Our head office is in Christchurch, New Zealand.
WHEN DISASTER STRIKES
NEW ZEALAND, A MODERN ECONOMY
A MODERN ECONOMY

- Demographics
- Economy and GDP
- Industry
- Three major cities
- Stable political environment
- Educated workforce
- Good business ranking
- High building standards
- High level of insurance
WHEN DISASTER STRIKES

ON 4 SEPTEMBER 2010 AND 22 FEBRUARY 2011 CHRISTCHURCH EXPERIENCED DEVASTATING EARTHQUAKES
4th September 2010

- 7.1mag earthquake strikes in Darfield
- 40km west of Christchurch City
- No one died
- Office closed for a week

- Fault creates new fence line in paddock
- Movement of 4m

Chicago | October 2012
185 people died, over seven thousand people were injured.
WHEN DISASTER STRIKES
OUR RECOVERY STRATEGY
DAY ONE

- Evacuated staff from our 12 storey building
- IT guy removed NAS box (holds copy of our data) from building
- Made sure everyone was safe – took roll call
- Cell phone network overloaded - some text available for 90 minutes on backup power
- Sent people home in groups
- At home – liquefaction, no power, no water, no sewer, no phones, damaged houses.
DAY TWO

• Partners met and planned response and allocated responsibility
  – Communicate with staff - initiated phone trees and website info
  – IT – planned setting up temporary server and work stations in houses
  – Securing new premises
  – Started contacting key clients
SITUATION

• National State of Emergency declared
• International rescue response
• City lock down – military controlled cordon imposed
• No access to CBD, including our office building
  (Cordon still in place)
• Limited power, water and sewerage
• Communication only possible in some pockets of city
• Scramble for premises
DAY THREE ONWARDS

- Set up satellite hub offices at partners' houses
- Reinstated computer network
- Secured new premises on day 2, moved in 1 April 2011
- Back in business from day 3 – still in recovery mode
- April 2012 Secured lease on new building for occupancy Christmas 2013 – one of the first back into the new CBD
WHEN DISASTER STRIKES
80% OF ALL BUILDINGS IN THE CITY CENTRE DEMOLISHED
WHEN DISASTER STRIKES
US $25 BILLION WORTH OF INSURANCE CLAIMS
WHAT WE LEARNED

- Keep it simple
- Leadership – on the day
- Staff
- IT
- Deeds & Paper
- Lease / Premises

- Insurance
- Clients
- Website
- Mindset
- DR Planning
- Strategic national and international alliances
WHEN DISASTER STRIKES

WHAT’S HAPPENING NOW?
OPPORTUNITIES

• New Zealand's response
  – Financial commitment to Christchurch’s long-term future
  – New Government department – CERA
  – Recovery plan in place
  – Huge commitment by local people to recovery plan
• Biggest construction project in the world (maybe)
• US $25b insurance spend to come into the city
• New CBD – sustainable, green, resilient, people-friendly environment
• 17 Government led anchor projects
• Significant investment opportunities available for local and overseas investors
• Brand new city but with an existing population – unique opportunity