

9(2)(a) [REDACTED]

From: Lance Dixon
Sent: Thursday, 3 February 2011 8:39 a.m.
To: Ian Simpson; 'Juston Anderson (9(2)(a) [REDACTED]@treasury.govt.nz)'
Cc: Phillip Jacques; Bryan Dunne
Subject: RE: FW: Claims paid at the \$100k cap

Some more detail following from Ian's comment. Here is the analysis of the properties inspected by the insurer and our review.

In totality, across all insurers the situation is as follows:

- Insurers advise that they have inspected 2798 claims that will exceed \$100,000 + GST
- We have inspected 2449 (88%) of these claims.
- Of our completed inspections (2449) we believe 373 (15%) of those will not exceed \$100,000. Payments have been withheld on these.
- We have paid 1761 claims (63%) where we agree with the Insurer estimate.

From: Ian Simpson
Sent: Thursday, 3 February 2011 8:33 a.m.
To: Juston Anderson (9(2)(a) [REDACTED]@treasury.govt.nz)
Cc: Phillip Jacques; Lance Dixon; Bryan Dunne
Subject: RE: FW: Claims paid at the \$100k cap

Juston,

To clarify this, we agreed early in the process that we would accept initial damage assessments from insurers (to minimise the cases where home-owners were being visited by both EQC and insurance assessors, and to make best use of all the available assessors). We have found that in many cases, the insurance assessments were crude, formulaic calculations (i.e. number of square meters multiplied by a standard rate) and significantly over-stated the true damage costs.

Cheers,

Ian.

From: Lance Dixon
Sent: Thursday, 3 February 2011 8:22 a.m.
To: Juston Anderson (9(2)(a) [REDACTED]@treasury.govt.nz)
Cc: Ian Simpson; PRJacques@EQC.govt.nz
Subject: FW: FW: Claims paid at the \$100k cap

Juston,

I know you have been asking about payments on overcap claims.

Find below an analysis our team has been undertaking on these claims.

Our focus is paying these as we identify them but we need to ensure we are not paying when we should not.

Regards
Lance.

9(2)(a) [REDACTED]

From: Bryan Dunne
Sent: Friday, 4 February 2011 12:53 p.m.
To: Ashley Owers (9(2)(a) [REDACTED]@treasury.govt.nz)
Subject: OIA Transfer (B Heather, Press) Feb 2011
Attachments: OIA Transfer (B Heather, Press) Feb 2011.doc

Ash

Sorry to bother you but could someone just check this please. Unsure about wording around MCER.

Have discussed with requestor. He wants the info but understands we may have to ask other agencies (and was interested in exactly who those agencies are...). Was OK to split that part out. I do believe this falls under MCER's role but just wanted a 2nd opinion.

Cheers
Bryan

Reference: 1/1/1OIR

4 February 2011

Ben Heather
Reporter,
The Press
Private Bag 4722,
CHRISTCHURCH 8140

Dear Ben Heather

Thank you for your request made under the Official Information Act 1982 and received on 24 January. You requested the following:

How many (exactly) claims has EQC received from uninsured people? (as of this request)

What is the breakdown of these claims in terms of contents/land/building?

What is the average amount claimed?

What is the highest amount claimed? Where is this claim (suburb/street) and what is being claimed? (details of damage, etc)

Do any of the claimants say their homes are uninhabitable? If so, how many?

Has the EQC (or other relevant government agency) done any work around how to cater for these claims or is there nothing that came be done?

What happens now to damaged properties (particularly those with land damage) with no insurance, if anything?

I believe that the part of your request for information about any work by government agencies that relates to catering for claims by uninsured households and for information on future steps for uninsured damaged properties is more closely connected to the functions of the Minister for Canterbury Earthquake Recovery . Accordingly, I have decided under section 14(b)(ii) of the Official Information Act to transfer this part of your request to the office of the Minister for Canterbury Earthquake Recovery. The other parts of the request will remain with the Earthquake Commission.

The Minister has 20 working days from receipt of this transfer to make a decision on your request.

Yours sincerely

Bryan Dunne
for Chief Executive of the Earthquake Commission

Reference: 1/1/1OIR

4 February 2011

Minister for Canterbury Earthquake Recovery

Dear Minister

On 24 January 2011 the Earthquake Commission received the **attached** Official Information Act request from Ben Heather, a journalist for the Press. The request was for:

How many (exactly) claims has EQC received from uninsured people? (as of this request)

What is the breakdown of these claims in terms of contents/land/building?

What is the average amount claimed?

What is the highest amount claimed? Where is this claim (suburb/street) and what is being claimed? (details of damage, etc)

Do any of the claimants say their homes are uninhabitable? If so, how many?

Has the EQC (or other relevant government agency) done any work around how to cater for these claims or is there nothing that came be done?

What happens now to damaged properties (particularly those with land damage) with no insurance, if anything?

I believe that the part of the request for information about any work by government agencies that relates to catering for claims by uninsured households and for information on future steps for uninsured damaged properties is more closely connected to the functions of the Minister for Canterbury Earthquake Recovery. Accordingly, I have decided under section 14(b)(ii) of the Official Information Act to transfer this part of the request to your office. The other parts of the request will remain with the Earthquake Commission.

I have today informed the requestor of the transfer, and that you have 20 working days to make a decision.

Yours sincerely

Bryan Dunne
for Chief Executive of the Earthquake Commission

9(2)(a)

From: 9(2)(a)
Sent: Friday, 11 February 2011 2:11 p.m.
To: '9(2)(a)@parliament.govt.nz'; '9(2)(a)@parliament.govt.nz';
'9(2)(a)@dpmc.govt.nz'; '9(2)(a)@treasury.govt.nz';
'9(2)(a)@parliament.govt.nz'; '9(2)(a)@parliament.govt.nz';
'9(2)(a)@parliament.govt.nz'; '9(2)(a)@parliament.govt.nz';
'9(2)(a)@aonbenfield.com'; Michael Wintringham;
'9(2)(a)@xtra.co.nz'; '9(2)(a)@xtra.co.nz';
'9(2)(a)@bovairdpartners.co.nz'; Ian Simpson; Lance Dixon; 9(2)(a)
'9(2)(a)@parliament.govt.nz'; '9(2)(a)@parliament.govt.nz';
'9(2)(a)@parliament.govt.nz'; '9(2)(a)@breakawayinvestments.co.nz';
'9(2)(a)@orcon.net.nz'; '9(2)(a)@dpmc.govt.nz';
'9(2)(a)@med.govt.nz'; Bryan Dunne
Subject: EQC Ministerial Weekly Report
Attachments: Ministerial Weekly Report 11 February 2011.pdf

Hi all

Attached is this week's report (apologies for the being a day late). It has been revamped substantially from previous reports, and will continue to be tweaked in the coming weeks as the data we are seeking comes to hand.

Any suggestions or comments are welcome.

9(2)(a)
Advisor
Earthquake Commission



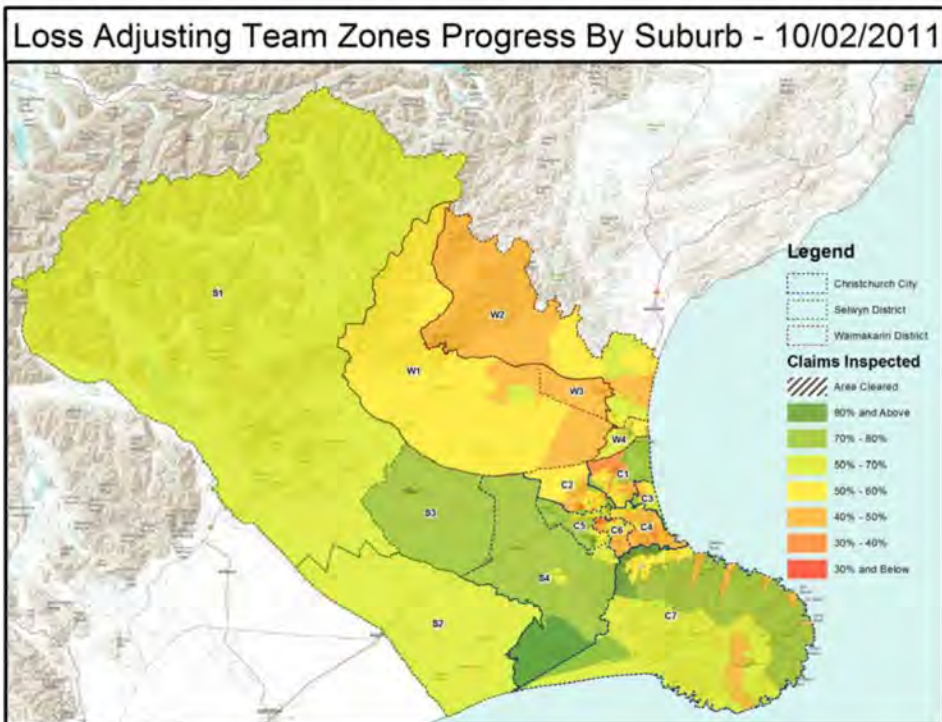
Ministerial Weekly Progress Report

TO: Minister in Charge of the Earthquake Commission
FROM: Chief Executive of the Earthquake Commission
DATE: 11 February 2011
SUBJECT: Earthquake Commission Response to Canterbury Earthquake

1 Key Statistics

Total Claim Numbers	Total Assessments	Total Claim Expenditure
179,530	70,611	\$720M

2 Claims Processing



Comment:

- A loss adjuster and estimator must visit the location of each property within the \$10,000-\$100,000 band before the claim can be transferred to the Fletchers PMO. EQC loss adjusters/estimators have inspected 69,338 properties to date.

2.1 Claim Statistics

	Reported	Open	Closed	Paid to Date
Number of Claims*	179,171	139,104	40,067	\$714,594,060
Building Exposures	165,372	140,982	24,390	\$631,302,629
Content Exposures	55,696	41,393	14,303	\$81,816,053
Land Exposures	24,212	22,294	1,918	\$1,475,379
Total Exposures	245,280			

3 Earthquake Response Repair Programme

3.1 PMO Repairs to date (as at 4 Feb)

Hub location	Claims in Hub		In Progress		Completed		Repair costs To date \$m
	This week	Last week	This week	Last week	This week	Last week	
Selwyn							
Selwyn Central	692	341	212	170	22	5	0.6
Waimakariri							
Kaipoi	491	458	213	175	3	2	1.5
Rangiora	318	318	106	44	0	0	tbc
Christchurch							
Riccarton	480	480	370	277	6	3	0.4
Wigram (Halswell)							
Fendalton	1,342	1,108	113	75	1	0	0.7
Waimairi							
Spreydon	240	130	24	0	0	0	tbc
Heathcote							
Hagley	51	103	26	0	0	0	tbc
Ferrymead							
Quick Response	230	229	120	97	91	78	0.2
Total	3,844	3,167	1,184	838	123	88	

Source: Fletcher Challenge PMO

Comment:

- PMO is now planning to establish a total of 16 Hubs, conditional on resources. This up from the original 12 plus emergency response hub.
- Next hubs to roll out are in Banks Peninsular (offices in Akaroa and Lyttleton), and Malvern / Ellesmere / Springs

3.2 PMO Workforce

Key issues that will impact on PMO progress/milestones which need to be monitored over time are:

- Availability of management skills
- Availability of key trades
- Availability of temporary housing (for trades and households)
- Production rates/hub productivity/average time of repair
- Flow of claims to hubs.

	This week	Last week
EQR/PMO staff	190	180
Contractors		
Registered	769	766
Accredited	155	140
At Hubs	69	81

Source: Fletcher Challenge PMO

Comment:

- Painters, plasterers and brick workers are in demand.

4 Priority Activities

4.1 Winter Heating programme and EECA Chimney Replacement Programme

EECA Activity	No.s
Total Jobs recorded by EECA as allocated to EECA	4,731
Jobs processed by EECA	1,874
Jobs awaiting allocation	166
Jobs allocated	1,195
Jobs completed	408
Jobs pending further information	105

Source: EECA (as at 1-Feb-11)

Comment:

- As of 7 February EQC have assessed all 31,586 claims where the property owner indicated chimney damage when they lodged their claim.
- 6,231 claims have been passed on to EECA by EQC as likely to qualify for the replacement scheme
- Total “priority” claims numbers (chimney sole source of heating; householder with medical condition or specific needs) are still to be determined. To date, 739 priority claims have been identified
- Discussions continue between EECA and Fletchers about incorporating the “EECA Chimney programme” into the Fletcher repair programme.

4.2 Land remediation

Key issues that will impact on the land remediation programme progress/milestones which need to be monitored over time are:

- works fitting within the fiscal cap
- consenting process (whether these are notifiable or non-notifiable)
- tender process for works that Councils will need to undertake.

Workstream	This week	Last week	Comment
Spencerville			Critical path is dependent on private insurers decisions concerning demolition and rebuild. Contractor has confirmed contractual terms and contract has been awarded. Site works commence 14-Feb-11. Completion end of May
Early works			Encompasses approximately 30% of total perimeter works. Consenting underway. Engineering underway. Informal Treasury support received for proposal.
MoUs			Waimakariri District Council requested last minute changes.
Concept design			Well developed with Waimakariri District and Christchurch City Councils. CCC about 3 weeks behind, though this will not delay completion. Dependent on being able to secure non-notified resource consents.

