

External Reporting Board

Performance Survey

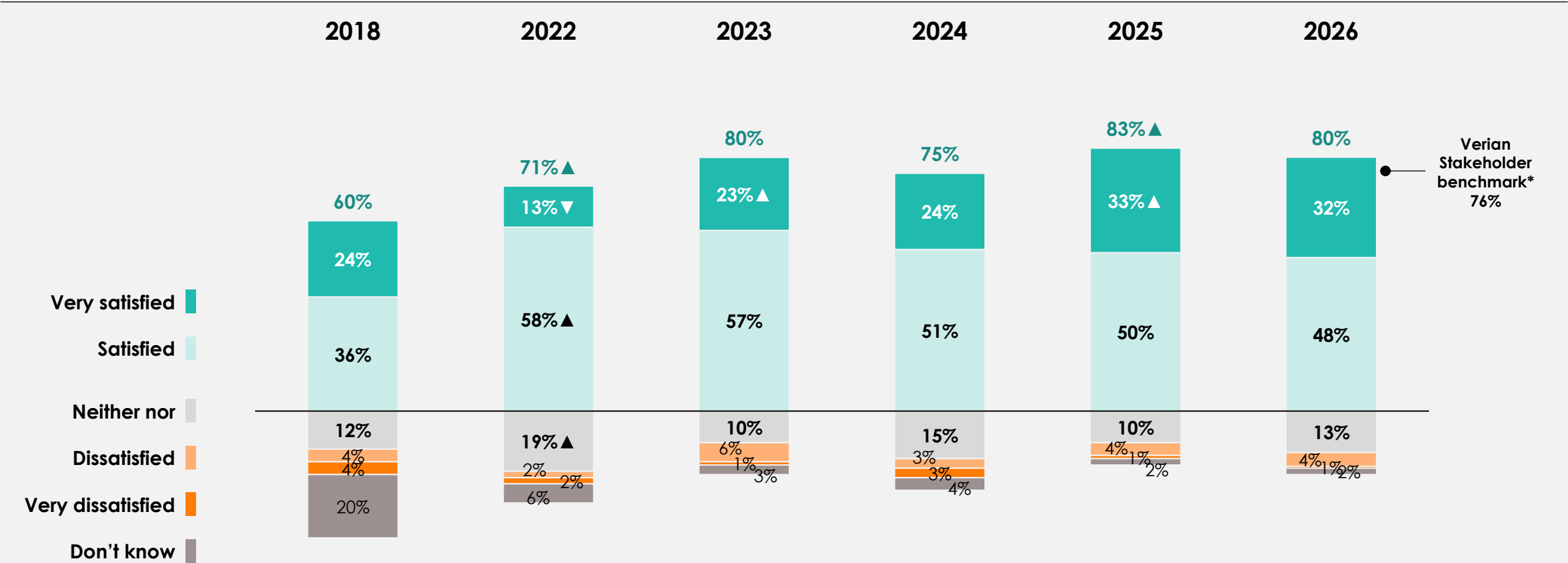
July 2026



| *Te Kāwai Ārahi Pūrongo Mōwaho*
EXTERNAL REPORTING BOARD

Overall satisfaction with the XRB’s performance remains high, and improvements from 2025 are sustained in 2026.

Positively, the XRB’s satisfaction score exceeds the Verian stakeholder benchmark.



Source: Q1 Thinking about the contribution the XRB makes towards this purpose, how satisfied are you with the XRB's overall performance?
Base: All respondents, those who have engaged in the past 12 months and those who haven't (2018: n=182, 2022: n=223, 2023: n=115, 2024: n=261, 2025: n=167, 2026: n=161).
Note: Wording of question changes slightly every year, Nets may differ slightly due to rounding. *Benchmark of other stakeholder surveys conducted by Verian.

Financial reporting (accounting standards)

Of those who have engaged with the XRB on consultations, adoption and implementations of financial reporting, the vast majority are satisfied or very satisfied with the quality of that engagement.

Stakeholders felt positive about timeliness, quality guidance and staff interactions.

“XRB staff are knowledgeable and consultation is proactive and staff appear genuinely interested in our perspective.”

