

9(2)(a)

**From:** 9(2)(a)  
**Sent:** Tuesday, 1 March 2011 7:32 a.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Cc:** Ian Simpson  
**Subject:** EQC Comms Tasks

Hi Serene,

Just to confirm the tasks you have asked the EQC Comms team to carry out today.

1. Produce a draft press release highlighting the 0800 Damage number and the number of loss adjusters and estimators we will have working in Christchurch on Monday.
  - This release will need to be approved by Ian Simpson, Lance Dixon, Serene Ambler, 9(2)(a), 9(2)(a) and 9(2)(a) before it is issued.
2. Delivery of the EQC media clippings report (with covering page) and media log to Ministers and EQC senior managers.
3. Update of the EQC contact list, in consultation with Bryan Dunne
4. Purchase of a new television and delivery of papers.

In addition, as you requested, I will provide you with an update of progress at lunch time and at the end of the day.

If you have any comments or changes to this summary please let me know.

Kind regards,

Jo.

9(2)(a)

**From:** 9(2)(a) <9(2)(a)@EQC.govt.nz>  
**Sent:** Tuesday, 1 March 2011 8:26 a.m.  
**To:** Personnel Manager Canterbury; 9(2)(a)@treasury.govt.nz; 9(2)(a)  
**Cc:** Lance Dixon; Reid Stiven  
**Subject:** RE: NEW CONTRACTING STATUS

Good Morning

I agree it would be good to contract direct rather than through an agency as there is benefit to EQC and the individual. However we need to be sure this does not expose EQC to other liabilities in relation to direct employment. It has been said we could contract people and therefore they would not be employees. But when a person contracts to another party and a significant portion of that persons income comes from one source and the principal directs the hours of work, how the work is performed and supplies the equipment to perform the work they are deemed to be employees. This then makes EQC liable for holiday pay etc etc.

The agencies will charge a fee if we use their temps.

We need to consider this very carefully before any decisions are made.

Regards

9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Monday, 28 February 2011 3:56 p.m.  
**To:** 9(2)(a)@treasury.govt.nz; 9(2)(a); 9(2)(a)  
**Cc:** Lance Dixon; Reid Stiven  
**Subject:** NEW CONTRACTING STATUS

Jo, 9(2)(a)

I have suggested to Lance that as EQC considers the 22 February earthquake to be a new event and as we are reconfiguring our workforce approach to this, we should also take the opportunity to give the field staff the choice of working with us as independent contractors if they wish to do so, rather than being tied to long term arrangements with 'suppliers' who take significant slices of their earnings for little or no benefit to the workers.

Lance said that the reason we have used agencies in the past is to avoid the administrative complications but I assured Lance that we could handle the associated recruitment processes etc.

Lance approved my suggestion, but I undertook to email this to you before taking any steps to share this with the wider world.

While I believe this will provide a fairer basis for contracting, current providers may not be overly happy with the inevitable loss of income and there may be some suggestion that we would need to pay "finders fees". I like to think that the 'new event' status provides a degree of protection from this but you may also have a view ?

To make the most of this opportunity I think we should move quickly so I would welcome any advice you may have to offer.

Regards

David



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9(2)(a)

**From:** Bryan Dunne  
**Sent:** Tuesday, 1 March 2011 9:39 a.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Subject:** FW: MOU etc

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**From:** Peter Mellor [mailto:9(2)(a)@treasury.govt.nz]  
**Sent:** Monday, 21 February 2011 4:45 p.m.  
**To:** Bryan Dunne  
**Subject:** MOU etc

Hi Bryan,

As I said, I have drafted some words for the letter that would accompany the direction. In particular, aside from the normal content on a direction it will also cover:

- 1) The CDR report and the potential for land remediation before the CDR is signed. It effectively notes that the Minister accepts the Board's rec that there will be some early works but that it won't restrict further options and that the Board will keep the Crown informed of work. Is there scope for the Board to advise the Minister what/where the work will be?
- 2) That the Board has determined that it's in the best interests (of the project) for the indemnity to be offered to the Councils (I've assumed that CCC as well – although that can be changed) and that the Minister accepts this advice. I have highlighted the words in the letter as that will possibly change depending on what s finally agreed.

Again, this is a first draft – I haven't run it past 9(2)(a) or our legal team yet so needs that check and to be tightened up a bit etc. However from my take on the Minister's expectations it should be close enough.

Also, I think what we are waiting on now is:

- 1) Formal confirmation from your legal team:
  - a. that once the MOU is signed EQC can offer an indemnity – this may be part of the advice to the Minister when the final draft MOUs are agreed with Councils
  - b. what the indemnity will be ie how will the risk be managed from EQC's perspective
- 2) What the 'early works' programme entails – I'm thinking here that the note to the Minister advising of the conclusion of the MOUs will confirm that some work will be done before the CDR and that it will cover specific areas
- 3) Finally, that the negotiations are completed.
- 4) Any indication of where the negotiations are at? It would be useful to keep the Minister's office up to speed with where that is at.

Happy to discuss  
Cheers

Pete

Pursuant to section 12 of the Earthquake Commission Act 1993, I now issue a Ministerial direction to the Earthquake Commission (EQC) to enter into and carry out roles and responsibilities set out in the Memoranda of Understanding (MoUs). This direction comes into effect immediately and shall continue until amended, revoked or replaced in the

same way that it is given. I intend to publish the direction in the Gazette and present a copy of it to the House of Representatives as soon as practicable.

I note that the EQC Board has determined that it will offer an indemnity to the Christchurch City Council and Waimakariri District Council to cover any unforeseen third party outcomes from the land remediation work. I accept the Board's decision that it will offer this indemnity and that it has mitigated the subsequent risk. I ask that EQC monitors this risk and routinely provides updates to the Crown in its quarterly report.

The MoUs anticipate that Project Control Groups (PCGs) will be established to ensure that the project objectives are achieved. As this is a key means for managing the Crown's investment and highlighting potential project risks, I expect that you regularly keep me informed of the PCGs' work and any emerging risks to the Crown.

I also note that the EQC Board will provide me with the Concept Design Report (CDR) for the planned land remediation. The MOUs identify that the EQC will obtain Crown approval before substantive work commences. As you know, Cabinet has appropriated \$140 million for the land remediation programme and so the approval of the CDR is a key milestone to ensure that the planned work will achieve the Crown's expectations, in terms of funding and completion of the work. Therefore, I expect the EQC advice on the CDR to clearly state what the design plan will achieve (and how it meets the Crown's expectations), cost-benefit analysis, potential risks, funding requirements, key milestones and EQC's recommendations.

However, I am also aware that the EQC Board deems it necessary to commence some land remediation work prior to the CDR approval. I accept this and that the EQC Board considers that undertaking this work will not preclude cost effective and efficient options from being considered by the Crown. I also expect that the EQC Board regularly reports to the Crown on developments with this programme including progress on cost, completion, and risks.

**Peter Mellor | Senior Advisor | The Treasury**

Tel: 9(2)(a) | 9(2)(a)@treasury.govt.nz

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9(2)(a)

**From:** 9(2)(a) 9(2)(a)  
**Sent:** Tuesday, 1 March 2011 3:23 p.m.  
**To:** 9(2)(a); 9(2)(a); 9(2)(a); 9(2)(a) orbitcom.co.nz; 9(2)(a); 9(2)(a)@treasury.govt.nz  
**Subject:** FW: today's social media analysis  
**Attachments:** 28 February.pptx

Hi All,

Please find attached the daily summary of the social media coverage. I will ensure that you are all added to the distribution list.

Thanks,

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

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

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**From:** 9(2)(a) [mailto:9(2)(a)mcmac.co.nz]  
**Sent:** Tuesday, 1 March 2011 1:36 p.m.  
**To:** 9(2)(a)  
**Subject:** today's social media analysis

9(2)(a)

Your own sites have quietened naturally for the moment. We think this is what you need. It is what we were doing earlier. You give us the feedback.

I am right in thinking it is the social only you need daily.?

Regards

9(2)(a) MC McNAMARA RESTAURANT LIMITED

T 9(2)(a)

Level 3 78 Victoria Street PO Box 11 - 651 Wellington New Zealand

www.mcmcnamara.co.nz

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 Thank you.

# Daily alert

(midnight 28 February – midnight 1 March)

Between midnight 28 February and midnight 1 March, there were 73 online posts referring to the Earthquake Commission, mostly generated by blogs. The blogs mainly consisted of copied news from mainstream sites.

The boost in Finance issues was the result of an intense focus on Government and levies news, which accounted for over 50 per cent of EQC news. Mentions of EQC within this context were generally factual and balanced. The police's warnings about bogus EQC assessors appeared on eight postings – no negative criticisms were levelled at EQC.

Favourable coverage was generated through tweets praising EQC assessors for doing a good job, while negative coverage focused on communication inefficiencies:

### *Tweet from Haebe, 28 February*

Had a visit from the EQC guys today, hoping they were the genuine ones!! @eqcnz they were really nice and helpful!!

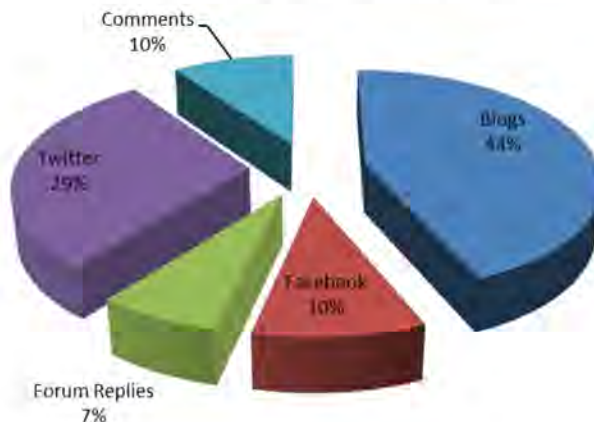
### *Tweet from AlanMCox, 28 February*

Getting very frustrated with the misinformation being handed out by central police and EQC about business access. Adding heaps more stress.

