0
South America	0.00%	0
Other (please specify)	0.00%	0
	Answered	0
	Skipped	115

Q13. Approximately, how many people did you employ in 2023, 2024 and forecast in 2025? If you do not provide an answer for a job type, it will be assumed you did/do not employ an individual for that particular job type. **Answered 86, Skipped 29**

	2023		0		1		2-5		6-10		11-25		26-50		50+		Total
Full-Time	6.25%	4	21.88%	14	34.38%	22	20.31%	13	9.38%	6	3.13%	2	4.69%	3	64		
Part-Time	16.13%	5	35.48%	11	38.71%	12	9.68%	3	0.00%	0	0.00%	0	0.00%	0	31		
Casual	29.17%	7	25.00%	6	29.17%	7	4.17%	1	12.50%	3	0.00%	0	0.00%	0	24		
Seasonal	14.29%	3	9.52%	2	47.62%	10	9.52%	2	4.76%	1	4.76%	1	9.52%	2	21		
Consultant	37.50%	3	37.50%	3	25.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	8		
Interim/Temporary	50.00%	3	33.33%	2	16.67%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	6		
Trainee	37.50%	3	50.00%	4	12.50%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	8		
Other	75.00%	6	12.50%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	12.50%	1	8		
	2024		0		1		2-5		6-10		11-25		26-50		50+		Total
Full-Time	9.52%	6	19.05%	12	30.16%	19	22.22%	14	12.70%	8	1.59%	1	4.76%	3	63		
Part-Time	10.00%	3	36.67%	11	43.33%	13	10.00%	3	0.00%	0	0.00%	0	0.00%	0	30		
Casual	16.67%	4	20.83%	5	45.83%	11	4.17%	1	12.50%	3	0.00%	0	0.00%	0	24		
Seasonal	14.29%	3	9.52%	2	47.62%	10	4.76%	1	9.52%	2	4.76%	1	9.52%	2	21		
Consultant	37.50%	3	37.50%	3	25.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	8		
Interim/Temporary	42.86%	3	42.86%	3	14.29%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	7		
Trainee	33.33%	3	44.44%	4	22.22%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	9		
Other	71.43%	5	14.29%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	14.29%	1	7		
	2025		0		1		2-5		6-10		11-25		26-50		50+		Total
Full-Time	9.38%	6	15.63%	10	32.81%	21	20.31%	13	14.06%	9	3.13%	2	4.69%	3	64		
Part-Time	12.12%	4	30.30%	10	48.48%	16	9.09%	3	0.00%	0	0.00%	0	0.00%	0	33		
Casual	23.81%	5	9.52%	2	47.62%	10	4.76%	1	14.29%	3	0.00%	0	0.00%	0	21		
Seasonal	15.00%	3	5.00%	1	50.00%	10	5.00%	1	10.00%	2	5.00%	1	10.00%	2	20		
Consultant	44.44%	4	22.22%	2	33.33%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	9		
Interim/Temporary	50.00%	3	50.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	6		
Trainee	44.44%	4	33.33%	3	22.22%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	9		
Other	71.43%	5	14.29%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	14.29%	1	7		

Q14. How do you rate your business's overall performance in the following years? (1 = Extremely Negative, 10 = Excellent)

	2023	2024	2025 (forecast)	
1	2.17%	0.00%	1.09%	0
2	1.09%	2.17%	0.00%	1
3	2.17%	3.26%	2.17%	0
4	4.35%	3.26%	6.52%	2
5	18.48%	10.87%	11.96%	2
6	11.96%	14.13%	8.70%	3
7	20.65%	18.48%	18.48%	4
8	23.91%	29.35%	20.65%	6
9	10.87%	13.04%	20.65%	17
10	4.35%	5.43%	9.78%	10
Total				92

Answered 92
Skipped 23

Q15. How do you think your business performed or will perform in terms of profitability in the following years? Please select one rating per row.

	Make a Profit		Make a Loss		Broke-Even	Total
2023	59.78%	55	15.22%	14	25.00%	23
2024	68.48%	63	11.96%	11	19.57%	18
2025 (forecast)	67.39%	62	7.61%	7	25.00%	23

Answered 92
Skipped 23

Q16. Approximately, what was your business's turnover in 2023 and 2024 and what do you forecast your turnover to be in 2025? Please select one answer per row.

	2023	2024	2025 (forecast)
£0	5.43%	2.17%	1.09%
	5	2	1
£1-£50k	34.78%	34.78%	34.78%
	32	32	32
£51-£100k	11.96%	14.13%	14.13%
	11	13	13
£101k-£150k	11.96%	7.61%	7.61%
	11	7	7
£151k-300K	8.70%	13.04%	14.13%
	8	12	13
£301k-£500k	7.61%	7.61%	5.43%
	7	7	5
£501k-£1m	6.52%	4.35%	6.52%
	6	4	6
£1.01m-£3m	3.26%	6.52%	6.52%
	3	6	6
£3.01m-£5m	2.17%	2.17%	2.17%
	2	2	2
£5m+	7.61%	7.61%	7.61%
	7	7	7
Total	92	92	92

Answered 92

Skipped 23

Q17. Has your business's balance sheet value grown in the past two years? And if so, approximately by how much? Please select one answer.

Answer Choices	Responses	
Less than £0 (a loss)	6.52%	6
£0 (no change)	32.61%	30
£1-£25k	32.61%	30
£25k-£50k	16.30%	15
£50k-£100k	6.52%	6
£100k-£500k	1.09%	1
£500k+	4.35%	4

Answered

92

Skipped

23

Q18. How much cash surplus (positive cashflow) was retained in the business? Please select one answer.

Answer Choices	Responses	
less than £1k	21.35%	19
£1k-£10k	28.09%	25
£11k-£20k	11.24%	10
£21k-£50k	12.36%	11
£51k-£100k	6.74%	6
£101k-£200k	4.49%	4
£201k-£500k	6.74%	6
£501k-£1m	2.25%	2
£1m+	6.74%	6
	Answered	89
	Skipped	26

Q19. How do you think the Falkland Islands economy performed in the following years? (1 = Extremely Negative, 10 = Excellent). Please select one answer per row.

	2023	2024
1	0.00%	0.00%
	0	0
2	1.12%	0.00%
	1	0
3	1.12%	2.33%
	1	2
4	6.74%	8.14%
	6	7
5	17.98%	19.77%
	16	17
6	17.98%	15.12%
	16	13
7	26.97%	27.91%
	24	24
8	23.60%	18.60%
	21	16
9	3.37%	5.81%
	3	5
10	1.12%	2.33%
	1	2
Total	89	86
		Answered 89
		Skipped 26

Q20. How do you forecast the future prospects of the Falkland Islands economy for the following years? (1 = Extremely Negative, 10 = Excellent). Please select one answer per row.

	Short-term (2025)	Medium-term (2026 to 2030)	Long-term (2031 and beyond)
1	0.00%	0.00%	1.12%
	0	0	1
2	1.12%	2.25%	4.49%
	1	2	4
3	5.62%	5.62%	4.49%
	5	5	4
4	12.36%	7.87%	6.74%
	11	7	6
5	13.48%	16.85%	12.36%
	12	15	11
6	21.35%	20.22%	13.48%
	19	18	12
7	24.72%	17.98%	22.47%
	22	16	20
8	15.73%	17.98%	16.85%
	14	16	15
9	4.49%	7.87%	12.36%
	4	7	11
10	1.12%	3.37%	5.62%
	1	3	5
Total	89	89	89

Answered 89

Skipped 26

Q21. Please select up to five barriers that prevent the growth of your business? You can select up to FIVE barriers.