5 Upcoming EQC Activity Milestone Dates

Activity	Date
Complete Fast Track	28-Feb-11
Quantify (inspect and loss calculate) all claims	31-Mar-11
Spencerville Pilot	
• Start s mobilisation and site preparation	7-Feb-11
• Stone columns	16-Mar-11
• Stone columns completed	30-Apr-11
• Works completed	28-May-11
Chimney Programme	
• Assessments complete	7-Feb-11
Concept Design Report	
• Draft report completed	31-Mar-11

9(2)(a) [redacted]

From: Ian Simpson
Sent: Wednesday, 16 February 2011 11:40 a.m.
To: 9(2)(a) [redacted]@treasury.govt.nz
Subject: Confidential
Attachments: [redacted]

Attachment withheld under 9(2)(a)

Jo,

The profiles for 9(2)(a) [redacted] came through earlier this week and I have just had a chance for a quick de-brief with 9(2)(a) [redacted] from Momentum. I was wondering if you would have time for a quick call to give me your thoughts. As you will see, 9(2)(a) [redacted] suggested we use the OPQ tests, I'm not sure how widely these are used.

Cheers,

Ian.

Ian Simpson | Chief Executive | The Earthquake Commission (EQC)

DDI: +64 (0)4 978 6426 | Mobile: 9(2)(a) [redacted]

CONFIDENTIALITY NOTICE

The information in this email is confidential to EQC, intended only for the addressee(s), and may also be legally privileged. If you are not an intended addressee:
a. please immediately delete this email and notify the EQC by return email or telephone (64 4 978 6400);
b. any use, dissemination or copying of this email is strictly prohibited and may be unlawful.

9(2)(a)

From: 9(2)(a)

Sent: Friday, 18 February 2011 3:10 p.m.

To: 9(2)(a) @parliament.govt.nz; 9(2)(a) @parliament.govt.nz;
 9(2)(a) @dpmc.govt.nz; 9(2)(a) @treasury.govt.nz;
 9(2)(a) @parliament.govt.nz; 9(2)(a) @parliament.govt.nz;
 9(2)(a) @parliament.govt.nz; 9(2)(a) @parliament.govt.nz;
 9(2)(a) @aonbenfield.com; Michael Wintringham;
 9(2)(a) @xtra.co.nz; 9(2)(a) @xtra.co.nz;
 9(2)(a) @bovairdpartners.co.nz; Ian Simpson; Lance Dixon; 9(2)(a)

Subject: 9(2)(a) 9(2)(a) 9(2)(a) 9(2)(a) @parliament.govt.nz;
 9(2)(a) @parliament.govt.nz; 9(2)(a) breakawayinvestments.co.nz;
 9(2)(a) @orcon.net.nz; 9(2)(a) @dpmc.govt.nz;
 9(2)(a) @med.govt.nz; Bryan Dunne; 9(2)(a);
 9(2)(a) @treasury.govt.nz; 9(2)(a) @treasury.govt.nz

Attachments: EQC Weekly Report
 Ministerial Weekly Report 17 2 11(2).pdf

Enjoy!

9(2)(a)
 Advisor
 Earthquake Commission



Ministerial Weekly Progress Report

TO: Minister in Charge of the Earthquake Commission
 FROM: Chief Executive of the Earthquake Commission
 DATE: 17 February 2011
 SUBJECT: Earthquake Commission Response to Canterbury Earthquake

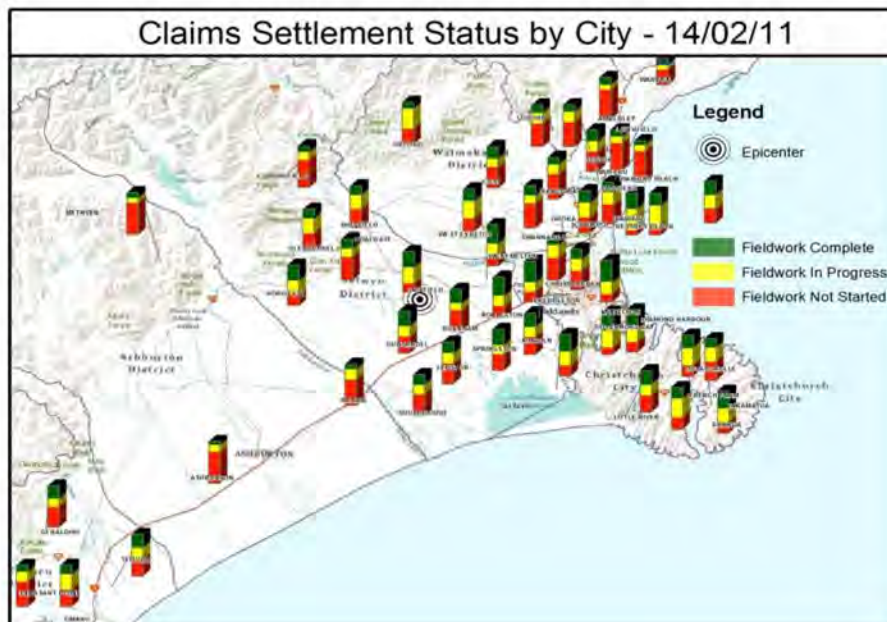
1 Key Statistics

Total Claimants 181,402
 Claimants Contacted by EQC 120,695
 Total No. of Claims 248,336
 Total Expenditure \$742M

Building and Land Claims	Claims Lodged	Claims Assessed*	Claims Closed	Claims Open
<\$10K	122,797	59,036	109,046	13,751
\$10K-\$100K	26,712	26,161	26,154	558
\$100K+	5,386	5,309	5,256	130
Land	26,394	17,190	24,198	2,196

*Assessed = inspected and loss calculated

2 Claims Processing





New risk: Health and Safety considerations have meant a reduction to assessor work hours. The reduced hours will reduce assessments by 1000/week, although EQC still considers the 31 March milestone date is achievable [see page 5].

Comment:

- EQC loss adjusters & estimator teams have inspected 76,766 properties as at 17-Feb-11.

3 Earthquake Response Repair Programme

3.1 Fletcher Construction PMO Repairs to date

Hub location	Claims in Hub		In Progress		Completed		Repair costs To date \$m
	This week	Last week	This week	Last week	This week	Last week	
Selwyn							
Selwyn Central	833	692	286	212	28	22	0.6
Malvern / Ellesmere / Springs	66	0	0	0	0	0	
Waimakariri							
Kaipoi	493	491	279	213	8	3	1.5
Rangiora	450	318	142	106	0	0	tbc
Christchurch							
Riccarton	644	480	445	370	13	6	0.4
Wigram (Halswell)							
Fendalton	1424	1,342	164	113	2	1	0.7
Waimairi							
Spreydon	355	240	57	24	0	0	tbc
Heathcote							
Hagley	304	51	51	26	0	0	tbc
Ferrymead							
Quick Response	287	230	132	120	92	91	0.2
Total	4,865	3,844	1,556	1,184	143	123	

Source: Fletcher Construction PMO (as at 11-Feb-11)

Comment:

- Malvern / Ellesmere / Springs hub now established
- Banks Peninsular hub – 2 offices sited in Akaroa and Lyttleton.

PMO Workforce

Key issues that will impact on PMO progress/milestones which need to be monitored over time are:

- Flow of claims to hubs.
- Availability of management skills
- Availability of key trades
- Availability of temporary housing (for trades and households)
- Production rates/hub productivity/average time of repair

Resources	This week	Last week
EQR/PMO staff	153	190
Contractors		
Registered	769	769
Accredited	192	155
At Hubs	128	69
Contractor FTE estimate	640	<i>n/a</i>

Source: Fletcher Construction PMO

Comment:

- Painters, plasterers and brick workers are in demand.
- Management of the mix of trades required.

4 Priority Activities

4.1 Winter Heating programme and EECA Chimney Replacement Programme

EECA Activity	This week	Last report (1-Feb-11)
Total Jobs recorded by EECA as allocated to EECA	tba	4,731
Jobs processed by EECA	2,367	1,874
Jobs awaiting allocation	205	166
Jobs allocated	1,571	1,195
Jobs completed	487	408
Jobs pending further information	104	105

Source: EECA (as at 17-Feb-11)

Comment:

- We have now assessed all chimney claims except for those of people we have not yet been able to contact, and likely some whose chimney damage has not been listed on their claim.
- All known chimney claims have been assessed. Of the almost 32,000 chimney claims we have received, we expect at least 9,000 to qualify for the scheme.
- Priority is being given to the households of the elderly, the sick, where there are young children and where no operational heating system exists.
- While EECA have organised some replacements, the work in the three main council areas is shortly shifting to our project manager Fletcher Construction.

4.2 Land remediation

Over 26,000 land claims have been received. EQC's geotechnical consultants Tonkin and Taylor found that:

- Around 3,646 fall into Zone C (wide scale coordinated land repair or additional protection work needs to be undertaken before any rebuilding can take place).
- About 5,367 properties are in Zone B (where land damage can be fixed on a section-by-section basis and alongside repair and rebuilding work).
- The remainder fall into Zone A, where there is no evident land damage.
- Properties with land damage that has not yet been mapped will be dealt with on a section-by-section basis as well and all are expected to be effectively in Zone B
- A very small number (thus far <10) of sections were deemed to be damaged beyond collective or individual repair

Key issues that will impact on the land remediation programme progress/milestones which need to be monitored over time are:

- fitting works within the fiscal cap
- consenting process (whether these are notifiable or not) and the nature of any consent conditions
- contestable procurement processes for completion of works.

Workstream	This week	Last week	Comment
Spencerville	●	●	Critical path is dependent on private insurers decisions concerning demolition and rebuild. Contractor has confirmed contractual terms and contract has been awarded. Completion end of May
Early works	●	●	Encompasses approximately 30% of total perimeter works. Consenting underway. Engineering underway.
MoUs	●	●	Working through some changes requested by WDC to the MoU.
Concept design	●	●	Well developed with Waimakariri District and Christchurch City Councils. CCC about 3-4 weeks behind, though this will not delay completion. Dependent on being able to secure non-notified resource consents and any conditions attached.

New Risk: Spencerville – The contractor 9(2)(a) has advised of a shipping delay to the delivery of the Stone Column Probe. We are advised that the ETA to Lyttelton is now 2 April 2011 (6 days later than originally advised by the contractor)

Comment:

- WDC commencing meetings on 23 Feb with residents to outline the land remediation and civic infrastructure repair programme.
- Consenting and engineering processes for early works encompassing approximately 30% of total perimeter works is underway. EQC is exploring with Councils options for accelerating some perimeter works further.

- Application of Variation 48 may have a direct impact on speed of rebuild. Application of Section 72 of Building Act may also have a direct impact on speed of rebuild.
- RMA processes and whether consenting processes are notifiable or non-notifiable will have a direct impact on risk and potentially pace of activities.
- The next set of interpretative reports for suburbs was published on the EQC website. These technical reports will be used by engineers to design the additional land remediation works where necessary. The information can also be used by private insurers (alongside the Department of Building and Housing guidance document) to design the foundations for the houses which need to be repaired or rebuilt to satisfy building consent requirements.

5 Other EQC Activity

5.1 EQC Related Activity

Customer Satisfaction Survey of EQC Activity

- EQC commissions a regular (quarterly) survey of claimant satisfaction with EQC's claim handling process.
- EQC is commissioning a similar report for the Canterbury event. Results from this survey will be included in future reports once available.

EQC Health and Safety

- Assessment teams continue to manage very high workloads, and the local management team is monitoring stress and fatigue levels.
- An EQC commissioned report by Impac Risk and Safety Solutions on health and safety risks confirms the increased fatigue levels.
- Assessor work hours have been reduced to half a day on Saturday. The reduced hours will reduce assessments by 1000/week, although EQC still considers the 31 March milestone date is achievable.

Operational Policy Changes

- EQC is implementing operational policy changes to deal with the following issues:
 - Providing cash settlements for damaged properties where major renovations had been planned.
 - Timely processing of variances in EQC and the Fletchers PMO cost estimates for repair work to ensure there are no delays in.
- EQC is preparing a briefing note for Ministers on these changes.

5.2 Milestones

There are a number of factors which will affect these dates:

- The need to respond to other significant events.
- Delays in obtaining and implementing any third party agreements.
- Council processing and consenting requirements.
- Progress by private insurers.
- Statutory notice or consultation periods.
- Delays associated with obtaining plant and machinery.

Activity	Date	Progress
Complete Fast Track	28-Feb-11	●
Quantify (inspect and loss calculate) all 4 Sept claims and the majority of aftershock claims	31-Mar-11	●
Spencerville Pilot		
• Start mobilisation and site preparation	Started	●
• Stone columns completed	30-Apr-11	●
• Works completed	28-May-11	●
Chimney Programme		
• Assessments of reported damage	Completed	
Concept Design Report		
• Draft report completed	31-Mar-11	●

9(2)(a)

From: 9(2)(a)
Sent: Monday, 21 February 2011 1:14 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: BEFU (Budget) Forecast - DMO/EQC inter-entities

9(2)(a) is away till 1 March, I am having a budget meeting on 2 March with Phillip and 9(2)(a) to discuss what you have raised and other matters. I am not 100% confident I will have the answers for you by 2 March, can I have another 24 hours.

Regards

9(2)(a)

Canterbury Earthquake Reporting Manager, Finance

Earthquake Commission
Level 20, Maiestic Centre, 100 Willis Street, Wellington 6140
Phone 9(2)(a)
Mobile

9(2)(a)

From: Lance Dixon
Sent: Wednesday, 23 February 2011 5:17 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: FW: Web Based Communication/Drupal Open Atrium Boost Proposal!
Attachments: Open_Atrium_Proposal.docx

Whole message from pc.

