

**Minutes of the Toka Tū Ake EQC Board Meeting
Held at the Wairarapa Room, Majestic Centre Wellington
Thursday 23 February 2023**

Present:

Chris Black (Chair)
Erica Seville
Alastair Hercus
Emma Dobson
Fiona Wilson
Scott Lewis
Ruth Dyson
Alister James
Ziena Jailil
Jacqui Apiata (Future Director)

In attendance:

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
Kate Antonievich, Chief People Officer
Chris Chainey, Chief Financial Officer
Kate Tod, Chief Readiness Officer
Rob Hodgson, Chief Data Officer
Jo Horrocks, Chief Resilience and Research Officer
Saane Havea, Acting Head of Performance and Reporting
Hamish Wall, Strategy Advisor to the CE

Apologies:

Nil

s9(2)(a) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The meeting was declared open at 9am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
<i>Commissioners joined the meeting at 9am</i>			
	Board Only		
<i>Tina Mitchell joined the meeting at 9.35am</i>			
	Board and CE Only		
<i>s9(2)(a) and Michala Beacham joined the meeting at 9.50am</i>			
1.1	Present and Apologies The Board: a) received no apologies.		
1.2	Interests Register/Declaration of Conflicts of Interest The Board: a) noted the Interests Register.	To add note to the interest register that Commissioners may have family, or other associations, with EQCover claims in recent events.	

<p>1.3</p>	<p>Confirmation of Board Minutes from 30 November and 1 December</p> <p>a) approved the Board minutes from 30 November 2022 as a true and accurate record, subject to the amendments discussed.</p> <p>b) approved the Board minutes from 1 December 2022 as a true and accurate record, subject to the amendments discussed.</p> <p>c) noted matters arising and updates to the actions register.</p>	<p>Minor amendments to the minutes of 30 November and 1 December 2022 completed.</p> <p>Notes from November/ December 2022 strategy discussion to be made available in Diligent.</p> <p>Revisit Action B933 (Natural Hazards Portal Business Case) for completeness; address any missing components at the April 2023 board meeting, including assurance on privacy, security and data governance.</p> <p>Revise action B940 to note that the Data and Digital Strategy should cover management of intellectual property relating to loss modelling.</p>	
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Kate Antonievich and s9(2)(a) joined the meeting at 10.05am for Item 1.4.

<p>1.4</p>	<p>Health, Safety, Security and Wellbeing Performance Report</p> <p>The report was taken as read. There was a robust discussion about the 2023 SafePlus audit; reaffirming the importance of understanding health and safety risks at a governance and operational level and ensuring that health and safety activities are fully resourced.</p> <p>a) noted the HSSW Performance Dashboard</p> <p>b) noted the updates on progress with implementation of HSSW critical risk controls, and</p> <p>c) noted the findings of the 2022 SafePlus audit, which provides a helpful baseline benchmark for some of Toka Tū Ake EQC’s critical risks, and the work underway to address the audit recommendations.</p> <p>d) noted that under the SafePlus assessment methodology, <i>all</i> 10 categories are required to meet a prescribed level (i.e. Developing, Performing or</p>	<p>Working through the PCBC, management to recommend to the Board a work plan with clear objectives to move those areas currently rated Developing to Performing by March 2025, which will mean the organisation overall would then be operating at ‘Performing’; it was noted this may require review of the current resourcing model.</p> <p>Not unrelated to this is the important programme of work around the identification, control and</p>	<p>May 2023</p>
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	Leading) in order for the organisation to be rated as performing at that level.	reporting on critical risks, noting that five of Toka Tū Ake EQC's critical HSSW risks were not within the scope of the 2022 SafePlus audit. Management to facilitate opportunities for the board to engage directly with the business to build their understanding of EQCs potential health and safety risks and components.	
<i>Kate Antonievich and s9(2)(a) left the meeting at 10.35am.</i>			
Section 2	Strategic Priorities		
<i>Jo Horrocks joined the meeting at 11.25am for Item 2.1 and 2.3.</i>			
2.1	Sustainability Commissioner Ziena Jalil delivered a presentation on sustainability which was discussed. The Board: a) noted the increasing importance of sustainability lens in governance.	Slides with notes to be shared.	March 2023
<i>A morning break was taken 11.15am to 11.25am.</i>			
<i>Kate Todd joined the meeting at 10.40am to 11.15am for Item 2.2.</i>			
2.2	Chief Executive's Report The report was taken as read and discussed. The Board: a) noted the Chief Executive's Report for February 2023.	Working through ARC, management to confirm the definition of 'volcanic eruption' for the purposes of the Volcanic Eruption Operational Policy. Management to provide an update on any outstanding issues from the Public Inquiry.	May 2023 May 2023
<i>Rob Hodgson joined the meeting at 11.55am for Item 2.3</i>			
2.3	Resilience Update:	Management to ensure there is capacity to handle	April 2023

<p>The report was taken as read and discussed fully, with the Board noting that there are risks associated with the project which have been actively considered in this discussion.</p> <p>The Board:</p> <p>a) noted feedback and changes made based on risks and issues raised at the November 2022 Board Meeting.</p> <p>b) noted the risk assessment completed on the public release of the Portal.</p> <p>c) noted that management recommended Option One and delaying the launch as it provided the opportunity to:</p> <ul style="list-style-type: none"> • Conduct further research to better understand public appetite for the release of risk information (including claims), the potential impact on house prices, the socio-economic implications of releasing our information. • Better manage any risks identified in the above research and in the risk assessment presented in this paper. • Better manage risks associated with privacy and anything identified in the Independent Quality Assurance (IQA) ‘process assurance’ report. • Be sensitive to and manage any implications from the recent Auckland flooding event. <p>d) approved continuing with the launch of the Portal as planned in June 2023, s9(2)(g)(i) [REDACTED] on the following basis:</p> <ul style="list-style-type: none"> • Management is confident the portal will be completed and well-tested as scheduled by June 2023, including in respect of the aspects relating to data integrity, privacy management, security, usability, performance and operational support s9(2)(g)(i) [REDACTED] • [REDACTED] 	<p>a potential surge in OIA requests once the Portal is live.</p> <p>See also, action B933 which is noted in section 1.3.</p>	<p>April 2023</p>
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	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <ul style="list-style-type: none"> ■ [redacted] <ul style="list-style-type: none"> ■ [redacted] <ul style="list-style-type: none"> ■ [redacted] 		
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Jo Horrocks and Rob Hodgson left the meeting at 12.35pm;

Lunch was taken from 1.05pm to 1.20pm. Deputy chair, Ruth Dyson, chaired the meeting from 1.20pm onwards. Chair, Chris Black was absent from the meeting from 1.20pm to 2.40pm.

Rob Hodgson and Kate Todd joined the meeting at 1.55pm for Item 2.4; Kate Todd left the meeting at 2.20pm

2.4	<p>Readiness Update</p> <p>The report was taken as read and discussed.</p> <p>The board:</p> <p><i>Insurer Performance</i></p> <p>a) s9(2)(g)(i) [redacted]</p> <ul style="list-style-type: none"> ■ [redacted] <p>c) [redacted]</p>	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>	<p>April 2023 (as part of sharing draft 2023/2024 SoPE).</p> <p>March 2023</p>
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<p>s9(2)(g)(i) [redacted] [redacted] [redacted]</p> <p>d) [redacted] [redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted]</p> <p><i>Data and Technology</i></p> <p>h) noted Toka Tū Ake EQC’s planned data and technology activities and proposed priorities for the coming year.</p> <p>s9(2)(g)(i) [redacted]</p> <p>i) s9(2)(d) [redacted] [redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]</p> <p>k) s9(2)(g)(i) [redacted] [redacted] [redacted] [redacted] [redacted]</p>	<p>[redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]</p>	<p>March 2023</p>
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<p><i>Chris Chainey and s9(2)(a) joined the meeting at 1.25pm to 1.53pm for Items 2.5.1 and 2.5.2.</i></p>			
<p>2.5</p>	<p>Risk Financing</p>		
<p>2.5.1</p>	<p>s9(2)(d)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p><i>Loss Modelling and Risk Finance Committee</i></p> <p>The board:</p> <p>c) noted that the Loss Modelling and Risk Finance Committee (MORF) received a comprehensive market update on 1 January 2023 renewals, including the possible implications for Toka Tū Ake EQC, at its meeting on 1 February 2023.</p> <p>d) noted that MORF discussed key objectives for the 2023/24 renewal with management and Aon, with management incorporating their feedback into the objectives presented to the Board for approval in this paper.</p> <p><i>Objectives for the programme</i></p> <p>The Board:</p> <p>e) agreed that the key objectives for the 2023/24 renewal should be:</p> <p>i. Maintain cover for all perils and exposures under the Earthquake Commission Act 1993.</p> <p>ii. Maintain at least the existing limit of the programme, structured to maximise the retention of existing capacity by supporting a range of reinsurer risk appetites, maintaining existing relationships and taking a long-term view of the programme.</p>		

	<p>iii. Minimise the level of self-insurance on all layers of the programme, accepting that some level may be required to maximise overall capacity.</p> <p>iv. Ensure that the programme is supported by a Reinstatement Premium Protection cover.</p> <p>v. Ensure that the overall cost of the programme represents value for money when measured against the Crown’s Cost of Capital</p> <p>vi. Ensure the current credit quality of the programme is not compromised</p> <p><i>Approval of budget range for the renewal</i></p> <p>f) approved an estimated budget range of s9(2)(d) [REDACTED] for the renewal of the traditional reinsurance programme, based on fully placing s9(2)(d) [REDACTED], with Management to revert to the Board if pricing is likely to fall outside of this range.</p> <p>g) s9(2)(d) [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>		
<p>2.5.2</p>	<p>Update on the Catastrophe Bond Transaction</p> <p>s9(e)(i) [REDACTED] [REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED] [REDACTED] [REDACTED] [REDACTED][REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED]	<p>s9(2)(e)(i) [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>	<p>April 2023</p>

	<p>s6(e)(i) [REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED]		
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	<p>s6(e)(i) [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED]■ [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		
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	<p>xi. s6(e)(i) [REDACTED] [REDACTED] [REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] <p>■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED]</p> <p>■ [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>		
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<p>2.5.3</p>	<p>Extension of the Crown Guarantee</p> <p>s6(e)(v) [redacted]</p> <p>[redacted]</p> <ul style="list-style-type: none"> ■ [redacted] ■ [redacted] ■ [redacted] ■ [redacted] ■ [redacted] 	<p>s6(e)(v) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>	<p>March 2023</p>
<p>s9(2)(a) [redacted] and s9(2)(a) [redacted] joined the meeting at 1.55pm for item 2.6</p>			
<p>2.6</p>	<p>Te Ao Māori Strategy</p> <p>The report was taken as read and discussed.</p> <p>The board:</p> <ul style="list-style-type: none"> a) noted the progress Toka Tū Ake EQC has made to develop its foundational capabilities through our Whāinga Amorangi plan and Maturing Cultural Capability plan. b) approved the Te Ao Māori Strategy which has four strategic priorities that focus and support our aspirations in working for, and with, Māori. c) noted the planned approach and intention to develop an implementation plan to deliver on the Te Ao Māori strategy. 		
<p>Chief Data Officer (Rob Hodgson) and Head of Risk Modelling s9(2)(a) [redacted] joined the meeting at 2.20pm for item 2.7.</p>			
<p>2.7</p>	<p>RiskScape Partnering Memorandum of Understanding</p> <p>s9(2)(j) [redacted]</p> <p>[redacted]</p> <ul style="list-style-type: none"> ■ [redacted] 		

	<p>s9(2)(i) [REDACTED] [REDACTED]</p>		
<p><i>Chief Data Officer (Rob Hodgson) and Head of Risk Modelling s9(2)(a) [REDACTED] left the meeting at 2.35pm.</i></p>			
<p>2.8</p>	<p>s9(2)(j) [REDACTED] [REDACTED] [REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] 		
<p>2.9</p>	<p>Commissioner Development Policy</p> <p>The report was taken as read.</p> <p>The Board:</p> <ul style="list-style-type: none"> a) noted the establishment of a draft Commissioner Development Policy, to address the current policy gap in this area. b) approved the draft policy at the Appendix to this paper, which will take effect from 1 July 2023. c) noted the approach for annual budget setting for individual and collective Board development activities. 		
<p><i>Chief People Officer joined the meeting at 2.35pm for item 2.10. left at 2.37pm</i></p>			
<p>2.10</p>	<p>s9(2)(j) [REDACTED] [REDACTED] [REDACTED]</p>		

	a) s9(2)(j) [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		
<i>Chief People Officer left the meeting at 2.37pm. Saane Havea, Kate Tod and Hamish Wall joined the meeting at 2.37pm for item 3.1</i>			
Section 3	Performance & Reporting		
3.1	<p>SoPE and NDRM report for November</p> <p>The report was taken as read and discussed.</p> <p>The Board agreed to:</p> <p>a) note the contents of this paper and the Toka Tū Ake EQC Performance DashBoard to 31 December 2022.</p> <p>b) note that publication of the Toka Tū Ake EQC Performance DashBoard to 31 December 2022 will be completed by 13 March 2023 and will exclude reporting on Kaikōura and privacy breach near misses.</p> <p>c) note the unavailability of the NDRM Performance Report to 31 December 2022, further noting that next month's NDRM Performance Report will cover the two months to 31 January 2023. Note the reports for SoPE and NDRM report for November.</p>		
<i>Saane Havea, Kate Tod and Hamish Wall left the meeting at 2.50pm. Chris Chainey joined the meeting at 2.50pm for items 4.1 and 4.2.</i>			
Section 4	Financial & Risk		
4.1	<p>Financial Reporting – December 2022</p> <p>The Board:</p> <p>a) noted the following comments on the December financial performance:</p> <p>i. The reported Surplus for the month was \$25.5 million, favourable to budget by \$11.7 million</p> <p>ii. Underwriting costs were \$8.9 million below budget, largely due to a YTD adjustment (\$7.3 million) to transfer Natural Disaster Response Model (NDRM) settlement fees that had been provisioned in the June 22 Insurance Liability Valuation Report.</p>	s9(2)(g)(i) [REDACTED] [REDACTED] [REDACTED]	April 2023

	<p>iii. Operating expenses were \$0.8 million below budget, driven by timing of consultancy spend.</p> <p>iv. Bank & Investments held at 31 December 2023 were \$277 million. The latest cashflow forecast anticipates that the Natural Disaster Fund (NDF) balance s9(2)(d) [REDACTED] by the end of the March 23 quarter.</p> <p>v. NDF investment is compliant with policy.</p> <p>b) noted the BEFU approved operating expenses budget for FY23 is s9(2)(d) [REDACTED]. For delegated financial authority limits, the Board have approved increases to the budget of s9(2)(d) [REDACTED] relating to an increase in the budget to enhance the NDRM model, alignment with the Natural Hazard portal business case and an offsetting adjustment of project spend carried forward from FY22 offset by a decrease in depreciation.</p>		
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s9(2)(a) [REDACTED] joined the meeting at 3.10pm for item 4.2