Answer Choices	Responses	
Access to Finance - Business Loan	13.95%	12
Access to Finance - Working Capital Loan/Overdraft	8.14%	7
Access to Finance - Credit Card Facilities	10.47%	9
Access to Finance - Merchant Banking Facilities	5.81%	5
Accountancy Services	0.00%	0
Air Links to South America (LATAM)	29.07%	25
Air Link to the UK (Airbridge)	6.98%	6
Air Link (FIGAS)	8.14%	7
Coastal Shipping/Ferry	10.47%	9
Cost of Electricity	23.26%	20
Cost of Fuel	24.42%	21
Distance to Markets	13.95%	12
FIG Regulations	9.30%	8
FIG Size/Presence	2.33%	2
FIG Procurement Policy	3.49%	3

Freight via FIRS	2.33%	2
Freight via SAAS	10.47%	9
Freight by Air Cargo	2.33%	2
Freight by Air Cargo - DHL	5.81%	5
Freight Costs - Internal	2.33%	2
Freight Costs by DHL	3.49%	3
Freight costs by Sea - Import	22.09%	19
Freight costs by Sea - Export	15.12%	13
Housing	16.28%	14
Immigration Regulations & System	4.65%	4
Insurance	8.14%	7
Internal Politics	9.30%	8
IT Services / Expertise	4.65%	4
External Politics	6.98%	6
Lack of Consultancy Services	3.49%	3
Legal Services	0.00%	0
Office Availability	5.81%	5
Public Infrastructure	8.14%	7
Shortage of Skilled Labour	22.09%	19
Shortage of Unskilled Labour	9.30%	8
Small Local Market	8.14%	7
Storage Availability	4.65%	4
Taxation	10.47%	9
Telecommunications - Cost	22.09%	19
Telecommunications - Bandwidth (Speed & Quality)	44.19%	38
Telecommunications - Package Size	9.30%	8
Training	5.81%	5
Warehouse Availability	5.81%	5
Other (please specify)	6.98%	6
	Answered	86
	Skipped	29

Six respondents selected 'Other'.

Response Number	Other (please specify)
1	World market
2	Wear and tear on vehicles/ maintenance costs Distance from Suppliers - delays to shipping and impact on delivering
3	business here
4	Weather
5	Lack of labour skilled/unskilled in camp
6	Lack of serviceable infrastructure

Q22. Can you provide details about the barriers you selected? Please explain how you overcame these barriers, if applicable.

Response Number	Responses
-----------------	-----------

IT Services - we have not been able to overcome this barrier to date, and it is causing us significant problems.

1 Shortage of Skilled Labour - we have partially overcome this barrier by networking

2 no

3 Wool prices

air link could be more prompt, electricity cost too high for a small business, DHL is not up to the service we pay for,

4 insurance is something we need but high cost with no drop off over the years, skilled people is hard to get in islands and very expensive from overseas, would like to have more land to extend the workshop facility's
It would help if older computers were made available to read and update old media. I have archives on floppy disks that need to be converted to a more readable format.

5 On occasion, my ISP says that I produce spam.

6 Starlink

We are never more than 60% fully booked because the amount of Land based tourists are limited by the availability of airplane seats coming into the islands, if there was a 2nd flight per week from south america we would get more clients, however if that happened then Figas would not cope with the demand as they struggle now. The cost of providing guests with free unlimited wifi under the current system is extremely prohibitive and the selling of wifi cards is an embarrassment and a really bad advert for our country as a tourist destination. We cannot overcome these issues as they are beyond our control.

8 We can't overcome most of these barriers as beyond our control.

The current landscape of telecommunications and transportation reveals significant areas of concern that hinder economic growth and connectivity. Specifically, the slow telecommunications infrastructure, characterized by inadequate bandwidth, presents a barrier to efficient communication and data transfer. The speed and quality of service are critical for businesses that rely on instantaneous connectivity to operate effectively in a global market. This sluggish connectivity can lead to operational inefficiencies and reduced competitiveness.

Furthermore, the coastal shipping/ ferry services currently in use are found to be unfit for purpose for the tourism sector. The inefficiencies of this services not only impact logistics but also have detrimental effects on regional trade and tourism. A reevaluation of these transportation options is necessary to ensure that they meet the demands of modern commerce and improve accessibility.

9 Adding to these challenges, the frequency of unnecessary airport closures

significantly disrupts air links to vital markets, particularly in South America (LATAM) and the United Kingdom (UK) and FIGAS. These closures create logistical nightmares for businesses reliant on consistent air travel, limiting their ability to engage with international partners and clients swiftly. An urgent need exists for a strategic review of airport management practices to maintain robust air connectivity that fosters economic exchange.

Moreover, the lack of merchant banking facilities reflects a financial sector that appears to be still operating under outdated paradigms reminiscent of the 1980s. This stagnation in banking services can hinder business innovation and growth, as access to flexible financial solutions remains critical for firms looking to expand or navigate complex international markets.

In conclusion, addressing these multifaceted challenges requires a comprehensive focus on modernizing telecommunications, improving transportation infrastructure, and revitalizing banking facilities. By taking proactive steps to enhance speed, quality, and connectivity, stakeholders can foster a more dynamic and competitive economic environment.

The Latam flight to Sao Paolo disappearing has almost halved land-based tourism for my business.

As I currently operate as a sole trader which is fine as I already owned and have since purchased the necessary vehicles(s) for this and am fortunate to be able to recruit others in a self employed role to cope with more demand BUT if I wanted to go to the next level and purchase enough vehicles of my own and fully employ people then access to finance for this is very difficult it seems.

10 Currently I turn away so much potential work in tourism as things stand.

11 Cost and lack of flights limits the tourism industry

The inability to access and expansion capital means that there is no way to get finance production at any scale. This makes the individual unit price of production unaffordable. All of the support schemes offered are inappropriate (£5k match funding from FIDC to grow a business? What is that supposed to achieve when its double that to get a single farm bale of fibre into a marketable form ?) - or the tourism support scheme that actively excludes the purchase of stock.

12 Further to that, there is a dearth of light commercial units on the "tourism route" through the front of Stanley. Trying to establish a retail presence that sells to tourists is impossible when the only buildings along the front are FIG owned or private housing. Putting DESIS into that building by the Penguin News was a wasted opportunity for retail start ups. The Hillside cabins are not a magic bullet, especially with a compulsory 5 year lease obligation.

13 Just deal with it.

14 Use of (licensed) Starlink has helped the business overcome IT issues to a great extent.

15 Until we get a second air link to South America tourist numbers will remain as they are, so there won't be any chance of growth, and thus no development.
We are just 'treading water'
FIGAS - stretched resources resulting lack in ability to provide the services required for us to get people in and out regularly.

Coastal Shipping - schedules are not released early enough to plan work schedules on the island; for instance we are 11 April and the schedule for July 2025 - December 2025 has not yet been released. This makes forwards planning, logistics and booking workers almost impossible. We have to guess and cross our fingers! Most ferry and cargo services, even small ones, are able to provide schedules at least 1 year in advance. As well resources are so stretched there are times we are unable to get booked goods in / off the island due to lack of time within the schedule, it doesn't happen often, however, it does occur around once to twice per season.

Internet is a joke, Sure keep putting packages up and every time they do the speed of the internet goes down. It is becoming impossible to function with basic tasks like outlook let alone develop the business as we would like. Sure's new offerings are extremely concerning, unlimited packages for everyone, however, we are currently unable to even utilise all of our current large package due to speeds. Less focus on size of packages, more focus on speed is required. The new packages proposed are just incredibly problematic.

Banking - online banking system is critical. It is the minimum required in this day and age for business efficiency.

16 Warehouse availability: there is no where to hold goods that arrive from overseas until they can get put onto Workboat Services. It is a nightmare!

17 the cost of living and the increase in prices in general have had a big impact on profitability specially to small businesses.
we haven't over come them, just have to live with them.

18 if the coastal shipping situation does not change our business may have to close in the next couple of years.

19 Staff shortages due to no accommodation and tax fuel and electricity to high
The high cost of vehicle maintenance has eaten away any profits we might have made on tours. 2024 was particularly bad as we had to replace the engine in one of our vehicles. Tyres also have to be regularly replaced and these are very expensive. We have a commercial insurance policy to cover
20 our three vehicles and the ost is quite high.
Telecoms - no solution yet.

21 Lack of retail premises (not listed above so I chose lack of office space) - no solution

Lack of land for building - in FIGs hands

Cost of electricity - in FIGs hands

Air connectivity - in FIGs hands.

22 All five selected barriers require work from FIG in order to overcome. None can be overcome without the proactive assistance of FIG.