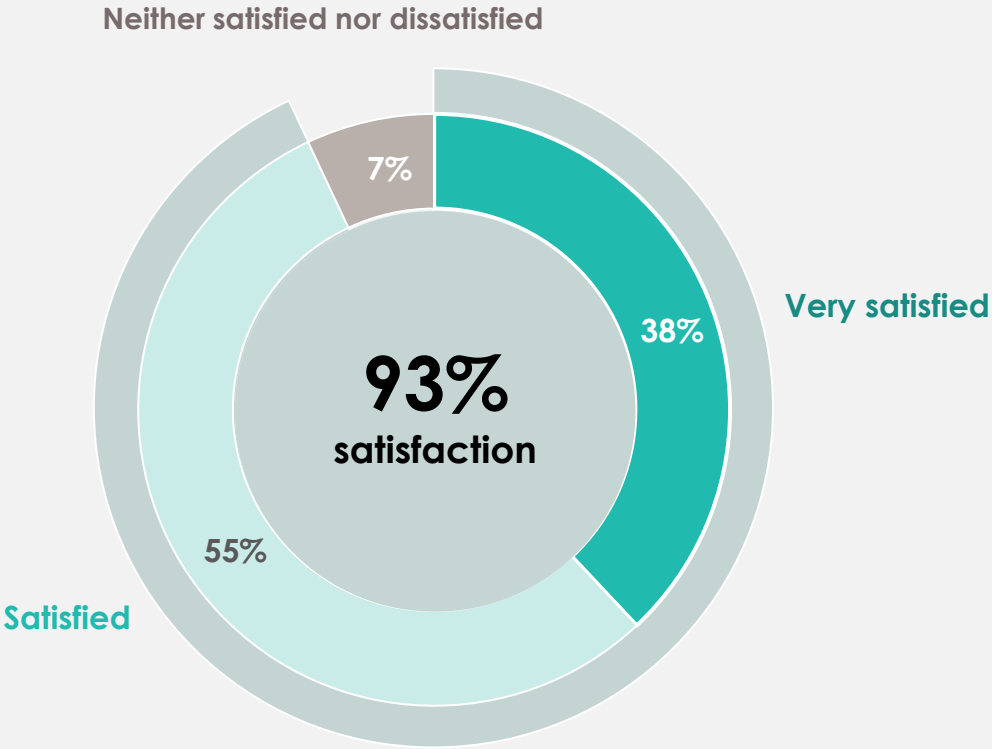
“Quality information produced in a timely manner.”

“Active outreach, good quality material. easy to navigate website and transparent.”

“Very useful documents in XRB website esp for IPSAS 47 and IPSAS 48, including YouTube videos.”

Source: Q4b How satisfied are you with the quality of the XRB's financial reporting (accounting) standards related consultation outreach, adoption and implementation support?
Q4c For what reasons are you very satisfied/satisfied/neither satisfied nor dissatisfied/dissatisfied/very dissatisfied?
Base: Respondents who engaged with consultation outreach or implementation support activities regarding financial reporting (accounting) standards (n=55)
Note: Nets may differ slightly due to rounding.

Overall satisfaction



Audit and assurance standards

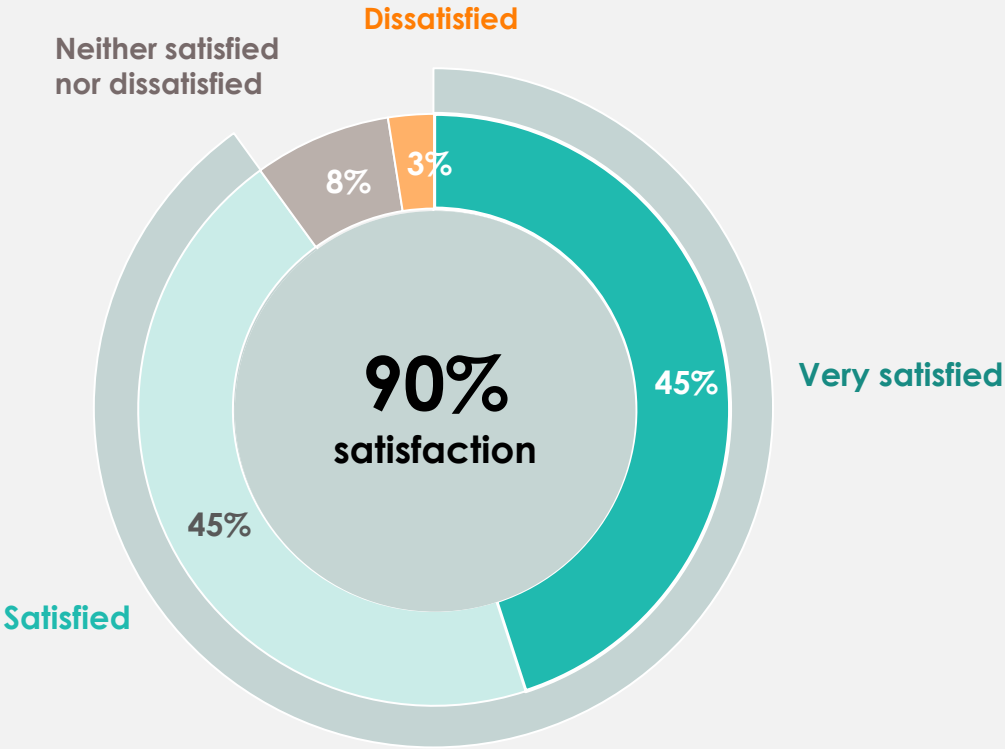
Nine out of 10 stakeholders are satisfied or very satisfied with the quality of engagement with the XRB's audit and assurance standards.

