

## How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our Statement of Performance Expectations (SoPE). Below is a summary of each section.

### Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly basis. The results are cumulative year-to-date results which reflect the year-to-date progress bar to reach the year-end target. The SoPE is one of our public accountability documents which can be found here:

[https://www.eqc.govt.nz/sites/public\\_files/documents/publications/EQC\\_SoPE\\_2020\\_Web.pdf](https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC_SoPE_2020_Web.pdf)

### Section 2 - Canterbury

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury'). It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many are outstanding at the time of reporting (on hand). We also profile our remaining on hand claims by age, and by reason for opening the claim. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

#### Government on-sold support package

This section outlines our progress in the delivery of the Government on-sold support package, on behalf of the Government, to support owners of on-sold over-cap properties in Canterbury to access financial help to have their homes repaired.

### Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many are on hand (outstanding). The data in this section is organised by the type of damage for which a claim may be lodged (namely earthquake, landslide, flood or storm damage). In this section we also profile our remaining on hand claims by

### Section 4 - Customer Focus

This section monitors the quality of our customer focus through customers' satisfaction with their interactions with EQC. There are three key strands which align to the customer focus metrics in the SoPE 2020-21:

- 'Service Quality' of their overall claims experience and, for Canterbury customers, reflection on their most recent experience;
- 'Timeliness and quality of Complaints Resolution'; and
- 'Enduring settlements'.

The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month. This section also summarises the volume of customer contacts by phone, email and post.

### Section 5 - Media

This section monitors the media impact of EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by EQC, and also how many times EQC appeared in the media during the month (media articles). The section also provides a view on what's driving our media impact and the leading messages and themes shaped by these drivers in both media formats.

### Section 6 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we've received, completed and have remaining on hand at the end of the month. Our OIAs are divided into two types: those in which our customers' request information and/or supportive information from us on their claim (Customer OIA), and OIA requests that relate directly to EQC and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

### Section 7 - Privacy Breaches

This section provides a monthly update on EQC's compliance matters, in particular, severity and themes of privacy breaches.

### Section 8 - HR Operations

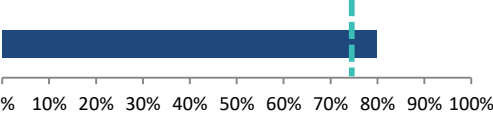

This section tracks EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement overlaid by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

\*A section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

## Section 1 - Statement of Performance Expectation measures - monthly monitoring

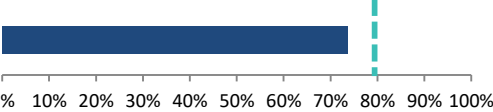

## Output Two - Event Response | Timeliness

## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.1	Outstanding claims over six months old, on hand at 30 June 2020, are settled by 30 June 2021	75%	80%		

**Commentary:**

As at 30 April 2021, we have closed 518 of the 648 claims that were outstanding (over 6 months old) at 30 June 2020 (80%). We attained the 75% target during March, with 3 months to spare.


2.1.2	New claims opened or reopened between 1 January 2020 and 31 December 2020 are resolved within 6 months *	80%	74%		
-------	--	-----	-----	--	---


**Commentary:**


So far this financial year, 74% of claims that were reopened in January-October 2020 have been settled within 6 months of their reopened date, adrift of our 80% target.


\* Including claims opened from 1 January 2020 to 31 December 2020 will give a financial year (1 July 2020 to 30 June 2021) result for "settled within six months"


**Key:**


 Result not available for the month


 On track

 Potential risk of not achieving target

 Target highly unlikely

 Performance trend increase

 No change in performance trend

 Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Customer Focus

## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.4	More than 45% of surveyed customers are satisfied with their overall claims experience	>45%	52%		<span style="color: green;">●</span> ↓

**Commentary:**

Our result this month decreased this month compared to last month's result.  
Our YTD result against SOPE measure 2.1.4 remains above our target of >45%.

## Reflecting on their most recent experience:

2.1.5	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) were transparent and fair in all interactions	>70%	77%		<span style="color: green;">●</span> ↔
-------	---	------	-----	--	--

**Commentary:**

Our result this month has remained relatively steady compared to last month's result.  
Our YTD result against SOPE measure 2.1.5 continues to exceed its target of >70%.

2.1.6	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) was responsive to their individual needs and situation during their recent claim experience	>70%	76%		<span style="color: green;">●</span> ↔
-------	---	------	-----	--	--

**Commentary:**

Our result this month has remained relatively stable compared to last month's result.  
Our YTD result against SOPE measure 2.1.6 continues to exceed its target of >70%.