Difficulties with Freight - lack of transparency in terms of where ordered/delivered items are in the delivery chain after being delivered to a freight forwarders. leads to a dramatic impact on delivery of projects and equipment.

Distance from suppliers is similar to eb above and wrong items shipped and long lead times leads to a problematic delivery timescale for customers.

Public infrastructure is a challenge in Stanley for installing new equipment both in terms of potential public services and customer equipment.

Skilled labour is short and commands a high price. however support from FIDC for upskilling is welcome and we use it regularly.

23 Telecoms remains a problem for cloud based IT services and programmes as well as remote monitoring of sites in terms of reliability. - also mobile connectivity for remote working is absolutely unusable.

We are limited by FIG, in that we don't control how much we charge parents. There is a limit set across the sector, and we don't get to change our price as our standard goes up or as costs go up. The only thing we can change freely is extra charges such as bus runs and food prices - but these cannot account for the entire business.

As we improve our standard, it takes more staff, which is expensive. We would also like to pay our staff more, but we can't afford to. There has been a training gap in the childcare sector for about 7 years, with no training available locally.

24 The only reason our business continues to function is because Atty and myself as Directors pay ourselves below minimum wage to leave as much money in the business as possible.

Higher freight rates have shrunk margins considerably , we still have to be vigilant with pricing to keep customers imported food themselves .

Freight rates have nearly doubled over last 4 years shrinking margins further

Air freight rates make it impossible to bring in fresh produce for retail sale

When recruiting we have to fill all vacancies within the islands , cannot bring labour in no more due to the current housing crisis, this option makes it even more difficult to fill roles

25 High electricity costs force increased prices which force more consumers to import directly from UK

26 Finding reasonable accommodation for professionals at a reasonable cost with reasonable security is impossible. Even purchasing a property is almost impossible to find.

Bandwidth and upload/download speeds limits the use of cloud technologies and the limit of trained people in the Falklands to maintain systems.

We have to use overseas consultants to provide assistance to clients and outsource typing, and IT services
The bank has made it very difficult to borrow money for expansion. FIDC has a limited pot size to offer loans.

Electricity prices are too high.

FIG procurement via DCS is a joke. They have no idea about the difficulties faced by local suppliers.

No housing available to import skilled labour.

27 Why do I pay so much tax just for it to put into the bank for the government to earn interest? Why can't I keep more of it to invest in the business? Business tax is too high.

We haven't overcome the barriers that's why we are always complaining but no one in Stanley are interested

28 Stupid question as you need to tick more than 5 boxes
The limited schedule, both in availability and long-term schedule availability makes it difficult for our customer base to plan use of our services in advance. Requires our business to be flexible with short term planned but will potentially cause issues in utilising casual staff.

FIG maritime policies and legislation handling is poor, decisions have been made without stakeholder consultation prior to implementation, making it difficult to comply and relationships with the body are strained.

Freight by DHL or other priority courier service is unreliable, you pay premium prices for an unknown service/delivery time. Impacts business when essential spares and repairs are required at short notice.

External politics are always a risk factor as the airlinks are largely dependent on external factors. Air links and planning for such are essential to our customer base.

29 Telecoms, marked as cost as response, but more accurately availability on

West Falkland and outer islands is a barrier, we are unable to receive mobile calls at our West Falkland base, and 4G is unusable also. Lack of provision of good service is the real barrier for being reached by customers and being able to communicate efficiently is essential to good business practices and safety.

- 30 Telecommunications cost needs Starlink for self provision
I have overcome the internet barrier by using Starlink, sadly the mobile network barrier still remains, the mobile service provided by Sure is dreadful.
- 31 My collectibles business will always be a niche market. Reliance on overseas sales is reliant on difficulties with telecoms, lack of internet banking to make payments more efficient.
- 32 Telecomms issues are easily resolved.

DHL to the islands remains the most expensive and most unreliable in the World, whereas sea freight is becoming prohibitively expensive.

- 33 The glacial speed of FIG changing or amending policies is negatively impacting business.

- 34 Internet is unreliable and slow, speed is a much bigger barrier than cost. There aren't enough people in Camp. Tradesmen are hard to get in town, even harder out of Stanley.

- 35 We have lots of opportunities to expand but don't have the resource to take on more, can't justify full time employment as it would require accommodation and that's the main tourism income. Lots of barriers wrapped in to one, very few people around, low agricultural wages, lots of work to be done. Haven't overcome them yet, with a massive housing shortage and hikes in rent as a small business owner it's very difficult to employ people from overseas and pay them a good wage and provide housing. This is also due to a lack of skilled chefs within the catering industry within the Falkland Islands
- 36

Answered 36
Skipped 79

Q23. Rank the top five growth barriers from the 2023 survey, (1 = Highest, 5 = Lowest)

	Shortage of Skilled labour	Air links to South America (LATAM)	Telecommunications Bandwidth (Speed & Quality)	Cost of Fuel	Cost Electricity
1	31.43%	20.59%	33.78%	6.85%	12.16%
	22	14	25	5	9
2	20.00%	20.59%	24.32%	19.18%	17.57%
	14	14	18	14	13
3	20.00%	14.71%	18.92%	24.66%	18.92%
	14	10	14	18	14
4	17.14%	22.06%	13.51%	24.66%	20.27%

	12	15	10	18	15
5	11.43%	22.06%	9.46%	24.66%	31.08%
	8	15	7	18	23
Total	70	68	74	73	74
Score	3.43	2.96	3.59	2.59	2.59

Answered 79
Skipped 36

Q24. Has your business been awarded work at British Forces South Atlantic Islands (BFSAI)? Please select one answer.

Answer Choices	Responses	
Yes - currently doing work at BFSAI	9.30%	8
Yes - currently working on a sub-contract basis at BFSAI	3.49%	3
Yes - worked at BFSAI in the past	5.81%	5
Yes - worked as a sub-contractor at BFSAI in the past	3.49%	3
No - but I would like to	24.42%	21
No - and I am not interested	53.49%	46
	Answered	86
	Skipped	29

Q25. How did you learn about work opportunities at BFSAI?

Answer Choices	Responses	
Approached directly by MoD or Contractor	52.63%	10
MoD procurement website	0.00%	0
International advert	0.00%	0
Local advert	0.00%	0
Word of mouth	21.05%	4
Approached the contractor	15.79%	3
Other (please specify)	10.53%	2
	Answered	19
	Skipped	96

Two respondents selected 'Other'.

Response Number	Other (please specify)
1	Marketed tours at MPC Tourism Office/ word of mouth
2	The previous question didnt apply, we get a lot of bfsai tourism through word of mouth and advertising there

Q26. Has your business ever received assistance from FIDC? Please select one answer.

Answer Choices	Responses	
Yes	58.14%	50
No	41.86%	36
	Answered	86
	Skipped	29

Q27. If 'Yes', what assistance did your business receive from FIDC and when? You can select more than one answer.

	2023 - 2025		2020 - 2022		2015 - 2019		Earlier than 2015		Total
Business Advice	65.00%	13	20.00%	4	20.00%	4	25.00%	5	20
Loan	40.74%	11	18.52%	5	25.93%	7	40.74%	11	27
Grant	67.65%	23	17.65%	6	17.65%	6	20.59%	7	34
Business Financial Health check	66.67%	2	33.33%	1	33.33%	1	66.67%	2	3
Renewable Energy Advice	63.64%	7	18.18%	2	9.09%	1	27.27%	3	11
Training and Education workshop	66.67%	6	0.00%	0	11.11%	1	22.22%	2	9
Social Media and Marketing support	87.50%	7	12.50%	1	0.00%	0	0.00%	0	8
Business Innovation Hub support (Hillside)	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
Other (please specify)									2
								Answered	50
								Skipped	65

Two respondents selected 'Other'.

Response Number	Other (please specify)
1	Loans in 1991 and 1997
2	The deal with Mercopress that went badly.

Q28. How do you rate the performance of FIDC? Please select one rating.

1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
6.12	0.00	4.08	4.08	10.20	10.20	10.20	24.49	10.20	20.41	1	
% 3	% 0	% 2	% 2	% 5	% 5	% 5	% 2	% 5	% 0	49	7.1
										Answered	49
										Skipped	66

Q29. What additional services could FIDC offer to assist your business?

