

List of External Reviews of EQC

Set out below is the list of external reviews. The list is in chronological order of date of Report of each external review. That date is included in the list (where known). There are some categories of other external reviews at the foot of the list.

1. Independent review of the EQC Catastrophe Response Programme (CRP) (2009)
2. Impac Risk & Safety Management Solutions – ‘Report on Earthquake Commission Field Offices in Canterbury’ (September 2010)
3. McHale Group Limited – ‘Retrospective Assurance Over the Probity of the Emergency Procurement Tender Process for the Provision of Reinstatement Project Management Services’ (December 2010)
4. Melville Jessup Weaver – ‘Earthquake Commission – Canterbury Earthquake – Estimated Liabilities’ (10 December 2010)
5. Impac Risk & Safety Management Solutions - ‘Report on Earthquake Commission Field Offices in Canterbury’ (January 2011)
6. 2009/10 Financial review of the Earthquake Commission - Report of the Commerce Committee
7. KPMG - ‘Earthquake Commission – Catastrophe Response Quality Assurance & Internal Audit’ (5 May 2011)
8. Linking Strategy to Implementation (LSI) – ‘EQC Claims Reporting Review: Stage One’ (August/September 2011)
9. 2010/11 Financial review of the Canterbury Earthquake Recovery Authority and the Earthquake Commission - Report of the Finance and Expenditure Committee
10. KSJ Associates – ‘Review Report: Christchurch 2012 Recruitment Processes’
11. Malcolm Inglis, Director of Inglis and Broughton Ltd – ‘Peer Review of EQC report on Christchurch 2012 Recruitment Processes’ (28 February 2012)
12. Letter dated 1 March 2012 from the State Services Commission to EQC regarding ‘Peer Review of EQC report on Christchurch 2012 Recruitment Processes ‘
13. Martin, Jenkins & Associates Limited – Draft Report ‘EQC Response to Canterbury Events’ (1 March 2012)
14. Royal Commission of Inquiry into Building Failure Caused by Canterbury Earthquakes – Final Report – Part 2, Section 1: Volume 4 – see page 11
15. Deloitte – ‘Report on the Earthquake Commission’s procurement procedures for contracting resources to undertake land assessments with Mainland Claims Management Limited and Cerno Limited’ (19 December 2012)
16. 2011/12 Financial review of the Earthquake Commission – Report of the Finance and Expenditure Committee

17. Audit of EQC internal processes following the disclosure by EQC of an incorrectly addressed email (which triggered the temporary closure of EQC's email systems, website, claims processing systems and social media channels)
18. Controller and Auditor-General report – 'Earthquake Commission: Managing the Canterbury Home Repair Programme' (October 2013)
19. Ombudsman and Privacy Commissioner - 'Information fault lines: Accessing EQC information in Canterbury' (13 December 2013)
20. State Services Commission – 'Independent Review of the Earthquake Commission's Customer Satisfaction Survey' (December 2013)
21. Human Rights Commission – 'Monitoring Human Rights in the Canterbury Earthquake Recovery' (December 2013)
22. 2012/13 Financial review of the Earthquake Commission - Report of the Finance and Expenditure Committee
23. Nielsen – 'Stakeholder engagement report' (September 2014)
24. Linking Strategy to Implementation (LSI) – 'Consulting review of customer interactions' (November 2014)
25. WorkSafe New Zealand – 'Investigation into EQC's and Fletcher EQR's asbestos management practices' (December 2014)
26. 2013/14 Annual review of the Earthquake Commission - Report of the Finance and Expenditure Committee
27. Nielsen – 'Stakeholder engagement report' (May 2015)
28. The Treasury – 'New Zealand's Future Natural Disaster Insurance Scheme' (July 2015)
29. KPMG – 'Privacy maturity assessment' (10 July 2015)
30. MBIE – 'Earthquake Repairs to Canterbury Homes Home Inspection Survey Report' (August 2015)
31. Controller and Auditor-General report – 'Earthquake Commission: Managing the Canterbury Home Repair Programme- Follow-up audit' (November 2015)
32. Cosman Parkes - 'Health and Safety Lessons Learnt from the Canterbury Earthquake Response' (November 2015)
33. '2014/15 Annual Review of the Earthquake Commission and Report from the Controller and Auditor-General, Earthquake Commission: Managing the Canterbury Home Repair Programme – follow-up audit' - Finance and Expenditure Committee
34. Morrison Lowe - 'Managing Complaints about Staff Conduct' (April 2016)
35. 2015/16 Annual Review of the Earthquake Commission – Report of the Finance and Expenditure Committee

36. 2016/17 Annual Review of the Earthquake Commission – Report of the Governance and Administration Committee
37. Acuo – ‘External Reviews of the Response to the Kaikōura November 2016 Earthquake’
38. Acuo – ‘Post Implementation Review – Valentine’s Day EQC/Vero Integration Pilot’ (August 2016)
39. Acuo – ‘External Review of EQC’s Response to the Valentine’s Day Earthquake’ (July 2017)
40. KPMG – ‘Earthquake Commission – Fraud and Corruption Strategy – Roadmap’ (24 April 2018)
41. Christine Stevenson, Independent Ministerial Advisor ‘Report of the Independent Ministerial Advisor to the Minister Responsible for the Earthquake Commission’ (April 2018).

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43. KPMG – ‘Earthquake Commission – Independent Review of Christchurch Claims Data’ (July 2018)
44. Tenzing – ‘EQC IT-CMF Capability Assessment’ (August 2018)
45. KPMG – ‘Earthquake Commission – Tracking of Recommendations Raised in the Independent Ministerial Advisor’s Report’ (November 2018)
46. PwC – ‘Strategic Review of EQC Response to Kaikōura’ (November 2018)
47. Tenzing – ‘Data Warehouse Assessment and Recommendations’ (22 June 2016)
48. Tenzing – ‘Data Governance Recommendations’ (22 June 2016)
49. Tenzing – ‘Information Management Framework’ (30 June 2016)
50. Tenzing – ‘Information Management – current state assessment and recommendations’ (April 2017)
51. Tenzing – ‘Reporting implementation current state and next steps’ (July 2018)
52. KPMG – ‘Earthquake Commission Portfolio, Programme and Project Management Maturity Assessment and Capability Maintenance Roadmap’ (March 2015)
53. Derek J Scott – ‘EQC Response to Canterbury Events’ (March 2012)

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55. SBA Consulting – ‘Internal Audit of the Earthquake Commission’s External Affairs Function, Phase One Report – Current State’ (March 2019)

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56. Laurie Johnson Consulting – ‘Review of the EQC Resilience Strategy for Natural Hazard Risk Reduction (2018-2028) and Draft Appendices’ (draft) (April 2019)
57. KPMG – ‘Insurer Finalisation’ (May 2019)
58. KPMG – ‘Review of Procurement Function (June 2019)
59. Russell McVeagh – ‘Development and Role of the MBIE Guidance Document on House Repairs and Reconstruction Following the Canterbury Earthquake’ (July 2019)

Categories of other External Reviews

- Melville Jessup Weaver (Actuaries) – ‘Insurance Liability Valuation Reports’ (ILVRs)
- Successive monthly telephone surveys of customers conducted by UMR Research on behalf of EQC
- Various external peer reviews of valuation and engineering methodologies for assessment and settlement of Increased Liquefaction Vulnerability (ILV) and Increased Flooding Vulnerability (IFV) land damage claims
- Until 2016/17 financial year, annual external reviews of the SIPSP (Statement of Investment Policies, Standards and Procedures)
- Reviews conducted by Reinsurers.²

² These are reviews conducted by Reinsurers for their own purposes.