2.1.7	More than 70% of surveyed customers indicate that all communications from EQC (or its partner) were clear, concise and confident, and that they were clear on next steps for their claim	>70%	74%		<span style="color: green;">●</span> ↔
-------	--	------	-----	--	--

**Commentary:**

Our result this month has remained relatively stable compared to last month's result.  
Our YTD result against SOPE measure 2.1.7 continues to exceed its target of >70%.

2.1.8	More than 70% of surveyed customers agree or strongly agree that EQC (or its partner) acted as experts with the skills, knowledge and desire to help them	>70%	75%		<span style="color: green;">●</span> ↔
-------	---	------	-----	--	--

**Commentary:**

Our result this month has remained relatively stable compared to last month's result.  
Our YTD result against SOPE measure 2.1.8 continues to exceed its target of >70%.

**Key:**

<span style="color: grey;">●</span> Result not available for the month	<span style="color: yellow;">●</span> Potential risk of not achieving target	↑ Performance trend increase
<span style="color: green;">●</span> On track	<span style="color: red;">●</span> Target highly unlikely	↔ No change in performance trend
		↓ Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Customer Focus (cont.)

## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	<b>Timeliness of complaints resolution:</b>				
	• 90% simple complaints completed in 30 working days				
2.1.9	• 90% standard complaints completed in 60 working days	>90%	97%		<span style="color: green;">●</span> ↑
	• 90% complex complaints completed in 120 working days				

**Commentary:**

So far this financial year, 97% of complaints relating to Canterbury claims have been resolved within targeted timeframes.

	<b>Quality of complaints resolution:</b>				
2.1.10	75% customer satisfaction with complaints process	>75%	0%		<span style="color: gray;">●</span> ↔

**Commentary:**

Given the very low number of survey responses we are unable to provide a meaningful result for SOPE measure 2.1.10.

	EQC settlements should be enduring.				
2.1.11	Less than 10% of claims settled are reopened within six months	<10%	16%		<span style="color: red;">●</span> ↔

**Commentary:**

Of 3,854 in-scope claims closed in January-October 2020, 16% (621 claims) have been reopened within six months.

**Key:**

● Result not available for the month

● On track

● Potential risk of not achieving target

● Target highly unlikely



Performance trend increase



No change in performance trend



Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Timeliness

## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged between 1 Jan 2020 and 31 December 2020 are resolved within 6 months	90%	97%		On track ↔
2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	93%		Potential risk of not achieving target ↑

**Commentary:**

Of 3,427 in-scope claims lodged in January-October 2020, all but 112 (97%) were resolved within 6 months (measure 2.2.1). Fifty seven of 61 in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed (93%).

## Output Two - Event Response | Customer Focus

## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

2.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	70%		Potential risk of not achieving target ↔
2.2.4	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) were transparent, fair and reasonable in all interactions	>70%	71%		Potential risk of not achieving target ↔
2.2.5	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) was responsive to their individual needs and situation during their recent claim experience	>70%	69%		Potential risk of not achieving target ↔
2.2.6	More than 70% of surveyed customers indicate that all communications from EQC (or its partner) were clear, concise and confident, and that they were clear on next steps for their claim	>70%	78%		On track ↓
2.2.7	More than 70% of surveyed customers agree or strongly agree that EQC (or its partner) acted as experts with the skills, knowledge and desire to help them	>70%	79%		On track ↔

**Commentary:**

This month our YTD results across SOPE measures 2.2.3-7 have largely held steady in comparison to last month's results. The achievement of our targets for SOPE measures 2.2.3-5 continue to remain at risk.

Key:					
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track		Target highly unlikely		No change in performance trend
					Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Customer Focus (cont.)

## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.8	<b>Timeliness of complaints resolution:</b>				
	• 90% simple complaints completed in 30 working days	>90%	93%		
	• 90% standard complaints completed in 60 working days				
2.2.9	• 90% complex complaints completed in 120 working days				
	<b>Quality of complaints resolution:</b>				
	75% customer satisfaction with complaints process	>75%	0%		

**Commentary:**

So far this financial year, 93% of in-scope complaints relating to non-Canterbury claims have been resolved within targeted timeframes. Given the very low number of survey responses we are unable to provide a meaningful result for SOPE measure 2.2.9.

2.2.10	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months	<10%	4%		

**Commentary:**

Of 3,266 in-scope claims settled in January-October 2020, 143 (4%) were reopened within six months, a continuation of the good result last month (4%).