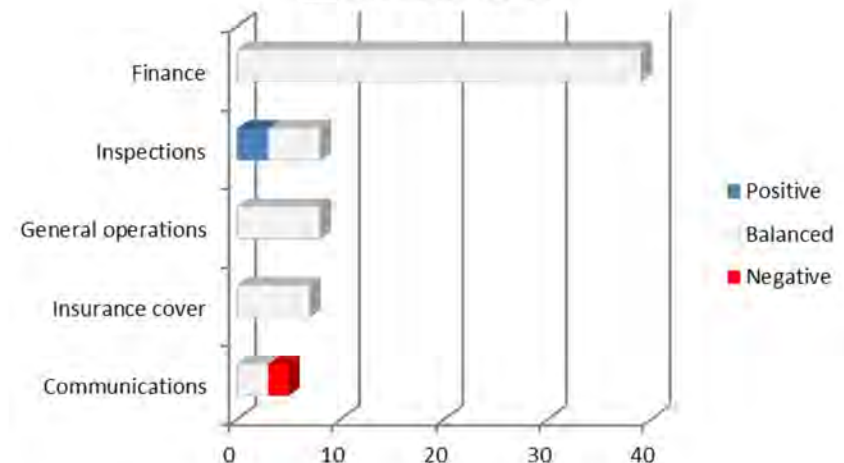
EQC's blog site, Facebook page and Trade Me forum has remained quiet since last week's earthquake. No postings were recorded from the previous day.

John Key's statement about EQC levy increases is still gaining prominence in the social media as at 10am today.

## Coverage by media type



## Theme and tone



9(2)(a)

**From:** 9(2)(a)  
**Sent:** Tuesday, 1 March 2011 5:07 p.m.  
**To:** 9(2)(a)@treasury.govt.nz; 9(2)(a)  
**Cc:** Phillip Jacques; 9(2)(a)@workingwise.co.nz; 9(2)(a)  
**Subject:** Induction

Jo/9(2)(a)

I have had various discussions regarding the need for a robust induction process, and also note that an outcome of the workshop on Friday was for 9(2)(a) to develop an induction for extra estimators and loss adjusters.

I am aware that induction needs to be cover a what's what and who's who on a variety of matters, so my requirements are probably not a comprehensive view of requirements for induction.

My key concern is how we ensure that all our staff and contractors are aware of their obligations and how we can demonstrate that we ensured awareness and understanding.

My ideal solution would be to have on-line modules for the compliance aspects of induction that provides information and then mini tests to verify understanding. Keeping a record of tests completed and passed would enable us to demonstrate we have carried out our responsibilities. This is clearly not an overnight solution, although am keen to look at other companies' solutions per my discussion with 9(2)(a). We may need an alternative interim solution. Although this can be developed under the banner of induction, I would like to see this rolled out to a requirement that all existing staff complete these modules (some on an annual basis).

The topics that come to mind (there may well be more) are:

- Health & Safety (including personal security)
- Privacy Act
- Conflicts of Interest
- Delegated Authorities
- Use of IT systems
- Information Security
- Human Rights Act

These topics clearly go across a variety of areas of responsibility, and I am keen to get an understanding as to who should lead this piece of work and what priority it has given everything else that is happening.

Your thoughts are appreciated – happy to arrange a meeting in need – also should anyone else be involved?

Regards

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



Please consider the environment before printing this email



9(2)(a)

**From:** 9(2)(a) 9(2)(a)  
**Sent:** Tuesday, 1 March 2011 5:27 p.m.  
**To:** 9(2)(a) (MIN); 9(2)(a) (MIN); 9(2)(a)@treasury.govt.nz; 9(2)(a)  
 9(2)(a)  
**Cc:** 9(2)(a)@EQC.govt.nz  
**Subject:** RE: Draft release

Thanks 9(2)(a) speak to you soon.

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**From:** 9(2)(a)@parliament.govt.nz]  
**Sent:** Tuesday, 1 March 2011 5:27 p.m.  
**To:** 9(2)(a) (MIN); 9(2)(a)@treasury.govt.nz; 9(2)(a)  
**Subject:** Re: Draft release

Think it's too late to send out today. Will discuss with you tomorrow morning.

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**From:** 9(2)(a) 9(2)(a) <9(2)(a)@eqc.govt.nz>  
**To:** 9(2)(a) (MIN); 9(2)(a)@treasury.govt.nz <9(2)(a)@treasury.govt.nz>;  
 9(2)(a) <9(2)(a)@eqc.govt.nz>  
**Sent:** Tue Mar 01 17:14:55 2011  
**Subject:** Draft release

Hi All,

Please see below for the draft news release we'd like to issue today about assessments getting underway and emergency repairs. Could I please have your comments / amends asap. Lance and Ian have okayed it.

Best,

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

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

For immediate release: Tuesday 1 March 2011

**DRAFT EQC assessments to get underway**

From next Wednesday (9 March), EQC will have 180 people assessing residential properties in Canterbury. This number will gradually increase to the pre 22 February figure, of 520 loss adjusters and estimators, by Monday 21 March.

"We have been fortunate that all EQC staff and contractors are safe and well following the earthquake last Tuesday. Our offices in Christchurch have been damaged, but they are repairable. Some operations have already resumed", explains EQC Chief Executive, Ian Simpson.

Right now, EQC's priority is to respond and assist Civil Defence and the City Council with the emergency response.

"We suspended our claims assessment operations immediately following the quake to focus on the emergency response and we are requesting that people in need of emergency repairs should phone us on **0800 DAMAGE (0800 326 243).**"

EQC insurance covers emergency repairs for safety, weathertightness and habitability, including damage to sewerage and water systems, holes in roofs and damage to chimneys. If repairs are minor and can be undertaken for less than \$2,000, EQC will cover the cost of the repairs, but claimants can authorise the work themselves. For emergency repairs over this amount, claimants need to contact EQC so we can pass their details on to our project manager, Fletcher Construction to organise repairs.

"There have been some reports of people masquerading as EQC staff. EQC staff will have photographic identification and if residents are contacted over the phone, do not provide any bank details, claim numbers, or authorise any payments to be made to EQC. If residents have concerns, they should contact EQC directly or the Police." Ian Simpson said.

Claimants have up to 3 months to lodge their claim from the 22 February. To date, EQC has received 25,429 claims from the 22 February event.

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[www.facebook.com/earthquakecommission](https://www.facebook.com/earthquakecommission)

[www.twitter.com/EQCNZ](https://www.twitter.com/EQCNZ)

**Media Contact:**

**Gordon Irving**

Tel. 9(2)(a)

Email [redacted]@eqc.govt.nz

**-ENDS-**

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9(2)(a)

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**From:** Bryan Dunne  
**Sent:** Tuesday, 1 March 2011 8:18 p.m.  
**To:** 9(2)(a)@treasury.govt.nz; 9(2)(a)@treasury.govt.nz  
**Subject:** Thursday

Hi

I've still got a catch-up with you (in Cath's case the new & improved you?) in my diary for Thursday after work. Still up for it? I might be a bit blithering (before we start rather than just at the end of the night....) but am aiming to make it.

So have we agreed a venue?

**Bryan Dunne | Strategy & Policy | The Earthquake Commission (EQC)**

Tel: +64 9(2)(a) | [bryandunne@eqc.govt.nz](mailto:bryandunne@eqc.govt.nz)

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9(2)(a)

**From:** Ian Simpson  
**Sent:** Wednesday, 2 March 2011 8:11 a.m.  
**To:** Lance Dixon; Jo Hickling (9(2)(a))@treasury.govt.nz  
**Subject:** RE: EQR - EECA Existing Employees

Lance,

Lets discuss at the exec meeting – not so much the employee stuff (sorry Jo!!), but what is the future of the EECA scheme.

Cheers,

Ian.

---

**From:** Lance Dixon  
**Sent:** Wednesday, 2 March 2011 8:04 a.m.  
**To:** Ian Simpson; Jo Hickling (9(2)(a))@treasury.govt.nz  
**Subject:** FW: EQR - EECA Existing Employees

Thoughts?

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**From:** 9(2)(a)@fcc.co.nz  
**Sent:** Wednesday, 2 March 2011 8:01 a.m.  
**To:** 9(2)(a) - EQR  
**Cc:** 9(2)(a); Lance Dixon  
**Subject:** RE: EQR - EECA Existing Employees

9(2)(a)

If we do take these people onboard, they will need to be offered new individual FCC employment contracts and go through the whole new employee thing ie drug & alcohol testing & health checks.

Also the dollars we would be offering would be comparable to ours, don't know if this means an increase or decrease in their remuneration package

Regards

9(2)(a)

Construction Manager Wellington | Building

### The Fletcher Construction Company Ltd

236 Middleton Road, Johnsonville | P O Box 548, Wellington 6140

Ph: 04 9(2)(a) Mob: 9(2)(a)@fcc.co.nz

Site Office: Building Auckland, Ground Floor, 816 Great South Road, Penrose | Private Bag 92060, Auckland 1142

**PRIDE OF PLACE:** [www.fletcherconstruction.co.nz](http://www.fletcherconstruction.co.nz)

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**From:** 9(2)(a)@eqr.co.nz  
**Sent:** Tuesday, 1 March 2011 5:27 p.m.  
**To:** Lance Dixon  
**Cc:** 9(2)(a)  
**Subject:** EQR - EECA Existing Employees  
**Importance:** High

Lance,

I know this is going to be a difficult one to answer straight off, thought i'd ask anyways.

EECA employees are presently still employed by EECA, we are looking to bring them over onto the Fletcher payroll, is this acceptable to you as i'm sure this has an effect on commercial standings that EECA presently have with yourselves.

One of their employee's contract ends this Friday, i'm keen to sign them all up.

Hear from you tomorrow if you can.

Regards,

**9(2)(a)**  
Project Director

**EQR Command Centre**

PO Box 80105, Riccarton, Christchurch 8440

Ph: +64 3 **9(2)(a)** Mobile: +64 **9(2)(a)** Fax: +64 3 343 4167 Email: **9(2)(a)**@eqr.co.nz

**Helping the recovery in CANTERBURY**

The Fletcher Construction Company | As agents for The Earthquake Commission

9(2)(a)

**From:** Bryan Dunne  
**Sent:** Wednesday, 2 March 2011 8:59 a.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Subject:** FW: Updated liquefaction maps  
**Attachments:** EQC Liquefaction Map Update 1 March 2011.pdf

Hi Julie

Had real difficulty getting this to offices (MOF and MCER) yesterday via email – file is quite large. Could Treasury please pop some colour copies into one of your bags please (however many you usually send to offices). It's not signed as our CE was away in ChCh and we needed to get it across. Please note these maps have not been distributed more widely.