Answered 16, Skipped 99

Response Number	Responses
1	<p>Facilitate the growth of IT Services (there has been a noticeable gap in the market for several years, but it seems that only very recently has FIDC got round to addressing this issue)</p> <p>More Training Events would be helpful - the ones we attended were excellent</p> <p>We work in Business Services, so anything that FIDC can do to help the economy grow such as resolve the second flight issue will ultimately help our business</p>
2	<p>FIDC has returned to steady and productive state; long overdue. Competence at the MD and Board helm. With FIG continued support this should continue. Important for all businesses across the landscape.</p>
3	<p>Probably very little...</p>
4	<p>None</p>
5	<p>None</p>
6	<p>The FIDC could expand its offerings to better support the cottage industry by providing tailored services that cater specifically to the unique needs of small-scale producers. Here are several additional services that FIDC could consider implementing:</p> <ol style="list-style-type: none">1. **Consultation Services**: Offer expert advice on best practices, product development, and marketing strategies tailored for the cottage industry. This could include workshops and one-on-one consultations to guide entrepreneurs through the intricacies of scaling their operations.2. **Micro-loans**: Establish a micro-loan program that provides affordable financing options for small cottage industry entrepreneurs. These loans would be designed with flexible repayment terms, allowing businesses to grow without the heavy burden of conventional lending practices.3. **Grants and Funding Opportunities**: Create grant programs specifically aimed at cottage industries. These grants could be used for product innovation, market expansion, or sustainability initiatives, helping small businesses access funds that do not require repayment.4. **Business Development Resources**: Provide resources such as business plan templates, financial planning tools, and access to legal advice.

This would help cottage industry entrepreneurs establish and streamline their operations effectively.

5. **Training and Skill Development**: Organise training programs focused on skill development in areas such as production techniques, digital marketing, and e-commerce solutions. This would empower small producers to compete in larger markets.

6. **Networking Opportunities**: Facilitate networking events and platforms where cottage industry entrepreneurs can connect with each other, share experiences, and foster collaborations. This could help build a supportive community that encourages shared growth.

7. **Market Access Initiatives**: Develop strategies to help cottage industries gain market access both online and offline. This could include partnerships with local retailers, participation in trade fairs, and support in establishing e-commerce platforms.

8. **Advisory Panels**: Form advisory panels comprising experts in various fields that can guide cottage industry operators on regulatory compliance, quality standards, and industry trends, ensuring they remain competitive and informed.

7 Continued renewable energy support

8 More technical advice on water management for example

9 More free training options and more training that is able to be accessed remotely.

10 Access to finance

11 Encourage greater lending amounts.

12 Support from FIDC has always been positive.

13 Make bigger soft loans available.

14 help with building more tourists infrastructure

15 Straight forward loan and grant funding. We started the loan and grant funding but once finance was involved it wasn't so much their comments (which were a bit weird and some were unrelated to business finance) but the business advisor just copied them into another email and we found them quite condescending and outright rude, so decided to seek funding elsewhere, even it it means not being able to obtain grant funding and secure funding solely through a loan.

As a matter of priority I suggest that this is looked into, as prospective clients still need to be treated with respect in a professional manner.

- 16 Occasional summary updates of changes to policies/leg/improvements that are linked to the barriers. Sometimes hard to see what's improving.

Q30. What do you think FIDC's role in the economic development of the Falkland Islands should be? **Answered 18, Skipped 97**

Response Number	Responses
1	At the macro level, identifying and overcoming barriers to economic development
	At the micro level, helping businesses grow whether through training or grants or loans, and also helping both new and existing businesses with business advice
2	Clearly indicated in the title - ECONOMIC DEVELOPMENT. Not to be underestimated nor misunderstood!
3	Helping with infrastructure provision to assist & ensure people remain in & committed to Camp, especially on the West & Outer Islands..
4	Futureproof development schemes to reflect the up and coming global economic Crisis.
5	Providing business advice and loans while we have a banking sector that is not up to the task
6	By focusing on additional services, like cottage industries in retail, tourism, agriculture, could significantly enhance its support for these industries, ,fostering an environment where small businesses feel valued and empowered, rather than being treated as larger commercial entities. This approach not only promotes economic growth but also preserves the cultural and traditional aspects associated with economic development.
7	keep doing what it is doing and continue to remember campers exist
8	Assist local entrepreneurs with advice and funding to help foster their innovations and ideas, but DO NOT provide funding for overseas companies who want to break into the Falklands market on an unfair footing.
9	It is increasingly well placed
10	To keep pushing the boundaries and stimulating the economy by strongly supporting business opportunities
11	Enabler for some serious economic development
12	FIDC should be the leading force in driving the economic development of the Falkland Islands.
13	Current trajectory of FIDC is good, with supporting growing businesses and assisting with upskilling.
	Several of the grants relate directly to our business area so continued support of them is very positive.
14	Invest money.
15	helping locals
16	Straight forward loan and grant funding.
17	Supporting new and different businesses and industries, sometimes higher risk as unknown.
	Sharing previous fidc reports and making info publicly available, e.g. kelp farming, various agricultural innovations, fertiliser trials etc.

18

Maybe revisiting some of these where things have changed a lot.
Help us all make money

Q31. Has your business ever been unsuccessful at securing funding from FIDC?

Answer Choices	Responses	
Yes	12.24%	6
No	87.76%	43
	Answered	49
	Skipped	66

Q32. If yes, why were you unsuccessful in securing funding?

Answered 4

Skipped 111

Response Number	Responses
1	We were successful in having funding assistance granted, but the G.M. at the time simply refused to honour the approval & declined to pay submitted invoices..
2	Confusion within FIDC as to what we are able to access
3	The board decided not to approve the loan
4	My business had not been running for very long.

Q33. How innovative do you rate your business? Please select one rating.

Not at all	Innovative	Very Innovative	Total	Weighted Average
8.75% 7	70.00% 56	21.25% 17	80	2.13
			Answered	80
			Skipped	35

Q34. How important do you consider innovation to your business? Please select one rating.

Not at all	Important	Very Important	Total	Weighted Average
7.50% 6	57.50% 46	35.00% 28	80	2.28
			Answered	80
			Skipped	35

Q35. What percentage of your turnover did your business invest in Research & Development in the following years? Please select one answer per row.

	0%		1%-5%		6%-15%		16%-25%		26%-50%		51%-75%		76%+		Total
2023	41.33%	31	34.67%	26	16.00%	12	4.00%	3	0.00%	0	0.00%	0	4.00%	3	75
2024	34.25%	25	35.62%	26	17.81%	13	6.85%	5	0.00%	0	2.74%	2	2.74%	2	73
2025 (forecast)	30.14%	22	38.36%	28	15.07%	11	6.85%	5	2.74%	2	4.11%	3	2.74%	2	73
														Answered	75
														Skipped	40

Q36. Are you currently exploring ways to innovate your business?

Answer Choices	Responses	
Yes	81.25%	65
No	18.75%	15
	Answered	80
	Skipped	35

Q37. If yes, what type of innovation are you exploring? You can select more than one answer.

Answer Choices	Responses	
Improvements to networks	27.69%	18
Improvements to your business/staff structure	27.69%	18
Improvements to your processes	40.00%	26
Improvements in your products/services	69.23%	45
Improvements in customer services	36.92%	24
Improvements to marketing/branding & market research	46.15%	30
Improvements in customer engagement	36.92%	24
Improvements in reducing carbon emissions	33.85%	22
Improvements in switching towards renewable energy	29.23%	19
Improvements towards increased sustainability	46.15%	30
Other (please specify)	4.62%	3
	Answered	65
	Skipped	50

Three respondents selected 'Other'.

Response Number	Other (please specify)
1	Improving guest and cruise ship experiences
2	improvements to Staff engagements , improvements to warehousing , improvements to
3	This is quite a Stanley centric survey, we're trialling land recovery options and new management systems

Q38. Please select up to five barriers that prevent your business from innovating? You can select up to FIVE barriers.