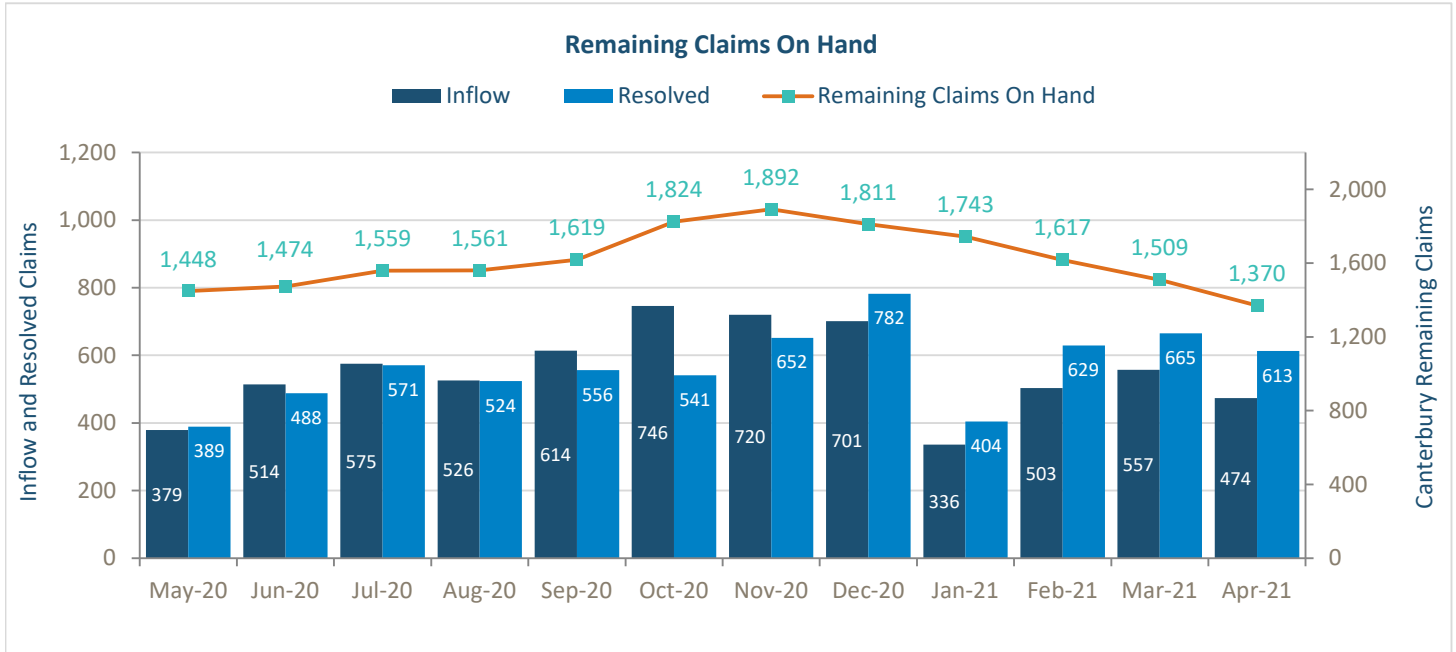
**Key:**

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track		Target highly unlikely		No change in performance trend
					Performance trend decrease

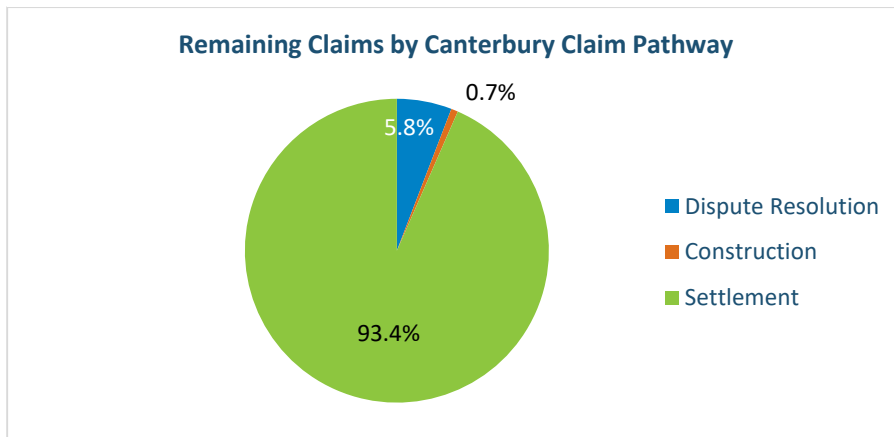
## Section 2 - Canterbury

We resolved 613 claims during April, offset by inflow of 474 claims. This left 1,370 open Canterbury claims on hand at month end, a healthy reduction of 139 since the end of March.