Thanks  
Bryan

**Bryan Dunne | Strategy & Policy | The Earthquake Commission (EQC)**

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

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## Memo

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TO: Minister of Finance  
Minister for Canterbury Earthquake Recovery

FROM: Chief Executive of the Earthquake Commission

DATE: 1 March 2011

SUBJECT: **UPDATED LIQUEFACTION MAPS FOR 22 FEBRUARY 2011 EARTHQUAKE**

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- 1 The following provides an update on EQC's geotechnical engineers' assessment of liquefaction damage caused by the 22 February 2011 event. The maps provided are based on street by street observations and update the information previously supplied on 24 February 2011 (which was obtained through initial aerial assessments).
- 2 The maps are presented in the attached Appendix.

**The following represent the EQC's geotechnical engineers' preliminary views based on the extent of liquefaction damage observed. They are based on rapid assessment observations. Not all areas and streets have been surveyed. Further surveys will be undertaken to confirm assumptions.**

- Preliminary Assessment of Potential Losses**
- 3 Tonkin & Taylor have updated the liquefaction map of the affected areas in the Christchurch area originally provided on 24 February 2011. This initial map was provided in the 25 February 2011 Ministerial Weekly Report.
- 4 Based on this updated map, a further series of six maps have been prepared to predict the losses from the second event (22 February) given the damage from the first event (4 September).
- 5 Based on these maps, Tonkin & Taylor's preliminary assessment of the damage is outlined below. The methodology underlying the analysis and estimates provided are still preliminary and should be treated as such.
  - 5.1 While there has been further damage to Zone C houses in Kaiapoi, Pines Beach, Kairaki Beach, Brooklands and Spencerville, the additional repair cost is likely to be small.

- 5.2 Further exacerbated damage has occurred to Zone C houses in Burwood, Avonside, Dallington, Avondale, Wainoni, Richmond and Bexley, as well as new shaking damage.
  - 5.3 There are likely to be new Zone C areas (areas of observed severe liquefaction). Similar patterns of losses could be assumed in these areas compared to previous Zone C areas.
  - 5.4 There are extensive new Zone B areas (areas of observed moderate liquefaction and are coloured orange on the maps). Similar patterns of losses could be assumed in these areas compared to previous Zone B areas.
  - 5.5 All new Zone B and C areas are areas where houses had previously sustained damage in the \$10,000 - \$30,000 range.
  - 5.6 There is also damage in the Port Hills, with a number of new houses which had previously sustained damage in the \$10,000 - \$20,000 range now suffering damage that will put them over the \$100,000 cap.
- 6 EQC is considering undertaking a sample survey to confirm the validity of the initial assumptions provided.
  - 7 Please do not hesitate to contact me if you have any questions.

Yours sincerely

Ian Simpson  
Chief Executive



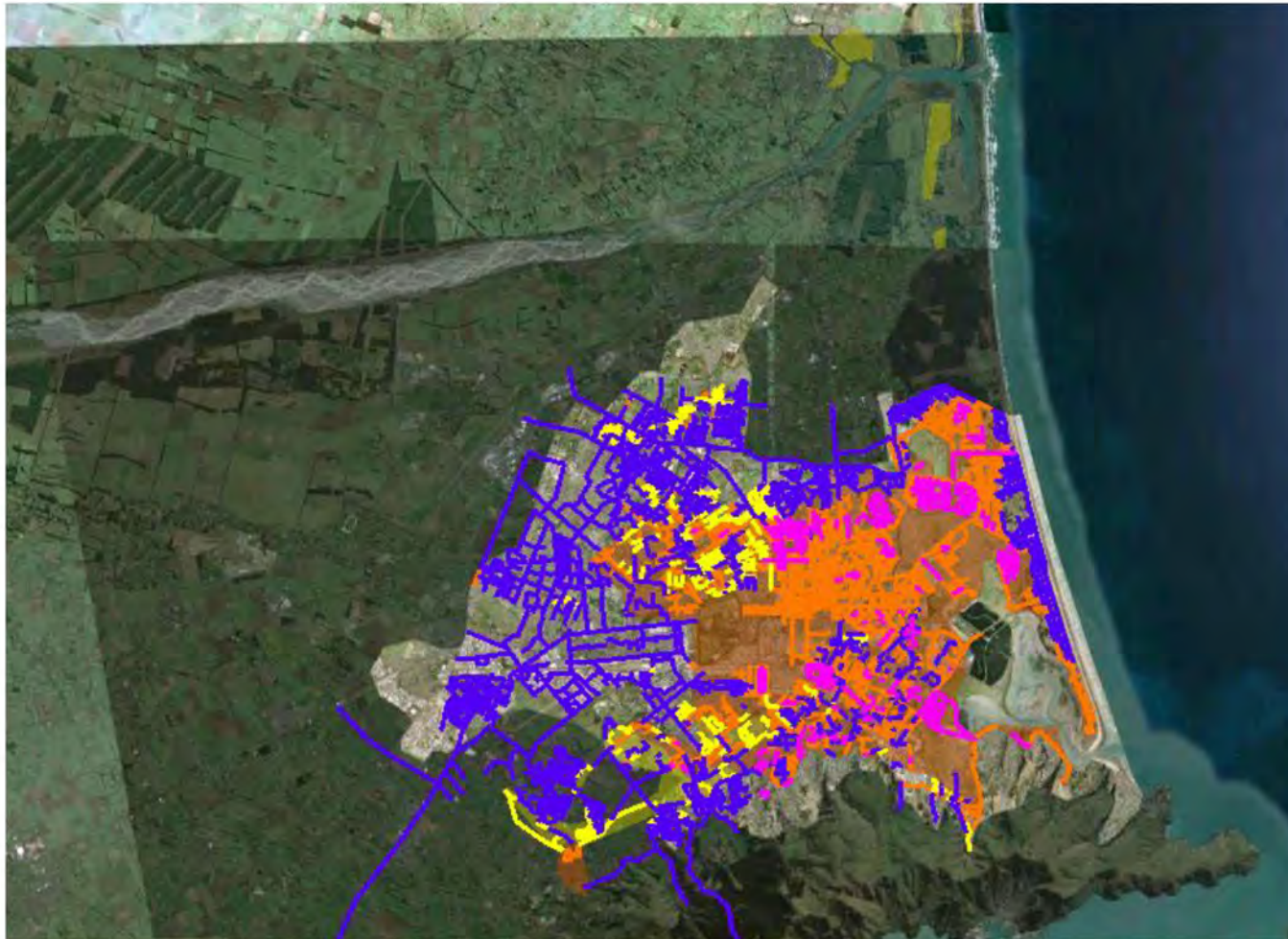
**INITIAL TONKIN & TAYLOR LIQUEFACTION DAMAGE MAP FOR 22 FEBRUARY 2011 (AS AT 24 FEBRUARY 2011)**



Orange =  
major  
liquefaction

Yellow =  
minor  
liquefaction

**UPDATED TONKIN AND TAYLOR LIQUEFACTION MAP FOR 22 FEBRUARY 2011 (AS AT 1 MARCH 2011)**



Magenta = severe liquefaction

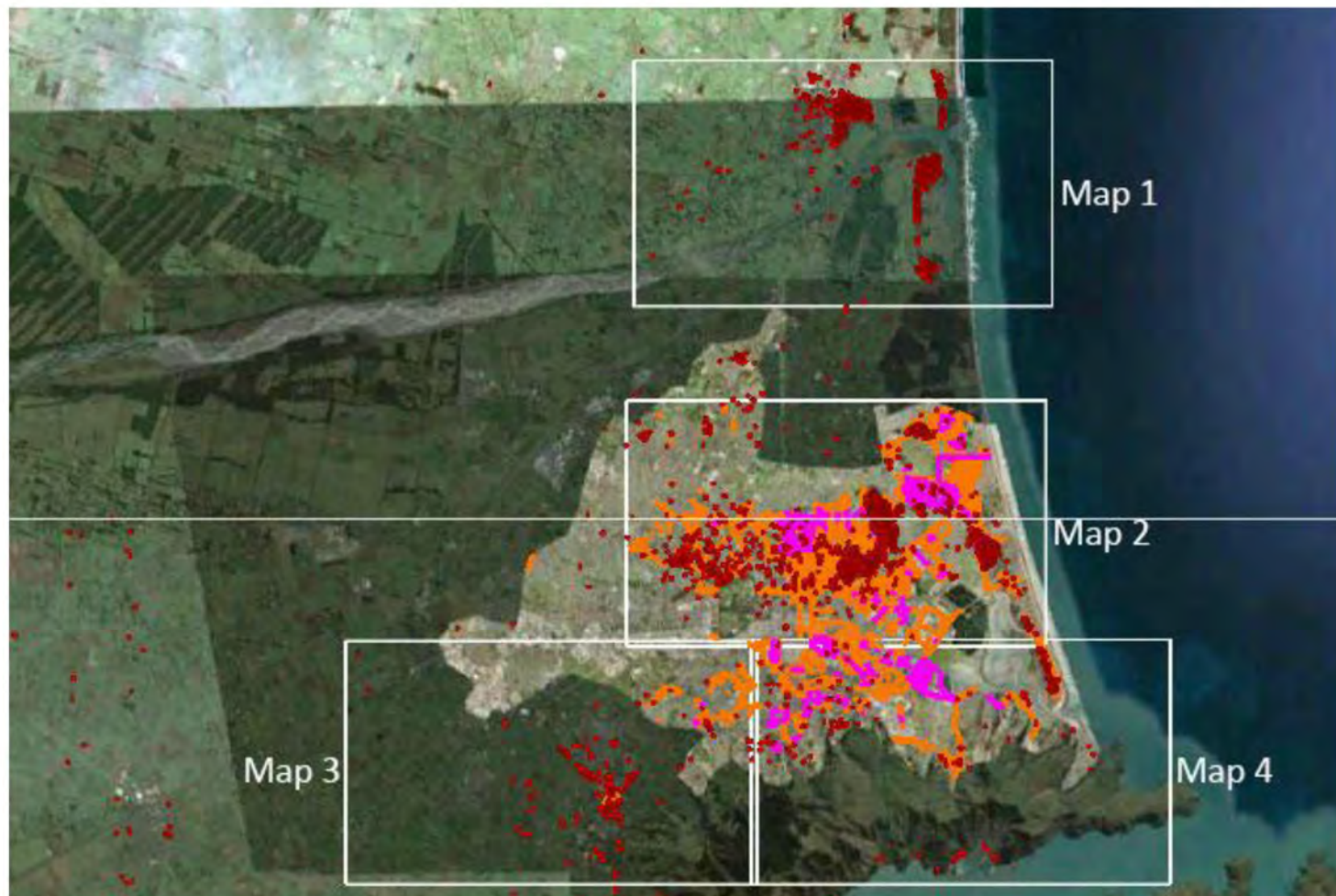
Orange = moderate amounts of liquefaction