Answer Choices	Responses	
Access to Finance - Business Loan	18.75%	12
Access to Finance - Working Capital Loan/Overdraft	7.81%	5
Access to Finance - Credit Card Facilities	1.56%	1
Access to Finance - Merchant Banking Facilities	1.56%	1
Accountancy Services	1.56%	1
Air Links to South America (LATAM)	14.06%	9
Air Link to the UK (Airbridge)	3.13%	2
Air Link (FIGAS)	4.69%	3
Coastal Shipping/Ferry	7.81%	5
Cost of Electricity	15.63%	10
Cost of Fuel	10.94%	7

Distance to Markets	10.94%	7
FIG Regulations	7.81%	5
FIG Size/Presence	3.13%	2
FIG Procurement Policy	1.56%	1
Freight via FIRS	0.00%	0
Freight via SAAS	9.38%	6
Freight by Air Cargo	3.13%	2
Freight by Air Cargo - DHL	7.81%	5
Freight Costs - Internal	0.00%	0
Freight Costs by DHL	6.25%	4
Freight costs by Sea - Import	15.63%	10
Freight costs by Sea - Export	3.13%	2
Housing	17.19%	11
Immigration Regulations & System	0.00%	0
Insurance	1.56%	1
Internal Politics	10.94%	7
IT Services / Expertise	12.50%	8
External Politics	1.56%	1
Lack of Consultancy Services	3.13%	2
Legal Services	0.00%	0
Office Availability	4.69%	3
Public Infrastructure	10.94%	7
Shortage of Skilled Labour	17.19%	11
Shortage of Unskilled Labour	7.81%	5
Small Local Market	14.06%	9
Storage Availability	4.69%	3
Taxation	10.94%	7
Telecommunications - Cost	20.31%	13
Telecommunications - Bandwidth (Speed & Quality)	43.75%	28
Telecommunications - Package Size	9.38%	6
Training	7.81%	5
Warehouse Availability	6.25%	4
Ineffective use of natural resources for land repair	4.69%	3
Other (please specify)	4.69%	3

Answered 64
Skipped 51

Three respondents selected 'Other'.

Response Number	Other (please specify)
1	New business, lots to be done
2	MPN is not fit for purpose
3	The lack of mobile signal means we are unable to try new technology such as virtual fencing

Q39. If you have overcome any barriers in the last 2 years, how did you do it?

Answered 10, Skipped 105

Response Number	Responses
1	no
2	Sorry, but thats between us & the four walls...
3	work late hours to overcome the shortage of skilled staff
4	None
5	Nothing major we make small improvements when the oppurtunity allows, we are very limited to what we can do as we are not the owners of the island
6	With careful planning, determination and luck!
7	Budgeting and controlling expenses
8	N/A
9	outsourcing parts of our work to UK Had to operate through external banking, not reliant on Standard Chartered Bank.
10	Use Paypal for payment utilising better telecom systems on board ships.

Q40. Are you a member of the RBA?

Answer Choices	Responses
Yes	29.87% 23
No	70.13% 54
	Answered 77
	Skipped 38

Q41. How would you rate the awareness of rural issues within the following groups? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	FIG Departments	Legislative Assembly
1	4.55%	4.55%
	1	1
2	13.64%	4.55%
	3	1
3	9.09%	18.18%
	2	4
4	9.09%	13.64%
	2	3
5	22.73%	27.27%
	5	6
6	13.64%	9.09%
	3	2
7	18.18%	18.18%
	4	4
8	4.55%	0.00%
	1	0
9	0.00%	0.00%
	0	0
10	4.55%	4.55%
	1	1
Total	22	22
Weighted Average	5	4.86

Answered 22
Skipped 93

Q42. How adequately consulted or considered are rural communities when setting national policies? (1 = Extremely Negative, 10 = Excellent)

1	8.70%
2	2
3	8.70%
4	2
5	8.70%
6	2
7	34.78%
8	8
9	13.04%
10	3
Total	8.70%
Weighted Average	2
	4.35%
	1
	4.35%
	1
	0.00%
	0
	23
	4.43

Answered 23
Skipped 92

Q43. How would a reduced FIG agriculture budget impact your ability to invest in growth or innovation? (1 = Extremely Negative, 10 = Excellent)

1	35.00%	7
2	25.00%	5
3	5.00%	1
4	0.00%	0
5	30.00%	6
6	0.00%	0
7	0.00%	0
8	5.00%	1
9	0.00%	0
10	0.00%	0
Total		20
Weighted Average		2.9

Answered 20
Skipped 95

Q44. Has the delay in the completed wool warehouse project affected your supply chain?

Response Number	Responses
1	NO
2	Not yet
3	<p>It has not affected our own supply chain so far, in that the delays were entirely expected & totally unsurprising.</p> <p>However, the arbitrary definition of, plus the overpriced building & grossly inflated groundworks & overall project cost with the unecessarily high bale levy being formulated to partially cover the costs of this corrupted construction, has led us to completely reevaluate our product handling & services use strategy.</p> <p>.. & so in order to avoid being hammered by unwarranted extra handling charges & nebulous & fictitious 'cost share', we have taken the reluctant step</p>

of withdrawing from support of this part of the industry..

Despite selling wool in past through the warehouse service, we will NOT be able to justify using it in future, (through NO fault of WoolCo), but entirely down to the in-house cost manipulations of former FIDC staff & contractors in the delivery of the task.

- 4 NO
- 5 No
- 6 None
- 7 No
- 8 only by not being bales to take wool in at certain times,
- 9 not at moment
- 10 Not all agricultural businesses are wool and meat!
- 11 Don't use it .
- 12 We don't farm sheep so not at all
- 13 No, we rarely use the warehouse and ship directly on the FIRS.

Q45. How will the bale levy charge impact your bottom line? (1 = Extremely Negative, 10 = Excellent)

1	12.50%
2	12.50%
3	18.75%
4	0.00%
5	37.50%
6	0.00%
7	0.00%
8	6.25%
9	0.00%
10	12.50%
Total	16
Weighted Average	4.56

Answered 16
Skipped 99

Q46. What type of financial support would be most beneficial to your business right now?
Please select one answer.

Answer Choices	Responses	
Loans	9.09%	2
Grants	45.45%	10
Tax incentives	36.36%	8
Access to overdraft facilities	0.00%	0
Other (please specify)	9.09%	2
	Answered	22
	Skipped	93

Two respondents selected 'Other'.

Response Number	Other (please specify)
1	Subsidy
2	Not sure financial support is required

Q47. What steps has your business taken to manage cash flow shortages? You can select more than one answer.

Answer Choices	Responses	
Reduced labour costs (e.g., seasonal staff)	30.00%	6
Cut back on non-essential farm inputs (e.g., fertilisers, feed, equipment)	55.00%	11
Increased product sales or diversified product ranges/services	25.00%	5
Secured additional financing or loans	15.00%	3
Extended payment terms with suppliers	5.00%	1
Delayed or deferred capital investments (e.g., machinery, infrastructure)	65.00%	13
Other (please specify)	15.00%	3
	Answered	20
	Skipped	95

Three respondents selected 'Other'.

Response Number	Other (please specify)
1	No longer paying management/director salaries.
2	We've built slowly and only invested in capital infrastructure we can afford. We have benefitted from FIP funding this season.
3	Mortgage Moratorium

Q48. Which presentation format would you prefer for future Farmers Week events?

Answer Choices	Responses	
All workshop-style sessions	13.04%	3
Presentations with Q&A	17.39%	4
More practical demonstrations (e.g., fire safety, first aid)	13.04%	3
All of the above	56.52%	13
	Answered	23
	Skipped	92

Q49. How much do you think that national infrastructure meets the needs of the rural community? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	Ferry	FIGAS	Road network	Education	Telecommunications
1	4.35%	0.00%	0.00%	0.00%	69.57%
	1	0	0	0	16
2	13.04%	9.09%	0.00%	0.00%	8.70%
	3	2	0	0	2
3	21.74%	4.55%	0.00%	5.26%	8.70%
	5	1	0	1	2
4	0.00%	0.00%	14.29%	5.26%	0.00%
	0	0	3	1	0
5	26.09%	4.55%	14.29%	15.79%	13.04%
	6	1	3	3	3
6	8.70%	4.55%	9.52%	10.53%	0.00%
	2	1	2	2	0
7	13.04%	18.18%	23.81%	15.79%	0.00%
	3	4	5	3	0
8	8.70%	22.73%	28.57%	26.32%	0.00%
	2	5	6	5	0
9	0.00%	18.18%	4.76%	15.79%	0.00%
	0	4	1	3	0
10	4.35%	18.18%	4.76%	5.26%	0.00%
	1	4	1	1	0
Total	23	22	21	19	23
Weighted Average	4.83	7.36	6.71	6.95	1.78

Answered 23
Skipped 92

Q50. Are you a member of FITA?