<p>4.2</p>	<p>ILVR</p> <p>The report was taken as read.</p> <p>The Board:</p> <p>a) noted that MJW and Management have completed a draft of the December 2022 ILVR, based on data as at 31 December 2022</p> <p>b) s9(2)(g)(i) [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>c) noted that MJW have not included any provisions regarding other potential litigation. Based on the information available and discussions with management there does not appear to be a need for a provision at this stage</p>		
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	<p>d) noted an increase in the Kaikōura ultimate claims s9(2)(d) , mainly due to one large multi-unit building claim settling for more than was expected</p> <p>e) noted the s9(2)(d) for outstanding claims relating to BAU events. This is mainly due to claims arising from the August 2022 weather event in Nelson and Marlborough, which have not yet been settled</p> <p>f) noted that the report comments on the January 2023 Auckland weather events as a post valuation event, but no adjustment is required to the balances as at 31 December 2022</p> <p>g) noted an overall decrease in net outstanding liabilities of s9(2)(d) at 31 December 2022, s9(2)(d)</p> <p>h) noted the Audit and Risk Committee endorsed acceptance of the 31 December 2022 ILVR at their meeting on 10 February 2023</p> <p>i) accepted the 31 December 2022 ILVR.</p>		
<p>s9(2)(a) and Chris Chainey left the meeting at 3.15pm</p>			
<p>4.3</p>	<p>Redacted Board Minutes –</p> <p>The report was taken as read and discussed.</p> <p>The Board:</p> <p>a) approved the public release of the redacted Minutes for its meeting on 2 November 2022</p> <p>b) agreed to cease proactive publication of the Board Minutes from the April 2023 meeting onwards but noting on the Toka Tū Ake EQC website that they are still available on request.</p>	<p>s9(2)(g)(i)</p>	
<p>Section 5 Committee Updates</p>			
<p>5.1</p>	<p>Annual Report of the ARC</p> <p>The Board:</p> <p>a) noted the consolidated assessment of the ARC’s delivery on its responsibilities in 2022 as outlined in the Audit and Risk Committee Charter (Appendix 1).</p>	<p>Management to align committee reviews for August Board meeting going forward. Current ARC review to be included for completeness.</p>	

	<p>b) noted that the Committee agreed it has met its obligations under the Charter for the period.</p> <p>c) noted that ARC have reviewed and approved the attached 2023 work plan during the 30 November 2022 ARC meeting.</p>		
Section 6	Correspondence		
6.1	<p>The Board:</p> <p>a) noted the letter of 21 December 2021 from the Minister on Dispute Resolution</p> <p>b) noted the verbal update of matters since the above.</p>	Management to engage with MBIE to identify who is leading the work stream	March 2023
6.2	<p>Scope and launch of the New Zealand Claims Resolution Service</p> <p>The report was taken as read and discussed. Alister James did not participate in this discussion and decision.</p> <p>The Board:</p> <p>a) Noted in November 2022, the Board endorsed a proposed Memorandum of Understanding between Toka Tū Ake EQC, MBIE and Southern Response Earthquake Services relating to the services expected to be provided by the New Zealand Claims Resolution Service, which at that point did not include mediation for non-Canterbury earthquake sequence claims.</p> <p>b) Noted in December 2022, the then Minister Responsible for the Earthquake Commission extended the scope of the New Zealand Claims Resolution Service to include mediation and determinative dispute resolution, alongside early resolution, advisory services for non-Canterbury earthquake sequence claims. Mediation services were expected to be provided from launch (April 2023), with determinative dispute resolution expected to be in place by December 2023.</p> <p>c) Noted the New Zealand Claims Resolution Service was launched on 20 February 2023, with the launch accelerated to support insured people affected by recent severe weather events.</p> <p>d) s9(2)(g)(i)</p>	<p>s9(2)(g)(i)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	

	<p>s9(2)(g)(i)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted] [Redacted] [Redacted] [Redacted] <ul style="list-style-type: none"> ■ [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] <ul style="list-style-type: none"> ■ [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] 		
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Note the Board Chair resumed chairing of the meeting at 3.46pm

Section 7	Other business		
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	<p>The Board acknowledged:</p> <ul style="list-style-type: none"> • the valuable contribution of outgoing commissioner, Emma Dobson whose term concludes 28 February 2023. • The work being done by all Toka Tu Ake staff at this very busy time. 		
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The meeting closed at 3.55pm.

	<p>The next meeting is to be held on 13 April 2023.</p> <p>These minutes were approved by the Board as a true and correct record.</p> <p>_____</p>		
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	Chris Black Board Chair	Date		
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**Minutes of the Toka Tū Ake EQC Board Meeting
Held via Teams
Monday 27 March 2023**

Present:

Chris Black (Chair)
Erica Seville
Alastair Hercus
Fiona Wilson
Scott Lewis
Ruth Dyson
Alister James (absent for part of meeting)
Ziena Jailil (joined at 10.25am)

In attendance:

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
Chris Chainey, Chief Financial Officer
Kate Tod, Chief Readiness Officer
Jo Horrocks, Chief Resilience and Research Officer
Hamish Wall, Strategy Advisor to the CE
s9(2)(a))

Apologies:

Jacqui Apiata (Future Director)

The meeting was declared open at 9am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Update on Current Events		
<i>Jo Horrocks and Kate Tod joined the meeting from 9am to 9.50am for item 1.1</i>			
1.1	<p>Update on current events</p> <p>The report was taken as read and discussed.</p> <p>The Board:</p> <p>a) s9(2)(g)(i))</p> <p>b) noted that management will continue to engage with private insurers and keep them updated on progress.</p> <p>c) noted the importance of the health and safety of insurer staff managing claims for Toka Tū Ake EQC.</p> <p>d) s9(2)(g)(i))</p>	<p>Management to provide updates to the Board on temporary accommodation arrangements based on engagement with insurers.</p>	<p>Update provided by June 2023.</p>
Chris Chainey joined the meeting at 9.50am for Section 2			
Section 2	Strategic Priorities		

<p>2.1</p>	<p>Toka Tū Ake EQC Strategic Priorities</p> <p>The report was taken as read and discussed.</p> <p>The Board</p> <ul style="list-style-type: none"> a) provided feedback on the refined priorities in the paper. 	<p>Management to facilitate strategy sessions on key topics at the May 2023 meeting.</p>	<p>May 2023</p>
<p>2.2</p>	<p>Budget & Fiscal Update (BEFU) – 2023/24</p> <p>The report was taken as read and discussed.</p> <p>Alister James noted a conflict of interest with respect to recommendation p) Southern Response.</p> <p>The Board:</p> <ul style="list-style-type: none"> a) noted that Toka Tū Ake EQC is required to provide its final BEFU submission to the Treasury on 2 April 2023. b) noted that the financial forecasts are informed by a business planning and workforce planning exercise. c) noted that the accompanying presentation outlines the financial forecasts and provides explanatory commentary / analysis. d) noted that the ARC reviewed the forecasts at their meeting on 22 March 2023, and provided feedback / suggested changes, which have now been incorporated in the forecasts where relevant. e) s9(2)(d) [REDACTED] <p>Regarding the BAU budget:</p> <ul style="list-style-type: none"> f) noted that the forecast for the 2023 financial year and 2024 financial year budget numbers will be published as part of the 2023/24 Statement of Performance Expectations. g) approved the BAU BEFU submission for 2023 - 2027 financial years, which reflects a s9(2)(d) [REDACTED] <p>Regarding the Canterbury CHE budget:</p>		

<p>h) approved a Canterbury CHE budget to June 2024 of s9(2)(d) .</p> <p>i) noted there will likely be Canterbury CHE beyond June 2024, with the ILVR forecasting an s9(2)(d) from July 2024 to the end of the event.</p> <p>Regarding the Kaikoura CHE budget:</p> <p>j) noted the Kaikoura CHE whole of life budget to June 2024 budget remains unchanged from the already approved s9(2)(d) .</p> <p>k) s9(2)(g)(i) .</p> <p>s9(2)(d) .</p> <p>Regarding the Crown On-Sold Properties budget:</p> <p>m) noted that the Crown appropriation is s9(2)(d) .</p> <p>n) noted that in December 2022, the Board approved the latest On-Solds forecast of s9(2)(d) through to 30 June 2025).</p> <p>o) noted that management will provide a further On-Solds update to Board in an upcoming meeting, and that updated forecasts will be provided at that time.</p> <p>Regarding the Southern Response budget:</p> <p>p) approved the Southern Response budget for the year ended 30 June 2024 of s9(2)(d)</p> <p>In addition, the Board:</p> <p>q) endorsed management’s intention to complete post-implementation project reviews for major projects that formed part of the transformation programme in recent years, including the financial management information system (Awhina) and the outsourcing of our core technology services, noting this will include a comparison of the planned versus actual benefits profiles from the reviewed projects.</p> <p>r) noted that the first year of the BEFU 23/34 becomes the financial plan for FY 23/24.</p>		<p>October 2023</p>
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A break was taken from 10.55am to 11.10am. s9(2)(a) and s9(2)(a) joined the meeting at 11.10am for item 2.3.

2.3	<p>Statement of Performance Expectations (SoPE) – 2023/24</p> <p>The report was taken as read and discussed.</p> <p>Alister James noted a conflict of interest with respect to performance measures for the agreement with Southern Response and left the meeting during this part of the discussion.</p> <p>The Board:</p> <ul style="list-style-type: none"> a) noted that a consultation draft of the Statement of Performance Expectations 2023-2024 will be provided to the Treasury and our auditors for review ahead a final draft being provided to the Minister Responsible for the Earthquake Commission by Friday 28 April 2023. b) noted that on 22 March 2023, the Audit and Risk Committee endorsed the draft Statement of Performance Expectations 2023-2024 for review by the Board. c) approved the consultation draft Statement of Performance Expectations 2023-2024 for engagement with stakeholders subject to further feedback from a subgroup of Commissioners by the end of March 2023. d) delegated approval of the final draft Statement of Performance Expectations 2023-2024 to be provided to the Minister Responsible for the Earthquake Commission to the Board Chair and Chair of the Audit and Risk Committee. e) noted an out of cycle Board meeting will be required in the week of 12 – 16 June 2023 to review and approve the final Statement of Performance Expectations 2023-2024 which is required to be provided to the Minister by 30 June 2023. 	Management to convene a meeting for a subgroup of Commissioners by end of March 2023.	March 2023
<i>The meeting closed at 12.20pm</i>			
	<p>The next meeting is to be held on 13 April 2023.</p> <p>These minutes were approved by the Board as a true and correct record.</p>		

	<hr/> Chris Black Board Chair	Date		
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**Minutes of the Toka Tū Ake EQC Board Meeting
Held at the
Christchurch Office, Princess Street - Thursday 13 April 2023**

Present:

Chris Black (Chair)
Erica Seville
Alastair Hercus
Fiona Wilson
Scott Lewis
Ruth Dyson
Alister James
Ziena Jailil

In attendance:

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
Kate Antonievich, Chief People Officer (by Teams)
Kate Tod, Chief Readiness Officer
Jo Horrocks, Chief Resilience and Research Officer (by Teams)
Saane Havea, Acting Head of Performance and Reporting

s9(2)(a)

Apologies:

Jacqui Apiata (Future Director)

The meeting was declared open at 9am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
1.1	Board Only		
<i>Tina Mitchell joined the meeting at 9.40am</i>			
1.2	Board and CE Only		
<i>s9(2)(a) and Michala Beacham joined the meeting at 9.55am.</i>			
1.3	Present and Apologies The Board: a) received apologies from future director Jacqui Apiata.		
1.4	Interests Register/Declaration of Conflicts of Interest The Board: a) noted the interests register, with minor changes.		
1.5	Confirmation of minutes: The Board: a) approved the Board minutes from 16 December 2022 as a true and accurate record, subject to the amendment discussed. b) approved the Board minutes from 23 February 2023 as a true and accurate record.		

	c) approved the Board minutes from 27 March 2023 as a true and accurate record.		
1.6	Matters Arising and Review of Action Items The Board: a) noted matters arising and updates to the actions register.		
<i>Kate Antonievich and s9(2)(a) joined the meeting from 10am to 10.20am for Item 1.7</i>			
1.7	Health, Safety, Security and Wellbeing Performance Report The report was taken as read. Discussion covered <ul style="list-style-type: none"> the health, safety and wellbeing of Toka Tū Ake EQC staff deployed in the field to support the response to recent severe weather events engagement with insurers to understand their perspective on identifying and managing critical risks. The Board noted it would expect some differences in practice between various organisations, albeit any difference should not be material given each is required to comply with the requirements of the Health & Safety at Work Act 2015. <p>The Board queried the regular nil incident reporting from Natural Disaster Response Model (NDRM) insurers and requested further analysis/ insights on this.</p> <p>The Board:</p> a) noted the summary of HSSW performance provided in this report.	Management to bring back analysis on NDRM insurer health, safety and wellbeing reporting. Management to look to include health and safety as a topic for the NDRM review negotiations later in 2023.	30 July 2023 28 February 2024
<i>Kate Tod joined the meeting from 10.30am to 10.55am for Item 2.1</i>			
Section 2	Strategic Priorities		
2.1	Chief Executive’s Report The Board: a) noted the Chief Executive’s Report for April 2023. b) noted Commissioner Ruth Dyson did not read paragraphs 53 to 57 in the CE report due to a potential conflict of interest c) noted the National Reference Group had advised a local advisory group was not needed for the January/ February 2023 Upper North Island weather events at this stage, given other active networks are working well.		
<i>A morning break was taken from 11.10am to 11.20am.</i>			

<p>2.2</p>	<p>Balance Score Card Update</p> <p>The report was taken as read and discussed.</p> <p>The Board:</p> <ul style="list-style-type: none"> a) noted the update on progress against the Chief Executive’s balanced scorecard and acknowledged the Chief Executive’s ongoing good work. b) provided feedback on the results. c) noted the end of year results will be provided in the August 2023 Board meeting. d) suggested noting on the scorecard that adjustments have been made for the reprioritisation of initiatives, which the Board discussed in March 2023. 		
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s9(2)(a) [redacted] joined the meeting from 11.25am to 12.30pm for Item 2.3

<p>2.3</p>	<p>Catastrophe Bond (cat bond) Project</p> <p>s6(e)(i) [redacted] [redacted]</p> <p>[redacted] [redacted]</p> <p>[redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]</p> <ul style="list-style-type: none"> ■ [redacted] [redacted] [redacted] [redacted] ■ [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] 	<p>s6(e)(i) [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]</p>	<p>3 May 2023</p>
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	<p>c) s6(e)(i) [REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED]		
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	<p>s6(e)(i) [REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED]		
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	<p>s6(e)(i) [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] [REDACTED]</p> <ul style="list-style-type: none">[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		
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Lunch was taken during the meeting.