Yellow = trace amounts of liquefaction (occasional and minor sand boils)

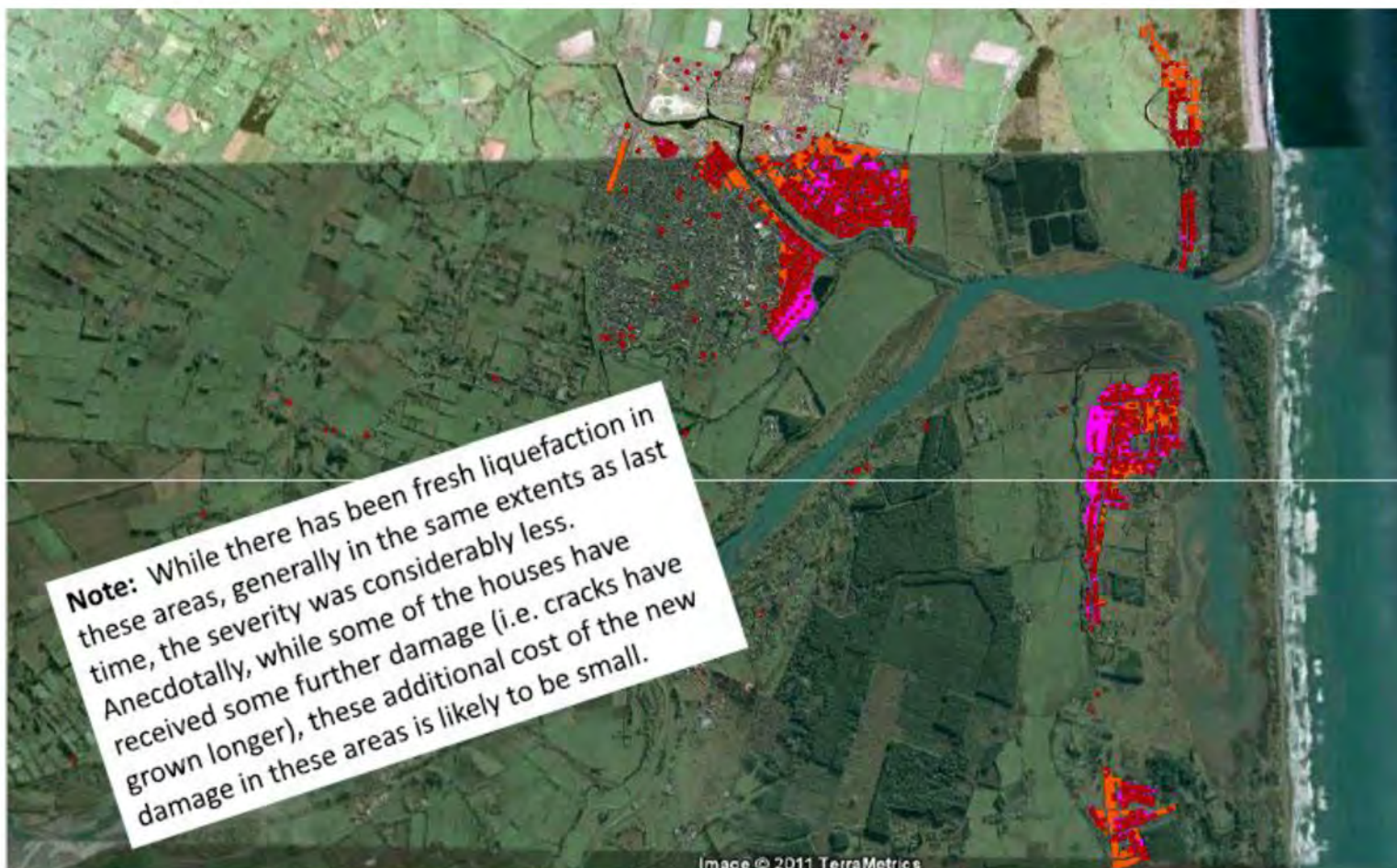
Blue = No visible signs of liquefaction

Not all streets have been surveyed.

**DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH CITY AND SURROUNDING SUBURBS – 22 FEBRUARY 2011**



**MAP 1: DAMAGE ASSESSMENT MAP FOR KAIAPOI, PINE AND KAIRAKE BEACH, BROOKLANDS AND SPENCERVILLE – 4 SEPTEMBER 2010**

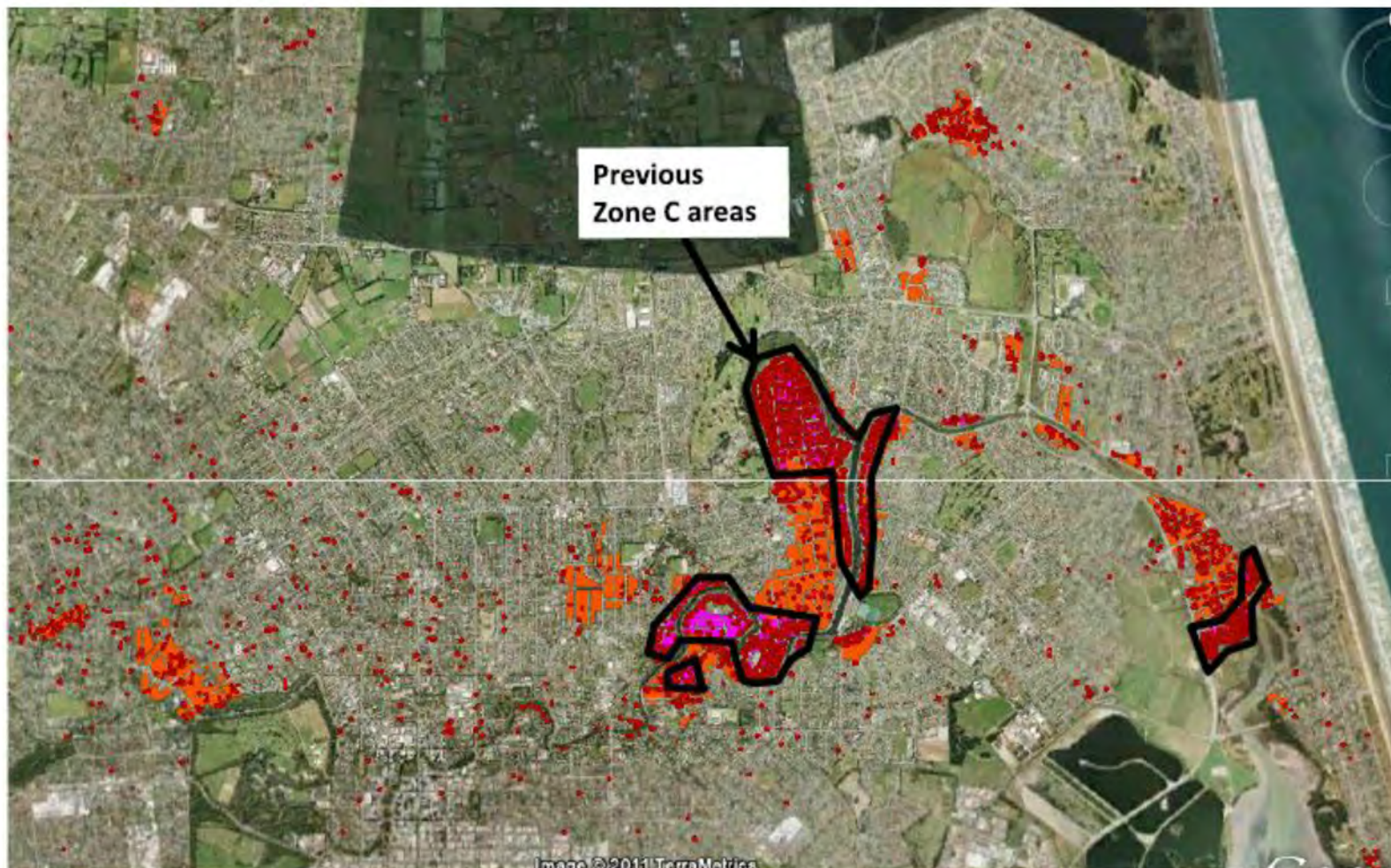


Magenta = Zone C areas based on land damage maps in Stage 2 report for 4 September

Orange = Zone B areas based on land damage maps for Stage 2 report for 4 September

Red dots = EQC claims which were assessed as over the \$100,000 cap for 4 September