Answer Choices	Responses	
Yes	31.17%	24
No	68.83%	53
	Answered	77
	Skipped	38

Q51. How do you rate the effectiveness of the Falkland Islands Tourism Association? Please select one rating per row.

1	4.17%	1
2	0.00%	0
3	12.50%	3
4	8.33%	2
5	8.33%	2
6	16.67%	4
7	33.33%	8
8	16.67%	4
9	0.00%	0
10	0.00%	0
Total		24
Weighted Average		5.83

Answered 24
Skipped 91

Q52. How do you rate FITA's ability to influence the following? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	Falkland Islands Economy	Falkland Islands Government	Falkland Islands Tourist Board (FITB)
1	8.33%	13.04%	4.35%
	2	3	1
2	8.33%	4.35%	13.04%
	2	1	3
3	16.67%	17.39%	13.04%
	4	4	3
4	8.33%	17.39%	4.35%
	2	4	1
5	16.67%	8.70%	30.43%
	4	2	7
6	12.50%	13.04%	4.35%
	3	3	1
7	29.17%	26.09%	26.09%
	7	6	6
8	0.00%	0.00%	4.35%
	0	0	1
9	0.00%	0.00%	0.00%
	0	0	0
10	0.00%	0.00%	0.00%
	0	0	0
Total	24	23	23

Answered 24
Skipped 91

Q53. How do you rate the following FITA services? (1 = Extremely Negative, 10 = Excellent).
Please select one rating per row.

	Lobby FIG, FITB and other public and private sector organisations to promote the best interests of members	Encourage and facilitate research that will benefit the Association	Ascertain and communicate the view of members with other trade associations, authorities and persons on matters affecting FITA or its members and to take such action as may be appropriate in response to those views	Encourage the development of domestic Falkland Islands Tourism	Encourage the development of international Falkland Islands Tourism
Do not use	12.50%	29.17%	21.74%	8.33%	4.17%
	3	7	5	2	1
1	0.00%	4.17%	4.35%	8.33%	4.17%
	0	1	1	2	1
2	12.50%	8.33%	0.00%	0.00%	0.00%
	3	2	0	0	0
3	8.33%	8.33%	8.70%	12.50%	20.83%
	2	2	2	3	5
4	4.17%	4.17%	8.70%	8.33%	8.33%
	1	1	2	2	2
5	16.67%	12.50%	21.74%	12.50%	16.67%
	4	3	5	3	4
6	16.67%	16.67%	13.04%	12.50%	12.50%
	4	4	3	3	3
7	16.67%	12.50%	13.04%	20.83%	20.83%
	4	3	3	5	5
8	4.17%	0.00%	0.00%	16.67%	12.50%
	1	0	0	4	3
9	8.33%	4.17%	8.70%	0.00%	0.00%
	2	1	2	0	0
10	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0	0
Total	24	24	23	24	24

**Answered
24**

Skipped 91

Q54. Provide further comment regarding the performance of the FITA.

Answered 6, Skipped 109

Response Number	Responses
1	we have very little contact with them, most of what we receive from them is just stuff that has already gone out from other sources
2	FITA is still at an early stage in it's ability to influence FITB and MLAs, but is definitely making inroads
3	I think it is still somehow inactive but it's getting better
4	FITA needs to lead on promoting tourism. FITA needs to be the voice of tourism and marketing for the Falkland Islands. FITA has a better understanding of its membership, and therefore what the tourism industry in the Falkland Islands needs in order to grow. As such, it should be FITA that leads on international efforts to market the Falkland Islands.
5	FITA is limited in effectiveness due to lack of leadership within tourism at FITB and FIG/MLA.
6	No clear plan, poor leadership and management. I'm very unsure of the point of FITA, we joined and get lots of emails, and FITA attend everything but not convinced it makes the boat go faster. FITA are however a bit more proactive at meetings than FITB seem to be, although I don't know how and where that has led to much particular change or improvement.

Q55. Do you think tourism has an important impact on your business?

Answer Choices	Responses
Yes	95.83% 23
No	4.17% 1
	Answered 24
	Skipped 91

Q56. What factors have prevented you from joining FITA? You can select more than one answer.

Answer Choices	Responses
Lack of awareness of FITA	14.89% 7
Insufficient benefits	19.15% 9
Time constraints	6.38% 3
Alternative affiliation	6.38% 3
Misalignment of interests	23.40% 11
Future intent	12.77% 6
Other (please specify)	17.02% 8
	Answered 47
	Skipped 68

Eight respondents selected 'Other'.

Response Number	Other (please specify)
1	Not involved in the tourism industry
2	Our core business is not connected to tourism
3	Lacklustre management
4	No interest in tourism
5	Not felt the need to as not directly in Tourism.
6	Irrelevant to business
7	FITA is seen by FITB as an excuse to not interact with their businesses. They think that FITA will do the work for them.
8	I'm not a tourism business

Q57. Do you think tourism has an important impact on your business?

Answer Choices	Responses
Yes	46.15% 24
No	53.85% 28
	Answered 52
	Skipped 63

Q58. Do you want to expand into tourism sector?

Answer Choices	Responses
Yes	61.11% 11
No	38.89% 7
	Answered 18
	Skipped 97

Q59. If yes, what support do you need?

Answered 8, Skipped 107

Response Number	Responses
1	Financial and IT support
2	Financial support
3	A grant to help with vehicle maintenance costs would be helpful.
4	FIG finalizing a second flight, and FIG encouraging cruise vessel development via IAATO.
5	build more accomadation as get more bookings than we can cope with
6	No support, just direction from decision makers to make a rational decision.
7	Better facilities at Mount Pleasant or an alternative terminal
8	We are already operating in this sector but have resource constraints. We can't go bigger without having more people and everyone in Camp is generally very busy doing multiple jobs already to then add in uncertainty of international tourists

Q60. Do you want to expand into tourism sector?

Answer Choices		Responses	
Yes		64.71%	22
No		35.29%	12
		Answered	34
		Skipped	81

Q61. If yes, what support do you need?

Answered 12, Skipped 103

Response Number	Responses
1	None
2	Financial
3	Access to capital and sponsorship to attend regional trade show events
4	Already there
5	Financial assistance
6	feel listened too and consulted.
7	N/A
8	Possibly financial in the future.
9	Better communications and awareness of a central body, links and forums to discuss opportunities
10	None
11	Accommodation and services improvement (power, water etc)
12	To become an accredited tour guide

Q62. Are you a member of the Chamber of Commerce?

Answer Choices		Responses	
Yes		52.63%	40
No		47.37%	36
		Answered	76
		Skipped	39

Q63. How do you rate the overall effectiveness of the Chamber of Commerce? (1 = Extremely Negative, 10 = Excellent)

1	0.00%	0
2	0.00%	0
3	5.00%	2
4	2.50%	1
5	5.00%	2
6	7.50%	3
7	17.50%	7
8	35.00%	14
9	20.00%	8
10	7.50%	3
Total		40
Weighted Average		7.53

Answered 40
Skipped 75

Q64. How do you rate the following core Chamber services? (1 = Extremely Negative, 10 = Excellent) Please select one rating per row.