<p>2.4</p>	<p>Reinsurance Programme</p> <p>Management provided the Board a verbal update on progress with the annual reinsurance renewal.</p> <p>The Board noted the update.</p>		
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<p>2.5</p>	<p>Extra Care Claims Policy</p> <p>The report was taken as read and discussed.</p> <p>The Board:</p> <p>a) noted following discussion with the Board in June 2022, management met with the National Reference Group and Natural Disaster Response Model insurers to discuss the draft extra care claims policy.</p> <p>b) noted that the draft policy at Appendix A of the paper incorporates feedback from the Board, the National Reference Group, and insurers, and aligns with current Toka Tū Ake EQC and insurer practices for managing extra care claims.</p> <p>c) s9(2)(g)(i) [REDACTED]</p> <p>d) s9(2)(g)(i) [REDACTED]</p>	<p>Management to bring the updated / final policy back to the Board for approval.</p>	<p>25 May 2023</p>
<p><i>Jo Horrocks, s9(2)(a) [REDACTED] joined the meeting from 2.55pm to 3.15pm for item 2.6</i></p>			
<p>2.6</p>	<p>Natural Hazards Portal</p> <p>The report was taken as read and discussed. The Board congratulated the team on the work and progress to date.</p> <p>The Board:</p> <p>a) noted the progress update on the Portal, including the preliminary results of the Independent Quality Assessment (IQA).</p> <p>b) noted the ‘Go Live’ readiness criteria proposed by the Independent Quality Assessment (Appendix A of the paper), and the final approval packages Commissioners will receive to formally approve the Portal go-live in respect of the May and June 2023 Board meetings.</p> <p>Supplementary Paper - Natural Hazards Portal Update – Change Request</p> <p>e) noted the rationale for investing in enhanced Portal development earlier than planned.</p>	<p>Management to present a Portal demonstration at the May 2023 Board meeting.</p> <p>Management to provide:</p> <ul style="list-style-type: none"> an explanation in respect of how reopened claims will appear to users in the Portal clarity on the system defect tolerance limits proposed as part of the go-live criteria. 	<p>25 May 2023</p> <p>25 May 2023</p>

	f) approved the reallocation of budget from capex to opex to support the enhanced Portal development.		
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s9(2)(a) and Kate Tod joined the meeting at 2.10pm to 2.40pm for item 2.7

2.7	<p>s9(2)(h) [Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted] [Redacted] ■ [Redacted] [Redacted] [Redacted] 	<p>s9(2)(h) [Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	25 May 2023
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Saane Havea joined the meeting at 2.40pm to 2.50pm for item 3.1

Section 3	Performance & Reporting		
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3.1	<p>SoPE and NDRM report for January and February 2023</p> <p>The report was taken as read and discussed.</p> <p>The Board:</p> <ol style="list-style-type: none"> a) noted the contents of this paper, the Toka Tū Ake EQC Performance Dashboard and the NDRM Performance Report to 28 February 2023. b) noted that publication of the Toka Tū Ake EQC Performance Dashboard to 28 February 2023 will be completed by 26 April 2023 and will exclude reporting on Kaikōura and privacy breach near misses. c) noted the NDRM Performance Report to 31 January 2023 is also available in Diligent and encompasses progress across the month of December 2022. d) agreed to limit the report cover sheet to a one-page essentials in recognition that the new report format already provides the information needed. 	<p>Management to provide detail around social media under Section 6 – Media.</p>	<p>May 2023 and ongoing</p>
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Section 4	Financial & Risk		
4.1	<p>Financial Reporting – January and February 2023</p> <p>The report was taken as read.</p> <p>The Board:</p> <p>a) noted the following comments on the February financial performance:</p> <ul style="list-style-type: none"> i. The reported deficit for the month was \$70.2 million, unfavourable to budget by \$87.8 million ii. Underwriting costs were \$90.9 million above budget, mainly due to a new provision booked during the month relating to Auckland Floods s9(2)(d) , partly offset by lower BAU claims. iii. Operating expenses were \$0.1 million below budget. iv. Bank & Investments held at 28 February 2023 were \$302.1 million. The latest cashflow forecast anticipates that the NDF balance will s9(2)(d) by 30 June 2023. v. NDF investment is compliant with policy. <p>b) noted that the provision for the recent weather events (i.e. Upper North Island storms and Cyclone Gabrielle) will be s9(2)(d) .</p> <p>c) noted the BEFU approved operating expenses budget for FY23 is s9(2)(d) . For DFA limits, the Board have approved increases to the budget of s9(2)(d) relating to an increase in the budget to enhance the NDRM model, alignment with the Natural Hazard portal business case and an offsetting adjustment of project spend carried forward from FY22, offset by a decrease in depreciation.</p>		
4.2	<p>Risk Report for ARC – 28 February 2023</p> <p>The report was taken as read and discussed briefly.</p> <p>The Board sought assurance that there was no concern with respect to REA002 Insurer Response Model Capacity Risk, which remains the same.</p> <p>The Board:</p> <p>a) noted this report.</p>		

Section 5	Committee Updates		
5.1	There were no further committee updates.		
Section 6	Correspondence		
6.1	<p>The Board:</p> <ul style="list-style-type: none"> a) noted the letter of 9 March 2023, from the Public Service Commissioner to the Chair regarding political neutrality in the Public Service. b) noted the letter of 20 March 2023, from the Public Service Commissioner to the Chief Executive regarding the implementation of the Plain Language Act 2022. 		
Section 7	Other business		
	There was no further business		
<i>The meeting closed at 4.10pm.</i>			
	<p>The next meeting is to be held on 25 May 2023.</p> <p>These minutes were approved by the Board as a true and correct record.</p> <p>_____</p> <p>Chris Black Date</p> <p>Board Chair</p>		

**Minutes of the Toka Tū Ake EQC Board Meeting
Held via Teams
Wednesday 24 May 2023**

Present:

Chris Black (Chair)
Erica Seville
Alastair Hercus
Scott Lewis
Ruth Dyson

In attendance:

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
s9(2)(a)


Apologies:

Alister James
Andrea Brunner
Fiona Wilson
Jacqui Apiata (Future Director)
Ziena Jailil
Chris Chainey, Chief Financial Officer

The meeting was declared open at 4.30pm

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Cat Bond (Decision Gate 4)		
1.1	Present and apologies Apologies were noted.		
Section 2	Strategic Priorities		
2.1	Cat Bond (Decision 4) s6(e)(i)		

	<p>s6(e)(i)</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted]		
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	<p>s6(e)(i) [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		
Section 3	Any other business		
3.1	No other business was noted.		
<i>The meeting closed at 4.58pm</i>			
	<p>The next meeting is to be held on 25 May 2023.</p> <p>These minutes were approved by the Board as a true and correct record.</p>  <hr/> <p>Chris Black Date 29 June 2023</p> <p>Board Chair</p>		

**MINUTES OF THE MEETING OF
THE BOARD OF THE EARTHQUAKE COMMISSION
Held at the Wairarapa Room, Majestic Centre Wellington
Thursday 25 May 2023**

Present:

Chris Black (Chair)
Erica Seville
Alastair Hercus
Scott Lewis
Fiona Wilson
Ruth Dyson
Ziena Jailil
Andrea Brunner

In attendance:

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
Kate Antonievich, Chief People Officer
s9(2)(a)
Kate Tod, Chief Readiness and Recovery Officer
Rob Hodgson, Chief Data Officer
Jo Horrocks, Chief Resilience and Research Officer
Pip Andrews, Head of On-Solds
s9(2)(a)

Apologies:

Alister James
Jacqui Apiata (Future Director)

The meeting was declared open at 1.00pm

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
<p><i>Commissioners, Hon Deborah Russell joined the meeting from 1pm to 1:30pm.</i></p> <p><i>Also attending was s9(2)(a) from Minister's Office, as well as s9(2)(a) from the Treasury from 1pm to 1:30pm.</i></p>			
	Board Only		
<p><i>Tina Mitchell joined the meeting at 2.10pm</i></p>			
	Board and CE Only		
1.1	Board performance review 2022		
5.2	<p>Loss Modelling and Risk Financing Committee - update</p> <p>Scott Lewis noted the work underway at the Treasury, with Toka Tū Ake EQC's support, on the Funding and Risk Management Statement (FRMS), which is required by the Natural Hazards Insurance Act.</p> <p>The MORF noted MORF should take the lead on this work.</p>		

	Treasury will be attending a discussion on the Funding and Risk Management Statement at the June 2023 Board meeting.		
s9(2)(a)	and Michala Beacham joined the meeting at 3.14pm		
1.2	<p>Present and Apologies</p> <p>The Board:</p> <p>a) noted apologies from Alister James and Jacqui Apiata.</p>		
1.3	<p>Interests Register/Declaration of Conflicts of Interest</p> <p>The Board received the following declarations:</p> <p>a) s9(2)(a)</p> <p>b) received an update from Erica Seville who noted s9(2)(a)</p> <p>Committee agreed that Erica can be involved in discussions about Cyclone Gabrielle but cannot vote.</p>	Add notes to Conflicts of Interest Register	June 2023
1.4	<p>Confirmation of Board Minutes – 3 May 2023</p> <p>The Board:</p> <p>a) approved the Board minutes from 3 May 2023 as a true and accurate record with minor updates.</p>		
1.5	<p>Matters Arising and Review of Action Items</p> <p>The Board:</p> <p>a) noted matters arising and updates to the actions register.</p>	Management to consolidate the actions relating to one-off repairs.	June 2023
	Kate Antonievich and s9(2)(a) joined the meeting at 3.35pm		
1.6	Health, Safety, Security and Wellbeing performance report	Update wording in Health and Safety report to	June 2023

<p>The Board noted the paper was taken as read and noted the Health, Safety, Security and Wellbeing discussion at the People and Culture Committee earlier in the day.</p> <p>Kate Antonievich and s9(2)(a) highlighted two incidents, which were discussed by the Board.</p> <p>These incidents were:</p> <ul style="list-style-type: none"> • staff member hit their head • staff member got an electric shock when plugging in a standing desk. The staff member is fine. Management called in an electrician to assess the situation, which did not identify any issues. A broader review of the situation also did not identify any further issues or causal factors. This incident has highlighted the need for ongoing testing and tagging of equipment. <p>Broader discussion on the health and safety report noted the following:</p> <ul style="list-style-type: none"> • That Toka Tū Ake EQC staff have been in the field supporting agent insurers as part of the responses to recent severe weather events. The aim of this involvement is to mentor NDRM agents, particularly on assessing land claims, and for Toka Tū Ake EQC to maintain capability to support any non-NDRM claims. Commissioners noted homeowners are notified that Toka Tū Ake EQC (or agent insurers') staff are going into their home. • Erica Seville and Alastair Hercus shared their insights from time spent with Wellington Staff on Wednesday 24 May 2023. Themes from this engagement included: <ul style="list-style-type: none"> • differences in health and safety focus between the Wellington and Christchurch offices (reflecting the claims and homeowner engagement experience in Christchurch); 	<p>clarify that a staff member had an electric shock (rather than stating they were electrocuted).</p>	
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	<ul style="list-style-type: none"> the amount of work on the go for Wellington staff and what this means from a wellbeing perspective. Commissioners noted the need to be conscious of this when making choices about what the organisation will and will not prioritise in terms of activity. <p>The Board:</p> <ol style="list-style-type: none"> noted the report noted they would like to be more visible to staff in the Wellington as well as Christchurch offices. 		
<p>Kate Antonievich and s9(2)(a) left the meeting at 4pm.</p> <p>Kate Tod joined the meeting at 4pm.</p>			
Section 2	Strategic Priorities		
2.1	<p>Chief Executive’s Report</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> s9(2)(g)(i) <p>[Redacted]</p>	<p>s9(2)(g)(i)</p> <p>[Redacted]</p>	June 2023

	<p>s9(2)(g)(i)</p> <p>The Board:</p> <p>a) noted the Chief Executive's report.</p>		
2.2	Update on the Natural Hazards Portal and May 'Go Live' items – deferred to Board meeting on 25 May 2023		
<p>s9(2)(a) joined the meeting at 4:25pm.</p>			
2.3	<p>s9(2)(g)(i), s9(2)(h), s9(2)(b)(ii)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>		
<p>Scott Lewis left the meeting at 5pm</p>			
	<p>s9(2)(b)(ii)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>		
	<p>s9(2)(g)(i)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>		

	<p>a) s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>		
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s9(2)(a) [redacted] left the meeting at 5:30pm

<p>2.4</p>	<p>Statement of Performance Expectations 2023-2024: updated draft measures for Upper North Island Event</p> <p>The Board:</p> <p>a) approved the revised Statement of Performance Expectations 2023-2024 measure 1.1.5 for Southern Response claims: 'New Southern Response claims opened or reopened between 1 January 2023 and 31 December 2023 are resolved within six months. Target: 60%'</p> <p>b) approved the revised Statement of Performance Expectations 2023-2024 measure 1.3 for the Upper North Island</p>		
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	<p>events: ‘Claims lodged between 1 January 2023 and 30 June 2023 are settled within 12 months of lodgement. Target > 70 %’</p> <p>c) indicated the target for Measure 1.2.5 “Toka Tū Ake EQC settlements should be enduring: percentage of settled claims reopened within six months” should be amended from 6% to 5% to align more closely with the Canterbury claims target of 5% for the equivalent measure</p> <p>d) noted the Minister Responsible for the Earthquake Commission will receive a briefing on the revised measures in the week commencing 29 May 2023, seeking her approval of the changes by 6 June 2023</p> <p>e) noted an out of cycle Board meeting will be held on 13 June 2023 to review and approve the final Statement of Performance Expectations 2023-2024 which must be provided to the Minister Responsible for the Earthquake Commission by 30 June 2023.</p>		
<p>2.5</p>	<p>Extra Care Claims Policy</p> <p>The Board:</p> <p>a) noted that at its 13 April 2023 meeting, the Board requested s9(2)(f)(iv) [REDACTED]</p> <p>b) noted the updated draft Extra Care Claims policy s9(2)(f)(iv) [REDACTED]</p> <p>c) approved the Extra Care Claims policy (Appendix A) for Toka Tū Ake staff, Natural Disaster Response Model insurers, other agents and contractors when managing EQCover claims, with a</p>		

	<p>proposed commencement date of 1 July 2023</p> <p>d) s9(2)(g)(i) [REDACTED]</p>		
<p><i>Kate Tod left the meeting at 5:45pm</i></p>			
Section 3	Performance & Reporting		
3.1	<p>The Board discussed the paper and:</p> <p>a) noted the contents of this paper, the Toka Tū Ake EQC Performance Dashboard and the Natural Disaster Response Model (NDRM) Performance Report to 31 March 2023.</p> <p>b) noted that publication of the Toka Tū Ake EQC Performance Dashboard to 31 March 2023 will be completed by 12 June 2023 and will exclude reporting on Kaikōura and privacy breach near misses.</p> <p>c) noted, following Board feedback on 13 April 2023, we have begun migrating commentary usually provided in this paper to the Toka Tū Ake EQC Performance Dashboard. We expect to complete this migration by June 2023 Board meeting.</p> <p>d) noted that for the next Board meeting we will be providing the Board with the Toka Tū Ake EQC Dashboard and NDRM Performance Report to 30 April 2023, with any headline insights or themes highlighted in the regular CEO Update.</p>		
Section 4	Financial & Risk		
4.1	<p>Monthly financial pack – March 2023</p> <p>The Board:</p> <p>a) noted the following comments on the March 2023 financial performance:</p>		

	<ul style="list-style-type: none"> i. the reported deficit for the month was \$573.1 million, unfavourable to budget by \$591.6 million ii. underwriting costs were \$595.7 million above budget, mainly due to new provisions booked during the month relating to 2023 Auckland Anniversary Floods s9(2)(d) and Cyclone Gabrielle s9(2)(d) iii. operating expenses were \$0.3 million below budget iv. Bank & Investments held at 31 March were \$345.3 million. The latest cashflow forecast anticipates that the NDF balance will s9(2)(d) by 30 June 2023 i. NDF investment is compliant with policy. <p>b) noted the BEFU approved operating expenses budget for FY23 is s9(2)(d) For DFA limits, the Board have approved increases to the budget of s9(2)(d) relating to an increase in the budget to enhance the NDRM model, alignment with the Natural Hazard portal business case and an offsetting adjustment of project spend carried forward from FY22 offset by a decrease in depreciation.</p>		
Section 5	Committee Updates		
5.1	<p>People and Culture Committee Update</p> <p>Erica Seville updated the Board on the following points from its meeting on 25 May 2023:</p> <ul style="list-style-type: none"> • People Strategy and the Health, Safety, Security and Wellbeing Strategy were considered by the Committee and will be coming to June 2023 Board meeting for approval. 		