From: 9(2)(a)
Sent: Wednesday, 23 February 2011 4:37 p.m.
To: Lance Dixon; 9(2)(a); 9(2)(a)
Cc: 9(2)(a); 9(2)(a); Gail Kettle
Subject: Web Based Communication/Drupal Open Atrium Boost Proposal!

Hi Lance,

Just a follow up with the conversation we had earlier today around business community website, I spoke with 9(2)(a) of www.boost.co.nz, we spoke about some of the current situation within EQC,

Business Communications Concerns

1. Dissemination of information throughout Organisation and Associated Businesses.
2. As the communications grows the need to access information is now paramount.
3. Agreement on Timelines and Milestones in and between specific departments.
4. Lesson's learned (allowing us to capture and retain information around the organisation since September 4 and other events).
5. As large numbers of employee's move and change roles, it is difficult to retain tasset knowledge within Organisation.

9(2)(a) mentioned that he will have something hosted later today through a company called web farm, Tomorrow I will go over and set up some contact groups and get some initial information online,

Security – We can have it on our own dedicated server's at a later point or use https dedicated certificate,

Cost's Open source is free, hosting is \$80 a month and there may be further costs in training, and bespoke development.

Hope to have something clickable tomorrow afternoon.

As we are looking at Drupal going forward for web site, If we can use a tool in the same remit or product stack this save time and energy going forward.

I have been told that we have used Google groups previously to some success, So I would also like to weigh the value of using this technology.

Kind Regards

9(2)(a)

9(2)(a)

Open Atrium Proposal

<http://openatrium.com/> / <http://developmentseed.org/>

Business Case

1. Communication of information throughout Organisation and Associated Businesses.
2. Agreement on Timelines and Milestones in and between specific departments.
3. Lesson's learned (allowing us to capture and retain information around the organisation since September 4 and other events).
4. As the communications grows the need to access information is now paramount.
5. As large numbers of employee's move and change roles, it is difficult to retain tasset knowledge within Organisation.

Cost Savings to Organisation

1. Open Source technology has zero cost unless you wish to personalise the technology or onsite development.
2. Cost savings in terms of the level of quality data retained in the business (Lessons Learned).
3. Left hand knows what right is doing, consistency in the level of data is being communicated.
4. Instant access to the knowledge base of the organisation.

Suggestions

1. Off site hosting, better to host off site and have the system running 24/7, rather than having more stress and ticket rising with the IT department.
2. Rules and regulations with service provider, as to ownership of content.
3. Gradual rollout of services to see how the platform will operate, initially with Communications Department.
4. Identify specific workgroups, (Management, Online content, Call Centre groups etc..)

The Product and Platform

Open Atrium is both a product and a platform, and we would like to share a bit more about what that means. Open Atrium provides an illustration of what an advanced open source software project can look like.

The Product

From a product perspective, Open Atrium provides an intranet and extranet solution that includes collaboration features that are commonly needed by organizations seeking to build social knowledge sharing websites. Centered around the concept of using formal and informal groups to let users organize themselves for collaboration and then filter information up to universal features, Open Atrium makes the following tools available to each group:

1. **Blog** feature provides a means for timely conversation, with support for threaded commenting, file attachments on both the post and comments, and granular email notifications to alert group members of new activity.

2. Calendar feature lets each group to share information about meetings, project milestones, and more. Calendars support iCal subscription so that existing individual or team calendars from applications like Google Calendar or Microsoft Outlook can be seamlessly integrated with Open Atrium.
3. Notebook feature lets users post static content, collaborate on documents, store and compare revisions, attach relevant files, and print interim or finalized versions.
4. Shoutbox feature provides “microblogging” for users to share short updates, links, and other relevant information with others.
5. Case tracker feature allows users to create, assign, and update tasks to to-do lists for projects, so that projects can be managed effectively online.
6. Dashboard feature allows group and site administrators to control and arrange content display and make sure that teams are kept up to date with the latest important content appropriate for each group.

Content on Open Atrium sites can be edited using a web interface using a simplified markup language or a WYSIWYG editor. Content can exist in various workflows and have customized fields, and sites can have users with various permission levels. Visual and other user interface customizations can be facilitated through a simple web interface. By paying careful attention to long term scalability and extensibility needs during development, the core Open Atrium product allows for significant customizations to be made within the user interface without changing any code. Such tools provide users with great flexibility to meet unique requirements for each new site built with the Open Atrium product.

The Platform

At the same time as Open Atrium is a product with turnkey features, it is also a platform for building custom knowledge management sites. The open source Open Atrium core package – based entirely on Drupal 6 – is fully extensible using common Drupal development best practices so that organizations can adjust the base Open Atrium features to meet unique business needs. For instance, Open Atrium users have integrated their sites with third party enterprise software like LDAP, document management, and CRM systems, created custom workflow features to match precise internal business processes, or created entirely new interfaces to meet unique branding and use case needs.

- To help maximize return on investment for its users and cut down on long term costs of ownership from maintaining customizations, we pursued a few important priorities in the development of Open Atrium to ensure it would be a useful and reliable platform:
- Benefit from the open source community. We knew that using code and tools maintained by the wider Drupal community would minimize the effort required from developers to support customizations and would allow organizations to take advantage of future developments initiated by others without learning a new software development paradigm.
- Provide a clear upgrade path. We knew that as Open Atrium adoption grew, new features would inevitably be added to systems that have been customized by their users. Through a combination of application architecture and public documentation, we have made sure that new tools are as easy as possible for organizations to adopt into their custom systems.
- Allow for unique requirements and niche use cases. We knew that customizations for specific organizations would need to be accommodated in a way that would not degrade the core product. Techniques must exist for making truly custom changes to a given site.

Taking these considerations into mind, our team successfully developed the Open Atrium platform in a way that is letting us meet all of these goals. The core Open Atrium code provides a foundation for quick deployment, and relying on the Features development paradigm, developers are able to continue building new functionality and making customizations that can be accommodated within the product framework. The end result of this “product and platform” approach is that Open Atrium users get the benefits of a carefully maintained and well supported core feature set, while at the same time maintain a level of freedom to customize when needed - something that proprietary software and restricted products rarely offer. For your organization, this flexibility will mean the ability to iterate on an established product base over time, and pursue the adoption or creation of new features when appropriate to meet the evolving needs of your users.

Case Studies

These two examples are perfect as they encompass a highly regulatory (Government/Financial) organisation and also a disaster relief coordination effort.

World Bank:

www.developmentseed.org/blog/2009/sep/08/custom-open-atrium-intranet-launches-world-bank

Pakistan Floods:

www.pakistanfloodresponse.com

An Example of how Open Atrium could help managing content internally and with contracted parties (External business): Internal Email.

In House Example:

Call Centre Communications and Training Potential Solution.

1. Internal liaison with all EQC teams to ensure all significant claimant impacting activities, all process changes and all external communications are briefed / trained to all call centre staff in a timely and effective way.
Ans: Using Open Atrium Blogging and Document storage technology, Using Groups.
2. Documentation of call centre training and knowledge base content utilising subject matter experts as appropriate.
Ans: Using Blogging, Wiki, and Document Storage.
3. Assist in the development of a Knowledge Base that can be used by all call centres (this has wider use in all areas of the business so the ownership may sit elsewhere).
Ans: Blogging, Wiki, and Document Storage.
4. Develop methodology to provide high confidence that the training and briefing is effective and all call centre staff are providing accurate information to claimants.
Ans: General, Messaging, Shout box.
5. Develop and manage a feedback mechanism to alert relevant EQC staff of any changing or new requests / trends from claimants.
Ans: Grouping, Shoutbox and messaging.
6. Provide input and feedback to Operational and Communications teams to assist in managing the public and claimant response back into the call centres.
Ans: Blogging, Grouping and Shoutbox.
7. Provide an initial point of escalation for managers of each of the call centres to resolve issues.
Ans: OpenAtrium also has Case Tracker.

Using this open source technology, we can directly coordinate information with the separate communication teams. I understand that this is a large leap at this moment in time, I believe that in the long term as this system is properly moderated it can really help structure communications.

9(2)(a)

Meeting with Hon Brownlee last week, we raised access to CCC info as an issue to further progress on a number of fronts. (Obviously things have changed in the interim but wanted to confirm we'd followed through)

Thanks again to you, 9(2)(a)

Bryan

From: 9(2)(a) [mailto:9(2)(a)@chapmantripp.com]
Sent: Wednesday, 23 February 2011 3:11 p.m.
To: Bryan Dunne
Cc: Lance Dixon; 9(2)(a) Phillip Jacques
Subject: FW: Questions and Answers: EQC Insurance after an Initial Claim

Hi Bryan,

My voice message refers.

The meeting was successful – we answered all Treasury/DPMC/Crown Law questions.

They all agreed at the meeting to the Q+A in the form that Nicholas has just sent to you (and which is **attached** to this email). This version is very slightly tweaked for clarity – no change to substance.

The next steps seem to be :

- for you to take this latest version to the Minister(s);
- for 9(2)(a) and Phillip Jacques to have a conversation with the reinsurers.

I think 9(2)(a) will want to be in touch with you – they mentioned that on the way out (but also said it was a very good meeting).

There is the issue whether the revised version of the Q+A should go to a CEO of one of the insurers for a "test drive" (as suggested by 9(2)(a)). I leave that to you – time may not permit in the changed circumstances.

After all consultation is done, the Q+A (but *not* the Chapman Tripp draft opinion) can go to the insurance council.

At the end of the meeting we went through a list of "worst case scenarios", which we defined as being where the homeowner somehow misses out on insurance cover. Happy to get you that list – it covered much the same ground as we had discussed earlier in the meeting.

Happy to discuss any of this.

Kind regards,

9(2)(a)

9(2)(a)
D: +64 4 9(2)(a) | M: +64 9(2)(a)

From: 9(2)(a)
Sent: Wednesday, 23 February 2011 2:44 p.m.
To: 'Bryan Dunne'; 9(2)(a)@eqc.govt.nz; 9(2)(a)@crownlaw.govt.nz
Cc: 9(2)(a); 9(2)(a)
Subject: Questions and Answers: EQC Insurance after an Initial Claim

Bryan, Phillip, 9(2)(a)

Please find **attached**, for your information, a red-lined version of the "Questions and Answers: EQC Insurance after an Initial Claim" document, incorporating minor clarifications, following our meeting with officials today.

Kind regards

9(2)(a)

9(2)(a)
SENIOR SOLICITOR

CHAPMAN TRIPP | D: 9(2)(a) | PA: 9(2)(a)
www.chapmantripp.com

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9(2)(a)

From: Phillip Jacques
Sent: Wednesday, 23 February 2011 5:53 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: Letter of offer
Attachments: Offerletter Dec2010.docx

Phillip Jacques
Chief Financial Officer
Earthquake Commission, PO Box 790, Wellington
New Zealand

Level 20, Majestic Centre, 100 Willis Street, Wellington

Telephone (DDI) 9(2)(a)

20 December 2018

Wellington
6012

Dear

Re: Offer of Fixed Term Employment

EQC is pleased to offer you the full time fixed term position of Manager, Strategy & Policy, subject to your acceptance of the employment offer outlined in this letter.

Your salary for this position will be \$xxxxxx per annum, pro rata and employment shall commence on ?????? 2010 and will continue until ???? 2012 unless terminated earlier in accordance with the terms of the employment agreement.

The reason your employment will end on the abovementioned date is due to EQC only requiring additional staff to meet the increased volume of work over the period following the recent Canterbury earthquake.

Other benefits for this role include..... EQC will also commit to appropriate personal development.

In accepting this offer of employment, you are agreeing to keep the details of this salary package confidential and should not discuss these arrangements with any EQC personnel, other than your manager.

This offer is also in advance of confirmation that you have a criminal conviction free record. If information is received from the Department for Courts which indicates that you have a criminal conviction record your employment with us would have to be reviewed. The offer is also subject to receipt of satisfactory credit and reference checks.

As a new employee, provided you are eligible, you will be automatically enrolled in Kiwisaver and EQC will start to make deductions from your first pay. You have eight weeks from starting your new job to decide if you want to remain a member of Kiwisaver or opt out.

As this position is covered by an Individual Employment Agreement you are entitled to seek advice in relation to the offer. Advice can be obtained from a lawyer, union, Citizens Advice Bureaux or any other relevant organisation. Alternatively, you may also choose not to seek advice.

Please confirm that you have taken the opportunity of seeking independent advice and that you wish to accept the position offered to you by EQC by signing the bottom of one copy of this letter and returning it to me within 7 days. A copy of this letter will be retained on your personal file. Please retain the other copy for your own records.

I look forward to working with you.

Yours sincerely

Ian Simpson
Chief Executive Officer

I, xxxxx, have read and understood the offer of employment made to me by EQC.

I confirm that I have had the opportunity to seek independent advice and after due consideration I accept the offer of employment made to me by EQC.

In accepting this position I acknowledge that there is no intention, expressed or implied, that I can have an expectation of ongoing employment with EQC beyond the termination of this agreement.

Signed..... Date.....

9(2)(a)

From: Bryan Dunne
Sent: Thursday, 24 February 2011 1:34 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: FW: Questions and Answers: EQC Insurance after an Initial Claim
Attachments: WGND001-#1241107-v1-EQC_INSURANCE_M_WORST_CASE_SCENARIOS.DOC

From: 9(2)(a) [mailto:9(2)(a)@chapmantripp.com]
Sent: Thursday, 24 February 2011 12:28 p.m.
To: Bryan Dunne
Subject: RE: Questions and Answers: EQC Insurance after an Initial Claim

"Worst case" scenarios **attached** – as discussed. There are three here. Potentially there may be more – but these are the three that were more obvious and discussed at the meeting.