The focus of our **Aged Claims Strategy** is now on the achievement of our 30 June 2021 target which is to reduce our claims aged >12 months ('aged claims') population to under 100 by this date. The likelihood of achieving our 30 June target remains likely with 136 (▼29) of these claims remaining at month's end.



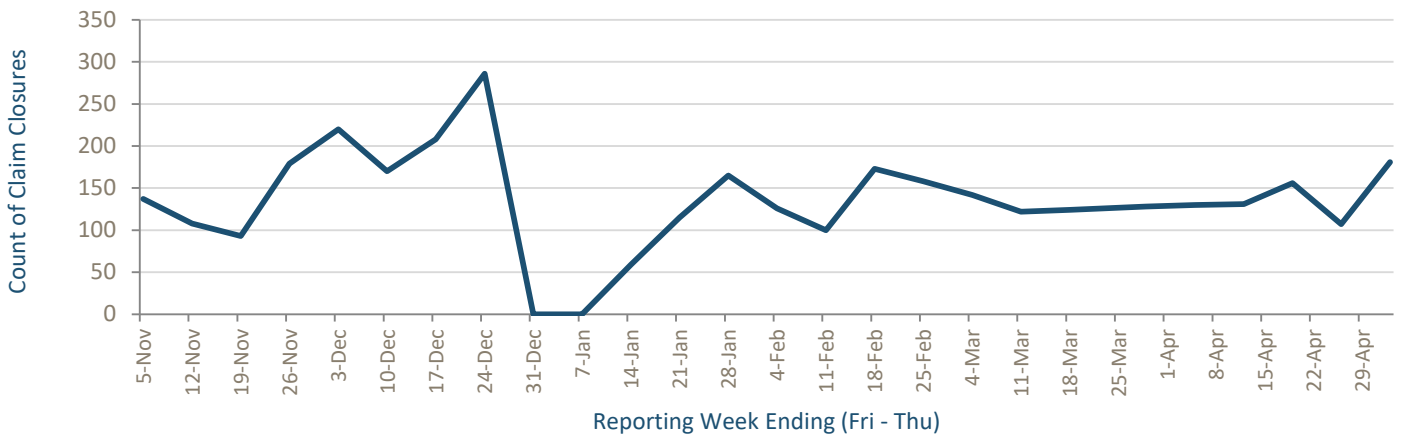
The 613 claims resolved this month includes 26 claims open at 1 April, that are now subject to an application for Government support for repair of on-sold over-cap properties ('on-sold claims', a total 2,628 of which are excluded). A further 11 SRES MOU claims were settled and 1 claim returned to Claims Assurance for review.



Of the 1,370 Canterbury claims remaining on hand, 93% are being managed by Settlement teams, 6% are in Dispute Resolution, and <1% are in physical repair.

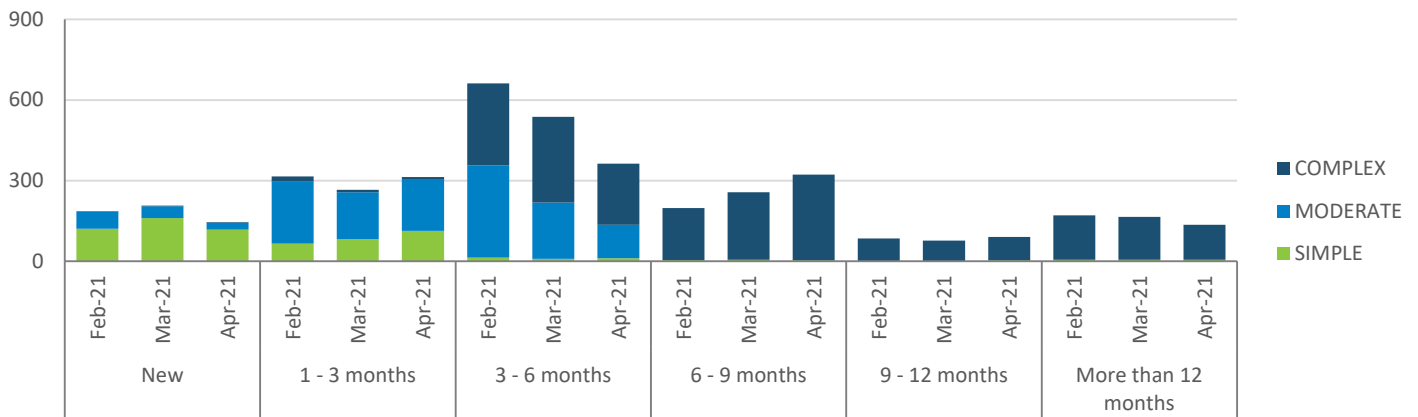
## Section 2 - Canterbury (cont.)