	Hosting delegations	Email & News Updates	Website	Representation on FIG Committees	Interaction with FIG on behalf of members	Influence on FIG policies	Interaction with members	Events/ Meetings
1	0.00%	0.00%	0.00%	0.00%	0.00%	5.13%	0.00%	0.00%
	0	0	0	0	0	2	0	0
2	0.00%	0.00%	0.00%	2.63%	5.13%	0.00%	2.50%	0.00%
	0	0	0	1	2	0	1	0
3	0.00%	0.00%	2.50%	0.00%	0.00%	7.69%	2.50%	0.00%
	0	0	1	0	0	3	1	0
4	0.00%	0.00%	7.50%	5.26%	0.00%	5.13%	0.00%	0.00%
	0	0	3	2	0	2	0	0
5	2.56%	2.50%	7.50%	2.63%	5.13%	5.13%	5.00%	2.50%
	1	1	3	1	2	2	2	1
6	7.69%	5.00%	15.00%	10.53%	5.13%	10.26%	7.50%	12.50%
	3	2	6	4	2	4	3	5
7	25.64%	7.50%	20.00%	26.32%	20.51%	28.21%	10.00%	15.00%
	10	3	8	10	8	11	4	6
8	30.77%	37.50%	17.50%	34.21%	30.77%	20.51%	30.00%	25.00%
	12	15	7	13	12	8	12	10
9	15.38%	17.50%	22.50%	10.53%	25.64%	15.38%	22.50%	25.00%
	6	7	9	4	10	6	9	10
10	17.95%	30.00%	7.50%	7.89%	7.69%	2.56%	20.00%	20.00%
	7	12	3	3	3	1	8	8
Total	39	40	40	38	39	39	40	40
Weighted Average	8.03	8.53	7.23	7.34	7.64	6.62	7.95	8.18

Answered 40
Skipped 75

One respondent selected between '1-4'.

Response Number	If your chose between 1-4, please specify
1	The Chamber has the ability to hold an event, but it is doing nothing to encourage members to attend, nor engaging with MLAs or FIG directorates to attend

Q65. How do you rate the following ancillary Chamber services? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	DHL - Incoming	DHL - Outgoing	Conference room	If your chose between 1-4, please specify
Not Applicable	10.00%	17.95%	7.69%	
	4	7	3	
1	5.00%	2.56%	0.00%	
	2	1	0	
2	0.00%	0.00%	0.00%	
	0	0	0	
3	0.00%	0.00%	0.00%	
	0	0	0	
4	2.50%	0.00%	0.00%	
	1	0	0	
5	10.00%	5.13%	2.56%	
	4	2	1	
6	10.00%	10.26%	7.69%	
	4	4	3	
7	15.00%	17.95%	15.38%	
	6	7	6	
8	20.00%	20.51%	30.77%	
	8	8	12	
9	17.50%	15.38%	15.38%	
	7	6	6	
10	10.00%	10.26%	20.51%	
	4	4	8	
Total	40	39	39	2

Answered 40
Skipped 75

Two respondents selected between '1-4'.

Response Number	If your chose between 1-4, please specify
1	not your fault
2	Too many delays

Q66. Are there any additional services you feel the Chamber should provide, or ways it could improve its existing services? **Answered 6, Skipped 109**

Response Number	Responses
1	Not for me as I am not in Stanley so somewhat detached
2	Job Shop
3	Visiting Businesses twice yearly to discuss any issues (emails not always effective)
4	There should be transactional benefits to being a member of the Chamber - like a special credit card for businesses with better rates from SCB, better lending terms from FIDC, a sky miles program with LATAM, access to an alternative insurance company as opposed to Caribbean Alliance, fast-track planning on building approval from FIG.
5	More feedback from committee representatives
6	Renting the conference at a cheaper rate for local businesses wanting to set up markets in the conference room.

Q67. How important are the Chamber's current priorities to your business? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	Workforce Development	FIG Privatisation Polices	Telecoms	Air Links	Capital Programme	Housing Policies	Employment & Labour Laws	Environmental Policies	Taxation Policy	Reducing FIG Bureaucracy	FIG Procurement Policy	Education & Training	Access to Finance & Banking Services	Outsourcing & Service Provision	Inward Investment
Not Applicable	15.00%	20.00%	2.50%	20.00%	15.00%	25.00%	20.00%	12.50%	5.00%	12.50%	20.00%	15.38%	2.50%	17.50%	17.50%
	6	8	1	8	6	10	8	5	2	5	8	6	1	7	7
1	2.50%	2.50%	0.00%	0.00%	0.00%	2.50%	2.50%	2.50%	0.00%	0.00%	0.00%	2.56%	0.00%	2.50%	2.50%
	1	1	0	0	0	1	1	1	0	0	0	1	0	1	1
2	0.00%	0.00%	0.00%	2.50%	0.00%	5.00%	0.00%	2.50%	0.00%	0.00%	2.50%	5.13%	0.00%	0.00%	5.00%
	0	0	0	1	0	2	0	1	0	0	1	2	0	0	2
3	7.50%	5.00%	0.00%	0.00%	2.50%	7.50%	7.50%	5.00%	0.00%	0.00%	0.00%	2.56%	2.50%	2.50%	5.00%
	3	2	0	0	1	3	3	2	0	0	0	1	1	1	2
4	7.50%	2.50%	0.00%	2.50%	2.50%	7.50%	0.00%	2.50%	0.00%	0.00%	5.00%	0.00%	0.00%	5.00%	2.50%
	3	1	0	1	1	3	0	1	0	0	2	0	0	2	1
5	10.00%	7.50%	0.00%	5.00%	5.00%	5.00%	2.50%	7.50%	2.50%	2.50%	5.00%	2.56%	2.50%	0.00%	7.50%
	4	3	0	2	2	2	1	3	1	1	2	1	1	0	3
6	10.00%	20.00%	2.50%	2.50%	10.00%	7.50%	20.00%	17.50%	15.00%	10.00%	7.50%	20.51%	10.00%	10.00%	5.00%
	4	8	1	1	4	3	8	7	6	4	3	8	4	4	2
7	17.50%	10.00%	10.00%	7.50%	15.00%	10.00%	15.00%	7.50%	15.00%	5.00%	5.00%	15.38%	15.00%	20.00%	12.50%
	7	4	4	3	6	4	6	3	6	2	2	6	6	8	5
8	10.00%	15.00%	15.00%	15.00%	12.50%	10.00%	5.00%	12.50%	12.50%	22.50%	22.50%	12.82%	22.50%	5.00%	20.00%
	4	6	6	6	5	4	2	5	5	9	9	5	9	2	8
9	10.00%	7.50%	22.50%	10.00%	15.00%	7.50%	12.50%	7.50%	12.50%	5.00%	17.50%	10.26%	15.00%	20.00%	12.50%
	4	3	9	4	6	3	5	3	5	2	7	4	6	8	5
10	10.00%	10.00%	47.50%	35.00%	22.50%	12.50%	15.00%	22.50%	37.50%	42.50%	15.00%	12.82%	30.00%	17.50%	10.00%
	4	4	19	14	9	5	6	9	15	17	6	5	12	7	4
Total Weighted Average	4.45	4.25	5.6	4.6	4.75	3.95	4.33	4.63	5.3	4.97	4.47	4.41	5.33	4.58	4.3