Regards,

9(2)(a)

9(2)(a)
D: +64 9(2)(a) | M: 9(2)(a)

From: 9(2)(a)
Sent: Wednesday, 23 February 2011 10:03 p.m.
To: 'Bryan Dunne'
Subject: RE: Questions and Answers: EQC Insurance after an Initial Claim

Thanks Bryan – I'll get you the "worst case" tomorrow.

Cheers,

9(2)(a)

9(2)(a)
D: +64 4 9(2)(a) | M: +64 9(2)(a)

From: Bryan Dunne [mailto:BryanDunne@eqc.govt.nz]
Sent: Wednesday, 23 February 2011 7:49 p.m.
To: 9(2)(a)
Subject: RE: Questions and Answers: EQC Insurance after an Initial Claim

Many thanks 9(2)(a), apologies again for ducking out.

List of worst case would be useful.

On other issues – I have DPMC meeting tomorrow and that may have some bearing on current suite of land remediation issues/work. If so I will of course update you.

"WORST CASE" SCENARIOS IN RELATION TO EQC INSURANCE COVER AFTER AN INITIAL CLAIM IS MADE

1 The first scenario arises where:

- 1.1 the residential building has been a total loss following the previous earthquake (that is, both EQC and the private insurer have paid out the full amount to which it was insured);
- 1.2 the fire insurance policy for the building has accordingly been terminated or cancelled; and
- 1.3 previously undamaged residential land is now damaged.

PROBLEM: If there is no fire insurance policy in force, there is no EQC insurance to respond to the new damage to the residential land.

2 The second scenario arises where:

- 2.1 the residential building was partially but not entirely damaged in the previous earthquake (such that some but not all of the \$100,000 of EQC insurance available was consumed);
- 2.2 the fire insurance policy is still in force but has not yet had its periodic renewal;
- 2.3 EQC has not yet made any payment in respect of the homeowner's claim because the property has yet to be assessed or (if it has been assessed) payment has yet to be processed; and
- 2.4 the terms of the fire insurance policy provide that the private insurer only has to pay, in respect of each event, for any natural disaster damage above the first \$100,000 of damage.

PROBLEM: If there has been no renewal of the fire policy and no payment of any kind by EQC in respect of the claim, the amount of available EQC insurance for the building will not have been reinstated to \$100,000. Accordingly, the home owner will have only so much of the initial \$100,000 of EQC insurance as was not used in the previous earthquakes.

If the amount of the fresh damage is more than the remaining EQC insurance for the building, there will be an uninsured gap between what EQC is liable to pay and where the private insurance "kicks in".

However, we understand that this scenario will not be common in practice, as we are aware of only one standard home insurance policy (used by a smaller insurer) that contains policy terms of this nature. Most policies simply provide that the private insurer is liable for all natural disaster damage beyond what EQC is liable to pay (and the EQC excess).

3 The third scenario arises where:

- 3.1 the fire insurance policy specifies that it automatically lapses (or is liable to be suspended by the private insurer) if the residential building is left unoccupied for a given period (usually 60 or 90 days);
- 3.2 the residential building has been left unoccupied for that period; and
- 3.3 the policy automatically lapses or (where it does not automatically lapse) it has been suspended or cancelled by the private insurer after expiry of the relevant period.

PROBLEM: If there is no fire insurance policy in force, there is no EQC insurance to respond to any new damage.

9(2)(a)

From: 9(2)(a)@clear.net.nz
Sent: Thursday, 24 February 2011 3:26 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: EQC Christchurch - Draft Papers
Attachments: Draft Communication from Ian to 'staff'.docx; Loss Adjustor Pay Rates and Criteria # 2.doc

Withheld under s 9(2)(i)

Hello Jo.

It was good to talk to you yesterday.

Loss Adjustor Pay Rates etc.....Please bear in mind that this paper is a draft, but Reid has already indicated his agreement with it and at this stage I am just checking an extra two or three perspectives before we fire it off to Wellington formally. I believe that Reid has mentioned at least one or two of the issues in this paper to Lance. Please also bear in mind that it was written immediately prior to the last earthquake so it will need to be tweaked to reflect that. (Actually, in our view the paper becomes more important now that we have a much longer commitment here).

Ian and the TroopsI have also attached a draft suggested communication from Ian to the troops. This may or may not be appropriate, but I wanted to give you a feel for the kind of thing that I think needs to be said. I have given Reid a hard copy of this (I think he agrees with the flavour) and he will probably take it with him tomorrow when he travels up for a meeting with you folk.

I am happy to discuss any of this when you wish. Incidentally, I spoke to Reid about the possibility of my arranging to meet face to face with you to discuss this kind of issue and he is happy for me to do this. Would you like me to come up for a fuller chat about the personnel realities and issues? At the moment the Air NZ seem to have some flights available on Monday. Your call.

I look forward to hearing from you; and to meeting you.

Regards

9(2)(a)

9(2)(a)
Personnel Manager (Christchurch)

DRAFT – SUGGESTED APPROACH - 9(2)(a)

Memo to all staff and contractors

EQC Christchurch

I am writing to you now because I want you to be clear about how things in Christchurch are being managed from an EQC perspective, and to let you know how much I appreciate your contribution to the key role that the Commission will need to take to help the people of Canterbury.

Many of you have already devoted a considerable amount of your energy and time to working with us since September, but clearly there is going to be much more to do. It is important that we plan this carefully, so that we can properly coordinate our work with that of the other service agencies working with and around us, and so that we effectively manage our own team, of which you are a key member.

We will not be able to use everyone at once, and of course we must allow people to rest between rotations. As you probably know, our own infrastructure in Christchurch has been damaged and it will take a while for us to get back up to speed. For a little while we will be working with smaller number of people than necessary, as we re-establish our offices and systems, and as we reconfigure our deployment rosters.

I do understand that if you live in Christchurch the earthquakes will have impacted on you and your families, sometimes in very significant ways. As always, family must come first and I entirely accept that you may not be able to help us straight away. Similarly I accept that some people from out of Christchurch may not want to return for family or other reasons.

Reid Stiven and his Christchurch team are focussed on re-establishing our operation as quickly as possible and no doubt they will be in touch with you before long, if you haven't heard from them already. I know many of you are keen to help, but please be patient and allow us to organise our teams.

Whether or not you will continue to be available to help us as we move forward, I do want you to know that I am grateful for what you have done already. There is an important job ahead of us and we will be doing all we can to most effectively carry out our role. We will be contacting you as soon as we can to let you know how you may be able to help further, and to see how available you are.

Keep safe; and thank you once again for your help.

Love and kisses

Ian

9(2)(a)

From: Ian Simpson
Sent: Thursday, 24 February 2011 5:50 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: FW: Govt Dept Earthquake Information

Jo,

Based on this any thoughts about H&S implications of re-opening Deans Avenue?

Cheers,

Ian

-----Original Message-----

From: 9(2)(a) [mailto:9(2)(a)@fcc.co.nz]
Sent: Thursday, 24 February 2011 2:43 p.m.
To: Ian Simpson
Cc: Lance Dixon; 9(2)(a) [FCC-BldW]; 9(2)(a) - EQR
Subject: FW: Govt Dept Earthquake Information

Ian/Lance

Aaron asked me to look into this. I spoke to 9(2)(a), our professional engineer who has been assessing the safety issues of a number of buildings in the last couple of days.

He tells me (2:30pm today) that he went through the EQC building (Hagley?) with the Bayleys on site manager, and deemed the ground and first floors to be safe to occupy, in that from a safety point of view they were essentially in the same shape they were pre-quake. The top floor however is only safe to rescue equipment/possessions etc and not for occupation at this stage due to concern with the overhead items, windows and other similar problems.

While the decision to occupy is ultimately a personal one for tenants/owners, 9(2)(a)'s view is his professional opinion. 9(2)(a) if you have another comment to make, please respond in a reply to all.

I hope this note suits your purpose.

regards

9(2)(a)
Establishment Manager

EQR Command Centre
PO Box 80105, Riccarton, Christchurch 8440
Ph: 9(2)(a)

Email: 9(2)(a)@fcc.co.nz

Helping the recovery in CANTERBURY

The Fletcher Construction Company | As agents for The Earthquake Commission

From: Lance Dixon [mailto:9(2)(a)@EQC.govt.nz]
Sent: Thursday, 24 February 2011 1:12 p.m.

To: 9(2)(a)
Subject: FW: Govt Dept Earthquake Information

9(2)(a)

Can you do an email report to Ian with sufficient information to allow him to declare the building safe to occupy.

Thanks
Lance.

PS – Jo is on secondment to EQC at present.

From: Jo Hickling [mailto:9(2)(a)@treasury.govt.nz]
Sent: Thursday, 24 February 2011 10:58 a.m.
To: Lance Dixon; Bryan Dunne; Phillip Jacques
Subject: FW: Govt Dept Earthquake Information

Hi there

SSC are currently updating Septembers Earthquake guidelines and a refreshed version will be sent to me later today. They are, however, being very clear that only CE's should be taking the decision regarding whether or not it is safe for staff to return to their place of work.

Jo Hickling | Human Resources Manager | The Treasury
Tel: 9(2)(a) @treasury.govt.nz <mailto:9(2)(a)@treasury.govt.nz>

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9(2)(a)

From: 9(2)(a)
Sent: Friday, 25 February 2011 10:56 a.m.
To: 9(2)(a)@treasury.govt.nz
Subject: FW: EQC Christchurch Contact Info

Hi Jo,

this is the PA of the Operations Manager in Christchurch,
Can we answer some of her Queries she can FWD on the Mails,

9(2)(a)
Communications Advisor
Earthquake Commission
Wellington, New Zealand

Tel. 9(2)(a)
Email: 9(2)(a)@eqc.govt.nz

From: claims_coordinator@clear.net.nz [mailto:claims_coordinator@clear.net.nz]
Sent: Friday, 25 February 2011 10:33 a.m.
To: 9(2)(a)
Subject: RE: EQC Christchurch Contact Info

9(2)(a)
Depends what sort of content you want to distribute. Mobile phone numbers for our assessment teams are being redistributed so there's no point giving you that information at this stage.

Managers – we have the core management team and then basic managers for various departments.
Can you let me know the basic content of what you've got to send so I can figure out what's appropriate.

Thanks

9(2)(a)

From: 9(2)(a)@eqc.govt.nz]
Sent: Friday, 25 February 2011 10:18 a.m.
To: Claims Coordinator Deans Avenue
Subject: EQC Christchurch Contact Info

Hi 9(2)(a)

9(2)(a) here from the communications team following up on earlier call,
We require the list of managers (8), and the list of numbers (Name, Position, and email where possible).

Regards

FYI

Do you need anything from me???

9(2)(a) —

From: 9(2)(a) —
Sent: Friday, 25 February 2011 1:20 p.m.
To: 9(2)(a) — '@treasury.govt.nz'
Subject: FW: Call list
Attachments: Contact List Christchurch+Brisbane.xls; Copy of Copy of EQC Complete Staff Contact List.xls; Copy of Satellite Office Directory.xlsx

Basic Management team:

Reid Stiven (Senior Claims coordinator/Canterbury Event Manager) [this email address please](#)

9(2)(a) — (Assistant Claims coordinator/Canterbury Field Operations Manager) 9(2)(a) — — not sure if he has access to his computer at this stage but I see him daily and can pass anything on

Pat Moynihan (Supervising Estimator) 9(2)(a) —

9(2)(a) — (Claims Administration Manager) claims_admin_manager@clear.net.nz

Extras:

9(2)(a) — (Land Remediation Project Manager – part of EQC executive) [9\(2\)\(a\)@prodirections.com](mailto:9(2)(a)@prodirections.com)

George Hooper (Recovery Liaison) 9(2)(a) — egc@clear.net.nz

Then we have the departmental managers:

Personnel Manager (rotating position – currently filled by 9(2)(a) — [@clear.net.nz](mailto:9(2)(a)@clear.net.nz)

9(2)(a) — (Assistant Personnel Manager) Asst_personnel_mgr@clear.net.nz

Site Manager (rotating position – currently filled by 9(2)(a) — although he is rotating out today. Ask 9(2)(a) — for who is here next). Site_coordinator_egc@clear.net.nz

Facilities Manager (rotating position – currently filled by 9(2)(a) — [@clear.net.nz](mailto:9(2)(a)@clear.net.nz)

9(2)(a) — (Work Force Planning Group) [9\(2\)\(a\)@fraudexaminer.co.nz](mailto:9(2)(a)@fraudexaminer.co.nz) /

9(2)(a) — [@gmail.com](mailto:9(2)(a)@gmail.com)

9(2)(a) — (Administration/Accommodation) admin_officer_deans@clear.net.nz

9(2)(a) — (Administration/Fleet Coordination) admin_officer2_deans@clear.net.nz

9(2)(a) — (Assistant Claims Administration Manager) ca_super2_deans@clear.net.nz

9(2)(a) — (Accounts Manager) accts_mgr_canterbury@clear.net.nz

9(2)(a) — (Registry Manager) egc_registry@clear.net.nz

From: 9(2)(a) — [mailto:9(2)(a)@eqc.govt.nz]

Sent: Friday, 25 February 2011 10:18 a.m.

To: Claims Coordinator Deans Avenue

Subject: EQC Christchurch Contact Info

Hi 9(2)(a) —

9(2)(a) — here from the communications team following up on earlier call, We require the list of managers (8), and the list of numbers (Name, Position, and email where possible).

Regards

FYI

Do you need anything from me???