**MAP 2A: DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH (NORTH OF CBD) – 4 SEPTEMBER 2010**

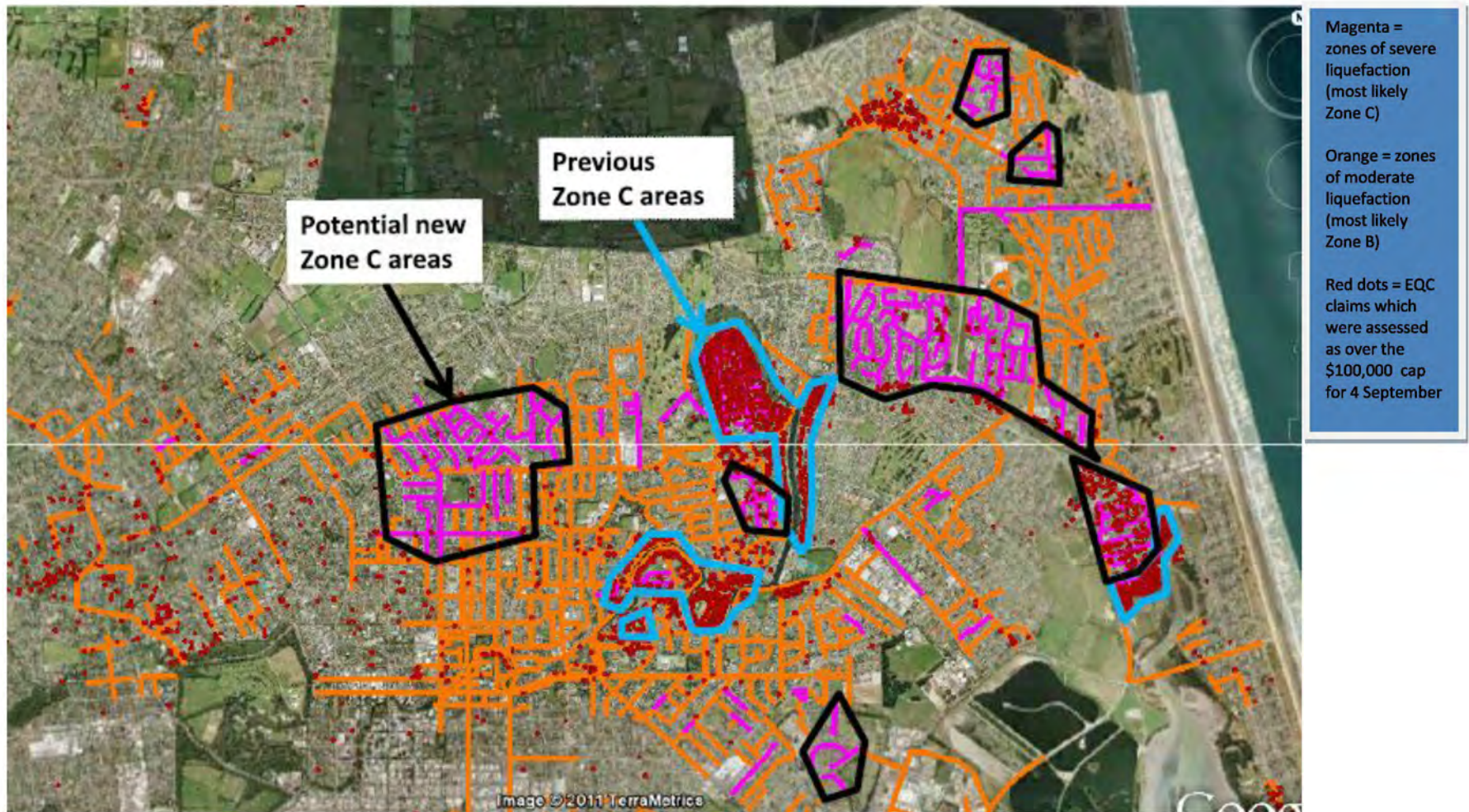


Magenta = Zone C areas based on land damage maps in Stage 2 report for 4 September

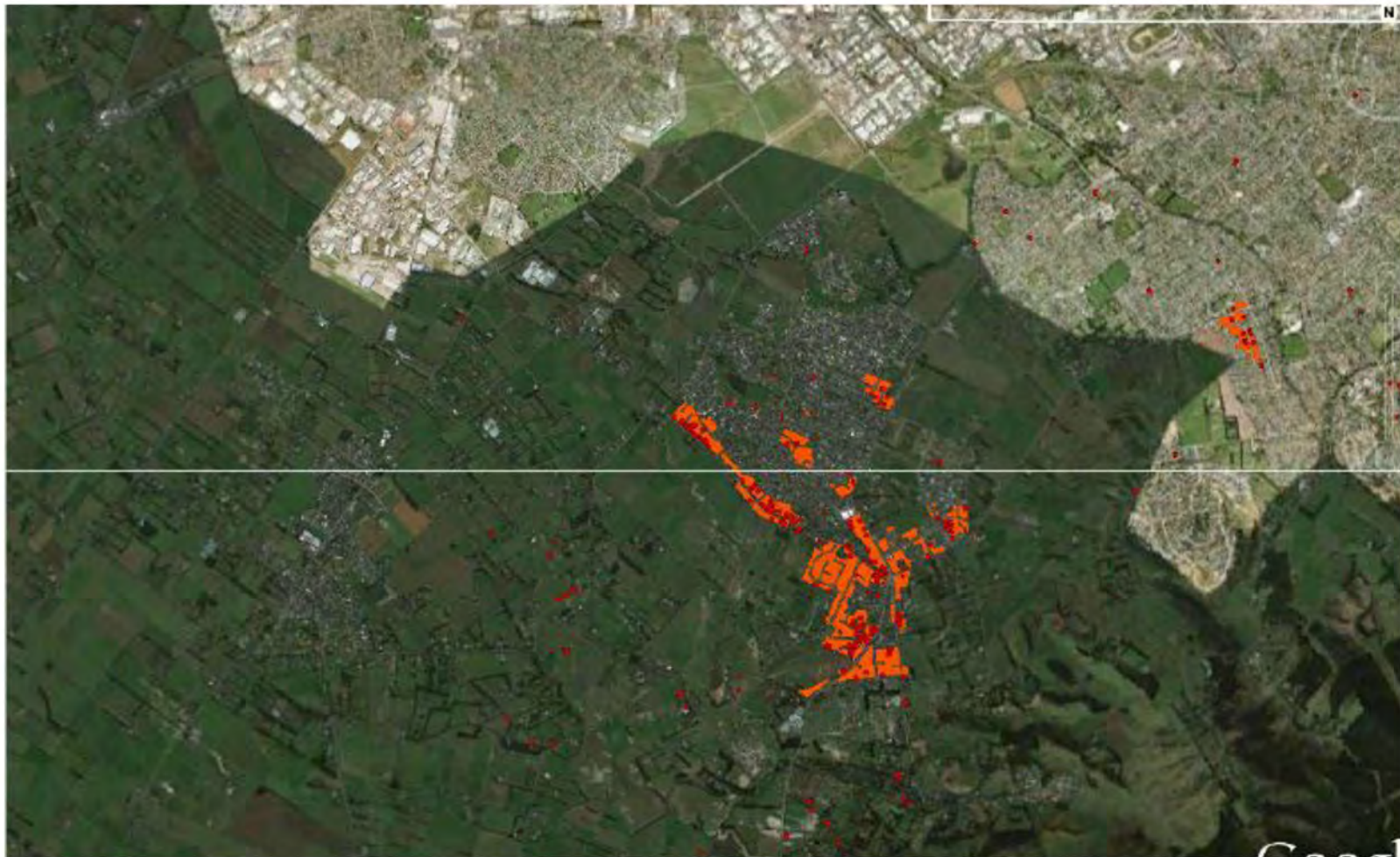
Orange = Zone B areas based on land damage maps for Stage 2 report for 4 September

Red dots = EQC claims which were assessed as over the \$100,000 cap for 4 September

**MAP 2B: DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH (NORTH OF CBD) – 22 FEBRUARY 2011**



**MAP 3A: DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH (SOUTHWEST OF CBD) – 4 SEPTEMBER 2010**



Magenta = Zone C areas based on land damage maps in Stage 2 report for 4 September

Orange = Zone B areas based land damage maps for Stage 2 report for 4 September

Red dots = EQC claims which were assessed as over the \$100,000 cap for 4 September

**MAP 3B: DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH (SOUTHWEST OF CBD) – 22 FEBRUARY 2011**



**Note:** While there has been fresh liquefaction in Halswell, generally in the same extents as last time, the severity was considerably less. Anecdotally, while some of the houses have received some further damage (i.e. cracks have grown longer), these additional cost of the new damage in these areas is likely to be small.

Magenta = zones of severe liquefaction (most likely Zone C)

Orange = zones of moderate liquefaction (most likely Zone B)

Red dots = EQC claims which were assessed as over the \$100,000 cap for 4 September



**MAP 4A: DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH (SOUTHEAST OF CBD) – 4 SEPTEMBER 2010**

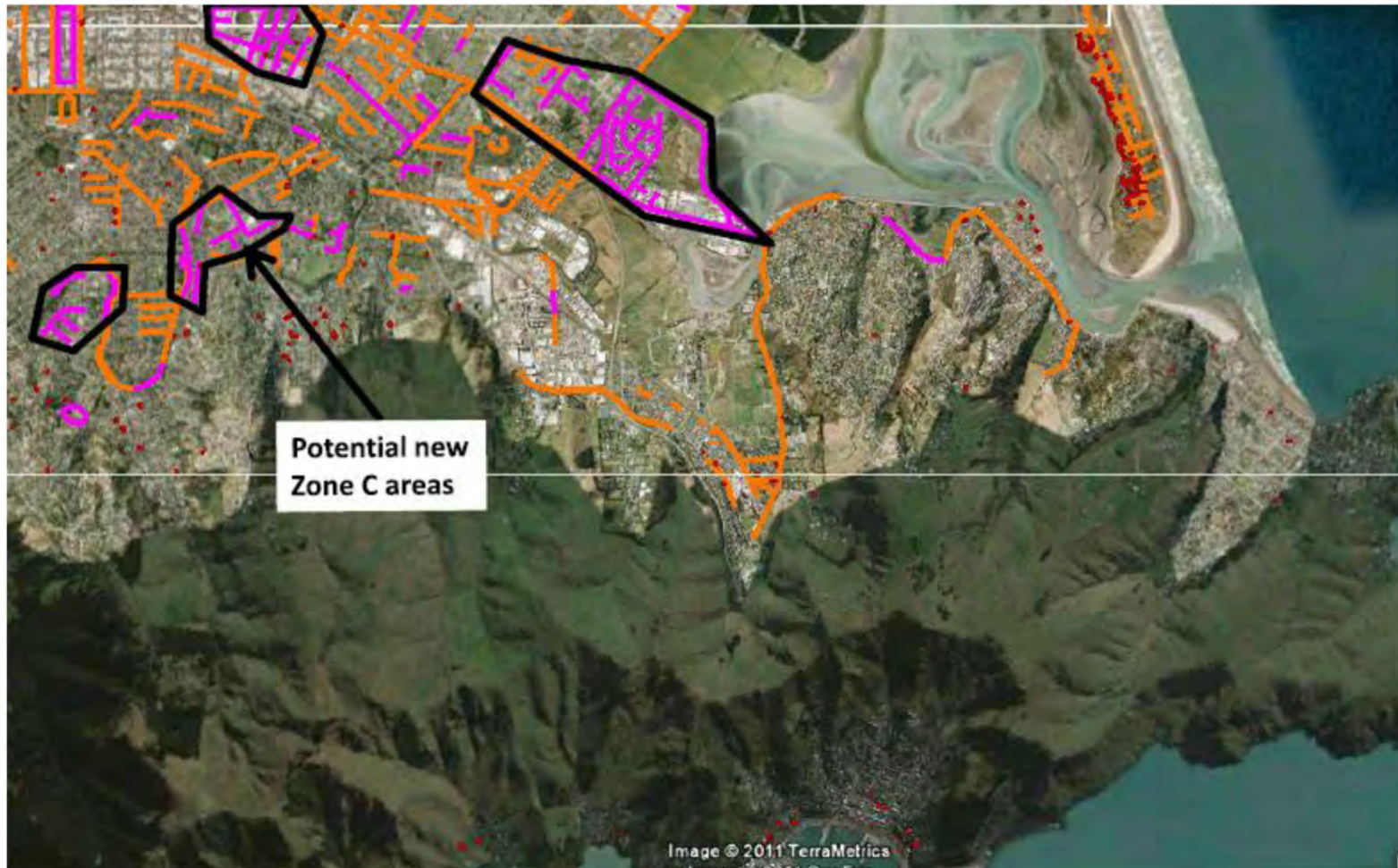


Magenta = Zone C areas based on land damage maps in Stage 2 report for 4 September