Claim Closures by Week



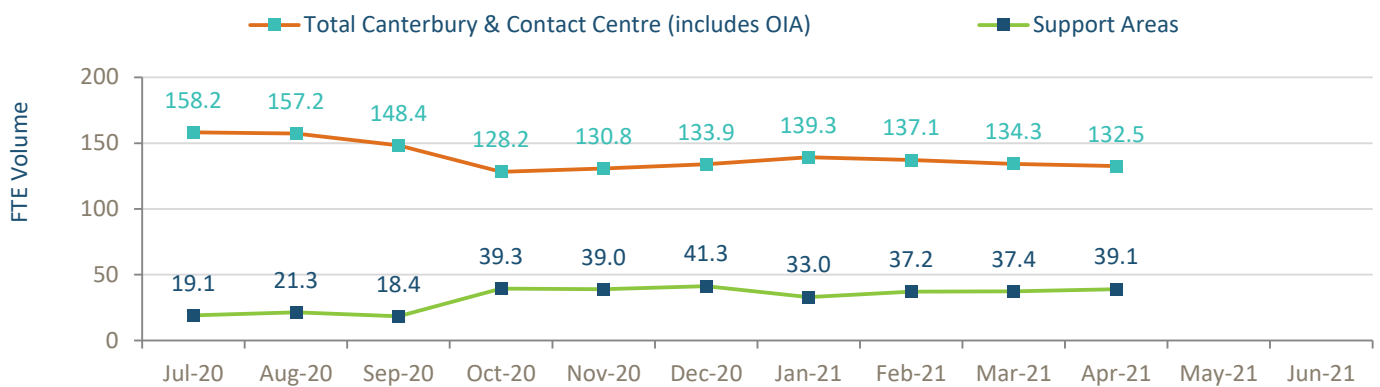
On average, we closed 161 claims per week during April (shortened 3 days for Easter and ANZAC Day observance). This represents an 11% increase on the weekly average in March (145). There were a total of 613 claims closed in April.

Age of Remaining Open Claims by Complexity



Resolution of aged claims remains a key priority for our settlement teams. During April there was a further 18% reduction in claims aged > 12 months (165 down to 136). Claims aged 3-6 months reduced by 32% (537 down to 363), though claims aged 6-9 months rose by 25% (257 up to 322).