9(2)(a)
**Communications Advisor
Earthquake Commission
Wellington, New Zealand**

Tel. 9(2)(a)
Em: [redacted]

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From: 9(2)(a)
Sent: Friday, 25 February 2011 12:42 p.m.
To: 9(2)(a)@treasury.govt.nz; 9(2)(a)
Subject: Call list

Hi Guys,

These are lists for Christchurch, Brisbane, and Satellite offices in Auckland (unsure of Operations).

rgds

9(2)(a)
**Communications Advisor
Earthquake Commission
Wellington, New Zealand**

Tel. 9(2)(a)
Em: [redacted]

20/12/2018

EQC Contact List Jan 2011

Surname	First Name	Position/responsibility	cell phone	email
9(2)(a)		F/O Supervisor Nthwood	9(2)(a)	
		Hazeldean Admin Assistant		
		Field Office Manager		
		Contracted Loss Adj		
		Verifact Rep/LA Co-ordinator		
		Personnel Manager		
		Field Office Manager		
		Assistant CA Manager		
		Facility Manager		
		F/O Supervisor Hazeldean		
		CA Super - Data Management		
		Accommodation Manager		
		PA to Reid Stiven + Executive		
		Assistant Personnel Manager		
		Barrington Admin Assistant		
		IT Support		
		EQC Contractor		
		F/O Supervisor Barrington		
		Accounts Manager		
		Event Manager, Brisbane		
		Lincoln Admin Assistant		
		IT Manager		
		Claims Process Manager		
		Catastrophe Claims Manager		
		Personnel Manager		
		Administration Assistant		
		IT Assistant		
		Show Place Admin Assistant		
		WFPG		
		Tonkin & Taylor		
		PA 9(2)(a)		
		Training/Audit CLA		

20/12/2018

9(2)(a)	F/O Supervisor Timaru	9(2)(a)
	Senior Estimator Supervisor	
	Storeman/Catering	
	Registry Manager	
	F/O Supervisor Northwood	
	ERT Co-Ordinator	
	Contracted Loss Adj	
	Receptionist/PA Fletchers	
	Storeman	
	9(2)(a)	
	Claims Admin Manager	
	Adecco Rep	
	Assistant Claims Coordinator	
	Training Facilitator	
	Site Manager	
	Fleet Manager	
	Timaru Admin Assistant	
	Call Centre Manager	
	WFPG	
	Insurance Co-ordinator	
	Northwood Admin Assistant	
	Senior Claims Coordinator	c
	Valuation & Office Fitout	
	F/O Supervisor Lincoln	
	Training Facilitator	
	PA 9(2)(a)	

9(2)(a) [redacted]

From: Phillip Jacques
Sent: Friday, 25 February 2011 2:35 p.m.
To: Juston Anderson 9(2)(a) [redacted]@treasury.govt.nz
Subject: FW: Reinsurance Map
Attachments: EQC Programme Chart 23 2 11.xlsx

Phillip Jacques
Chief Financial Officer
Earthquake Commission, PO Box 790, Wellington
New Zealand

Level 20, Majestic Centre, 100 Willis Street, Wellington

Telephone (DDI) 9(2)(a) [redacted]

From: 9(2)(a) [redacted]@aonbenfield.com]
Sent: Thursday, 24 February 2011 1:09 p.m.
To: 9(2)(a) [redacted]
Cc: 9(2)(a) [redacted]; Phillip Jacques; 9(2)(a) [redacted]
Subject: RE: Reinsurance Map

Hi 9(2)(a) [redacted]

Attached in excel are 2 simple structure diagrams – one on the basis the 22/2/11 EQ loss is 4bn, the other on the basis the 22/2/11 EQ loss is 3.5bn (obviously we have no idea of the loss quantum but it's important to show the trigger of the Top and Drop cover).

In both diagrams the 4/9/10 EQ loss is 3.5bn.

Hopefully the diagrams cut and paste ok for you – I've had some troubles with the excel version we use – let me know if you have any problems.

Kind regards,

9(2)(a) [redacted] **Aon Benfield**
Aon Benfield New Zealand
Level 1, 70 Shortland Street, PO BOX 699, Auckland

9(2)(a) [redacted] | w: aonbenfield.com

From: 9(2)(a) [redacted] 9(2)(a) [redacted] [mailto:9(2)(a) [redacted]@eqc.govt.nz]
Sent: Thursday, 24 February 2011 10:58 AM
To: 9(2)(a) [redacted]
Cc: 9(2)(a) [redacted]; +Phillip Jacques, EQC
Subject: RE: Reinsurance Map

Hi 9(2)(a) [redacted]

Yes, it would be great if you could amend the charts to show the four loss scenario.

I understand 9(2)(a) [redacted] focus is on the current loss-affected position of programme.

Thanks

9(2)(a)

Report Writer/Analyst
Business Information Unit
Earthquake Commission

(04) 9(2)(a)

From: 9(2)(a) [redacted]@aonbenfield.com]
Sent: Thursday, 24 February 2011 9:46 a.m.
To: 9(2)(a) [redacted]
Cc: [redacted] Phillip Jacques
Subject: RE: Reinsurance Map

Hi guys – here is the original excel doc so you can cut and paste it straight in – would recommend paste special as ‘enhanced metafile’ to avoid the various boxes getting out of kilter.

I’ve just thought about something that perhaps isn’t clear here: this is the chart of the reinsurance programme put in place at 1 June 2010.

Obviously the 4/9/10 EQ means layer 1 and potentially all of layer 2 have been eroded by losses. A back-up cover (reinstating cover used in 4/9/10 EQ loss) was purchased for layer 1 but no back-up cover purchased for layer 2 – see book attached.

Question is what do you guys want to be showing here – the general programme or current loss-affected position of programme? I can amend the second chart attached to show a 4 loss scenario for you, if the latter.

Kind regards,

9(2)(a)

Aon Benfield

Aon Benfield New Zealand
Level 1, 70 Shortland Street, PO BOX 699, Auckland

9(2)(a)

w: aonbenfield.com

From: 9(2)(a) [redacted]@eqc.govt.nz]
Sent: Thursday, 24 February 2011 9:17 AM
To: 9(2)(a) [redacted]
Cc: [redacted]
Subject: RE: Reinsurance Map

Hi 9(2)(a) [redacted]

I’ve just noticed this is very low res, so the words are blurry when you print it out. Are you able to resend as a higher res file?

My colleague 9(2)(a) [redacted] is hoping to use this in a report to the Minister, his deadline is 2pm today.

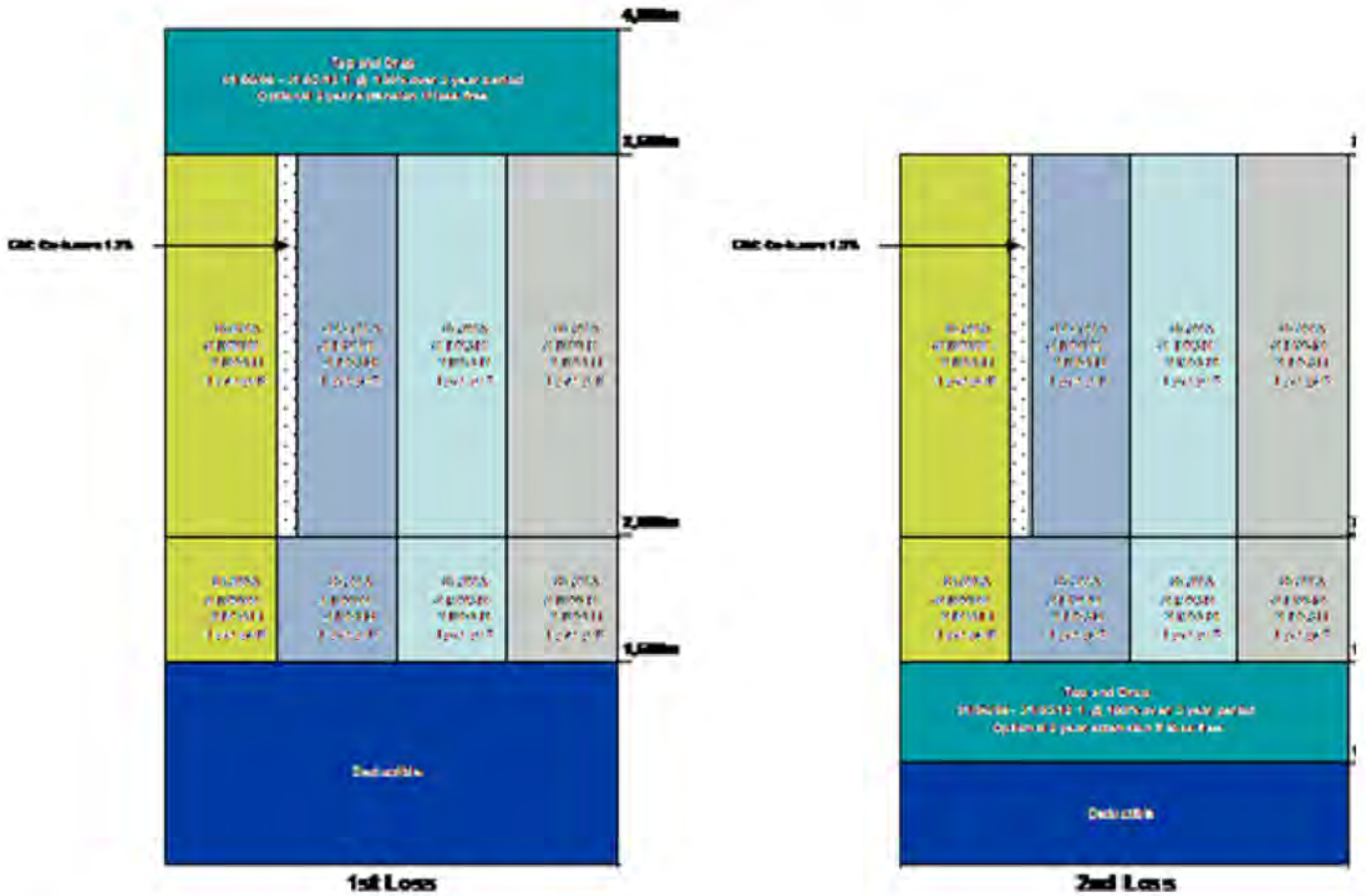
Thanks,

9(2)(a)

Report Writer/Analyst
Business Information Unit
Earthquake Commission

9(2)(a)

From: 9(2)(a) [redacted]@aonbenfield.com]
Sent: Friday, 18 February 2011 4:14 p.m.
To: 9(2)(a) [redacted]
Subject:



Kind regards,

(b)(2)(a) | Aon Benfield
 Aon Benfield New Zealand
 Level 1, 70 Shortland Street, PO BOX 699, Auckland
 t: (b)(2)(a)
 e: (b)(2)(a) | [@aonbenfield.com](mailto: @aonbenfield.com) | w: aonbenfield.com

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9(2)(a)

From: 9(2)(a)@xtra.co.nz>
Sent: Saturday, 26 February 2011 12:05 p.m.
To: 9(2)(a)@treasury.govt.nz
Cc: 9(2)(a); 9(2)(a)
Subject: Update and Rotation Role Out

(Sent from my personal laptop)

Hi Jo. Thanks for the updates yesterday.

You will all be interested to know that a limited number of us have this morning relocated from the Commodore and are now back (with hard hats) in the Hagley building. We can't occupy our offices on the top floor. 9(2)(a) and I are sharing an office on the 1st floor with the admin and workforce teams.

You may be interested in what 9(2)(a) has just sent us (below).

By way of interpretation and amplification:

We have sent rotation C home.

We have rotation D here until 6/3.

We won't have field staff here between 6 and 9/3.

Wednesday 9/3 the LAs from Rotation A will travel back.

Thursday 10/3 the LAs from Rot A will be given additional (insurance) training

Thursday 10/3 the Estimators from Rot A will travel back here

Friday 11/3 Rotation A will be deployed into the field.

Each rotation comprises approximately 90 estimators and 90 loss adjustors.

Obviously the other rotations follow a similar pattern.

We are about to meet to determine the processes for determining who is going to be selected for each rotation (to get the best we can).

Regards

9(2)(a)

9(2)(a)

Personnel Manager (sent from my personal laptop)

9(2)(a)

From: 9(2)(a)

[mailto:9(2)(a)@fraudexaminer.co.nz]

Sent: Saturday, 26 February 2011 11:38 a.m.

To: 9(2)(a) [redacted]@xtra.co.nz
Subject: Rotation Role Out

Hi Team,

Below is the rotation role out for the returning pod members.

Rotation Rollout

Rotation	A5	B5	C5	D5
LA Arrival In Chch	09/3	10/3	13/3	20/3
LA Training / EST Arrive	10/3	11/3	14/3	21/3
LA / EST's Deployed	11/3	12/3	15/3	22/3

9(2)(a) [redacted]

Fraud Examiner Ltd

m: 9(2)(a) [redacted]

www.fraudexaminer.co.nz

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No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1204 / Virus Database: 1435/3467 -

Release Date: 02/25/11

9(2)(a)

From: 9(2)(a)
Sent: Monday, 28 February 2011 9:03 a.m.
To: 9(2)(a)@treasury.govt.nz
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

Hi Ashley

Bryan said to talk to you about the required responses. He said [redacted] drafted up a similar type of response to (1) below for/too? Dr Cullen on the ACC Review 2008 conducted by 9(2)(a) [redacted]. Do you know the letter he is referring to?

The other response I have a template for.