Orange = Zone B areas based land damage maps for Stage 2 report for 4 September

Red dots = EQC claims which were assessed as over the \$100,000 cap for 4 September

**MAP 4B: DAMAGE ASSESSMENT MAP FOR CHRISTCHURCH (SOUTHEAST OF CBD) – 22 FEBRUARY 2011**



Magenta = zones of severe liquefaction (most likely Zone C)

Orange = zones of moderate liquefaction (most likely Zone B)

Red dots = EQC claims which were assessed as over the \$100,000 cap for 4 September

9(2)(a)

**From:** 9(2)(a)@clear.net.nz  
**Sent:** Wednesday, 2 March 2011 12:21 p.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Subject:** Docs to review - asap please  
**Attachments:** EMAIL TO COMBINED BAY ASSESSORS AND TO THE LOSS ADJUSTORS PROVIDED THROUGH THEM.docx; EMAIL TO CURRENT FIELD STAFF WHO ARE BEING PLACED ON THE ACTIVE LIST.docx; EMAIL TO CURRENT FIELD STAFF WHO ARE BEING PLACED ON THE RESERVE LIST.docx

Hi Jo

Would you have a look at these three documents please. We want to send them out today if we can as we are starting to contact people about coming back and we want to pre-empt queries.

Two of them are very similar (good news and bad news) – we are telling the LAs and Estimators whether they can expect to be asked back or not. Not too much of a worry I think – just keeping people in the loop, and keeping the door open for some of the folk who have been id-ed as not really measuring up (various backgrounds and supporting documentation).

The third document (all 3 are for emailing) is to the CBA and is self-explanatory I think. It's the one I think you will be most interested in .... We discussed this yesterday.

Reid has 'signed off' on all three but I'd value any comment/input you might have before I use them.

It was lovely to see you yesterday. It's a pity there aren't more hours in the day.

Best regards

9(2)(a)

**EMAIL TO COMBINED BAY ASSESSORS AND TO THE LOSS ADJUSTORS PROVIDED THROUGH THEM**

To CBA

Dear .....

As you probably know, the Commission has been reviewing its approach to the provision of loss adjustors and estimators. The Commission is now prepared to contract directly with suitable individuals.

Where these individuals have in the past been provided through companies such as yours and there is no contractual arrangement between those companies and the Commission or between those companies and the individual contractors, the Commission is prepared to enter into individual contractual arrangements with the loss adjustors or estimators involved.

The Commission is also reviewing its contractual arrangements with provider companies and agencies, where contracts exist.

A copy of this email is being sent to all of the Loss Adjustors who have been provided through you to date.

9(2)(a) [REDACTED] etc

**EMAIL TO CURRENT FIELD STAFF WHO ARE BEING PLACED ON THE ACTIVE LIST**

Dear .....

Thank you for your work to date with the Earthquake Commission.

Following the 22 February earthquake we have been revising our approach to staffing the new rotations. There are three aspects to this.

1. We have decided to reduce the size of our current pool of available loss adjustors and estimators. This is the "Active List".
2. We are keeping a list of trained estimators and loss adjustors who are not currently required for the Active List but who could be invited back if the need arises. This is the "Reserve List".
3. We are going to consider applications from suitably qualified Cantabrians to be trained to work with us.

The individuals on the Active List are determined on the basis of demonstrated ability and experience. People on the Reserve List are predominantly from other parts of the country and some individuals on this list have had difficulties meeting all of the requirements of the Commission.

In your case we have placed you on the ACTIVE List. This means that subject to you continuing to perform at the level required by the Commission you will be invited to return for further tours.

Thank you again for your assistance and cooperation.

Yours sincerely

Reid etc

**EMAIL TO CURRENT FIELD STAFF WHO ARE BEING PLACED ON THE RESERVE LIST**

Dear .....

Thank you for your work to date with the Earthquake Commission.

Following the 22 February earthquake we have been revising our approach to staffing the new rotations. There are three aspects to this.

1. We have decided to reduce the size of our current pool of available loss adjustors and estimators. This is the "Active List".
2. We are keeping a list of trained estimators and loss adjustors who are not currently required for the Active List but who could be invited back if the need arises. This is the "Reserve List".
3. We are going to consider applications from suitably qualified Cantabrians to be trained to work with us.

The individuals on the Active List are determined on the basis of demonstrated ability and experience. People on the Reserve List are predominantly from other parts of the country and some individuals on this list have had difficulties meeting all of the requirements of the Commission.

In your case we have placed you on the RESERVE List. This means that in the event there is a need, the Commission would be in a position to contact you and ask you to work with it again.

As you will understand, there is now a heightened need for stringent security measures, so if you haven't done so already, would you please ensure that you return your EQC ID and Access cards to this office as a matter of priority. A self-addressed prep-paid courier pack is enclosed for this purpose.

Thank you again for your assistance and cooperation.

Yours sincerely

Reid etc

9(2)(a)

**From:** 9(2)(a) <9(2)(a)mcmac.co.nz>  
**Sent:** Wednesday, 2 March 2011 3:40 p.m.  
**To:** 9(2)(a); 9(2)(a); Gordon Irving; 9(2)(a)orbitcom.co.nz; 9(2)(a)  
9(2)(a)@treasury.govt.nz; 9(2)(a)9(2)(a)  
**Subject:** weekly social media analysis  
**Attachments:** EQC weekly report (23 Feb - 2 Mar) Final.pdf

9(2)(a)

MC McNAMARA RESEARCH LIMITED

9(2)(a)

Level 3 78 Victoria Street PO Box 11 - 651 Wellington New Zealand

[www.mcmcnamara.co.nz](http://www.mcmcnamara.co.nz)

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Thank you.



## **EQC Social Media Alert**

02 March 2011

Reporting period: midnight 22 February – midnight 01 March 2011

*This social media report covers stories and mentions about the Earthquake Commission (EQC) on social interaction sites (i.e. Twitter, Facebook, blogs and forums) in the last seven days (midnight 22 February – midnight 01 March).*



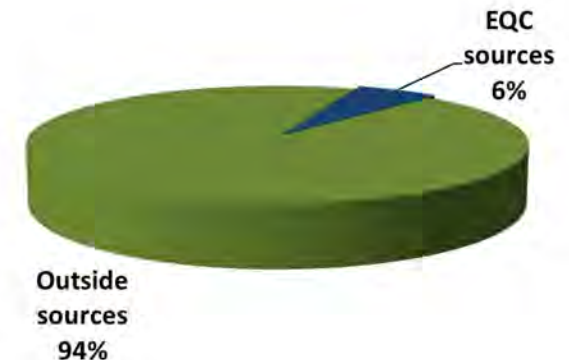
# Trends

Total coverage was up 68 per cent (from 332 to 561\*), with a number of key stories in the social media. Police warnings about bogus EQC assessors, EQC's triple A rating by S & P, and levy increases prompted a huge spike on 25 February, and sustained social media attention across the week.

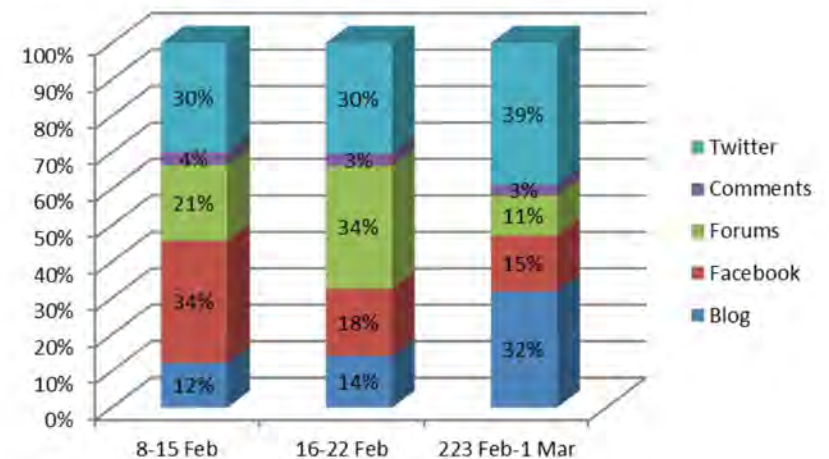
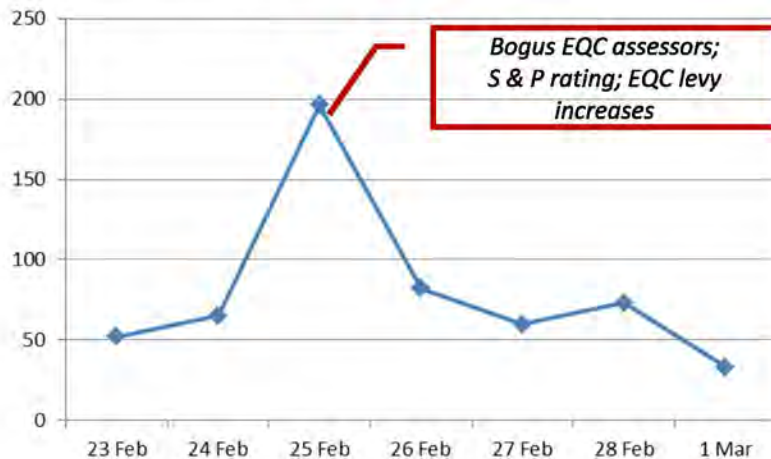
Blogs' share of coverage more than doubled in the last seven days, while a reverse of the trend was spotted for forum activity. There were less interactions and message exchanges as postings tended to put heavier focus on factual issues, thus consisting mainly of copied news items and links to mainstream news sites.