	<ul style="list-style-type: none"> • s9(2)(g)(i) [REDACTED] • There was a discussion on workforce capability and capacity shifts, including short and long-term organisational needs. • A Wellington property move was discussed, with a decision coming to the Board soon. • A workshop is planned for August 2023 which will focus on the attributes of a 'high performance' organisation, an area the Committee is interested in exploring further. 		
5.3	<p>Audit and Risk Committee Update</p> <p>It was noted that the Audit and Risk Committee's Annual Report back to the Board will be provided in October.</p>		
Section 6	Correspondence		
6.1	<p>eInvoicing Correspondence from MBIE</p> <p>The Board:</p> <p>a) noted the letter from MBIE.</p>		
6.2	<p>Letter from PM to Hon Russell</p> <p>The Board:</p> <p>a) noted letter from the Prime Minister to the Hon Minister Russell</p>		
Section 7	Other business		
	<p>The Board</p> <p>a) noted no other business.</p>		

The Commissioners, Tina Mitchell, Michala Beacham and s9(2)(a) left the meeting at 6.11pm

The meeting closed at 6.11pm

The second day of the May Board meeting is to be held on 26 May 2023.

These minutes were approved by the Board as a true and correct record.



Chris Black

Date 29 June 2023

Board Chair

**MINUTES OF THE MEETING OF
THE BOARD OF THE EARTHQUAKE COMMISSION
Held at
Friday 26 May 2023**

Present:

Chris Black (Chair)
Ruth Dyson
Erica Seville
Alastair Hercus
Andrea Brunner
Fiona Wilson
Scott Lewis
Ziena Jailil

In attendance:

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
Jo Horrocks, Chief Resilience and Research Officer
s9(2)(a)
Rob Hodgson, Chief Data Officer
s9(2)(a)
Kate Tod, Chief Readiness and Recovery Officer
Pip Andrews, Head of On-Solds
s9(2)(a)

Apologies:

Jacqui Apiata (Future Director),
Alister James

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Meeting started 8.32am with Ruth Dyson as Acting Chair.			
Jo Horrocks, Rob Hodgson and s9(2)(a) joined the meeting at 8:35am			
Carried over from 25 May meeting	<p>Update on the Natural Hazards Portal and May 'Go Live' items</p> <p>Commissioners were taken through a demonstration of the Natural Hazards Portal.</p> <p>Commissioners noted:</p> <ul style="list-style-type: none"> progress is on track, with testing still underway. Management is confident in the green rating for the project and noted minor fixes will continue to be made up to and beyond the release date management is conducting broader external user testing for the Portal, completing a social impact assessment and engaging local government the frequency of data updates in terms of the data available via the portal <p>The Board discussed and provided feedback on the following points:</p> <ul style="list-style-type: none"> noted the website is very good noting the excellent work done by the project team working on the Portal 	Management to provide a project status update at the next Board meeting, including the target performance standards.	29 June 2023

	<ul style="list-style-type: none"> • observed that it would be good to make it easier for users to work out how to find their property/search for their property • asked the portal team to consider how to communicate ‘closed claims’ to portal users (ie some claims may have since been reopened and not necessarily fully settled) • noted it would be good to include any mitigations undertaken on the property (e.g. flooding may have occurred at a property but mitigation works have been undertaken) • noted access to the portal is not limited to users in New Zealand and asked management to consider to what extent this created an additional level of risk • noted the need to consider control of dataset(s) in the future (i.e. when and if bulk downloads are enabled) • queried whether appropriate consultation has been undertaken with Māori. It was noted that for this first stage of the Portal there had been some engagement with Māori, albeit limited • recommended that a clear ‘tag line’ be developed for the Portal. <p>The Board:</p> <ol style="list-style-type: none"> a) noted, based on the checklists in Appendix A, that Management is confident the Natural Hazards Portal is on-track and that we will be able to present a high-quality final product to the Board with a final ‘go-live’ approval pack in June 2023 b) endorsed the Portal Privacy Impact Assessment (Appendix B) c) endorsed the claims data management (Data and Information Governance Forum) approvals (Appendix C) d) endorsed the Portal Certification and Accreditation report (Appendix D) e) endorsed the Portal Communications and Engagement Plan (Appendix E), subject to 		
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	<p>management reviewing and rephrasing the wording in the communications plan that states “there will be no impact on house pricing due to website”</p> <p>f) confirmed the assurance requirements for the June 2023 go-live decision for the Portal. Management is to provide a one-page overview of each of the assurance criteria, which should include the current status, any independent quality assurance findings, any residual risks and issues, and tasks that will be continued post-go-live in a run-state environment for each criteria.</p>		
<i>Chair of the Board, Chris Black, joined the meeting at 9:15am.</i>			
s9(2)(a) _____, Datacom and s9(2)(a) _____ joined the meeting.			
Session One			
1	<p>Cyber security exercise with Datacom</p> <p>s9(2)(a) _____ presented a Cybersecurity Update to the Board s6(a) _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>s6(a) _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>By end of 2023</p> <p>As needed</p> <p>June 2023</p>

	<p>s6(a) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>		
<p>2</p>	<p>Data and Digital Strategy</p> <p>The Board took the paper and strategy as read.</p> <p>The Committee discussed:</p> <ul style="list-style-type: none"> the budget allowance for the strategy, with some aspects of our technological maturity expected to be in budget 2024/2025 generative AI, including the need to ensure that we have policies in place to manage this risk. <p>The Board:</p> <p>a) Endorsed the direction and overall scope of the Data and Digital Strategy.</p>	<p>Review IT policy to reflect the development of generative AI (like ChatGPT) and guide if and how it might be used at Toka Tū Ake EQC.</p>	
<p><i>Rob Hodgson, s9(2)(a) [redacted] left the meeting at 11:27am.</i></p> <p><i>Pip Andrews and Kate Tod joined the meeting at 11:28am.</i></p>			
<p>3</p>	<p>Canterbury Strategy – Canterbury Earthquake Claims and the On-sold programme</p> <p>The Board had an extensive discussion on the paper provided and s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>On-sold programme</p> <p>The Board:</p>	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>	<p>December 2023</p>

<p>a) s9(2)(g)(i) [redacted]</p> <p>b) noted Toka Tū Ake EQC actuaries have prepared a forecast of the on-sold programme costs as at 30 April 2023 of s9(2)(d) [redacted], which will be provided to the Treasury</p> <p>c) s9(2)(g)(i) [redacted]</p> <p>d) s9(2)(g)(i) [redacted]</p> <ul style="list-style-type: none">• s6(c) [redacted]• s9(2)(g)(ii) [redacted]• s9(2)(b)(ii) [redacted]• s9(2)(g)(i) [redacted] <p>Canterbury Earthquake Claims</p> <p>The Board:</p> <p>e) s9(2)(g)(i) [redacted]</p>	<p>s9(2)(g)(i) [redacted]</p>	
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	<p>f) s9(2)(g)(i) [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		
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Pip Andrews left the meeting at 12.00

<p>4</p>	<p>Kaikoura Cash Settlement Research</p> <p>The Board:</p> <p>a) noted the key findings from the 2016 Kaikōura/Hurunui earthquake claims settlement research, which was available in December 2022 and finalised in May 2023, namely:</p> <ul style="list-style-type: none"> • encouragingly, most homeowners (85%) repaired their earthquake damage • that most homeowners (70%) valued autonomy and choice in managing insurance settlement and would like to manage their own repairs following a future event • stress levels for homeowners were similar to those reported in respect of settlement of claims after the Canterbury earthquake sequence, lack of awareness about how the assessment process worked and the ability to 	<p>Complete the same cash settlement research on a sample of NDRM-related claims in order to compare the results with the findings from the Kaikoura Cash Settlement research.</p>	<p>2024/25</p>
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	<p>a) s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>c) noted that work is underway to develop a continuous improvement workplan to address challenges identified through response strategies and event responses, including the s9(2)(g)(i) [redacted]</p>	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>	
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1.00pm to 1.30pm lunch was taken. There was a small celebration with the Catastrophe Bond team to mark the public launch of the bond.

<p>6</p>	<p>Our identity: Understanding our role, name and identity in preparation for implementing the new Natural Hazards Insurance Act 2023 and a new Statement of Intent</p> <p>The Board had a substantive discussion on naming conventions for when the organisation becomes Toka Tū Ake Natural Hazards Commission on 1 July 2024, and other potential approaches to developing our brand and identity ahead of 1 July 2024.</p> <p>The Board:</p> <p>a) agreed that from 1 July 2024 the organisation will use its full name of <i>Toka Tū Ake Natural Hazards Commission</i>, with the public and other stakeholders choosing whether they use all or part of the name on an everyday basis, and that the visual identity for the new name will lead with and emphasise ‘Toka Tū Ake’</p> <p>b) noted the visual identity work will be undertaken in-house to minimise expenditure.</p> <p>c) noted Board support for management to work on updating our values to reflect our new name, and that this work could progress in-house.</p>	<p>Come back to Board with visual identity options</p>	<p>August 2023</p>
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Jo Horrocks joined the meeting at 2.15pm

7	<p>Review of the Resilience Strategy</p> <p>Commissioners were provided with a publication copy of the “Resilience and Research Highlight Report 2022”.</p> <p>The Board:</p> <ul style="list-style-type: none"> a) noted support for the general direction of the strategy and thanked management for their good work b) noted support for the simpler and more catchy phrase of “stronger homes on better land” c) s9(2)(g)(i) [Redacted] 		
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Jo Horrocks left the meeting at 2:57pm

8	<p>‘Big Issues Workshop’ on current Scheme design in the context of early learnings from the January/February 2023 Upper North Island weather events and likely future external environment</p> <p>Item deferred</p>	<p>Management to carry this item over to the next appropriate Board agenda</p>	
	<p>Flood Related Issues</p> <p>The Board picked up on discussions from their meeting on 25 May 2023. Points of discussion included:</p> <ul style="list-style-type: none"> a) s9(2)(g)(i) [Redacted] <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	<p>s9(2)(g)(i) [Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	<p>June 2023</p>

	<p>s9(2)(g)(i)</p> <p>[Redacted text block]</p>		
	<p>s9(2)(g)(i)</p> <p>[Redacted text block]</p>		

	<p>s9(2)(g)(i) [REDACTED]</p> <p>b) s9(2)(ba)(i) [REDACTED]</p> <p>c) agreed to maintain the current operational approach where homeowners are covered for actual repair costs incurred, but not for their own time spent repairing natural disaster damage on their properties.</p>		
<p><i>Hamish Wall joined the meeting at 3.45pm</i></p>			
<p>9</p>	<p>Draft priorities for 2023/24 (scorecard)</p> <p>The Board provided the following feedback on development of the signature initiatives for the 2023/24 balanced scorecard, including:</p> <ul style="list-style-type: none"> • having land/loss modelling managed through the Board’s Loss Modelling and Risk Financing Committee (MORF) • further consideration could be given to deferring: <ul style="list-style-type: none"> a. the Natural Disaster Response Model 3 year implementation review b. the tender for our reinsurance brokers c. The next phase of the portal development. 		
<p>10</p>	<p>Wrap up and reflection</p>		
<p>11</p>	<p>Karakia</p>		

The meeting closed at 4:05pm.

Commissioners, Tina Mitchell, Michala Beacham and s9(2)(a) left the meeting at 4.05pm

The next substantive meeting is to be held on 29 June 2023. A brief out of cycle meeting will be held on 13 June 2023 to approve the final draft of the Statement of Performance Expectations (SOPE).

These minutes were approved by the Board as a true and correct record.



Chris Black

Date: 29 June 2023

Board Chair

**MINUTES OF THE MEETING OF
THE BOARD OF THE EARTHQUAKE COMMISSION
Held at the Wairarapa Room, Majestic Centre Wellington
Thursday 29 June 2023**

Present:

Chris Black (Chair)
Alastair Hercus
Alister James
Jacqui Apiata
Scott Lewis
Fiona Wilson
Ruth Dyson
Andrea Brunner
Ziena Jailil (online)

Apologies:

Erica Seville

In attendance:

Tina Mitchell
Michala Beacham
Kate Antonievich
s9(2)(a)
Jo Horrocks
Kate Tod
s9(2)(a)
Rob Hodgson
s9(2)(a)
Chris Chainey
s9(2)(a)
Saane Havea
s9(2)(a)

The meeting was declared open at 9.00am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
	Board Only		
<i>Tina Mitchell joined the meeting at 9.25am</i>			
	Board and CE Only		
<i>Michala Beacham and s9(2)(a) joined the meeting at 9.35am</i>			
1.1	Present and Apologies The Board: a) noted apologies from Erica Seville.		
1.2	Interests Register/Declaration of Conflicts of Interest The Board noted updates to the Interests Register.	s9(2)(a) to update Interest Register	June 2023

<p>1.3</p>	<p>Confirmation of Board Minutes – 25 May, 26 May and 13 June 2023</p> <p>The Board:</p> <p>a) approved the Board minutes from 24 May, 25 May (with a minor amendment) and 26 May 2023</p> <p>b) noted minutes from 13 June 2023.</p>		
<p>1.4</p>	<p>Matters Arising and Review of Action Items</p> <p>The Board:</p> <p>a) noted matters arising and updates to the actions register</p> <p>b) noted the Board would like the register of interest to span multiple pages, to make it easier to read.</p>	<p>s9(2)(a) to update Actions Register</p>	<p>June 2023</p>
<p><i>Kate Antonievich and s9(2)(a) joined the meeting at 9.54am</i></p>			
<p>1.5</p>	<p>Health and Safety Report</p> <p>The Board took the paper as read. The Board discussed:</p> <ul style="list-style-type: none"> • Reporting is moving into a proactive and proportionate approach and the ongoing focus on developing lead indicators to support the current lag indicators, predominantly. • Management are working on the building evacuation procedure with staff working from home. • s9(2)(b)(ii) <p>The Board:</p> <p>a) noted the updates on Health, Safety, Security and Wellbeing (HSSW) work programme and performance outlined in this report</p> <p>b) noted the updates regarding open Board actions, and</p> <p>c) advised that Scott Lewis and Andrea Brunner would like to engage on HSSW matters with</p>	<p>Management to organise Christchurch-based staff for engagement with Commissioners on HSSW in August.</p>	<p>August 2023</p>

	some Christchurch-based staff at the time of the August 2023 Board meeting.		
1.5.2	<p>Health and Safety, Security and Wellbeing Strategy</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • The continuing focus on growing our health and safety maturity. • Given the different frameworks and requirements relating to health, safety, security and wellbeing (eg the SafePlus audit, Protective Security Requirements (PSR) and managing critical risks), the Board would value a visual representation of how these frameworks and requirements overlap. The Board can then understand what actions or initiatives are contributing to one, two or all three frameworks at the same time. • Phase one would be to bring the Board a visual representation of requirements and overlapping focus areas. • Phase two would be updated reporting to reflect that view across the frameworks. This should be tested through the People and Culture Committee first. <p>The Board:</p> <ol style="list-style-type: none"> a) noted the revisions to the Health, Safety, Security and Wellbeing (HSSW) Strategy b) noted management has developed a HSSW work programme for 2023/2024, which is designed to implement the strategic objectives set out in the revised HSSW Strategy c) noted the People and Culture Board Committee endorsed, for Board approval, the revised HSSW Strategy on 25 May 2023 d) approved the revised HSSW Strategy at the Appendix. 	<p>Management to bring a visual representation of overlapping HSSW frameworks in respect of the SafePlus Audit, PSR and Critical Risks, together with the related planned activity.</p> <p>Management to bring updated reporting template examples to reflect progress against all three frameworks.</p>	<p>August 2023</p> <p>December 2023</p>
1.5.3	<p>Health, Safety, Security and Wellbeing Policy</p> <p>The Board discussed the need to clarify responsibility for Natural Disaster Response Model (NDRM) employees in the policy.</p>	<p>Policy to be updated to clarify how it applies to NDRM insurers and the role of the Board.</p>	<p>July 2023</p>