Stakeholders comment on well-run consultations and the timely access of updates.

- "Feedback seemed to have been taken on board."*
- "XRB kept me informed of the latest developments."*
- "Consultation is proactive and respectful of opinions."*
- "Workshops were very informative and answered the questions I had on the topic."*

Source: Q5b How satisfied are you with the quality of the XRB's audit and assurance-related consultation outreach, adoption and implementation support?
Q5c For what reasons are you very satisfied/satisfied/neither satisfied nor dissatisfied/dissatisfied/very dissatisfied?
Base: Respondents who engaged with consultation outreach or implementation support activities regarding audit and assurance standards (n=40)
Note: Nets may differ slightly due to rounding.

Overall satisfaction



Climate standards

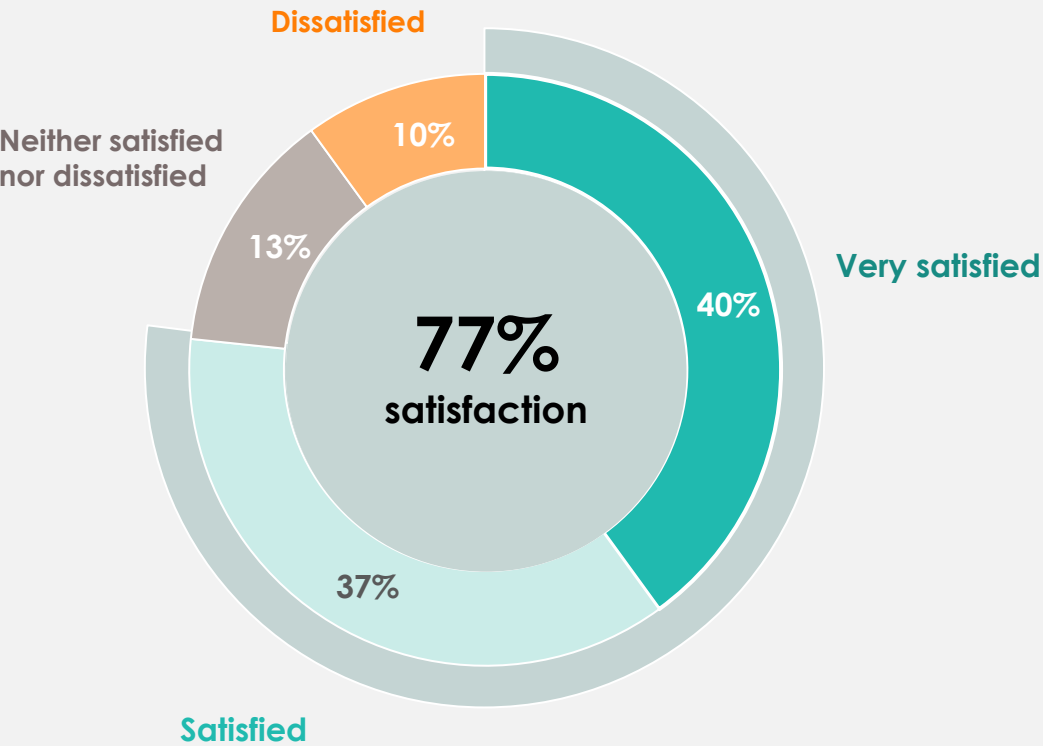
The majority of stakeholders are very satisfied or satisfied with their engagement related to the XRB's climate standards. However, one out of 10 stakeholders are dissatisfied.

Stakeholders highlight the team's responsiveness to feedback and proactivity.

- "Material is consistently thorough, clear and accessible. The team are thoughtful."*
- "Leading the profession in this relatively new reporting regime."*
- "The team has been visible to the sustainability community, and responsive to feedback."*
- "The XRB has been proactive and there has clearly been significant effort put into supporting constituents to understand expectations. The climate regime however remains overly complicated for some entities."*