Canterbury Event Headcount FTE

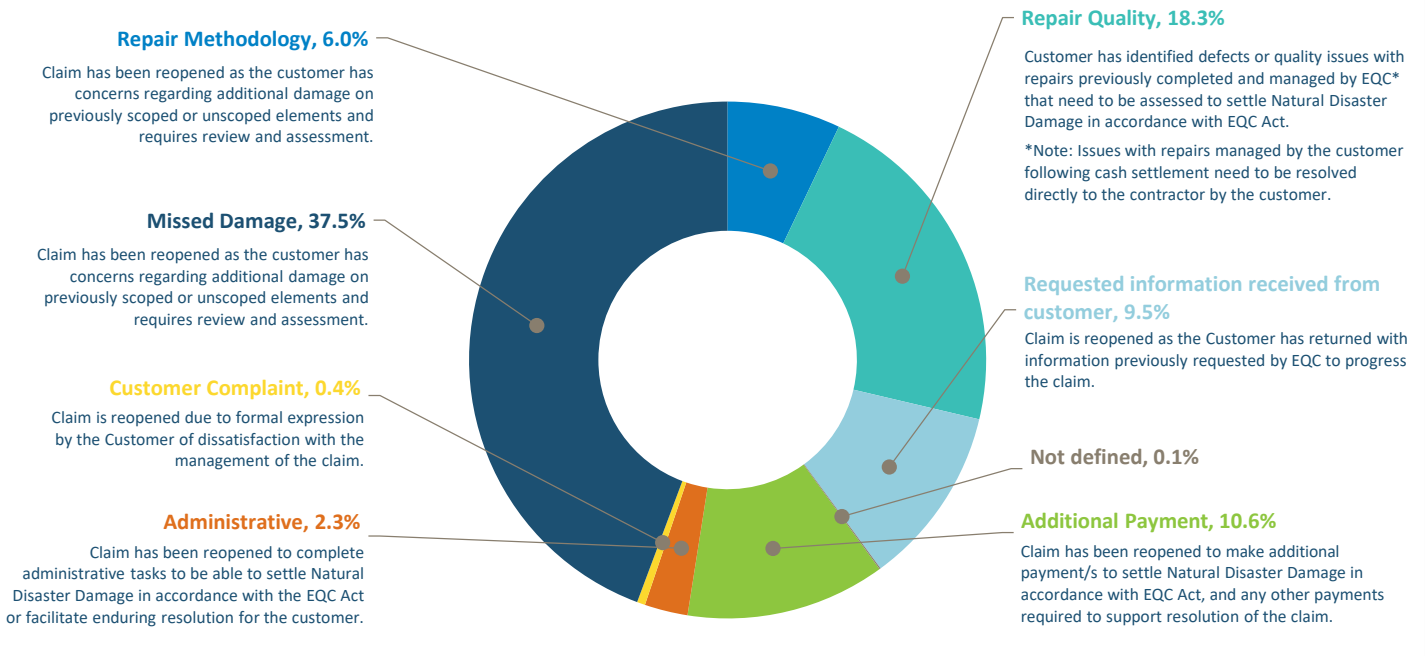


The Canterbury Event Headcount was relatively stable this month at 171.6, compared to 171.7 last month.

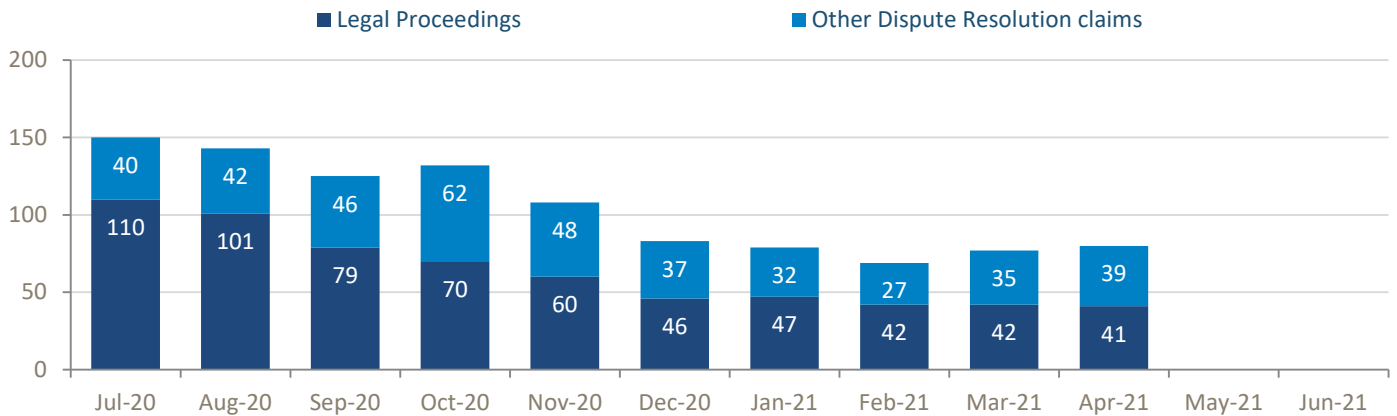


Section 2 - Canterbury (cont.)