	<p>The Board:</p> <ul style="list-style-type: none"> a) noted the updates made to the Health, Safety, Security and Wellbeing Policy, as outlined in this paper b) noted that the revised HSSW Policy includes content from the Toka Tū Ake - EQC Smokefree Policy, which is due to be retired in July 2023 c) noted that Dundas Street Law has reviewed the HSSW Policy, and their feedback incorporated within the revised policy d) noted that the People and Culture Board Committee endorsed the revised HSSW Policy at their 25 May 2023 meeting, subject to some further amendments which are now incorporated, and e) delegated the sign off of the revised HSSW Policy to Chris Black, Alastair Hercus and Tina Mitchell. An update on this will be provided in the next Chief Executive’s report. 		
1.6	<p>People Strategy</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • how this strategy will support a focus on striving to be a high performing organisation, and where we can refine what this means in terms of our people and their capability. • the imagery in the strategy. <p>The Board:</p> <ul style="list-style-type: none"> a) noted the revisions made to the People Strategy, as summarised in this paper b) noted that the People and Culture Board Committee has endorsed the revised People Strategy for Board approval c) approved the revised People Strategy at the Appendix. 		
<p><i>Kate Antonievich and s9(2)(a) left the meeting at 10.35am</i></p> <p><i>Jo Horrocks and Kate Tod joined the meeting at 10.45am</i></p>			
Section 2	Strategic Priorities		
2.1	<p>Chief Executive’s Report</p> <p>The Board discussed:</p>	s9(2)(g)(i)	June 2024

	<ul style="list-style-type: none"> • progress with the Upper North Island weather events. • Onboarding QBE into the NDRM, noting that the process went more smoothly as a result of lessons from onboarding other insurers. • s9(2)(g)(i) [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • [redacted] • Management is proactively engaging with other relevant agencies on outstanding Public Inquiry actions, but progress is limited. • The Board noted they would like to meet with the National Reference Group. • s9(2)(g)(i) [redacted] <p>The Board:</p> <ol style="list-style-type: none"> a) noted that Ruth Dyson will not take part in any conversation/discussion on the Wellington Office lease b) noted the Chief Executive’s report. 	<p>of Intent and Statement of Performance Expectations.</p> <p>s9(2)(g)(i) [redacted]</p>	<p>October 2023</p>
<p>s9(2)(a) [redacted] and Jo Horrocks (Toka Tū Ake - EQC) joined the meeting at 11.10am</p>			
<p>2.1.1</p>	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>	<p>An update on this work will be provided in the next Chief Executive’s Report.</p>	<p>August 2023</p>

	<ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] <p>The Board:</p> <p>s9(2)(g)(i) [redacted]</p>		
<p>11.33am s9(2)(a) [redacted] left the meeting</p> <p>11.33am Rob Hodgson and s9(2)(a) [redacted] joined the meeting</p>			
<p>2.2</p>	<p>Natural Hazards Portal</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] • the portal’s performance has improved significantly • management have recommended delaying the Portal launch to ensure all data quality points are comprehensively addressed, including testing related aspects • s6(a) [redacted] • suggested amendments to the communication and engagement plans, s9(2)(g)(i) [redacted] • encouraging the incorporation of Te Ao Māori into the portal and aligning to principles on how to appropriately manage data. • The need for criteria to determine in 12 months if the portal has achieved the desired 	<p>Management to develop criteria on which the Board can assess in 12 months as to what extent the Portal has been successful and achieved its stated objectives.</p> <p>s9(2)(g)(i) [redacted]</p>	<p>October 2023</p> <p>October 2023</p>

	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>The Board:</p> <p>a) noted the summaries of each assurance criteria (refer Appendix A of Item 2.2)</p> <p>b) noted Management is confident the Portal is ready for public release s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted] seek the Board's final approval to the public release of the Natural Hazards Portal by e-vote on that date.</p>		
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12.15pm Jo Horrocks and s9(2)(a) [redacted] left the meeting.

<p>2.3</p>	<p>Natural Hazards Insurance Act Implementation Business Case</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> ongoing reporting on the project which is to be provided at every Board meeting, with more detailed reporting against key milestones on a quarterly basis. Separate papers will be provided where the Board needs to make a standalone decision to support the implementation project the scope of the project, noting that the Board requested a comprehensive view of what is in and out of scope for the project s9(2)(g)(i) [redacted] <p>[redacted] Management noted that the</p>	<p>Project updates to be provided at every Board meeting, with more detailed reporting on a quarterly basis</p> <p>Management to review resourcing levels in keeping with Board feedback</p> <p>Management to provide a 'plan on a page' with key project</p>	<p>Ongoing until 1 October 2024 (to pick up the first three months under the new Act)</p> <p>August 2023</p> <p>August 2023</p>
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	<p>Treasury is preparing advice to the Minister Responsible for the Earthquake Commission on the regulations needed to support implementation</p> <ul style="list-style-type: none">• approaches to independent quality assurance and whether the project needed additional resourcing. Noting also that the time carved out for the project sponsor and business owner appeared light• s9(2)(g)(i) [REDACTED] <p>The Board:</p> <ol style="list-style-type: none">a) noted that following the enactment of the Natural Hazards Insurance Act 2023 earlier this year, Toka Tū Ake - EQC has stood up an implementation project structureb) approved the Natural Hazards Insurance Act Implementation Business Case which outlines the implementation project’s objectives, governance arrangements, workstreams and costs s9(2)(d) [REDACTED]c) noted the Board will receive regular overall progress of the implementation work programme over the next 12 months, primarily through the Chief Executive’s Report, and will be actively engaged on key strategic implementation matters as appropriated) noted the specific updates provided on: progressing work on the Code of Insured Persons’ Rights and dispute resolution; development of the Natural Hazards Insurance Regulations; progress on assessing the changes needed to the Natural Disaster Response Agreement; the Funding and Risk Management Statement; and name change.	<p>workstreams and milestones</p>	
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The Committee took lunch from 1.02pm to 1.30pm

Chris Chainey, s9(2)(a) (Toka Tū Ake - EQC) and s9(2)(a) (The Treasury) joined the meeting at 1.30pm.

2.4

Funding and Risk Management Statement (FRMS) Engagement

The Board welcomed guests from the Treasury to the meeting.

The Board discussed:

- s9(2)(g)(i)

- [Redacted]

- [Redacted]

- [Redacted]

- acknowledged all the hard work of Toka Tū Ake EQC and Treasury staff to get to this point.

Treasury noted:

- feedback received from Board today will be incorporated into the first briefing to Ministers.

The Board:

- a) **noted** the Natural Hazards Insurance Act 2023 introduces a requirement for a Funding and Risk Management Statement to be developed

Management to draft a paragraph summarising the Board’s feedback for the Treasury to include in its briefing to Ministers

July 2023

	<p>by the Minister Responsible for the Earthquake Commission, in consultation with Toka Tū Ake - EQC</p> <p>b) noted the Treasury, with support from Toka Tū Ake - EQC, is leading the development of the first Funding and Risk Management Statement, which must be in place by 1 July 2024</p> <p>c) discussed with Treasury officials the draft briefing, <i>Toka Tū Ake - EQC Funding and Risk Management Statement – Update 1</i>, specifically:</p> <ul style="list-style-type: none"> a) the proposed funding principles b) the recommendations on reviewing the levy settings but not the financial settings c) further insight on Treasury’s early thinking on potential approaches to funding shortfalls and investment flexibility d) the timing and process for developing the statement. <p>d) s9(2)(g)(i) [REDACTED]</p> <p>e) noted the outlined work programme for the Treasury and Toka Tū Ake EQC to prepare the first Funding and Risk Management Statement, including the actuarial work Toka Tū Ake - EQC will undertake and where the Board will be engaged (including through the MORF sub-committee)</p>		
<p>Treasury Officials and s9(2)(a) [REDACTED] left the meeting at 2.34pm</p> <p>Ruth Dyson left the meeting at 2.37pm</p> <p>Kate Antonievich joined the meeting at 2.38pm</p>			
<p>2.5</p>	<p>Wellington Accommodation Lease</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • s9(2)(b)(ii) [REDACTED] 		

- s9(2)(b)(ii) [Redacted]

The Board:

- a) noted the lease for Toka Tū Ake EQC’s current Wellington office accommodation expires on 1 August 2024 and s9(2)(b)(ii) [Redacted]
- b) noted the People and Culture Board Committee endorsed the development of the draft lease contract on 25 May 2023, for Board approval at the June 2023 Board meeting
- c) noted a review of the lease agreement has been completed s9(2)(h) [Redacted]
- d) s9(2)(b)(ii) [Redacted]

Chris Chainey left the meeting at 2.49pm
Ruth Dyson rejoined the meeting at 2.49pm

<p>2.6</p>	<p>Balance Scorecard 2023/2024</p> <p>The Board thanked Tina Mitchell for her work on this and:</p> <p>a) noted the update on progress against the balanced scorecard for 2022/23.</p>		
<p><i>The Committee took a break from 3.00pm to 3.10pm – and walked around the level 11 floor (talk to staff)</i></p>			
<p>7.1</p>	<p>Future Director Experience</p> <p>Jacqui Apiata presented on her Future Director experience.</p>		
<p><i>Chris Chainey and Kate Tod joined the meeting at 3.40pm</i></p>			
<p>2.7</p>	<p>Third Party Recovery</p> <p>The Board:</p> <p>a) noted management will consider the policy name (Claim Recovery Policy)</p> <p>b) noted the Audit & Risk Committee supported the direction of the policy</p> <p>c) noted Toka Tū Ake - EQC staff have engaged with Natural Disaster Response Model insurers in relation to developing the policy, as required under the Natural Disaster Response Agreement</p> <p>d) approved the Claim Recovery Policy</p> <p>e) endorsed the s9(2)(d) [REDACTED]</p> <p>f) agreed that the internal review committee that is being established to support the implementation of the policy should report back to the Audit and Risk Committee every six months, with the policy being reviewed in 12 months.</p>		
<p>4.1</p>	<p>Financial Reporting</p> <p>The Board:</p> <p>a) noted the following comments on the April 2023 financial performance:</p>		

	<p>a. the reported surplus for the month was \$30.7 million, favourable to budget by \$9.7 million</p> <p>b. underwriting costs were \$4.6 million below budget, largely driven by lower BAU claim associated costs</p> <p>c. operating expenses were \$1.0 million below budget</p> <p>d. bank & Investments held at 30 April were \$385.2 million. The latest cashflow forecast anticipates that the NDF balance will s9(2)(d) 30 June 2023</p> <p>e. NDF investment is compliant with policy.</p> <p>b) noted the BEFU approved operating expenses budget for FY23 is s9(2)(d). For DFA limits, the Board have approved increases to the budget of s9(2)(d) relating to an increase in the budget to enhance the NDRM model, alignment with the Natural Hazard portal business case and an offsetting adjustment of project spend carried forward from FY22 offset by a decrease in depreciation.</p>		
<p><i>Saane Havea joined the meeting at 4.00pm</i></p>			
<p>Section 3</p>	<p>Performance & Reporting</p>		
<p>3.1</p>	<p>SoPE Reporting</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> the timeliness measures and how the new SoPE measures will make the different events clearer adding commentary to the performance report to note that land assessments cannot be made until the land stops moving. 	<p>Update performance report to note challenges with land claims</p>	<p>August 2023</p>
<p>3.2</p>	<p>NDRM Reporting</p> <p>The Board noted the report and queried:</p> <ul style="list-style-type: none"> s9(2)(g)(i) 		

	<ul style="list-style-type: none"> • s9(2)(g)(i) [REDACTED] • trends, whether its privacy, complaints etc • thanked Saane for her report and the work her team do. 		
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Saane Havea left the meeting at 4.18pm.

Section 4	Financial & Risk		
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<p>4.3</p>	<p>Pre-Election Forecast Update</p> <p>The Board:</p> <ul style="list-style-type: none"> a) noted the CFO will keep the Board informed via email of any material changes in the estimate of Toka Tū Ake EQC liabilities (through the ILVR) or in the valuation of the On-Solds estimate. This includes if the On-Solds estimate is forecast to exceed the current appropriation. b) noted Toka Tū Ake EQC is required to submit an updated 5-year financial forecast to the Treasury as part of the Pre-election Economic & Fiscal Update (PREFU) by 7 August 2023 c) approved the proposed approach of providing a high-level financial forecast, focusing only on material changes since the 2023 Budget & Economic Fiscal Update (BEFU) d) provided feedback on the table of proposed changes that management will consider as part of constructing the financial forecast submission at Appendix A e) delegated approval of the PREFU submission to the Board Chair and the Audit & Risk Committee Chair unless the figures are materially different then that would trigger requirement for full Board meeting to approve. 	<p>Keep Board informed by email</p>	<p>July 2023</p>
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Michala Beacham left meeting at 4.29pm

<p>4.2</p>	<p>s6(e)(i) [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		
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	<ul style="list-style-type: none"> s6(e)(i) [Redacted] 		
Section 5	Committee Updates		
	<ul style="list-style-type: none"> s9(2)(g)(i) [Redacted] 		
Section 6	Correspondence		
	The Board noted the letter from The Treasury.		
Section 7	Other business		
	<p>The Chair thanked:</p> <ul style="list-style-type: none"> Ziena Jalil (being online all day for the Board meeting) s9(2)(a) [Redacted] for looking after all the Board logistics Board members for their thoughtfulness and diligence throughout the 2022/23 financial year Tina Mitchell for being a highly effective Chief Executive (well organised, thoughtful, promoting a positive culture and leading the organisation well through a period of considerable challenge and change). 		
7.2	Karakia		

The Commissioners, Tina Mitchell, Michala Beacham and s9(2)(a) left the meeting at 5.01pm

The meeting closed at 5.01pm

The next Board meeting is scheduled for 24 August 2023

These minutes were approved by the Board as a true and correct record.