Thanks

9(2)(a)

From: Bryan Dunne
Sent: Sunday, 27 February 2011 6:57 p.m.
To: 9(2)(a) [redacted]
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

Can you pick this up please

From: 9(2)(a) [redacted]@parliament.govt.nz
Sent: Friday, 25 February 2011 3:40 p.m.
To: Ashley Owers
Cc: 9(2)(a) [redacted] Juston Anderson; Ministerial Services; Bryan Dunne; 9(2)(a) [redacted] (MIN)
Subject: RE: OIA to Kate Chapman, Fairfax - EQC draft

Thanks for that Ashley.

Bryan, will you provide an amended response for the Minister's signature?

Please ensure that further emails on this are cc'd to 9(2)(a) [redacted] as I will be on a weeks leave and 9(2)(a) [redacted] will look after this.

Many thanks

- 9(2)(a) [redacted]

From: Ashley Owers [mailto:9(2)(a) [redacted]@treasury.govt.nz]
Sent: Friday, 25 February 2011 3:33 pm
To: 9(2)(a) [redacted] (MIN)
Cc: 9(2)(a) [redacted] Juston Anderson; Ministerial Services; Bryan Dunne
Subject: RE: OIA to Kate Chapman, Fairfax - EQC draft

Hi 9(2)(a) [redacted]

We've considered the proposed response further and recommend that:

- 1) the former Minister, Hon Dr Cullen, be informed of the release of the Treasury Reports but note that consultation is not required. We suggest a letter listing the details of the reports and asking him to advise if he requires copies of the reports should be sufficient.
- 2) the part of the request for pre-2008 BIMs be transferred to DPMC as these are papers of a former Minister and so is information more closely connected to the function of DPMC.

Bryan – please let me know if you need any assistance with this.

Thanks
Ash

Ashley Owers | Ministerial Advisory Service (Team Leader) | The Treasury

Tel: +64 4 9(2)(a) 9(2)(a) @treasury.govt.nz

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- b. any use, dissemination or copying of this email is strictly prohibited and may be unlawful.

From: 9(2)(a) @parliament.govt.nz]
Sent: Friday, 25 February 2011 11:37 a.m.
To: Ashley Owers
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

9(2)(a) indicated that we need to consult Labour on the release of old docs that are part of this response. I wondered if this is something that you could pick up for EQC?

From: 9(2)(a) (MIN)
Sent: Thursday, 24 February 2011 12:50 pm
To: 9(2)(a) (MIN); 9(2)(a) (MIN)
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

Hi

This OIA was drafted by EQC.

I copied this release to 9(2)(a) and here's what Juston said:

EQC consulted with us over this request – we gave EQC the Treasury reports and told EQC what should/shouldn't be released. We also looked at EQC's material and had no issues with what they are proposing is released.

The comments on the EQC "caps" in the release (EQC over a number of years proposing they are increased; Treasury arguing against this; MoF agreeing with Tsy) are likely to get some media attention, as the MoF answered some media questions on the caps last week. 9(2)(a) dealt with this.

From: 9(2)(a) (MIN)
Sent: Thursday, 24 February 2011 12:23 pm
To: 9(2)(a) (MIN); 9(2)(a) (MIN); 'ministerialservices@treasury.govt.nz'
Subject: OIA to Kate Chapman, Fairfax - EQC draft

Hi there

Attached is a copy of an OIA that unfortunately is due out tomorrow Unfortunately this came in last week when I was on leave and it's only now been picked up that it wasn't copied to you at that time.

Grateful if you could take a look as soon as possible.

Kind regards

- 9(2)(a)

9(2)(a) [redacted]

Private Secretary to Hon Bill English
Deputy Prime Minister; Minister of Finance; Minister for Infrastructure; MP for Clutha-Southland

Phone (04) 9(2)(a) [redacted]

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9(2)(a)

From: 9(2)(a)
Sent: Monday, 28 February 2011 9:21 a.m.
To: 9(2)(a)@treasury.govt.nz
Subject: FW: Update
Attachments: Staff List - Draft - Work in progress 25.02.2011.xlsx

Is this the Draft staff list?

From: 9(2)(a)
Sent: Friday, 25 February 2011 7:06 p.m.
To: 9(2)(a)@treasury.govt.nz; 9(2)(a)
Subject: Update

Hi,

An email has gone out to all managers in Wellington, Christchurch and the main Brisbane Manager.

A text has been sent to Loss Adjustors, Estimators and those National Office staff with cell phones. This will hit 601 people, the rest will need to be contacted by email on Monday –names & email addresses are on staffing spread sheet (this is saved in 9(2)(a)'s documents file).

Adecco has contacted 350 of their temps/ contractors who are working for us in CHCH. These are mixture of support staff and claims administrators. They would prefer to keep doing all the comms, but will send a list names through next week.

Most of the engineers are working for Tonkin Taylor, I have spoken with their National Office and they said to contact them on Monday for names. 9(2)(a) has the contact details.

Thanks

9(2)(a)
Communications Advisor
Earthquake Commission
Wellington, New Zealand

Tel. 9(2)(a)
Ema 9(2)(a)

EQC Head Office Staff	Position
Bryan Dunne	Policy and Strategy and Govt Relations Manager
9(2)(a)	Complaints
	Risk and Assurance Manager
	Communications Advisor
	Communications Advisor
	IT Specialist
	IT Architect
	Project Manager
	Developer
	BIU Manager
	Call Centres
	Case Manager, Team Leader
Case Manager	
Gail Kettle	Claims Manager (National)
9(2)(a)	Call Centre Manager
	Business Manager
	Case Manager
	Case Manager
	CRP Support Officer
	Claims Officer
	FRT Team Leader
	Claims Officer
	PA
	Claims Officer
	Claims Officer
	Claims Officer
	Claims Officer
	Claims Officer
	Claims Officer (Casual)
	Team Leader
	Manager Programme Office
Business Analyst	

9(2)(a)

From: 9(2)(a)@xtra.co.nz>
Sent: Monday, 28 February 2011 12:19 p.m.
To: 9(2)(a)@treasury.govt.nz; 9(2)(a); 9(2)(a)
Subject: Communication with Field Staff
Attachments: To all LAs and Estimators Version 2.docx

Hi Jo, 9(2)(a)

We are in the process of sending this out. I thought you might be interested. It is intended to help keep the Estimators and Loss Adjustors at home and at work in the loop (and hopefully avoid some problems associated with their on-going expectations).

Regards

9(2)(a)

9(2)(a)
Personnel Manager

Message to all EQC Loss Adjustors and Estimators,
and to provider agents and companies .

RE-ESTABLISHMENT OF EQC FIELD OPERATIONS IN CHRISTCHURCH

Thank you once again for your support and understanding over the last few months, but especially since the major earthquake on Tuesday.

Some of you won't know that our main office building in Deans Avenue was severely damaged in the earthquake and we have been working out of the Commodore Hotel for the last few days. Fortunately temporary repairs have been done and we are now able to begin re-establishing our base in part of the Deans Avenue building, and we are reconfiguring our usage of the satellite buildings too.

We are now rebuilding Rotations to fit new requirements, and we expect to restart our field operations in the first half of March. Some additional training may be required for Loss Adjustors although this has yet to be confirmed.

The composition of Pods is also being established now. While not all Loss Adjustors and Estimators will be invited back, we expect that the majority will be. We will contact you about whether (or not) we would like you to come back, and to find out whether or not you want to return, just as soon as we can.

But please **do not** assume that you will be a member of any particular rotation or Pod. You should not make any travel or other arrangements until you have been contacted by us. Be assured though that we know how important it is to be able to plan your work and family lives and we will do all we can to let you know whether we expect to invite you back as soon as we can.

You can expect to hear from us again shortly and it would be helpful if you would avoid contacting us to ask about your rotations or circumstances while we are in the midst of planning.

Thank you once again for your understanding.

Yours sincerely

Reid Stiven
Senior Claims Coordinator

9(2)(a)

From: 9(2)(a)
Sent: Monday, 28 February 2011 12:39 p.m.
To: Ashley Owers (9(2)(a)@treasury.govt.nz)
Cc: 9(2)(a)@parliament.govt.nz
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft
Attachments: Kate Chapman OIA (2) - T.doc

Hi Ashley

9(2)(a) said to forward the draft responses to you for review.

I've been offline since 10am (typically) with computer issues, so there may be some typos as I've rushed to get it together.

I've amended the letter to Kate Chapman to reflect the DPMC transfer, as well as a letter to DPMC informing them of the transfer. I'm not sure if the "transfer" terminology I've used is correct as I've never had to prepare a response quite like this, so I'm happy for comment. I'm also wondering whether to include the table with the documents to be released in the letter to DPMC. Finally, any idea who in DPMC this needs to be addressed too?

9(2)(a) has also informed me that the Cullen letter needs to be prepared by today as well.

Thanks

9(2)(a)

From: 9(2)(a)@parliament.govt.nz]
Sent: Monday, 28 February 2011 11:22 a.m.
To: 9(2)(a)
Subject: RE: OIA to Kate Chapman, Fairfax - EQC draft

Hi 9(2)(a)

Just a quick thought - Ashley Owers from Treasury may be able to help you out in terms of what amendments are needed for the letter. He is 9(2)(a) and I'm sure he'd be more useful than me!

Thanks

9(2)(a)

Ministerial Assistant to Hon Bill English

Deputy Prime Minister | MP for Clutha Southland

Minister of Finance | Minister for Infrastructure

Parliament Buildings | Private Bag 18041 | Wellington 6160 | Tel: +64 4 9(2)(a)

From: 9(2)(a) [mailto:9(2)(a)@eqc.govt.nz]
Sent: Monday, 28 February 2011 9:41 am
To: 9(2)(a) (MIN)
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

Hi 9(2)(a)

Bryan's asked me to look after this. Other than asap, what's the timeframe for this

9(2)(a)

From: Bryan Dunne
Sent: Sunday, 27 February 2011 6:57 p.m.
To: 9(2)(a)
Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

Can you pick this up please

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Many thanks

9(2)(a)

From: Ashley Owers [mailto:9(2)(a)@treasury.govt.nz]
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Cc: Juston Anderson; Ministerial Services; Bryan Dunne
Subject: RE: OIA to Kate Chapman, Fairfax - EQC draft

Hi 9(2)(a)

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Bryan – please let me know if you need any assistance with this.

Thanks
Ash

Ashley Owers | Ministerial Advisory Service (Team Leader) | The Treasury

Tel: +64 4 917 6953 | 9(2)(a)@treasury.govt.nz

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Subject: FW: OIA to Kate Chapman, Fairfax - EQC draft

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The comments on the EQC "caps" in the release (EQC over a number of years proposing they are increased; Treasury arguing against this; MoF agreeing with 9(2)(a) [redacted] likely to get some media attention, as the MoF answered some media questions on the caps last week. 9(2)(a) [redacted] dealt with this.

From: 9(2)(a) [redacted] (MIN)
Sent: Thursday, 24 February 2011 12:23 pm
To: 9(2)(a) [redacted] (MIN); 9(2)(a) [redacted] (MIN); 'ministerialservices@treasury.govt.nz'
Subject: OIA to Kate Chapman, Fairfax - EQC draft

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Grateful if you could take a look as soon as possible.

Kind regards

9(2)(a) [redacted]

Private Secretary to Hon Bill English
Deputy Prime Minister; Minister of Finance; Minister for Infrastructure; MP for Clutha-Southland

Phone (04) 9(2)(a) [redacted]

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9(2)(a)

From: personnel_mgr_chch@clear.net.nz
Sent: Monday, 28 February 2011 3:05 p.m.
To: 9(2)(a)@treasury.govt.nz
Subject: Personnel Info for Field Staff
Attachments: INFORMATION FOR NEW CONTRACTORS - Version 2.docx

Hi Jo.

As I mentioned earlier, you may like to see this. It includes the basic 'personnel' information we have given to LAs and Estimators.

Regards

9(2)(a)



INFORMATION FOR NEW LOSS ADJUSTORS & ESTIMATORS

This Version dated: 24 January 2011

INTRODUCTION

This summary of information is intended to help new Loss Adjustor and Estimator contractors working with the Earthquake Commission by summarising the essential things contractors need to know. It does not cover everything and it tries to avoid too much unnecessary detail.

This information is as up to date as possible at the date of printing but it is subject to amendment, correction and updates.

Please email any suggestions for amendment to [9\(2\)\(a\)@clear.net.nz](mailto:9(2)(a)@clear.net.nz)

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ACCOMMODATION

1. ACCOMMODATION


a. Commission Arranged

Most people are accommodated in hotel rooms arranged and paid for directly by the Commission. The standard of accommodation varies between hotels and is of a "Good" or better standard. It is logistically impractical for the Commission to allow individuals to make their own bookings, and the Commission can make savings by accessing special rates.

Some individuals may prefer to be accommodated in motel accommodation and this can be requested and arranged through EQC suppliers as long as it does not cost more than an average hotel room. Not all motels are available to the Commission this way.

Some contractors bring family members with them. They may stay in the Commission-arranged accommodation but any additional charges must be borne by the contractor.

b. Privately Arranged

The Commission does allow contractors to make their own accommodation arrangements if this is approved in advance by the Commission. Approval MUST be sought in writing (email) addressed to **9(2)(a)**  [@clear.net.nz](mailto:clear.net.nz) and should not be confirmed until approval is given.

If privately arranged accommodation is approved, the Commission will pay an all-encompassing allowance of \$130 per day (plus GST) without receipts, when claimed at the end of each tour. This allowance will not be available to anyone who normally lives within 30 kilometres of their field office or who returns home each night.

NB – This allowance is in lieu of the daily meals and incidentals allowance, and recipients will be responsible for costs associated their own laundry and telephone calls. A condition of approval is that contractors assume responsibility for ensuring that they get to their field office no later than 8am each day.