Open Canterbury Claims by Reopen Reason

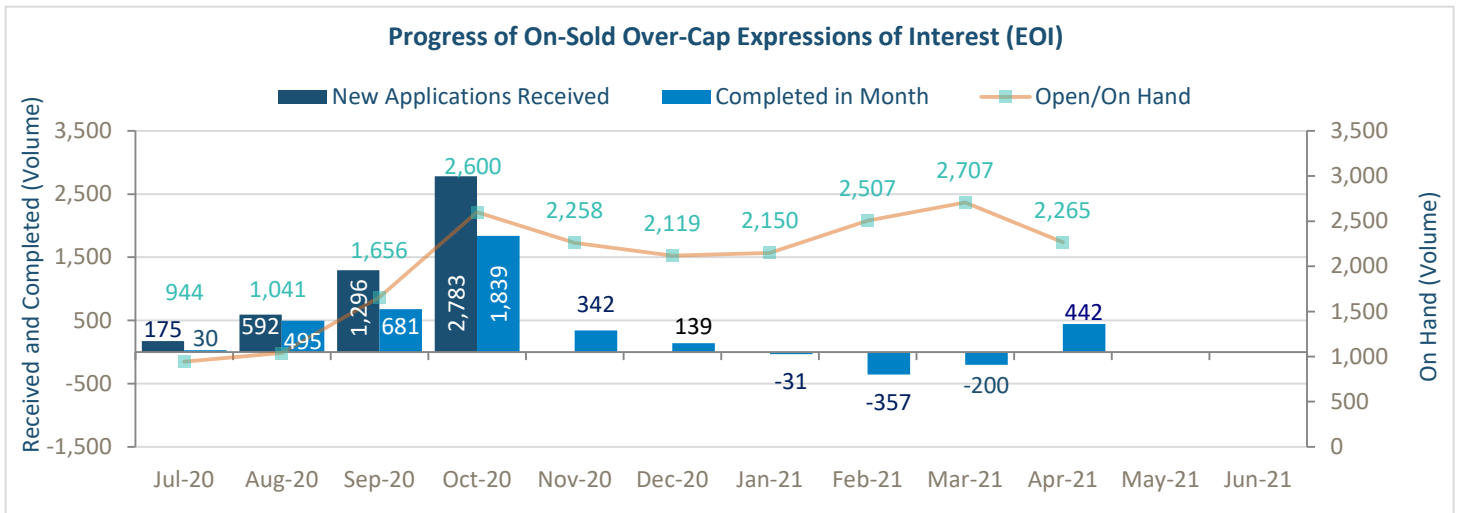


Claims in Dispute



As at 30 April, 41 Canterbury claims remained subject to legal proceedings, reduced from 42 at the end of March. Other claims with Dispute Resolution teams have increased from 35 at the end of March, to 39 as at April month end.

## Section 2 - Canterbury (cont.)

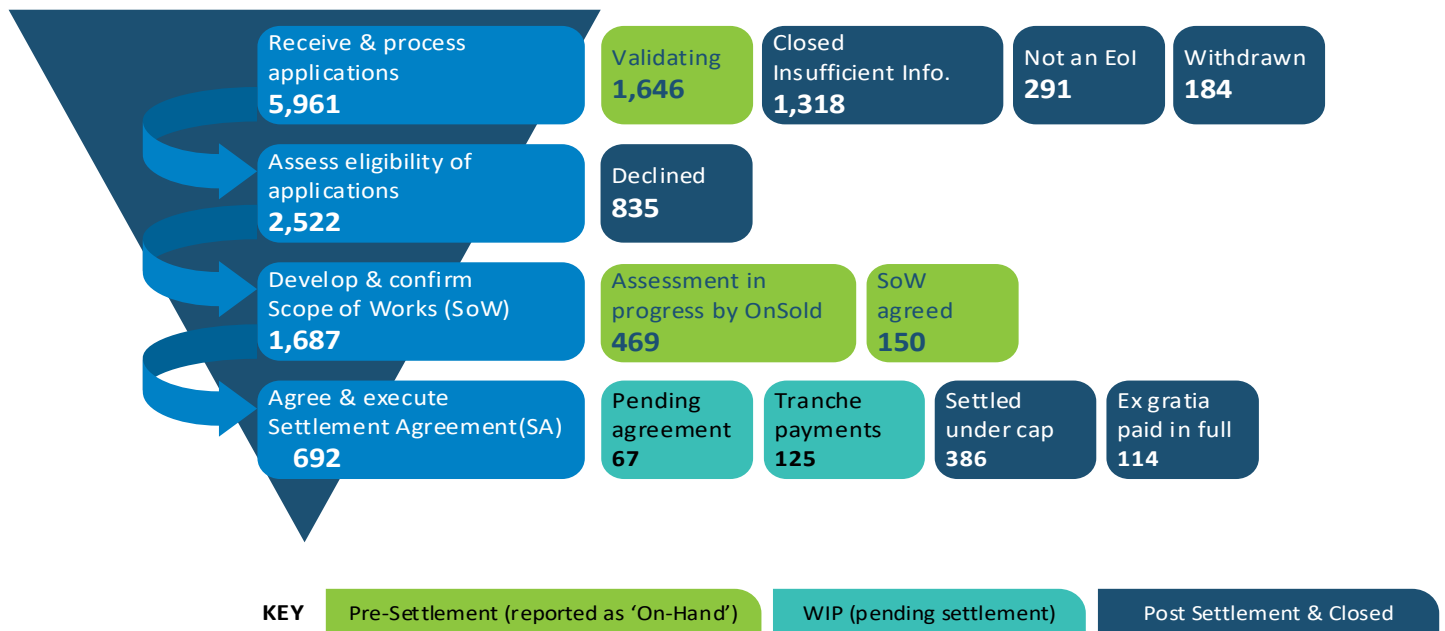


Applications (expressions of interest - EOIs) for government support to repair On-Sold Over-Cap properties closed in October resulting in nil inflow from Nov-20.