Chris Black

Date

Board Chair

**MINUTES OF THE MEETING OF
THE BOARD OF THE EARTHQUAKE COMMISSION**

**Held at
Toka Tū Ake EQC, Christchurch Office
Thursday 24 August 2023**

Present:

Chris Black (Chair)
Alastair Hercus (online)
Andrea Brunner
Alister James
Erica Seville
Fiona Wilson
Ruth Dyson
Scott Lewis
Ziena Jailil

Apologies:**In attendance:**

Tina Mitchell, Chief Executive Officer
Michala Beacham, Acting Chief Strategy Officer
Kate Antonievich, Chief People Officer
s9(2)(a)
Hamish Wall, Strategic Advisor to the Chief Executive
Chris Chainey, Chief Financial Officer
Kate Tod, Chief Readiness and Recovery Officer
Rob Hodgson, Chief Data Officer
Pip Andrews, Head of On-Solds
Jo Horrocks, Chief Resilience and Research Officer
s9(2)(a)

The meeting was declared open at 9.02am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
<i>Commissioners joined the meeting at 9.02am</i>			
	Board only		
<i>Tina Mitchell joined the meeting at 9.26am</i>			
	Board and CE only		
<i>Michala Beacham and s9(2)(a) joined the meeting at 9.50am</i>			
1.1	Present and Apologies The Board: a) noted no apologies.		

1.2	<p>Interests Register/Declaration of Conflicts of Interest</p> <p>The Board noted updates to the Interests Register.</p>	Update Interest Register	<p>15 September 2023</p> <p>s9(2)(a)</p>
1.3	<p>Confirmation of Minutes</p> <p>The Board:</p> <p>a) approved the Board minutes from 29 June 2023 with amendments noted in meeting.</p>	Update minutes from 29 June 2023 with amendments from Ruth Dyson and Fiona Wilson	<p>15 September 2023</p> <p>s9(2)(a)</p>
1.4	<p>Matters Arising and Review of Action Items</p> <p>The Board:</p> <p>a) noted matters arising and updates to the action register.</p> <p>The Board noted Board secretariat will move from Michala Beacham to s9(2)(a) from September 2023 onwards</p>		
1.5	<p>Review of Board calendar and work programme for 2023/24</p> <p><i>Board Calendar 2024</i></p> <p>The Board took the paper as read.</p> <p><i>Board Work Programme 2023/24</i></p> <p>Items discussed:</p> <ul style="list-style-type: none"> • the Board would like the Board subcommittees to meet in-person at least once a year • a targeted stakeholder engagement plan for the Board (eg regular meetings with GNS and NEMA) • frequency of reporting on health and safety (quarterly), risk reporting (six monthly), Te Ao Māori strategy (six monthly) and Canterbury Claims/On solds (three times a year) • engagement on the Statement of Intent • a site visit in October. 	Board to discuss online/in person meetings at October meeting	<p>19 October 2023</p> <p>s9(2)(a)</p>

	<p>The Board:</p> <ul style="list-style-type: none"> a) noted the annual 2024 Board Work Calendar b) provided feedback on the 2023/24 Board Work Programme c) noted the 2023/24 Board Work Programme. 		
<p><i>Kate Antonievich and s9(2)(a) joined the meeting at 10.28am</i></p>			
<p>1.6</p>	<p>Health and Safety Report</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • Commissioners had met with some Christchurch based staff to discuss HSSW and an update will be provided to the People and Culture Committee meeting on Friday 25 August 2023 • health and safety obligations for insurers staff are covered by the Natural Disaster Response Agreement and requested reporting on the effectiveness of insurers’ processes and control, as well as overall risk trends (to show improvement or decline) • requesting s9(2)(a) cover a range of topics at the October Board meeting including Whakaari, suitable benchmarks for reporting when we operate through partners like insurers and researchers, and workplace issues including bullying and harassment. <p>The Board:</p> <ul style="list-style-type: none"> a) noted the updates on the HSSW work programme and operational performance outlined in the report b) noted the updates in the report on actions required by the Board c) provided feedback on the maturity reporting dashboard provided at Appendix B. 	<p>Management to develop more comprehensive reporting on critical risks, controls and results of activities for quarterly reports</p>	<p>22 December 2023 Julian Columbus</p>

	The Board thanked Kate Antonievich for all her work with the Board and s9(2)(a) for his work in this area.		
<i>Kate Antonievich and s9(2)(a) left the meeting at 11.01am</i>			
<i>The Board took a break 11.01am to 11.12am</i>			
Section 2	Board Governance		
2.1	<p>CE Report</p> <p>The Board noted the CE report and discussed:</p> <ul style="list-style-type: none"> the support Toka Tū Ake EQC has been providing to councils, insurers and the taskforce to assist the land categorisation process s9(2)(g)(i) s9(2)(k) 	s9(2)(k)	<p>June 2025</p> <p>Jo Horrocks</p>
<i>Hamish Wall joined the meeting in person and ELT joined online at 11.41am</i>			
2.2	<p>2022/23 Final Results and Proposed 2023/24 Balanced Scorecard</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> the highlights in 2022/2023 including responding to the various weather events, launching the Natural Hazards Portal; issuing a Catastrophe Bond and staff engagement results s9(2)(g)(i) 	Management to review business plan and bring back any revisions	<p>19 October 2023</p> <p>Tina Mitchell</p>



	<ul style="list-style-type: none"> whether any items could be taken off the proposed 2023/2024 business plan. <p>The Board:</p> <ol style="list-style-type: none"> noted the final 2022/23 balanced scorecard and SoPE results noted progress against the Statement of Intent 2021-25 provided feedback on the results approved the proposed 2023/24 balanced scorecard and enterprise business plan and left it open to management to bring back any revisions of priorities. 		
<p>Hamish Wall left the meeting at 12.05pm</p> <p>Chris Chainey, Kate Tod and Rob Hodgson joined the meeting at 12.07pm</p>			
<p>2.3</p>	<p>NDRA Engagement</p> <p>Data</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> s9(2)(g)(i) [redacted] <p>[redacted]</p> <p>Assurance</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> s9(2)(g)(i) [redacted] <p>[redacted]</p>	<p>s9(2)(g)(i) [redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p> <p>[redacted]</p>	<p>November 2023</p> <p>Chris Chainey, Kate Tod and Rob Hodgson</p>

	<p>Claims and relationship management</p> <p>s9(2)(g)(i) [REDACTED]</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED] [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> [REDACTED] [REDACTED]		
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	<p>s9(2)(g)(i)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>		
<p><i>Jo Horrocks and s9(2)(a) joined the meeting at 12.48pm</i></p>			
<p>2.8</p>	<p>Portal go live – escalating our communications</p> <p>The Board took the paper as read.</p> <p>Jo Horrocks highlighted:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [Redacted] <p>[Redacted]</p> <p>The Board:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [Redacted] <p>[Redacted]</p> <p>The Board:</p> <ol style="list-style-type: none"> noted the update on early performance and reception of the Natural Hazards Portal. endorsed Management’s recommendation to start escalating communications and promotion of the Portal. 		
<p><i>Jo Horrocks and s9(2)(a) left the meeting at 12.56pm</i></p>			
<p>2.4</p>	<p>NDRA Renewal</p> <p>The Board:</p> <ol style="list-style-type: none"> s9(2)(h) [Redacted] and [Redacted] 		

	<p>b) s9(2)(g)(i) [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]</p>		
<p>2.9</p>	<p>Data and IT update</p> <p>The Board took the paper as read.</p> <p>Discussion focused on:</p> <ul style="list-style-type: none"> an overview of progress in the first year post the digital transformation and the new Data and Digital Strategy. s9(2)(g)(i) [redacted] [redacted] [redacted] <p>The Board:</p> <p>a) noted Toka Tū Ake EQC’s recent progress on embedding and enhancing our modern data and information platforms</p> <p>b) noted the updates on 2023/24 initiatives supporting delivery of our Data and Digital Strategy.</p>		
<p><i>Rob Hodgson, Chris Chainey and Kate Tod left the meeting at 1.22pm</i></p>			
<p><i>Board took lunch from 1.22pm to 1.45pm</i></p>			
<p>s9(2)(a) [redacted], <i>joined the meeting at 1.45pm</i></p>			
<p>2.7</p>	<p>Conflict of Interest training</p> <p>The Board welcomed s9(2) [redacted] to the meeting.</p> <p>s9(2) [redacted] highlighted:</p> <ul style="list-style-type: none"> the need to be transparent in disclosing potential interests (living in a small country means potential interests arise often but that is only a problem to be managed if a potential conflict arises) 		



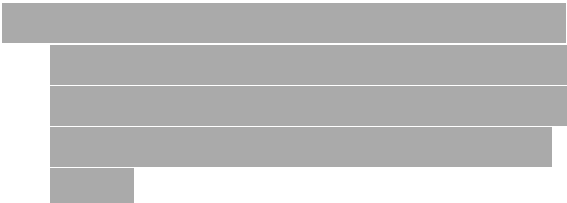

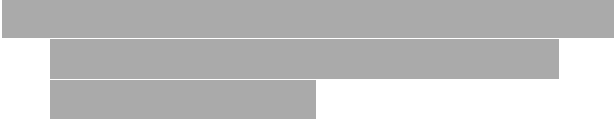
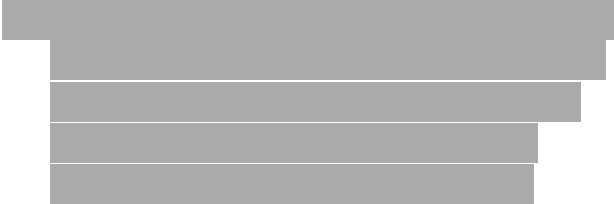
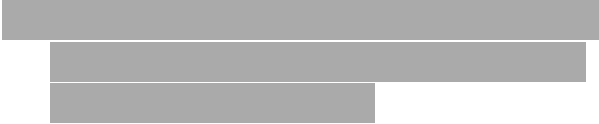

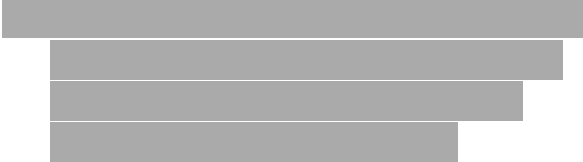
	<ul style="list-style-type: none"> to err on the side of caution with disclosing interests or potential conflicts, consult the Chair if unsure Board members should read section 62-72 of the Crown Entities Act 2004 Commissioners' responsibility to update the Minister on a "no surprises" basis of conflicts of interests. 		
<p>s9(2)(a) [redacted] left the meeting at 2.48pm</p>			
<p>2.5</p>	<p>Natural Hazards Insurance Act Implementation</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> including scope regular reporting to the Board the need to understand the things that have not been achieved and the inter-dependencies between deliverables and workstreams s9(2)(g)(i) [redacted] s9(2)(ba)(ii) [redacted] <p>Logo type and logo mark</p> <p>The Board:</p>	<p>Further discussion on s9(2)(g)(i) [redacted]</p>	<p>October 2023</p> <p>Michala Beacham</p>

	<p>a) agreed to use Option 2 font for the logo type</p> <p style="text-align: center;">Option 2</p>  <p>b) agreed to use Option 3 for the logo mark</p>  <p><i>Homeowner experience under the NHI Act</i></p> <p>Alister James would like to be included in discussions on draft Code of Insured Person’s Rights.</p> <p>The Board:</p> <p>a) discussed and provided feedback on matters raised in this paper</p> <p>b) noted that a draft Code of Insured Persons’ Rights will be presented to the Board in September 2023 to consider and approve for public consultation after the general election</p> <p>c) s9(2)(g)(i) [REDACTED]</p> <p>The Board thanked Michala and noted this was great work.</p>		
	<p><i>Chris Chainey joined the meeting at 3.51pm</i></p>		

2.8	<p>Levy Assurance</p> <p>The Board discussed:</p> <ul style="list-style-type: none">• s9(2)(g)(i) [Redacted] <ul style="list-style-type: none">█ [Redacted] <ul style="list-style-type: none">█ [Redacted] <ul style="list-style-type: none">█ [Redacted]		
	<p>The Board:</p> <ul style="list-style-type: none">a) s9(2)(g)(i) [Redacted] <ul style="list-style-type: none">█ [Redacted] <ul style="list-style-type: none">█ [Redacted] <ul style="list-style-type: none">█ [Redacted]		

	s9(2)(g)(i)		
	<i>Chris Black and Andrea Brunner left the meeting at 4.28pm [noting perceived conflict of interest</i> s9(2)(ba)(ii)		
	s9(2)(ba) s9(2)(ba)(ii)	s9(2)(ba)(ii)	
	<i>Chris Black and Andrea Brunner rejoined the meeting at 4.34pm</i>		
Section 3	Performance and Reporting		
3.1	SoPE Reporting The Board noted the paper.		
3.2	NDRM Reporting The Board noted the paper.		
Section 4	Financial and Risk		
s9(2)(a) and s9(2)(a) joined the meeting at 4.35pm			
4.1	Financial Reporting The Board: a) noted that these financial results include the impact of the draft June 2023 ILVR as per the version presented to the Audit & Risk Committee (ARC) on 8 August 2023 b) noted that these financial results presented for the year ended 30 June 2023 are draft and subject to change, pending final audit adjustments & the adoption of the final June 2023 ILVR (once accepted by Board)		

	<p>c) noted the following comments on the draft June 2023 financial performance:</p> <p>i) The reported surplus for the month was \$69.6 million, favourable to budget (+\$50.3 million). This was largely driven by:</p> <ul style="list-style-type: none"> • net earned premium revenue below budget (-\$0.8 million) • underwriting movements above budget (+\$48.1 million) • interest revenue was above budget (+\$1.7 million) driven by higher interest returns • operating expenses were below budget (+\$1.2 million) • Bank & Investments held at 30 June were \$353 million. The latest cashflow forecast anticipates that the NDF balance s9(2)(d) by 30 June 2024. <p>ii) NDF investment is compliant with policy.</p> <p>d) noted the BEFU approved operating expenses budget for FY23 is s9(2)(d). For DFA limits, the Board have approved increases to the budget of s9(2)(d) relating to an increase in the budget to enhance the NDRM model, alignment with the Natural Hazard portal business case and an offsetting adjustment of project spend carried forward from FY22 offset by a decrease in depreciation.</p> <p>e) noted that the Chair of the Board and the Chair of the Audit & Risk Committee approved Toka Tū Ake EQC’s submission to the Pre-election Fiscal Update, with the caveat that the ILVR was still draft and had not been accepted by the Board.</p>		
<p>4.2</p>	<p>ILVR Review</p> <p>The Board took the paper as read.</p>		

<p>4.3</p>	<p>On-Solds Forecast</p> <p>The Board:</p> <ul style="list-style-type: none"> s9(2)(g)(i)          <p>The Board thanked Pip Andrews for her report.</p>		
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	<p>s9(2)(a) [REDACTED] left the meeting at 4.56pm</p> <p>Pip Andrews left the meeting at 5.03pm</p>		
4.4	<p>Policy and Delegation Review</p> <p><i>Delegations</i></p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • an issue with sub-delegations. <p>The Board:</p> <p>a) noted changes to the Delegations Framework the Chief Executive Officer has approved during the 2023 financial year, under principle 15 and 16 of the Delegations Framework</p> <p>b) noted changes to the bank mandate that have occurred during the 2023 financial year.</p> <p><i>Policies</i></p> <p>The Board:</p> <p>a) noted that the ARC endorsed the proposed changes to the following policies at its meeting on 26 June 2023</p> <ol style="list-style-type: none"> I. Gifts & Hospitality Policy II. Direct EQCover Policy III. Fraud Policy IV. Privacy Policy V. Declinatures Policy VI. Statement of Investment Policies, Standards and procedures <p>b) approved the Gifts and Hospitality Policy for a further 24 months</p> <p>c) approved the Direct EQCover Policy up to 30 June 2024</p> <p>d) approved the Fraud Policy for a further 24 months</p>	<p>Board requested that the sensitive expenditure policies be uploaded into Diligent Resource Centre</p> <p>Chris Chainey to follow-up offline with Alastair Hercus on sub delegations</p>	<p>October 2023</p>

	<p>e) approved the Privacy Policy for a further 12 months</p> <p>f) approved the Declinature Policy for a further 24 months</p> <p>g) approved the Statement of Investment Policies, Standards and Procedures for a further 12 months, subject to further review and feedback by Scott Lewis.</p>		
<p><i>Rob Hodgson left the meeting at 4:55pm.</i></p>			
4.5	<p>Appointment of Internal Auditor and review of internal audit programme</p> <p>The Board:</p> <p>a) approved management’s recommendation to proceed with the appointment of the preferred s9(2)(j) [REDACTED]</p> <p>b) approved management’s recommendation to switch from the current ‘co-source’ model for internal audit to an outsource model</p> <p>c) noted that the ARC endorsed management’s proposal to appoint s9(2)(j) [REDACTED] and to switch from the current ‘co-source’ model for internal audit to an outsource model at its meeting on 8 August 2023</p> <p>d) noted management’s intention (subject to the above recommendations being approved by the Board), to have s9(2)(j) [REDACTED]</p>		
Section 5	Correspondence		
5.0	The board noted the correspondence.		