2. LAUNDRY

Your hotel will provide a laundry service at special rates to the Commission. There are some limits. The norm is that your hotel will handle two bags of laundry a week, with each bag containing up to four items of clothing per day. In addition two items of dry cleaning may be processed each week. The Commission is billed directly for your laundry. You are likely to be charged for additional items. Many hotels provide more detailed information about the timing of laundry collection.

3. TELEPHONE CALLS HOME

You are entitled to make a telephone call home, of up to 15 minutes per day, from your hotel room or EQC mobile phone if you have one. The Commission prefers that you use the mobile phone if you have access to one, because it is cheaper than calls from hotel rooms.

4. MEALS AND INCIDENTALS ALLOWANCE

Contractors who do not normally live in Christchurch may claim a meals and incidentals allowance of \$70 (plus GST) for each night away from home, and \$70 plus GST for the day of their return to home. This can be claimed (without receipts) at the end of each tour. The allowance may be claimed for Sundays as well as worked days.

Contractors who are not entitled to the normal meal and incidentals allowance and who normally live in Christchurch may claim a meal allowance of \$15 plus GST per day for each 10 hour day worked. (This allowance is NOT payable while the Contractor is being given lunch at Induction and Training).

TRAVEL

1. TRAVEL TO AND FROM CHRISTCHURCH (OR OTHER LOCATIONS)

The Commission pays for your travel to and from Christchurch at the beginning and end of each tour. This should be by the most economical means and route, bearing in mind costs and time.

You are asked to make your own travel arrangements to and from Christchurch. The Commission reimburses all reasonable costs when you submit your claims. Costs can include taxis/shuttle or other transport expenses (e.g. mileage allowance at the rate of \$0.85 / kilometre) in going to and from airports. You may also claim for the time spent in travelling. You will need to provide receipts.

If you drive to and from Christchurch rather than flying, you may claim the mileage allowance (without receipts) but the total costs to the Commission must not exceed the total costs of travel time and transport if you had travelled by air. (Reimbursement for driving is limited to the cheaper of the total cost of driving and associated time, or of flying (Air NZ Flexifare rate) and associated time.

2. TRAVEL ACROSS CHRISTCHURCH - RESIDENTS

Some Christchurch-resident contractors have considerable distances to travel each day to get to their field offices. The cost of public transport and /or mileage allowance may be claimed. Public transport is expected to be used where practicable. A combination of public transport and mileage allowance may be paid.

3. PRIVATE VEHICLES AND PARKING

If you travel to and from Christchurch in your own vehicle, you will be expected to be responsible for any costs associated with parking it. (Some hotels charge an overnight fee of about \$10 per night).

However, if the total costs of your travel to and from Christchurch, including time and mileage allowance, do not exceed the total costs that would have been incurred if you had travelled by air, the Commission will consider reimbursing the costs of parking. A case for this may be submitted with the rest of your claim, at the end of each tour. The case will need to include sufficient information to justify approval.

4. RENTAL VEHICLES

The Commission provides Budget rental cars for the use of each Loss Adjustor / Estimator team. The car is the responsibility of the Loss Adjustor but may be driven by both the Loss Adjustor and the Estimator as long as they have both provided copies of valid and current licences at Induction.

Each driver is responsible for the care of the vehicle, for abiding by all traffic and safety rules, and for the payment of any fines incurred.

Any accidents or damage must be reported to the Administration team immediately.

Cars are arranged for each Loss Adjuster to pick up from the airport on arrival, once details of flight arrivals are advised to the Administration staff. Cars are to be returned to the hire company at the airport at the end of each tour.

5. FUEL

Fuel cards may be borrowed when required from administrative staff in each Field Office. The requirements for the use of the card are explained when the card is borrowed.



1. EMPLOYEE ASSISTANCE PROGRAMME

The Employee Assistance Programme (EAP) provides assistance and support to EQC contractors whose personal or work problems could significantly affect their work performance. (But please note – EQC contractors are not ‘Employees’).

Personal problems can be related to any number of issues, including:

- Mental and Physical Health
- Personal and Work Stress
- Personal and Work Relationships
- Anger Management
- Trauma
- Drugs and Alcohol
- Grief
- Budgeting or Finance
-

EAP support is arranged through EAP Services Limited, an independent external organisation contracted by us.

The main features of our programme are:

- All EAP Services professionals are qualified and registered practitioners.
- All professional support normally takes place away from our worksite at the offices of EAP Services Limited or their affiliates.
- The programme is totally confidential.
- All contractors can use our Employee Assistance Programme.
- In urgent situations EAP Services can be contacted 24 hours, 7 days per week.
- You are encouraged to refer yourself to the programme.
- Managers can refer contractors when assisting a contractor to deal with a performance or work issue.
- The EAP Programme cost is met by us for the first three (3) hours of assistance. Should on-going treatment be required, this may be the contractor’s responsibility.
- To use the EAP Programme please call EAP Services stating you wish to make an appointment through the Earthquake Commission Employee Assistance Programme. If you are a contractor in a field office, when asked for your business group please advise you are in the Canterbury Response Team.

Telephone: (0800) 327-669 or (03) 348 0854. Email: ch@eapservices.co.nz

2. MEDICAL CARE

The Commission has arranged for EQC contractors to be able to use the services of the Pegasus 24/7 Medical Clinic in Christchurch.

Contact Details are: Pegasus Health Accident and Acute Medical Services, Corner Bealey Avenue and Colombo Street, Christchurch City - Phone: 03 365 7777

If your injury or illness is life threatening, call for an ambulance for access to Christchurch Hospital, or the nearest tertiary care facility available. The number for an ambulance throughout New Zealand is "111".

The Commission is NOT responsible for the payment of any costs incurred.

3. INSURANCE

The Commission does not provide cover for any personal items damaged or lost in the course of working with the Commission. Contractors are expected to have their own insurance cover for this.

4. EQUIPMENT

Equipment and stationery appropriate to each role is provided as part of the Induction and Training programme. Non-disposable items must be signed for, and these items need to be returned at the end of each tour. Equipment includes High visibility vests and hardhats.

Mobile telephones are normally provided to Loss Adjustors. If a contractor is required to use their own mobile phone to undertake his or her duties for EQC outgoing phone calls will be paid for at the rate of \$1.00 per minute plus GST. Invoices will be requested.

5. TRAINING AND SUPERVISION

New contractors undergo an initial Induction and Training programme, usually over three days, at the Copthorne Commodore Hotel close to the airport. The address is 449 Memorial Avenue Christchurch 8053 - (03) 358 8129. Details of the timing of each Induction and Training programme are provided separately.

6. ACC

While EQC Contractors have Accident Compensation Commission coverage, it is important to note that contractors are NOT employees of the Earthquake Commission and should not indicate employee status on any ACC forms.

7. IN THE EVENT OF AN EARTHQUAKE

For safety reasons (as well as others) no Estimator or Loss Adjustor is to visit claimant's houses alone. Loss Adjustors are expected to help ensure the safety of Estimators who are under floors or in roof spaces at all times, but especially during and immediately following earthquakes.

8. SMOKING

Smoking is not permitted in any Government premises, including all EQC buildings, or in any rental cars. This is a legislative requirement and is of course Government, EQC and rental company policy. In addition, smoking is not permitted anywhere in the property, including gardens, of any claimants. Contractors are not permitted to smoke when wearing EQC vests.

CONDITIONS, STANDARDS & REQUIREMENTS

1. PERFORMANCE AND BEHAVIOUR STANDARDS

The Commission expects high standards of performance and behaviour from its contractors, both during working hours and afterwards. Contractors are the face of the Commission to the public and are expected to behave accordingly.

Your behaviour must adhere to the New Zealand State Service Conduct and Integrity standards.

We are all required to be Fair, Impartial, Responsible and Trustworthy.

Fair

- Treat everyone fairly and with respect
- Be professional and responsive
- Work to make government services accessible and effective
- Strive to make a difference to the well-being of Canterbury people.

Impartial

- Maintain the political neutrality required to enable us to work with current policy.
- Carry out the functions of our organisation, unaffected by our personal beliefs.
- Respect the authority and direction of the government of the day.

Responsible

- Act lawfully and objectively.
- Use EQC resources carefully and only for their intended purpose.
- Treat information with care and use it only for its proper purpose.
- Work to improve the performance and efficiency of the EQC.

Trustworthy

- Be honest.
- Work to the best of your abilities.
- Ensure your actions are not influenced by personal interest or relationships.
- Never misuse your position for personal gain.
- Decline gifts or benefits that place you under any obligation or perceived influence.
- Avoid any activities, work or non-work, that may harm the reputation of the EQC.

2. ALCOHOL

Contractors are expected to moderate their intake of alcohol throughout the week, being mindful of the long working hours and the fact that the required behaviour standards apply equally on the job and off the job. Never arrive at work smelling of the night before.

3. PRODUCTIVITY

The productivity (quality and quantity) of each contractor is monitored and discussed.

In the event that a Contractor's productivity or behavioural standards fall below the expectations of the Commission (after due assistance and advice) the Commission will not invite the Contractor to return for a further tour. If problems are acute, a Contractor may be asked to leave mid-tour.

The Commission has approved processes for performance monitoring and for managing any disciplinary matters.

4. IDENTIFICATION

All contractors are required to wear their EQC identification badges (photo IDs) and their EQC vests when working. When taking a break or when not working, the vest and IDs should be removed to avoid approaches by members of the public and to avoid any negative interpretation.

The vests and badges must be returned to the Commission at the end of each tour.

5. DRESS

When working, Loss Adjustors are expected to wear smart, casual clothes, preferably including a shirt.

Estimators are expected to wear clean and tidy clothes that reflect the nature of the work expected of them. 'Polo'-style shirts and clean jeans are acceptable. Solid shoes are necessary.

Neither Estimators nor Loss Adjustors may wear shorts, or any clothing that includes logos, labels or writing especially if it refers to the names of building or related companies: i.e. no 'advertising'.

6. WORKING HOURS

Working hours are from 8 am to 6pm Monday to Saturday inclusive. This includes time for a lunch break and two tea breaks. Sundays are non-work days.

Contractors are not permitted to take work back to their hotel (or home) for reasons of confidentiality and security, but also because the Commission does not want Contractors working more than a 60 hour week.

7. MEDIA CONTACT

Contractors are NOT permitted to speak to the media. Any approach from the media should be referred politely to authorised EQC spokespeople (the Chief Executive or one of his authorised spokespeople).

8. NO "POACHING" POLICY

The Commission has a strict 'no poaching' policy whereby it will not engage contractors directly when they have previously been contracted by the Commission through a company or agency.

FORMS

1. CONTRACTS

There are different contracts for Loss Adjusters and Estimators, and different contracts or agreements for contractors who are working for the Commission directly, or through a company or agent. Contracts should be signed during Induction. The Accounts team in Wellington will not pay any contractor unless they hold a current contract.

2. PERSONNEL FORMS

Every Contractor is asked to complete the following forms at Induction:

Personal Information This form provides contact details, including those of next of kin, and it is a place to record any allergies or conditions that the Commission should know about if contacted in an emergency

Personal Statement This form provides a statement from each Contractor confirming that they agree to the Commission seeking a Police check on their background, it provides for a statement about any criminal convictions, it allows the Contractor to confirm that they do not have any health condition that would prevent them carrying out the work required, and it confirms that the Contractor has a legal right to work in New Zealand.

Arrival "Card" This form is used to record details of drivers' licences (they are photocopied onto it) and it includes a checklist and signatures for equipment allocated to each individual.

3. BCTI (BUYER CREATED TAX INVOICES)

At Induction, Contractors who are not paid through an agency or company are advised about the Commission's system for payment of invoices. It is an aid to streamlining payments. A form for independent Contractors to elect to use the system is distributed at Induction.

STRUCTURE AND CONTACT

1. FIELD STAFF LEADERSHIP

The key people responsible for the leadership and management of the Canterbury Event in Christchurch are:

Reid Stiven	Management (Senior Claims Coordinator)
9(2)(a)	Management (Assistant Claims Coordinator)
Pat Moynihan	Management (Senior Estimator Supervisor)
9(2)(a)	Field Office Manager (Regional)
9(2)(a)	Field Office Manager (Regional)
Various	Field Office Supervisors (at field offices)
Various	Pod Leaders and Senior Estimators (at field offices)

2. KEY CONTACTS FOR ADMINISTRATIVE QUERIES

The following people may be contacted as necessary. But please check with your Pod Leader or Field Office Supervisor first.

People issues

Personnel Manager	9(2)(a) }	9(2)(a)	@clear.net.nz
	9(2)(a) }		

Assistant Personnel Manager	9(2)(a)	@clear.net.nz
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Accommodation and Cars

Accommodation	9(2)(a)	@clear.net.nz
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Rental Cars	9(2)(a)	@clear.net.nz
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Accounts Issues

Accounts Manager	9(2)(a)	@clear.net.nz
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3. ADDRESSES

Christchurch base	Hagley	Tower 2, 3 Deans Avenue
Field Offices	Hazeldean	6 Hazeldean Road (sometimes called 'Addington')
	Barrington	334 Lincoln Road
	Show Place	3 Show Place
	Northwood	1 Redcliffe Street
	Lincoln	Hudson Hall, Lincoln University
	Timaru	339 Stafford Street

9(2)(a) [redacted]

From: 9(2)(a) [redacted]
Sent: Monday, 28 February 2011 4:58 p.m.
To: 9(2)(a) [redacted]@treasury.govt.nz
Subject: Tomorrow
Attachments: Staff List - Draft - Work in progress 28.02.2011.xlsx

Hi Jo

9(2)(a) [redacted] here, I've just got to pop away at 5pm tonight, there is still quite a bit of work to do on the spread sheet, but information is starting to come through slowly.... Please can you text me and let me know if you would like to come here or to Treasury tomorrow, number is 9(2)(a) [redacted]

Updated list is attached.