EQC's share of influence and share of coverage via EQC sources fell significantly (from 51 per cent to 6 per cent), stemming from less activity on its Facebook page and Twitter account. Trade Me interactions have died away after 23 February.

## Coverage by media type



## Volume of online posts: 23 February – 1 March: 561



\*For online postings exceeding a volume of 400, McNamara Research applies a sampling procedure. A sample of 239 online postings were drawn for the purpose of this analysis.

# What are people saying about you?

General operations was the driving theme over the last seven days. Postings about Standard & Poor's Ratings Services' AAA rating on EQC reflecting the ownership and strong support by the Government proliferated on Twitter and mainly drove the positive coverage.

Following last week's huge quake, EQC's helpline and role on disaster recovery were highlighted on several blogs. Reports of bogus officials going door to door, asking questions about valuables was extensively covered on blogs, Twitter and Facebook. Albeit negative at face value, the news did not pose a negative impact on EQC's reputation as postings meant to cascade warnings about the fake assessors. These items were thus recorded as balanced.

Finance stories comprised mostly of factual news on EQC funds and levy increases. Differing statements on this matter have surfaced - Prime Minister John Key appeared on several pieces stating that EQC fund is severely depleted, hence the possible imposition of an earthquake levy. EQC CEO Ian Simpson, was quoted on a recent blog, however, refuting media reports that damage from the latest aftershock will drain EQC's funds: *"The only way that will happen is if we go through the top of our reinsurance, and in my view that is unlikely at this stage."* ([insurancenews.com.au](http://insurancenews.com.au), 28 February)

Praises for efficient EQC assessments and reports on EQC's ample financial support were other areas that drove positive coverage.

Negative postings' share of coverage declined steadily with only a smattering of negative articles across minor topic areas – communication inefficiencies, delays in inspections, and pay-out issues.

## ROBYNMSPEED on Twitter, 28 February

Have had EQC round, and Red Cross. These guys are working so hard.

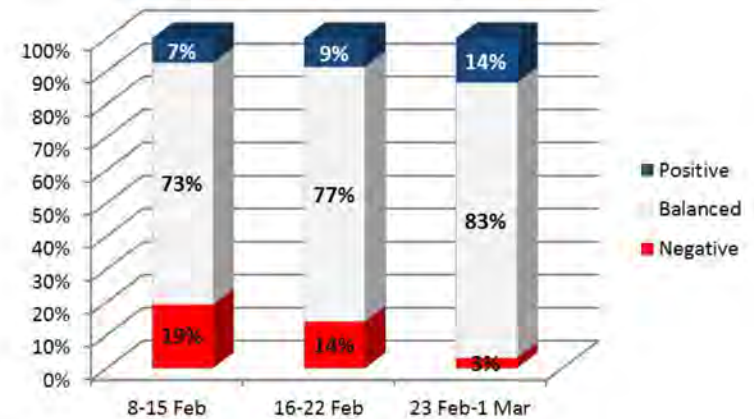
## TATIE3 on Twitter, 26 Feb

@CampbellLiveNZ Have a look into this... EQC now asking for pay-outs back.

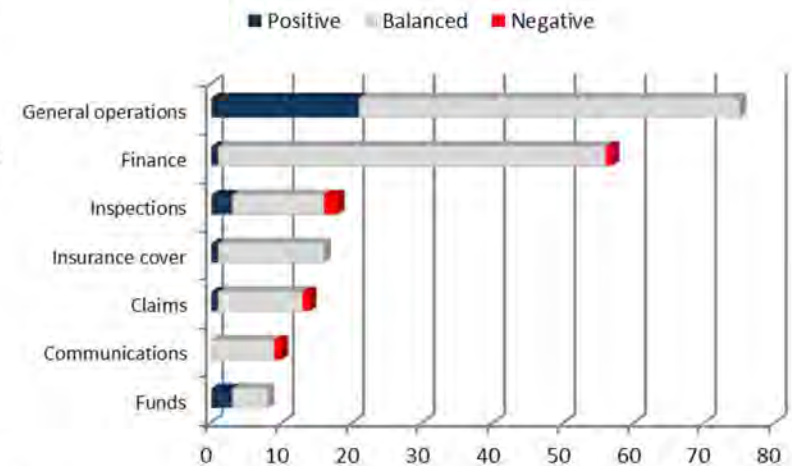
## HAEBE on Twitter, 28 Feb

Getting very frustrated with the misinformation being handed out by central police and eqc about business access. Adding heaps more stress.

## Tone



## Themes



9(2)(a)

**From:** 9(2)(a)  
**Sent:** Wednesday, 2 March 2011 5:02 p.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Subject:** FW: Some info for you

As discussed, let me know if I can do anything, or if you will follow this up

---

**From:** 9(2)(a) [mailto:9(2)(a)@momentum.co.nz]  
**Sent:** Wednesday, 2 March 2011 2:25 p.m.  
**To:** 9(2)(a); Phillip Jacques  
**Subject:** Some info for you

[Redacted]

Hi

By pure co-incidence I interview a loss assessor yesterday in Napier for a perm role. He had just got back from Christchurch and was in the down period.

He mentioned that there is a growing debate around their hours and the risk of burn out as they and the builder are often doing 10 hour days and 6 day weeks. He said the out of towners and Australians are keen to do that as they want as little down time as possible Whereas the locals are more inclined to the proposed 5 day 8 hour shifts.

It was refreshing to hear in the 4 months he had only seen a handful of claimants chancing their arm and the bulk of the claims were all Genuine.

I hope you are both holding up well – I imagine it can't be easy.

Kind regards

[Redacted]

Specialist in CFO & Accounting, Banking and Finance Permanent Recruitment

P: +9(2)(a)  
F: +9(2)(a)  
M: +9(2)(a)  
E: 9(2)(a)@momentum.co.nz

For all of the latest career information please check out:  
[www.momentum.co.nz](http://www.momentum.co.nz) and [www.careerzone.co.nz](http://www.careerzone.co.nz)

IT Professionals make sure you get the latest IT career info on: [www.920.co.nz](http://www.920.co.nz)

All temporary and permanent support staff visit: [www.velocityrecruitment.co.nz](http://www.velocityrecruitment.co.nz)

Please consider the environment before printing this email.

9(2)(a)

**From:** Bryan Dunne  
**Sent:** Wednesday, 2 March 2011 4:41 p.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Subject:** FW: Land Remediation - Kaiapoi & Spencerville  
**Attachments:** WGNDOC01-#1243200-v1-Outstanding\_Issues\_-\_Land\_remediation.DOC

---

**From:** 9(2)(a) [mailto:9(2)(a)@chapmantripp.com]  
**Sent:** Wednesday, 2 March 2011 1:01 p.m.  
**To:** Terry Wynyard; 9(2)(a)  
**Cc:** Bryan Dunne; 9(2)(a); 9(2)(a)  
**Subject:** RE: Land Remediation - Kaiapoi & Spencerville

Thanks Terry.

I **attach** a draft issues list for consideration by you and 9(2)(a) before it is circulated to a wider group.

Note that Bryan is looking at similar issues currently – although he is probably coming at the land remediation workstream from a slightly different angle. Anyway, our work can feed into his and vice versa.

9(2)(a) and 9(2)(a) – FYI and for any input that you may have.

Happy to discuss any aspect of this list.

Kind regards,  
9(2)(a)

9(2)(a)  
D: 9(2)(a)

---

**From:** Terry Wynyard [mailto:9(2)(a)@disputeresolution.co.nz]  
**Sent:** Tuesday, 1 March 2011 1:36 p.m.  
**To:** 9(2)(a); 9(2)(a)  
**Cc:** 9(2)(a); Lance Dixon; Ian Simpson; Hugh Cowan; 9(2)(a); 9(2)(a)  
**Subject:** Land Remediation - Kaiapoi & Spencerville

Hi 9(2)(a) & Others

Although it might appear to be a little premature given the tragic event last week, we may need to turn our minds to a continuation of land remediation at both Spencerville and Kaiapoi. I visited both of those sites with Ben and 9(2)(a) last week, and although there was some additional liquefaction in Kaiapoi we did not observe any additional significant damage at either location.

9(2)(a) has advised me that Ian has agreed that we should continue with land remediation in Spencerville for the time being. Waimakariri District Council have made it known that they are keen to continue with their recovery, including land remediation in Kaiapoi.

That being that case we need to regroup and pick up where we left off prior to 22 Feb. The issues surrounding land remediation including the extent of filling sites which have slumped, stone rafts, location of stone columns in Kaiapoi, variation 48, section 72 and 50 year flood levels all need to be put to bed.

May I suggest 9(2)(a) that it may be helpful if you provide in the first instance a brief summary of what you see are the outstanding issues to be addressed, we can digest that and then get our heads together and develop strategies to move forward.

Look forward to your response.

Kind regards

**Terry Wynyard**  
**NZ Earthquake Commission**  
Phone 9(2)(a)

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## **OUTSTANDING ISSUES – ADDITIONAL LAND REMEDIATION**

### **ASSUMPTIONS**

- Likely that WDC additional land remediation works will be decoupled from CCC additional land remediation works;
- Likely that EQC will have functions in respect of WDC additional land remediation works only;
- Likely that Concept Design Report (*CDR*) will be “downsized” or may not even be pursued. Focus will likely shift to undertaking WDC works as soon as possible.

### **SCOPE OF WORKS**

1. What barrier work will be carried out?
  - will it be all the barrier work in Waimakariri referred to in T&T Stage 2? Or will the barrier work be approached in a piecemeal fashion – starting with early works at say Charles Street and Courtenay Drive?
  - from an engineering viewpoint, has the 22 February event given rise to the need for any reassessment of barrier works in Waimakariri?
2. What (if any) rafting work will be carried out?
  - there was enough scope in the December 2010 Ministerial Direction to include an option for rafting work in the CDR. Should rafting work be considered as an option now? What has happened to the \$140m envelope since 22 February?
  - what actual additional benefit would come from the rafting work? Applying the T&T *1 to 10* scale – could rafting work lift the standard of the land (or land in some areas) to, say, a 4 to 5?
3. What work will be carried out at Kairaki Beach and Pines Beach?