Section 6	Financial and Risk		
6.1	Summary of Institute of Directors Conference	Item deferred to next Board meeting	
6.2	Reflections from Crown Entity Governance Programme	Item deferred to next Board meeting	
6.3	Karakia		
The meeting closed at 5.06pm			
	<p>The next Board meeting is scheduled for 14 September 2023</p> <p>These minutes were approved by the Board as a true and correct record.</p> <p>_____</p> <p>Chris Black Date</p> <p>Board Chair</p>		

The Meeting finished at 5.06pm

**MINUTES OF THE MEETING OF
THE BOARD OF THE EARTHQUAKE COMMISSION**

**held at online
Thursday 15 September 2023**

Present:

Ruth Dyson (Acting Chair)
Alastair Hercus
Andrea Brunner
Alister James
Erica Seville
Fiona Wilson
Scott Lewis
Ziena Jalil

Apologies:

Chris Black
Tina Mitchell

In attendance:

Hamish Wall, (Acting Chief Executive)
Pip Andrews, Head of On-solds
Kate Tod, Chief Readiness and Recovery Officer
s9(2)(a)

The meeting was declared open at 9.01am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
<i>Commissioners joined the meeting at 8.57am</i>			
	Board only		
<i>Hamish Wall joined the meeting at 9.14am</i>			
	Board and CE only		
s9(2)(a) joined the meeting at 9.18am			
1.1	Present and Apologies The Board: a) noted apologies from Chris Black, Tina Mitchell.		

<p>1.2</p>	<p>Interests Register/Declaration of Conflicts of Interest</p> <p>Erica Seville noted a minor typo in the Interests Register.</p>	<p>Update Interest Register</p>	<p>s9(2)(a)</p>
<p>1.3</p>	<p>Confirmation of Minutes</p> <p>The Board:</p> <p>a) approved the Board minutes from 24 August 2023 with amendments noted in meeting.</p>	<p>Update and finalise 24 August 2023 minutes</p>	<p>s9(2)(a)</p>
<p>1.4</p>	<p>Matters Arising and Review of Action Items</p> <p>The Board:</p> <p>a) noted matters arising and updates to the action register.</p>		
<p>Section 2</p>	<p>Board Governance</p>		
<p>s9(2)(a) joined the meeting at 9.22am</p>			
<p>2.1</p>	<p>Briefing for the Incoming Minister</p> <p>s9(2)(g)(i)</p> <ul style="list-style-type: none"> ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] 		

	<ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] [redacted] [redacted] <p>[redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted]</p> <p>[redacted] [redacted] [redacted]</p>		
<p>s9(2)(a) [redacted] left the meeting at 9.45am</p> <p>Pip Andrews and s9(2)(a) [redacted] joined the meeting at 9.46am</p>			
<p>2.2</p>	<p>Proposed draft Code of Insured Persons’ Rights and communications and engagement approach</p> <p>s9(2)(a) [redacted] highlighted that we have:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] [redacted] [redacted] <p>[redacted] [redacted] [redacted] [redacted] [redacted]</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • keeping the practical considerations of the code for homeowners, insurers and Toka Tū Ake EQC front of mind, including measuring performance against the code <ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] — s9(2) [redacted] [redacted] s9(2)(g)(i) [redacted] (a) 		

	<p>s9(2)(g)(i) [redacted] [redacted] [redacted]</p> <ul style="list-style-type: none"> • s9(2)(a) [redacted] noted we are unable to share the full code with insurers yet as it needs to go to public consultation first • are there any particular Te Ao Māori process built in? s9(2)(a) [redacted] noted that this will be considered as part of the consultation • need to provide interpretation services, not best endeavours. <p><i>Ziena Jalil left the meeting at 10.00am</i></p> <p>The Board:</p> <ul style="list-style-type: none"> • discussed the proposed draft Code of Insured Persons’ Rights attached as Appendix A • approved the draft Code of Insured Persons’ Rights for public consultation, subject to suggested changes • noted the approach set out in the attached communications and engagement plan to support the public consultation on the Code of Insured Person’s Rights. 		
<p><i>Pip Andrews and s9(2)(a) [redacted] left the meeting at 10.03am</i></p>			
	<p>NHI Implementation Monthly Board Report</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] [redacted] • [redacted] [redacted] [redacted] • [redacted] [redacted] [redacted] [redacted] 		

	<ul style="list-style-type: none"> ○ s9(2)(g)(i) [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] 		
<p>s9(2)(a) [redacted] <i>joined the meeting at 10.10am</i></p>			
<p>2.3</p>	<p>Strategic Framework</p> <p>The Board:</p> <ul style="list-style-type: none"> • noted that the Audit and Risk Committee had already provided feedback on the Strategic Framework • encouraged redefining what sits in each of the 4 Rs whilst staying mindful of the scheme and scope <p>The Board:</p> <p>a) discussed the questions set out in paragraph 23 of this paper.</p>		
<p>s9(2)(a) [redacted] <i>left the meeting at 10.20am</i></p>			
<p>s9(2)(a) [redacted] <i>joined the meeting at 10.21am</i></p> <p>Ziena Jalil <i>joined the meeting at 10.35am</i></p>			
<p><i>The Board took a break from 10.45am to 10.55am</i></p>			
<p>s9(2)(a) [redacted] <i>e from the Treasury joined the meeting at 10.55am part way through 2.4</i></p>			
<p>2.4</p>	<p>Funding and Risk Management Statement</p> <p>The Board took the paper as read.</p> <p>The Board discussed:</p>	<p>Board to be emailed with the link to the “Briefing to Public Inquiry into the Earthquake</p>	<p>s9(2)(a) [redacted]</p>

	<ul style="list-style-type: none">• s9(2)(g)(i) [Redacted] [Redacted] [Redacted] <p><i>Treasury joined at 10.55am</i></p> <p>The Board welcomed s9(2)(a) [Redacted] to the meeting.</p> <p>The Treasury highlighted:</p> <ul style="list-style-type: none">• s9(2)(g)(i) [Redacted] [Redacted] [Redacted]	<p>s9(2)(g)(i) [Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	<p>[Redacted]</p> <p>s9(2)(a) [Redacted]</p>
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	<p>s9(2)(g)(i) [redacted] [redacted] [redacted]</p> <ul style="list-style-type: none"> ■ [redacted] [redacted] <p>[redacted]</p> <ul style="list-style-type: none"> ■ [redacted] [redacted] [redacted] [redacted] [redacted] <ul style="list-style-type: none"> ■ [redacted] [redacted] [redacted] [redacted] <ul style="list-style-type: none"> ■ [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] <p>The Board noted their appreciation to Treasury of their work and their openness to working with Toka Tū Ake EQC.</p> <p><i>Treasury left at 11.31am</i></p> <p>The Board:</p> <ul style="list-style-type: none"> ● s9(2)(g)(i) [redacted] [redacted] [redacted] [redacted] <ul style="list-style-type: none"> ■ [redacted] [redacted] 		
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	<p>[Alastair Hercus will email s9(2)(a) s9(2)(g)(i)</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED][REDACTED]		
s9(2)(a) [REDACTED] left the meeting at 11.36am.			
2.5	<p>s9(2)(k) [REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		

	s9(2)(k)		
<p><i>Alister James rejoined the meeting at 11.46am</i></p> <p><i>Kate Tod joined the meeting at 11.46am</i></p>			
Section 3	Performance and Reporting		
3.1	<p>SoPE Reporting</p> <p>The Board noted the paper.</p>		
3.2	<p>NDRM Reporting</p> <p>The Board noted the paper.</p>		
Section 4	Financial and Risk		
<p><i>Kate Tod and s9(2)(a) left the meeting at 11.48am</i></p>			
4.1	<p>Financial Reporting</p> <p>The Board:</p> <p>a) noted the following comments on the July 2023 financial performance:</p> <p>i) The reported surplus for the month was \$25.8 million, favourable to budget (+\$14.8 million). This was largely driven by:</p> <p>i. Net earned premium revenue above budget (+\$7.2 million).</p> <p>ii. Underwriting movements above budget (+\$4.8 million).</p> <p>iii. Interest revenue above budget (+\$0.8 million) driven by higher interest returns.</p>		

	<p>iv. Operating expenses were below budget s9(2)(d)).</p> <p>ii) Bank & Investments held at 31 July were \$391 million. The latest cashflow forecast anticipates that the NDF balance will s9(2)(d) by 30 June 2024.</p> <p>iii) NDF investment is compliant with policy.</p>		
Section 5	Committee Updates		
5.1	<p>Verbal updates by Board Sub-Committee Chairs</p> <ul style="list-style-type: none"> • People and Culture Board Committee – staff voluntary turnover rate remains reasonably high, as does annual leave liability (quite a few staff with over 20 annual leave days accrued). Feedback given on organisation design and workplace planning provided to Tina Mitchell. High performing organisation – had a conversation around what this means – what the metrics would be. Noted the Committee have completed their annual review and are currently updating the charter for the Committee • Audit and Risk Committee – recently have been through the annual report and financial statements, noting this will be coming to Board next. The documents were of a very high quality. Auditors only had minor suggestions. IVLR and provision for North Island weather events – MJW came up with some numbers that auditors confirmed they are comfortable with. Risk Assurance Framework – have landed on something simpler and more usable as a structure. Also recently been through the Strategic Framework. The Audit and Risk Committee have endorsed some policies which will be coming to Board in October. Confirmed that Audit and Risk Committee have completed their annual review 		

	<ul style="list-style-type: none">Modelling & Risk Financing – FRMS has been discussed, annual review completed. s6(e)(i)		
Section 6	Correspondence		
	The Board noted the correspondence.		
Section 7	Other business		
7.1	Andrea noted her appreciation of the recent WallWalk that she attended with Toka Tū Ake EQC staff in Wellington and noted that this was very worthwhile.		
7.2	Fiona provided the closing Karakia		
The meeting closed at 12.00pm			
	<p>The next Board meeting is scheduled for 19 and 20 October 2023 in Auckland, being held at Russell McVeagh, Vero Centre, 48 Shortland Street, Auckland.</p> <p>These minutes were approved by the Board as a true and correct record.</p> <p>_____</p> <p>Ruth Dyson Date Board Chair</p>		

The Meeting finished at 12.00pm

**MINUTES OF THE MEETING OF
 THE BOARD OF TOKA TŪ AKE**

**held Russell McVeagh, Auckland
 Thursday 19 October 2023**

Present:
 Chris Black (Chair)
 Ruth Dyson
 Alastair Hercus
 Andrea Brunner
 Alister James
 Erica Seville
 Fiona Wilson
 Scott Lewis
 Ziena Jalil

In attendance:
 Tina Mitchell, Chief Executive
 Kate Tod, Chief Readiness and Recovery Officer
 Zoe Morley, Strategic Advisor
 Michala Beacham, Acting Chief Strategy Officer
 Chris Chainey, Chief Financial Officer
 Catherine Taylor, Acting Chief People Officer
 Pip Andrews, Head of On-Solds
 Saane Havea, Head of Performance and Reporting
 s9(2)(a)

Apologies:

Guests
 s9(2)(a)

The meeting was declared open at 12.30pm

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
Section 1	Board Governance		
<i>Commissioners joined the meeting at 12:30pm</i>			
1.1	Board only		
<i>Tina Mitchell, s9(2)(a), Catherine Taylor and s9(2)(a) and s9(2)(a) joined the meeting in person at 1.28pm</i>			
1.7	Health and Safety Presentation s9(2)(a) [Redacted] [Redacted] [Redacted]	s9(2)(g)(i) [Redacted] [Redacted] [Redacted]	February 2024

	<p>s9(2)(g)(i)</p> <p>[Redacted text]</p> <ul style="list-style-type: none">[Redacted text][Redacted text][Redacted text][Redacted text]		
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	<ul style="list-style-type: none"> s9(2)(g)(i) [redacted] 		
Catherine Taylor, s9(2)(a) [redacted] left the meeting at 2:38pm			
1.2	Board and CE only		
s9(2)(a) [redacted] joined the meeting at 3:08pm			
1.3	<p>Present and Apologies</p> <p>The Board:</p> <p>a) noted there were no apologies.</p>		
1.4	<p>Interests Register/Declaration of Conflicts of Interest</p> <p>The Board noted the conflict of interest for Alister James with regards to Day 2, item 2.2 Southern Response and agreed that Alister would step out of the meeting before the Board discussed anything in relation to Southern Response.</p>		
1.5	<p>Confirmation of Minutes</p> <p>The Board:</p> <p>a) approved the Board minutes from 15 September 2023, noting:</p> <ul style="list-style-type: none"> Alister James received a redacted version of the minutes, with the Southern Response agenda item removed the final bullet of item 5.1 subcommittee update will be updated to end ‘starting to think about modelling for the reinsurance renewal and s6(e)(i) [redacted].’ 	Update and finalise 15 September 2023 minutes	s9(2)(a) [redacted]

<p>1.6</p>	<p>Matters Arising and Review of Action Items</p> <p>The Board:</p> <p>a) noted matters arising and updates to the action register.</p> <p>b) debriefed on the physical field trip to various parts of Auckland to see the impacts of the Auckland Anniversary Day storms first hand in conjunction with the Chief Executive and experts from the management team. There was a subsequent discussion about how the NDRM model in respect of both land and building claims lodgement, assessment and management is working in practice, referencing how the direct model works by way of comparison when an insurer partner is not involved.</p>		
<p>Section 2 Strategic Priorities</p>			
<p><i>Michala Beacham, Kate Tod, Pip Andrews and Saane Havea joined the meeting at 3:15pm</i></p>			
<p>2.1</p>	<p>CE Report</p> <p>The Board noted the high quality of the CE report and discussed:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] 		

Saane Havea and Pip Andrews left the meeting at 3:34pm.