Thanks

9(2)(a) [redacted]

9(2)(a) [redacted]
Communications Advisor
Earthquake Commission
Wellington, New Zealand

Tel. 9(2)(a) [redacted]
Ema [redacted]

			<p>9(2)(a) EQC's point of contact at Tonpkin Taloy's. Tonpkin Taylor use a variety of different agents to employ their engineers - they then sub contract them to EQC. Those engineers working for EQC change on a weekly basis - there are up to 200 Engineers on there books.</p>				
	9(2)(a) - [REDACTED]			Agent	Tonkin Taylor - Engineer Agency Fletchers	9(2)(a) [REDACTED]	9(2)(a) [REDACTED] @tonkins.co.nz

9(2)(a)

From: Gail Kettle
Sent: Monday, 28 February 2011 6:00 p.m.
To: 9(2)(a)@treasury.govt.nz; 9(2)(a)
Subject: FW: How are you?
Attachments: CV 9(2)(a).doc

Hi Jo

This may well now be in 9(2)(a) domain.

9(2)(a) is available to provide Prof Supervision. As noted below, I wonder whether we should offer this to our Case managers on a 2 or 4 weekly basis – whilst they are actively engaging with claimants. Happy to discuss – I come from ACC where all Case Managers are required to have supervision..... I think this is a lot more appropriate than EAP which is more of a one off reactive process. We currently have 3 CMs who mostly deal with complaints – likely to increase.

Would appreciate your thoughts

Thanks, Gail

Gail Kettle | Claims Manager | **The Earthquake Commission (EQC)**

Tel: +64 9(2)(a) | gdkettle@eqc.govt.nz

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a. please immediately delete this email and notify the EQC by return email or telephone (64 4 978 6400);
b. any use, dissemination or copying of this email is strictly prohibited and may be unlawful.

From: 9(2)(a)
Sent: Monday, 28 February 2011 5:48 p.m.
To: Gail Kettle
Subject: RE: How are you?

Happy for you to pass on my details to HR and I'll attach my CV or though being able to meet is always better so if you think, after you've had a discussion with HR that it would be worthwhile me phoning to meet with someone I'd be happy to,

With regards again,

9(2)(a)

Professional supervision and mentoring

9(2)(a)

From: Gail Kettle [mailto:gdkettle@eqc.govt.nz]
Sent: Monday, 28 February 2011 5:11 p.m.
To: 9(2)(a)
Subject: RE: How are you?

Hi 9(2)(a)

Thanks for your message. I am doing really well here. Not without it's challenges – and of course as you say the impact of last Tuesday is just dreadful.

We have put EAP in place for staff, but hard to find as so many resources are focussed on Chch or the consequences. I do think that supervision may possibly be appropriate for the staff here who are in constant contact with claimants.

If you are agreeable, I could pass your details on to our 'HR' people (also all new/seconded people brought on since last week)

Thanks again for thinking of me

Gail

Gail Kettle | Claims Manager | The Earthquake Commission (EQC)

Tel: +64 027 554 5628 | gdkettle@eqc.govt.nz

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- b. any use, dissemination or copying of this email is strictly prohibited and may be unlawful.

From: 9(2)(a)

Sent: Monday, 28 February 2011 4:49 p.m.

To: Gail Kettle

Subject: How are you?

Gail, I tried you just now by phone but you had gone into a meeting so thought I'd drop an email instead...

I was in Christchurch on Boxing day so thought of you and the EQC then and that was way before the terrible happenings of last Tuesday... I can only imagine that you and EQC teams are rushed off your feet.....

Is there any need for any external supervision for any of the staff in Wellington or anywhere for that matter? It would be great to be able to offer some support if it wasn't already being offered and I'm happy for you to give me a call or drop me a line...

I do hope your time there has been of value to you and I'm sure it will have been of immense value to the EQC,

With regards indeed,

9(2)(a)

Professional supervision and mentoring

9(2)(a)

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9(2)(a)

From: 9(2)(a)
Sent: Monday, 28 February 2011 6:17 p.m.
To: 9(2)(a)@treasury.govt.nz; Gail Kettle
Subject: FW: Dealing with difficult calls
Attachments: FW: EAP Services - Dealing with Difficult Calls Information

To keep you both in the loop given Gail's email re Professional Supervision, as they seem related. Also attached is email from 9(2)(a) from EAP that I have forwarded to 9(2)(a) and 9(2)(a)

From: 9(2)(a)
Sent: Monday, 28 February 2011 5:51 p.m.
To: 9(2)(a)@workingwise.co.nz
Subject: Dealing with difficult calls

9(2)(a)

Is this something else you can help with? I have received some info from EAP which will help us and I can show you when you are in the office.

Regards

9(2)(a)
Risk & Assurance Manager, Earthquake Commission
Level 20, Majestic Centre, 100 Willis Street, Wellington 6140
Mobile +64 9(2)(a)
Fax +64 4 978 6431
Email 9(2)(a)@eqc.govt.nz



Please consider the environment before printing this email

From: 9(2)(a)
Sent: Friday, 25 February 2011 4:30 p.m.
To: 9(2)(a)
Subject: RE: NZ Risk Management Society

Hi 9(2)(a)

Have you got access to or aware of any training or guidance that is given to EQC staff that may be feeling the effects of handling difficult or upsetting contacts with claimants, including counselling that may be offered?

Thanks

9(2)(a)
Call Centre Manager
Earthquake Commission
Tel: 9(2)(a)



Dealing with Difficult Calls

- ✓ To ensure participants can identify the challenging behaviours of others
- ✓ To ensure participants can understand the behaviours of others
- ✓ To ensure participants can identify effective and ineffective ways of responding to challenging situations
- ✓ To ensure participants can understand how the behaviours of others can affect them
- ✓ To ensure participants know the available support options for them



The Role of the Employee

- ✓ To achieve the best possible outcome for the organisation and the client
- ✓ To look for a win - win outcome most of the time
- ✓ To de-escalate emotional reaction of the client so as to reach the best achievable outcome and to not be a hero



Identifiers of an Abusive Client

- ✓ Loud voice
- ✓ Swearing
- ✓ Angry tone
- ✓ Not listening / talking over the employee
- ✓ Indignant
- ✓ Name calling
- ✓ Blaming
- ✓ Direct threats and indirect threats



Tools to Assist in Conflict Resolution

- ✓ **De-escalate Clients Behaviour**
 - ✓ Take client concerns seriously
 - ✓ Take time to understand what the concerns are
 - ✓ Listen actively, not defensively and reflect your understanding
 - ✓ Be non-threatening but supportive and do not get angry
 - ✓ Convey genuine concern for the person's situation
 - ✓ Acknowledge and name the person's emotions



Tools to Assist in Conflict Resolution

✓ Map Possible Resolutions

- ✓ Ask the client what they need to make the situation ok?
- ✓ Be appropriately assertive - attack the problem and not the person. Say how it is on your side, be factual and direct
- ✓ Design options - look at creative solutions together. Work co-operatively and look at and address any factors blocking the way
- ✓ Negotiation - identify effective strategies to reach an agreement
- ✓ Map solutions against a time-frame



Negotiation Strategy - Methods

- ✓ Withdrawal
- ✓ Suppression
- ✓ Compromise
- ✓ Win / Lose
- ✓ Win / Win



Possible Reactions when Dealing with an Angry Person

- ✓ Defensive
- ✓ Afraid
- ✓ Try to “people please” - want to fix it at all costs
- ✓ Frustrated
- ✓ Angry
- ✓ Inflexible
- ✓ Freeze
- ✓ Concerned
- ✓ Self Blaming



Correcting Your Part of the Situation

✓ Ask Yourself

- ✓ How do I use my power?
- ✓ Am I disempowering them?
- ✓ Am I playing persecutor?
- ✓ Do I offer clean choices or do I make threats?
- ✓ Do I manage my own feelings?
- ✓ Do I listen to them?
- ✓ Do I clarify issues that seem to be misinterpreted?



Managing your own Reactions

- ✓ Recognise your own body cues that express feelings
- ✓ Identify feelings in their early stages before they become intense or overwhelming
- ✓ Reduce the intensity of an emotion before it distorts your communications
 - ✓ Indirectly - relaxation breaks, physical exercise and journal writing
 - ✓ Directly - expressing feelings and asking for what you need



What is Suicide?

- ✓ Suicide is an issue which generates apprehension, disbelief, fear, anger and guilt in many people
- ✓ Suicidal people may not be thinking rationally at the time
- ✓ Suicidal people are pre-occupied with plans for escape from the stressors in their life
- ✓ Many state it is the only way (they feel) to stop the pain
- ✓ Ninety percent of those attempting suicide may have mental health problems especially depression and grief
- ✓ Five aspects of suicidal behaviour - suicidal thoughts, threats, gestures, attempted suicides and completed suicides



Suicides Link to Depression

- ✓ Depression is used to express both a frequent human emotion as well as a psychological disorder, it is characterised by:
 - ✓ Feelings of hopelessness, helplessness and desperation
 - ✓ Excessive worry
 - ✓ Anxiety
 - ✓ Diminished ability to think and to be rational
 - ✓ Possible recurrent thoughts of suicide



How can Employees Identify a Client at Risk of Suicide

- ✓ Whilst there are many warning signs of suicidality, in your role there is likely to be only two:
 - ✓ Direct statements - “I wish I was dead” or “I need to end it”
 - ✓ Indirect statements - “No-one cares if I live or die”, “What’s the point”, “I just wouldn’t be able to cope” or “I won’t be here to pay it”



What can we do to Help?

- ✓ All suicide threats must be taken seriously
- ✓ If a person is at risk of suicide then as a helper you must do everything in your power to ensure the person's safety
- ✓ The thought of being involved might be difficult and frightening for some
- ✓ Below are some pointers on how to approach a potentially suicidal person
 - ✓ Ask questions, provide support, pursue intentions, offer resources, act quickly and communicate your concern



What can we do to Help?

- ✓ When a person is threatening suicide, do:
 - ✓ Build rapport
 - ✓ Be calm and understanding
 - ✓ Show empathy not sympathy
 - ✓ Listen carefully and tell the person you care
 - ✓ Ask constructive questions
 - ✓ Inform the person you must act on the information and inform others



What can we do to Help?

- ✓ When a person is threatening suicide do not:
 - ✓ Offer too much advice or panic
 - ✓ Judge the persons problems
 - ✓ Allow yourself to be sworn to secrecy
 - ✓ Leave the person with no after hours contact

Remember, that sometimes despite all your help and understanding some people will still make this choice and it is not your fault



Guidelines on Dealing with a Suicidal Caller

- ✓ Get your manager to listen in
- ✓ Do not make promises, but do outline some options available
- ✓ Get as much identifying information as you can
- ✓ Encourage the caller to explain the situation
- ✓ Look at arranging a face to face meeting
- ✓ Give the caller steps to take prior to the meeting
- ✓ Forget performance target indicators - spend the time that is needed
- ✓ If concerned regarding the clients risk at the end of the call, advise the manager and/or call the Police



Benefits of Maintaining Optimum Stress Levels

- ✓ Peak performance
- ✓ Increased energy and enthusiasm
- ✓ A greater sense of control
- ✓ Less tendency to feel overwhelmed or burned out
- ✓ Enhanced physical and mental health
- ✓ The ability to cope with changes
- ✓ Improvements in communication and relationships



The Warning Signs of Stress

- ✓ Stress affects us in a number of ways. We recognise changes in the way we are, the way we feel and the way we behave:
 - ✓ Physically
 - ✓ Emotionally
 - ✓ Behaviourally



Dealing to the Cause

- ✓ What am I feeling?
- ✓ When did I first feel this way?
- ✓ What was going on?
- ✓ What do I need?
- ✓ What are my options?
- ✓ Which is my preferred option?
- ✓ Act on it



Dealing to the Worries

- ✓ Contain the time to worry - “worry time”
- ✓ Ask - “is it really my problem?”
- ✓ Talk out your worries with someone you trust
- ✓ Write your worries down - it helps to get a truer perspective
- ✓ Distance yourself from your worries - will it matter in two years time?
- ✓ Exaggerate it - what is the worst that can happen? And how likely is that?
- ✓ Attack it - take the first step to resolving your worries
- ✓ Breathe the anxiety away



Self Statements to Reduce Anxiety

- ✓ “I can handle this”
- ✓ “Easy does it”
- ✓ “I’m on top of this”
- ✓ ‘Relax, slow things down”
- ✓ “I’m in control”
- ✓ “Keep cool, I’m winning”
- ✓ I’m doing the best I can”
- ✓ I’ll be able to handle this”
- ✓ I’m getting better at this all the time”



Assertive Communication

✓ I feel.....

✓ When.....

✓ What I need / prefer is.....



What can we Learn from Resilient People?

- ✓ Those people who cope well with stress - what's their secret?
 - ✓ Feeling in control over what happens to them and control only those things they can
 - ✓ Find meaning in things other than work
 - ✓ Respond positively to life's hurdles
 - ✓ Appreciates that life makes sense even when it's not sensible
 - ✓ Know how to cope and how to tap into resources when needed
 - ✓ Have a purpose in life



Support Resources

- ✓ Your manager and your co-workers
- ✓ EAP Services - Employee Assistance Programme
24 Hours on 0800 327-669
- ✓ The Police
- ✓ Your family and friends
- ✓ Doctors, Hospitals and Medical Services