### **LOCATION OF WORKS**

4. What is the precise proposed location of early works (taking into account resource consent issues/ vacant possession/ economics of build/ relationship with existing and proposed services (sewer, stormwater, water , power , telephone etc))? Coordination with WDC will be required.
5. Aside from the early works, where will the other barrier works, and rafting works (if any) be located?

## FLOODING RISK

6. Where does land need to be raised/contoured to mitigate flooding risk? In particular:

- is the only risk a localised risk? Or are there regional flooding risk issues in Waimakariri?
- can the Kaiapoi flooding map be relied on to assist? (see *WDC Kaiapoi: Localised Stormwater Issues and Options (draft - Kaiapoi East only)* - 17 February 2011);
- what is the level to which the land must be raised to meet EQC Act obligations? Are there areas of localised flooding risk in Waimakariri that can simply be addressed on a case by case basis with bespoke contouring/rafting solutions that are done in a reasonably sufficient manner and as circumstances permit? *If this issue can be answered "yes", then some other flooding risk issues below will fall away;*
- will the additional remediation works cover any rafting/ other works to address flooding risk *over and above* what is required to meet EQC's obligations under the EQC Act (i.e. this is an issue of what costs will lie with the Crown)?
- in flooding risk areas, should land *just* be raised under the building? Would such a solution "work" from an engineering viewpoint? Would it increase the flooding issues? Would it affect the integrity of the perimeter works?
- should EQC pursue an OiC to change section 72 et seq, Building Act to accommodate a solution such that just the land under the building is raised? How much of an issue is section 72? How does WDC interpret "major alteration" for the purposes of section 71(1)?
- how many houses are there in Waimakariri that:
  - are not earmarked to have barrier work built on the house footprint;
  - are not proposed to be demolished; and
  - have land that needs to be raised/contoured?
- note that in Waimakariri, Variation 48 issues previously considered will not apply. *But all decisions will have potential precedent effects for CCC land.*

## STEPS TO IMPLEMENT LAND REMEDIATION

5. Finalise and enter into WDC MOU which will define EQC/WDC roles. Remaining issue is the indemnities sought by WDC from EQC (separate workstream – **9(2)(a)**)

9(2)(a) Consistency with a CCC MOU will no longer be an issue. Need to consider activities list in MOU – will it be streamlined (e.g. re CDR)?

6. Finalise:

- Ministerial Direction to EQC to enter into and perform WDC MOU; and
- cover letter from Minister to EQC and EQC's response. This exchange of letters will need to reference early works (drafting was in progress pre-22 February).

Approval of Treasury to early works will likely be required despite wording of December 2010 Ministerial Direction. Treasury will support early works programme as long as it is "defined and managed".

7. Smooth path on access and resource consents with OICs. There are currently three OICs in the drafting process (i.e. OICs for:

- land access to private land (lead by DIA);
- land access to reserves (lead by DoC);
- RMA process (lead by MfE)).

Miscellaneous drafting issues being addressed by 9(2)(a) These OICs are due to be finalised by mid-March.

8. Obtain resource consents from WDC and ECan. T&T had been preparing the applications.
9. Obtain consents from HPT. T&T had been liaising with the HPT as part of the above overall consenting works.
10. Engage with Mahaanui Kurataiao Limited to discuss the resource consent application for North Kaiapoi early works resource consent, and an 'authority to modify' application to the Historic Places Trust (HPT) for works within Kaiapoi. How can we assist the communications with this stakeholder?
11. What is the extent of the competitive process required for contractor procurement by WDC?
12. What construction equipment is available – having regard to damage to Lyttleton Port? general damage in Christchurch?

**TIMING**

13. When can early works commence? Dependent on procurement/ equipment availability/ HPT/resource consents).



**OTHER**

14. How will communications with landowners/others be handled in Waimakariri to manage expectations post 22 February?

draft

9(2)(a)

**From:** 9(2)(a) <9(2)(a)mcmac.co.nz>  
**Sent:** Thursday, 3 March 2011 1:16 p.m.  
**To:** 9(2)(a); 9(2)(a); Gordon Irving; 9(2)(a)orbitcom.co.nz; 9(2)(a)  
@eqc.govt.nz; 9(2)(a)@treasury.govt.nz; 9(2)(a); 9(2)(a)  
**Subject:** 2 March social media  
**Attachments:** 2 March.pdf

9(2)(a)

MC McNAMARA | RESEARCH LIMITED

T 9(2)(a)

Level 3 78 Victoria Street PO Box 11 - 651 Wellington New Zealand

[www.mcmcnamara.co.nz](http://www.mcmcnamara.co.nz)

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Thank you.

# Daily alert

(midnight 2 March – midnight 3 March)



**General operations and finance postings remained strong areas of social media coverage.** The majority of finance pieces focused on the cost of the damage and the impact of the quake on the Commission's reserves. Two positive postings on Twitter were linked to a news article on NZ Herald where Bill English stressed the Commission's ability to cover costs and handle further disasters (*EQC 'could deal with another big one'* <http://goo.gl/fb/hd0sV>, *Urhomeideas on Twitter*).

The remaining positive mentions were either from people who were happy about EQC's services or from those whose claims have been settled.

### Sam Mee on Facebook:

*Big Thanks to the fab people today who were SO appreciated...EQC engineers for the green sticker & being so kind and supportive.*

Only one negative posting appeared yesterday criticising EQC call centre:

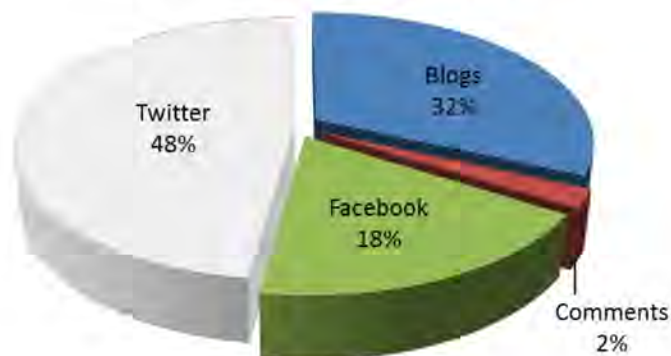
### Widefocus on Twitter:

*@EQCNZ U need a list of contractors 2 do repair work i needed my chimney taken then EQC call centre was not very helpful (for the 1st time).*

Overall, the tone of postings was balanced with negative coverage showing a steady decline since the 22 February earthquake. Frustration about communication has mostly receded.

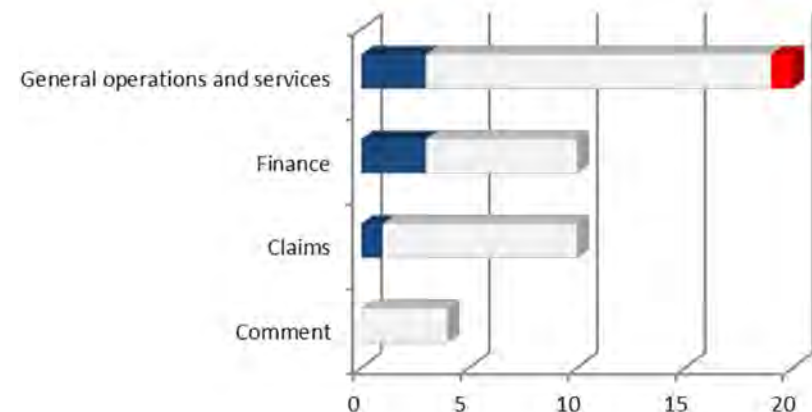
Today's recent postings as at 10am were tweets and blogs cascading police warnings about bogus EQC assessors, while forum discussions were in relation to finance issues such as quake damage costs, levies, and EQC funding.

### Coverage by media type Total number of posts: 44



### Theme and tone

■ Positive ■ Balanced ■ Negative



9(2)(a)

**From:** 9(2)(a)@clear.net.nz  
**Sent:** Friday, 4 March 2011 8:46 a.m.  
**To:** 9(2)(a)@treasury.govt.nz  
**Cc:** Reid Stiven; 9(2)(a)@eqc.govt.nz; 9(2)(a)  
**Subject:** URGENT: Combined Bay Adjustors  
**Attachments:** EMAIL TO COMBINED BAY ASSESSORS AND TO THE LOSS ADJUSTORS PROVIDED THROUGH THEM.docx

Good morning Jo.

You, Lance, Reid, and 9(2)(a) have agreed to the email I proposed to send to CBA and the adjustors sourced through them (copy attached). The essence of why we decided we could proceed with this particular 'agent' in this way (and ahead of reviews of similar arrangements with other suppliers) is that there were no written contracts between EQC and CBA or between CBA and the individual adjustors.

But prior to sending the email this morning I decided to play safe and I called one of them to reconfirm that they had no written contract with CBA. The response was that since February they HAVE had written contracts. The adjustor told me that CBA refused to pay the adjustors for their work in December until such time as they signed a contract with him, AND he told them that EQC would not pay him (CBA) until such time as contracts were signed with the individuals.

I very much doubt that EQC would have said this to CBA.

Even putting aside the existing concerns about CBA and how it treats adjustors, it seems to me that they have now effectively blackmailed the adjustors to get them to sign contracts. I have asked the adjustor I spoke to send me a copy of the contract and to send me email confirmation of what he has just told me.

I do not believe that this is something we should allow to happen and propose that we ask each of the other 5 adjustors to tell us their story. I also suggest that we seek some legal advice on this so that we can safely find a just solution to this situation.

Can we please move quickly on this as some of the 7 CBA adjustors are due back here from next Sunday and two more have been added to the CBA ranks.

Thank you.

9(2)(a)

9(2)(a)  
Personnel Manager

**EMAIL TO COMBINED BAY ASSESSORS AND TO THE LOSS ADJUSTORS PROVIDED THROUGH THEM**

To CBA

Dear .....

As you probably know, the Commission has been reviewing its approach to the provision of loss adjustors and estimators. The Commission is now prepared to contract directly with suitable individuals.

Where these individuals have in the past been provided through companies such as yours and there is no contractual arrangement between those companies and the Commission or between those companies and the individual contractors, the Commission is prepared to enter into individual contractual arrangements with the loss adjustors or estimators involved.

The Commission is also reviewing its contractual arrangements with provider companies and agencies, where contracts exist.

A copy of this email is being sent to all of the Loss Adjustors who have been provided through you to date.

9(2)(a) [REDACTED] etc