Answered 40
Skipped 75

Q68. How important do you think the Chamber's current priorities are to the Falkland Islands business community as a whole? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	Workforce Development	FIG Privatisation Policies	Telecoms	Air Links	Capital Programme	Housing Policies	Employment & Labour Laws	Environmental Policies	Taxation Policy	Reducing FIG Bureaucracy	FIG Procurement Policy	Education & Training	Access to Finance & Banking Services	Outsourcing & Service Provision	Inward Investment
Not Applicable	5.13%	5.13%	5.13%	7.69%	7.69%	7.69%	5.13%	7.69%	5.13%	5.13%	5.26%	5.13%	2.56%	5.13%	10.53%
	2	2	2	3	3	3	2	3	2	2	2	2	1	2	4
1	0.00%	0.00%	0.00%	0.00%	0.00%	2.56%	2.56%	0.00%	0.00%	0.00%	2.63%	2.56%	0.00%	2.56%	0.00%
	0	0	0	0	0	1	1	0	0	0	1	1	0	1	0
2	2.56%	2.56%	0.00%	0.00%	0.00%	0.00%	2.56%	2.56%	2.56%	0.00%	0.00%	0.00%	0.00%	2.56%	5.26%
	1	1	0	0	0	0	1	1	1	0	0	0	0	1	2
3	0.00%	0.00%	0.00%	0.00%	0.00%	2.56%	0.00%	2.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0
4	0.00%	0.00%	0.00%	0.00%	0.00%	2.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.13%	2.63%
	0	0	0	0	0	1	0	0	0	0	0	0	0	2	1
5	2.56%	5.13%	0.00%	0.00%	0.00%	5.13%	5.13%	10.26%	2.56%	5.13%	5.26%	2.56%	0.00%	10.26%	2.63%
	1	2	0	0	0	2	2	4	1	2	2	1	0	4	1
6	2.56%	7.69%	0.00%	5.13%	2.56%	7.69%	2.56%	12.82%	2.56%	0.00%	5.26%	7.69%	10.26%	2.56%	10.53%
	1	3	0	2	1	3	1	5	1	0	2	3	4	1	4
7	12.82%	12.82%	0.00%	7.69%	2.56%	10.26%	10.26%	7.69%	7.69%	10.26%	13.16%	15.38%	7.69%	7.69%	10.53%
	5	5	0	3	1	4	4	3	3	4	5	6	3	3	4
8	28.21%	30.77%	17.95%	15.38%	28.21%	20.51%	25.64%	20.51%	25.64%	23.08%	31.58%	28.21%	20.51%	30.77%	21.05%
	11	12	7	6	11	8	10	8	10	9	12	11	8	12	8
9	17.95%	10.26%	15.38%	20.51%	25.64%	12.82%	15.38%	10.26%	17.95%	17.95%	7.89%	10.26%	17.95%	12.82%	15.79%
	7	4	6	8	10	5	6	4	7	7	3	4	7	5	6
10	28.21%	25.64%	61.54%	43.59%	33.33%	28.21%	30.77%	25.64%	35.90%	38.46%	28.95%	28.21%	41.03%	20.51%	21.05%
	11	10	24	17	13	11	12	10	14	15	11	11	16	8	8
Total Weighted Average	39	39	39	39	39	39	39	39	39	39	38	39	39	39	38
	5.21	5.1	5.56	5.33	5.28	5	5.13	4.97	5.28	5.36	5.08	5.1	5.49	5	4.84
															Answered 39
															Skipped 76

Q69. How do you rate the Chamber's ability to influence the following? (1 = Extremely Negative, 10 = Excellent) Please select one rating per row.

	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average										
Falkland Islands Economy	0.00%	0	2.50%	1	2.50%	1	10.00%	4	12.50%	5	20.00%	8	15.00%	6	22.50%	9	10.00%	4	5.00%	2	40	5.5
Falkland Islands Government	5.00%	2	2.50%	1	2.50%	1	5.00%	2	10.00%	4	20.00%	8	22.50%	9	20.00%	8	12.50%	5	0.00%	0	40	5.38
																						Answered 40
																						Skipped 75

Q70. If you wish to provide further comment regarding the performance of the Chamber please do so in the box below. **Answered 2, Skipped 113**

Response Number	Responses
1	The Chamber is unable to advocate effectively on behalf of the business community to FIG, as there are no measurable outcomes from the Chamber's advocacy.
2	I would hope the Chambers influence on FIG would be greater, but this relies on FIG being in a receptive position with the capabilities to actually action advice.

Q71. How important do you think the Chamber's current priorities are to the Falkland Islands business community as a whole? (1 = Extremely Negative, 10 = Excellent). Please select one rating per row.

	Workforce Development	FIG Privatisation Polices	Telecoms	Air Links	Capital Programme	Housing Policies	Employment & Labour Laws	Environmental Policies	Taxation Policy	Reducing FIG Bureaucracy	FIG Procurement Policy	Education & Training	Access to Finance & Banking Services	Outsourcing & Service Provision	Inward Investment
Not Applicable	30.00%	32.14%	16.67%	19.35%	13.33%	23.33%	13.33%	20.69%	21.43%	17.86%	17.86%	14.29%	14.29%	25.00%	22.22%
	9	9	5	6	4	7	4	6	6	5	5	4	4	7	6
1	6.67%	3.57%	6.67%	0.00%	0.00%	3.33%	0.00%	6.90%	3.57%	0.00%	0.00%	3.57%	0.00%	0.00%	0.00%
	2	1	2	0	0	1	0	2	1	0	0	1	0	0	0
2	3.33%	7.14%	3.33%	6.45%	6.67%	6.67%	3.33%	3.45%	3.57%	7.14%	3.57%	3.57%	7.14%	3.57%	11.11%
	1	2	1	2	2	2	1	1	1	2	1	1	2	1	3
3	0.00%	0.00%	3.33%	0.00%	3.33%	3.33%	10.00%	3.45%	3.57%	3.57%	3.57%	0.00%	0.00%	7.14%	0.00%
	0	0	1	0	1	1	3	1	1	1	1	0	0	2	0
4	6.67%	7.14%	0.00%	3.23%	3.33%	3.33%	0.00%	3.45%	3.57%	0.00%	3.57%	7.14%	0.00%	3.57%	3.70%
	2	2	0	1	1	1	0	1	1	0	1	2	0	1	1
5	20.00%	28.57%	10.00%	16.13%	13.33%	20.00%	30.00%	27.59%	14.29%	21.43%	28.57%	17.86%	21.43%	25.00%	18.52%
	6	8	3	5	4	6	9	8	4	6	8	5	6	7	5
6	0.00%	0.00%	0.00%	16.13%	13.33%	6.67%	6.67%	0.00%	3.57%	7.14%	10.71%	3.57%	3.57%	7.14%	14.81%
	0	0	0	5	4	2	2	0	1	2	3	1	1	2	4
7	10.00%	10.71%	3.33%	3.23%	6.67%	0.00%	6.67%	13.79%	10.71%	10.71%	10.71%	7.14%	10.71%	3.57%	11.11%
	3	3	1	1	2	0	2	4	3	3	3	2	3	1	3
8	13.33%	3.57%	20.00%	12.90%	6.67%	20.00%	13.33%	3.45%	10.71%	7.14%	7.14%	10.71%	14.29%	3.57%	3.70%
	4	1	6	4	2	6	4	1	3	2	2	3	4	1	1
9	0.00%	0.00%	10.00%	6.45%	10.00%	0.00%	3.33%	6.90%	7.14%	3.57%	7.14%	14.29%	7.14%	10.71%	7.41%
	0	0	3	2	3	0	1	2	2	1	2	4	2	3	2
10	10.00%	7.14%	26.67%	16.13%	23.33%	13.33%	13.33%	10.34%	17.86%	21.43%	7.14%	17.86%	21.43%	10.71%	7.41%
	3	2	8	5	7	4	4	3	5	6	2	5	6	3	2
Total Weighted Average	30	28	30	31	30	30	30	29	28	28	28	28	28	28	27
	3.63	3.54	4.4	4.32	4.63	3.93	4.47	4.03	4.18	4.36	4.32	4.57	4.57	4.07	4.04

Answered 31
Skipped 84

Q72. How do you rate the Chamber's ability to influence the following? (1 = Extremely Negative, 10 = Excellent) Please select one rating per row.

	Falkland Islands Economy	Falkland Islands Government
1	13.79%	21.43%
	4	6
2	10.34%	7.14%
	3	2
3	0.00%	3.57%
	0	1
4	6.90%	7.14%
	2	2
5	24.14%	25.00%
	7	7
6	10.34%	7.14%
	3	2
7	13.79%	10.71%
	4	3
8	13.79%	17.86%
	4	5
9	6.90%	0.00%
	2	0
10	0.00%	0.00%
	0	0
Total	29	28
Weighted Average	4.52	4.14

Answered 29
Skipped 86

Q73. If you wish to provide further comment regarding the performance of the Chamber please do so in the box below. **Answered 6, Skipped 109**

Response Number	Responses
1	I don't know enough about Coc to evaluate
2	No reflection whatsoever on the efforts of the CoC, in last question above, but 'influencing' a lot of areas of FIG is probably about as easy & feasible as using the 'Lady Liz' for a second ferry..
3	FIG simply don't listen to the Chamber
4	From the outside it always just seems like people wishing to assist themselves mainly, like a boys club for the elite.
5	I do not have sufficient knowledge of the Chamber of Commerce to answer the above questions.
6	As we are not a member of the CoC i don't know anything about their activities