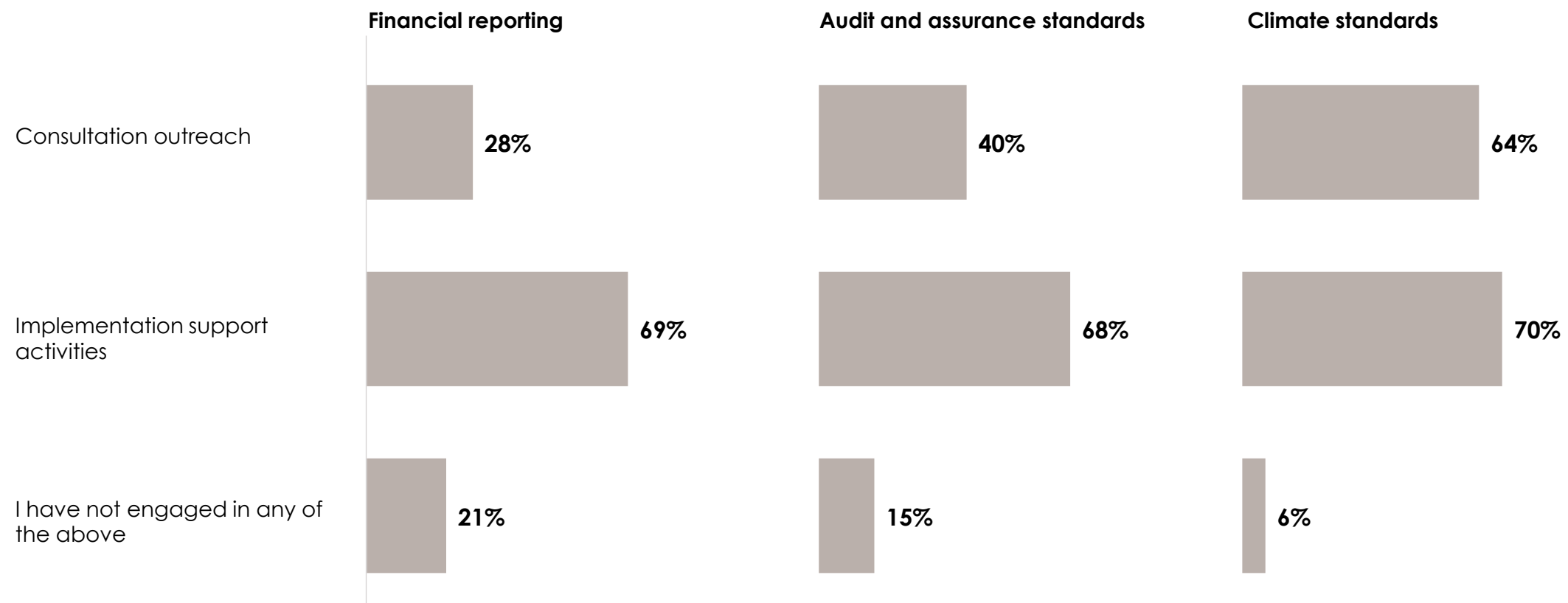
Source: Q6b How satisfied are you with the quality of the XRB's climate-related consultation outreach activities, adoption and implementation support?
Q6c For what reasons are you very satisfied/satisfied/neither satisfied nor dissatisfied/dissatisfied/very dissatisfied?
Base: Respondents who engaged with consultation outreach or implementation support activities regarding climate standards (n=60)
Note: Nets may differ slightly due to rounding.

Overall satisfaction



Appendix

Which of the following have you engaged in involving XRB staff or XRB resources?



Source: Q4a/5a/6a Thinking about financial reporting (accounting) standards / audit and assurance standards / climate standards, which of the following have you engaged in involving XRB staff or XRB resources?
Base: Q4a (n=70), Q5a (n=47), Q6a (n=64)

Research objectives and methodology



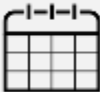
Objectives

To provide the External Reporting Board (XRB) with information to maintain strong and effective relationships with its stakeholders, a regular survey of stakeholders is undertaken to measure XRB's performance. The survey assesses the current state of, and any changes to, stakeholders' perceptions of the engagement with XRB's performance, products and interactions.

Quantitative survey



Sample size
161 answered the survey. Of those, 120 stakeholders engaged with the XRB in the past 12 months.



Fieldwork
7 June to 7 July 2026
Interview duration: 3 minutes (median)



Method – After a prenotification email from the XRB, Verian emailed the survey invitation to a list of 4,396 stakeholders. Further, two email reminders were sent during fieldwork in order to maximise the response rate.
Response rate: 3.7%
The maximum **margin of error** for a sample size of 161 is +/-5.4%.

Sample Sizes of each wave:

2018 n=182
2022 n=223
2023 n=115
2024 n=287
2025 n=167
2026 n=161

Note: Throughout this report, we refer to survey participants as 'stakeholders'.
*Response rates for stakeholder surveys can vary widely, largely depending on the nature of the relationship between organisations and their stakeholders. For instance, organisations with relatively little contact with their stakeholders can have response rates well below 10%, whereas organisations with frequent, in-depth engagement can have response rates around 50%. Other factors play a part, e. g. length of survey, incentives provided etc.

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