2.2

NHI Act Implementation (Deep Dive) including NDRA Impacts

The Board complimented management on the programme status reporting, which is also used by management, and discussed:

- s9(2)(g)(i) [Redacted]
- [Redacted]

The Board:

a) **reviewed and discussed** the Natural Hazards Insurance Act Implementation Quarterly Deep Dive Report and asked management consider:

- s9(2)(g)(i) [Redacted]
- [Redacted]
- [Redacted]

b) **provided** feedback on the structure of the deep-dive report and suggested management consider the following in future reporting:

	<ul style="list-style-type: none"> • being clearer across the dimensions of scope, time, cost, quality and risk • providing detail on the quality of outputs • being clearer on what we mean by scope management activities <p>c) s9(2)(g)(i) [REDACTED]</p> <p>e) agreed not to establish a Natural Hazards Insurance Act project implementation Board subcommittee at this stage.</p>		
<p>2.3</p>	<p>NHI Act – Dispute Resolution Scheme</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [REDACTED] <p>[REDACTED]</p> <p>The Board:</p> <p>a) noted the legal requirements in the Natural Hazards Insurance Act 2023 for:</p> <p>a. disputes about claims, and</p>	<p>s9(2)(g)(i) [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>April 2024</p>

	<p>b. complaints about breaches of the Code of Insured Person' Rights</p> <p>b) discussed s9(2)(g)(i) [redacted] [redacted] [redacted] [redacted]</p> <ul style="list-style-type: none"> [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] <p>c) noted that management has researched best practice characteristics and incorporated those into the design proposals for the scheme</p> <p>d) noted that Toka Tū Ake is undertaking a s9(2)(k) [redacted] [redacted] [redacted] [redacted]</p>		
<p><i>Chris Chainey joined the meeting at 4:38pm</i></p>			
<p>2.4</p>	<p>s9(2)(g)(i) [redacted] [redacted]</p> <ul style="list-style-type: none"> [redacted] [redacted] [redacted] <p>[redacted] [redacted]</p>		
<p><i>Michala Beacham, Kate Tod and Chris Chainey left the meeting at 5:07pm</i></p>			
<p>2.5</p>	<p>Karakia</p>		

The meeting closed at 5:09pm			
	<p>These minutes were approved by the Board as a true and correct record.</p> <p>_____</p> <p>Chris Black Date</p> <p>Board Chair</p>		

The Meeting finished at 5:09pm

**MINUTES OF THE MEETING OF
 THE BOARD OF TOKA TŪ AKE**

**held Russell McVeagh, Auckland
 Friday 20 October 2023**

Present:

Chris Black (Chair)
 Ruth Dyson
 Alastair Hercus
 Andrea Brunner
 Alister James
 Erica Seville
 Fiona Wilson
 Scott Lewis
 Ziena Jalil

In attendance:

Tina Mitchell, Chief Executive
 Kate Tod, Chief Readiness and Recovery Officer
 s9(2)(a)
 Michala Beacham, Acting Chief Strategy Officer
 Jo Horrocks, Chief Resilience and Research Officer
 Chris Chainey, Chief Financial Officer
 Rob Hodgson, Chief Data Officer
 Saane Havea, Head of Performance and Reporting
 s9(2)(a)

Apologies:

The meeting was declared open at 8.35am

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
<i>The Commissioners (excluding Andrea Brunner), Tina Mitchell, s9(2)(a) and Michala Beacham joined the meeting at 8:35am.</i>			
1.1	<p>Reflections from the ICNZ Dinner</p> <p>The Board reflected:</p> <ul style="list-style-type: none"> the dinner was a valuable opportunity to gain a deeper understanding of respective views there was a common desire to build on the momentum in the last year of working together following the North Island weather events resilience, land cover, homeowner experience and outcomes are areas of common interest. 		
Section 2	Strategic Priorities		
2.4	s9(2)(b)(ii)	s9(2)(b)(ii)	November 2023

Section 1	Board Governance		
1.2	<p>Risk Appetite Framework</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • the Risk Appetite Statement and the baseline that we are not willing to compromise our people's health, safety, security and wellbeing • ongoing work at ARC to have a deeper understanding of our organisational risks, their risk ratings and measures/limits • our approach to the security of our people and whether the settings are still appropriate. <p>The Board:</p> <p>a) approved the proposed new Risk Appetite Statement, subject to the addition of an additional bullet noting that activity should not:</p> <p style="padding-left: 40px;">'compromise the health, safety, security and wellbeing (HSSW) of our people'</p> <p>b) approved the removal of the Risk Principles layer from the Risk Appetite Framework</p> <p>c) noted that management intends to review the existing risk tolerances and limits, with any proposed changes to go to ARC for recommendation to the Board prior to being adopted</p> <p>d) noted the content of the organisational risk register update.</p>	<p>Consider our approach to identity, organisational branding and security, and whether our current settings require review at PCGC, then bring forward to Board for consideration</p>	April 2024
1.2.1	<p>Risk Register Update</p> <p>The Board:</p> <p>a) noted the organisation's risk register update.</p>		
Chris Chainey and s9(2)(a) left the meeting at 10:05am.			
1.3	<p>Verbal updates by Board subcommittees</p> <p>There were no verbal updates from the subcommittees given the focus on the next agenda item.</p>		

<p>1.4</p>	<p>Annual Review of Board Subcommittees</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • the fulsome agendas and work programmes for the subcommittees, and efforts to manage those aspects going forward • the assistance of MORF as a new subcommittee as the Board worked through complex material in the last year • the opportunity for subcommittees to meet in-person at least annually, and by exception when there is need to do so, to build team cohesion. <p>The Board:</p> <ol style="list-style-type: none"> a) noted the subcommittees have met the requirements of their charters in 2022/23 b) noted the areas for incremental improvement for 2023/2024 c) approved the revisions to the PCBC Charter to: <ol style="list-style-type: none"> i. rename PCBC to People, Culture & Governance Board Committee (PCGC) ii. revert to quarterly meetings iii. broaden responsibilities and duties to include providing advice and support to Board on Board performance assessments, Commissioner development, succession planning and appointments. d) approved the revisions to the ARC Charter to: <ol style="list-style-type: none"> i. change the review frequency for the risk framework from annual to biennial and introduce an annual review of its implementation ii. introduce a new duty to monitor the Carbon Neutral Government programme (CNGP) reporting and ensure we are tracking to the 2025 and 2030 targets. e) approved the annual work programmes for PCGC, ARC and MORF noting these are a point 		
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	<p>in time view and will be presented for endorsement at the next meeting of the respective committees</p> <p>f) agreed in principle to the subcommittees meeting in person once per year if there was a particular need to do so.</p>		
1.5	<p>Board Work Programme</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> regular reporting (financial, SOPE and NDRM) and noted the cadence felt appropriate the level of detail for SOPE reporting and what would be appropriate moving forward PCGC being well placed to consider Board-level stakeholder engagement under their new responsibilities. <p>The Board:</p> <p>a) approved the proposed updates to the Board work programme</p> <p>b) discussed management of Board-level stakeholder engagement proposed in the Board work programme.</p>	<p>PCGC to consider Board-level stakeholder engagement and come back to Board with a recommendation, which can be reflected in the Board work programme</p>	<p>April 2024</p>
<p><i>Board took a break from 10:57am to 11:10 am.</i></p> <p><i>Michala Beacham and Chris Chainey joined the meeting at 11:10am.</i></p>			
1.6	<p>Annual Report</p> <p>The Board thanked management for the hard work involved in preparing the Annual Report.</p> <p>The Board:</p> <p>a) noted the ARC reviewed and endorsed the draft annual report and financial statements on 8 September 2023</p> <p>b) noted the ARC preferred the cover image of Rangitoto to reflect the weather events in the Upper North Island</p> <p>c) noted Commissioners’ feedback, sought by 18 September 2023, has been incorporated in the final report</p>		

	<p>d) approved the <i>Annual Report 2022-2023</i> provided at Appendix A</p> <p>e) approved the signing of the annual report's Introduction and Overview section, using electronic signatures of the Chair of the Board and the Deputy Chair of the Board, on the date of this meeting</p> <p>f) approved the signing of the annual report's Statement of Responsibility, by the Chair of the Board and the Chair of the Audit and Risk Committee on the date of this meeting</p> <p>g) approved the signing of the Board's Letter of Representation to EY, provided at Appendix B, by the Chair of the Board and the Chair of the Audit and Risk Committee on the date of this meeting</p> <p>h) noted the updated version of the management's Letter of Representation to the Board, which can be found here and differed slightly from the version in the Board pack</p> <p>i) noted that the Chief Executive and the Chief Financial Officer signed the updated version of the management's Letter of Representation to the Board and emailed the signed letter to the Board Chair prior to the Board meeting on 20 October 2023.</p>		
<i>Chris Chainey left the meeting at 11:17am</i>			
Section 2	Strategic Priorities		
2.1	<p>Statement of Intent and Statement of Performance Expectations</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • the medium-term horizon of the Statement of Intent and aspirations within the new Act • the four R's remain a strong foundation but could be updated to reflect the changing focus, such as developing a stronger resilience voice 		

	<ul style="list-style-type: none"> the number and complexity of the SOPE measures and what we can do to simplify these when they are reviewed in February 2024 the likely expectations from the new Minister which will provide helpful clarity, noting this may not be available until the New Year <p>The Board:</p> <ol style="list-style-type: none"> noted the timeline for delivery of the Statement of Intent and Statement of Performance Expectations noted the update from staff workshops on Toka Tū Ake’s role, functions, and Strategic Framework discussed and provided feedback on the proposal for the November 2023 Board workshop on the Strategic Framework. 		
<p><i>Michala Beacham and Alister James left the meeting at 11:45am.</i></p> <p><i>Kate Tod joined the meeting at 11:48am.</i></p>			
2.2	<p>Southern Response Agreement</p> <p>The Board:</p> <ol style="list-style-type: none"> approved a twelve-month extension from 20 October 2023 to the <i>Amended and Restated Agreement relating to Management of Outstanding Canterbury Earthquake Claims October 2021</i> between Toka Tū Ake and Southern Response Earthquake Services delegated approval to the Chief Executive to sign the extension on behalf of Toka Tū Ake. 		
<p><i>Kate Tod left the meeting at 11:52am.</i></p> <p><i>Alister James joined the meeting at 11:53am.</i></p>			
2.3	<p>s9(2)(k) [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		

	a) s9(2)(k) [REDACTED]		
<i>Chris Chainey and s9(2)(a) [REDACTED] joined the meeting at 12:02pm</i>			
2.4	s6(e)(i) [REDACTED]		
<i>s9(2)(a) [REDACTED] and Chris Chainey left the meeting at 12:10pm</i> <i>The Board took lunch between 12:10pm and 12:30pm</i>			

Section 3	Performance & Reporting		
<i>Saane Havea & Kate Tod joined the meeting at 12:30pm</i>			
3.1	<p>SoPE Reporting</p> <p>The Board discussed:</p> <ul style="list-style-type: none"> • s9(2)(g)(i) [redacted] ■ [redacted] ■ [redacted] ■ [redacted] ■ [redacted] <p>The Board noted the reporting.</p>		
3.2	<p>NDRM Reporting</p> <p>The Board noted the reporting.</p>		
<i>Saane Havea & Kate Tod left the meeting at 1:32pm</i>			
<i>Chris Chainey joined the meeting at 1:33pm</i>			
Section 4	Financial and Risk		
4.1	<p>Financial Reporting</p> <p>The Board discussed the s9(2)(g)(i) [redacted] and seeking to better understand how these will develop over the course of the year based on our current settings and whether those settings are still appropriate; comparing the last three years trend on specific</p>	<p>Management to prepare a one-page drill down on s9(2)(g)(i) [redacted] for the last three financial years and the associated policy</p>	November 2023

	<p>categories would also be valuable and provide useful context.</p> <p>The Board:</p> <p>a) noted the following comments on the August 2023 financial performance:</p> <ul style="list-style-type: none"> • The reported surplus for the month was \$54.6 million, favourable to budget (+\$42.1 million). This result was largely driven by: <ul style="list-style-type: none"> i. net earned premium revenue above budget (+\$7.2 million) ii. underwriting movements above budget (+\$31.6 million) iii. interest revenue above budget (+\$1.4 million) iv. operating expenses were below budget s9(2)(d) • Bank & Investments held at 31 August 2023 were \$337 million. The latest cashflow forecast anticipates that the NDF balance s9(2)(d) by 30 June 2024 • NDF investment is compliant with policy. 	<p>settings with a view to supporting Board to better understand how the s9(2)(g)(i) will likely develop over the current financial year</p>	
<p><i>Rob Hodgson joined the meeting at 1:40pm</i></p>			
<p>4.2</p>	<p>Corporate Policies</p>		
<p>4.2.1</p>	<p>Information Policy</p> <p>The Board noted Archives New Zealand are about to commence an audit of our information management practices including our responsibility to provide records while Archives New Zealand is currently unable to receive paper or digital records.</p> <p>The Board:</p> <p>a) noted the approach taken to reviewing the Information Policy</p>		

	<p>b) noted that management actions from two recent internal audit reports are addressed by this policy review as set out in Table 1</p> <p>c) noted that the Audit and Risk Committee and Executive Leadership Team have endorsed this policy</p> <p>d) approved the updated policy.</p>		
<i>Rob Hodgson left the meeting at 2:00pm</i>			
4.2.2	<p>Sensitive Expenditure Policy</p> <p>The Board:</p> <p>a) noted a review of the policy has been completed and changes endorsed by the Audit and Risk Committee</p> <p>b) approved the Toka Tū Ake's updated policy on sensitive expenditure.</p>		
4.2.3	<p>Policy on Corporate Policies</p> <p>The Board discussed that when reviewing our policies, there is a Board expectation that consideration is given to examining how well we are complying with our policies and ensuring any lessons learnt are taken into consideration.</p> <p>The Board:</p> <p>a) approved the proposed frequencies for reviewing Corporate Policies (as shown in Appendix 1) with the following amendments:</p> <ul style="list-style-type: none"> • delegations Framework is reviewed every two years, with annual updates on CE approvals • SIPSP Policy is reviewed every two years • Leave Policy to be considered by PCGC on next review (including whether this is approved by the Board or the CE) • Health & Safety moved to an annual review • Te Ao Māori policy should be CE as Endorser 		

	<ul style="list-style-type: none"> • Employee Wellbeing fund being moved to a review every three years • Standards of Integrity and Conduct moved to three years • Risk Management Framework removed as not a policy • Risk Management policy remains as annual review <p>b) approved the proposed Policy on Creating and Maintaining Corporate Policies.</p>		
<i>Chris Chainey and Rob Hodgson left the meeting at 2:20pm</i>			
1.7	<p>Summary of Institute of Directors Conference</p> <p>Fiona Wilson presented the slide deck which can be found in Diligent here.</p> <p>The Board thanked Fiona for the insightful and thought-provoking presentation.</p>		
1.8	<p>Reflections on Crown Entity Governance course</p> <p>Andrea Brunner presented the slide deck which can be found here.</p> <p>The Board thanked Andrea for the insightful and thought-provoking presentation, and Alastair Hercus for his contribution in supporting the university to design and deliver the course.</p>		
Section 5	Committee updates (note item covered earlier)		
Section 6	Correspondence		
6	Letter re Fiscal Sustainability and Effectiveness Programme		
Section 7	Other business		
7.1	Other business		
7.2	Karakia		

Note: Active link noted in 1.8 has been removed

The meeting closed at 2.57pm.			
	<p>These minutes were approved by the Board as a true and correct record.</p> <p>_____</p> <p>Chris Black Date</p> <p>Board Chair</p>		

The Meeting finished at 2:57pm.