The following chart plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 3,696 applications of which:

- 692 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds;
- 376 have been transferred to EQC operations to be managed as these applications are not likely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,318 have been closed due to insufficient information following a campaign to contact homeowners requesting additional information customer to assess their eligibility and demonstrate they have additional damage.

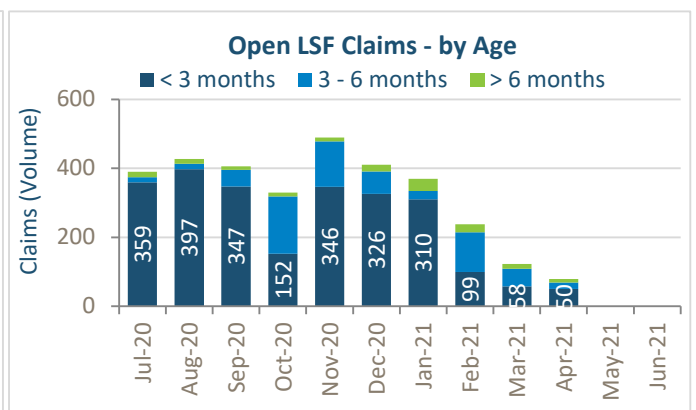
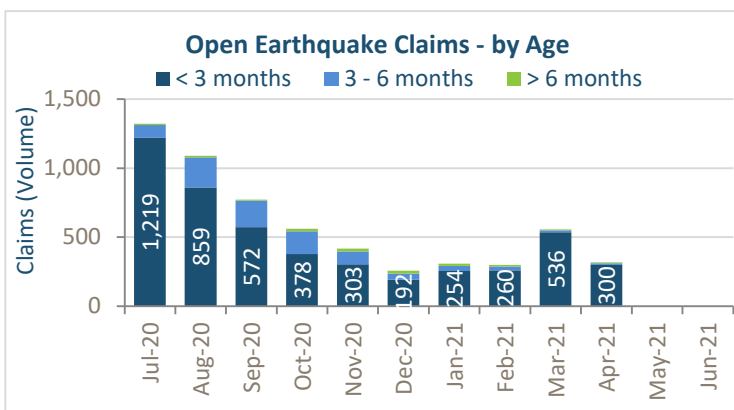
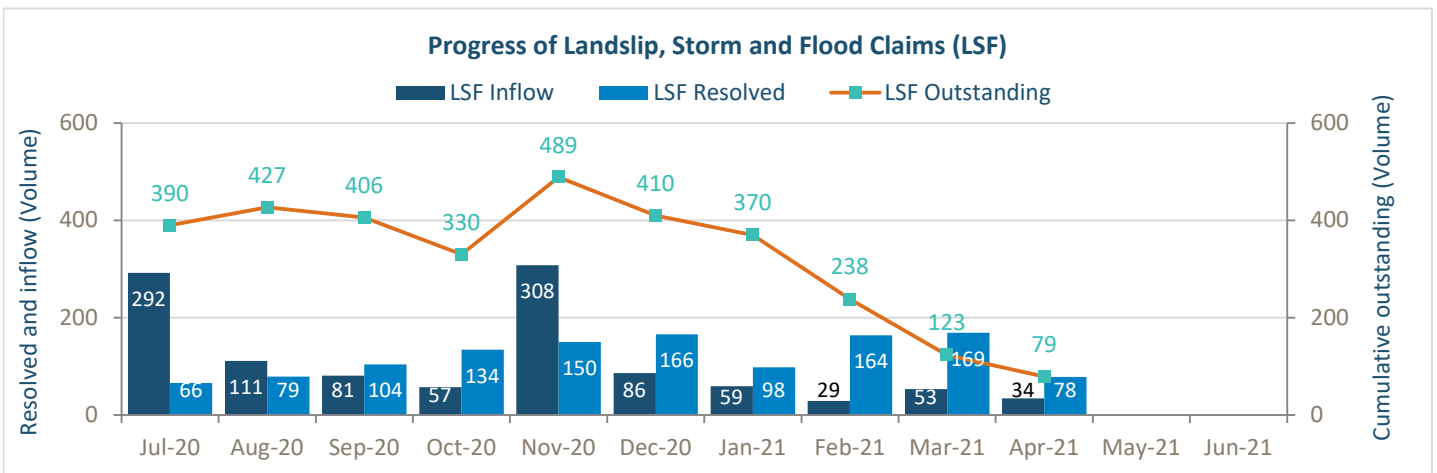
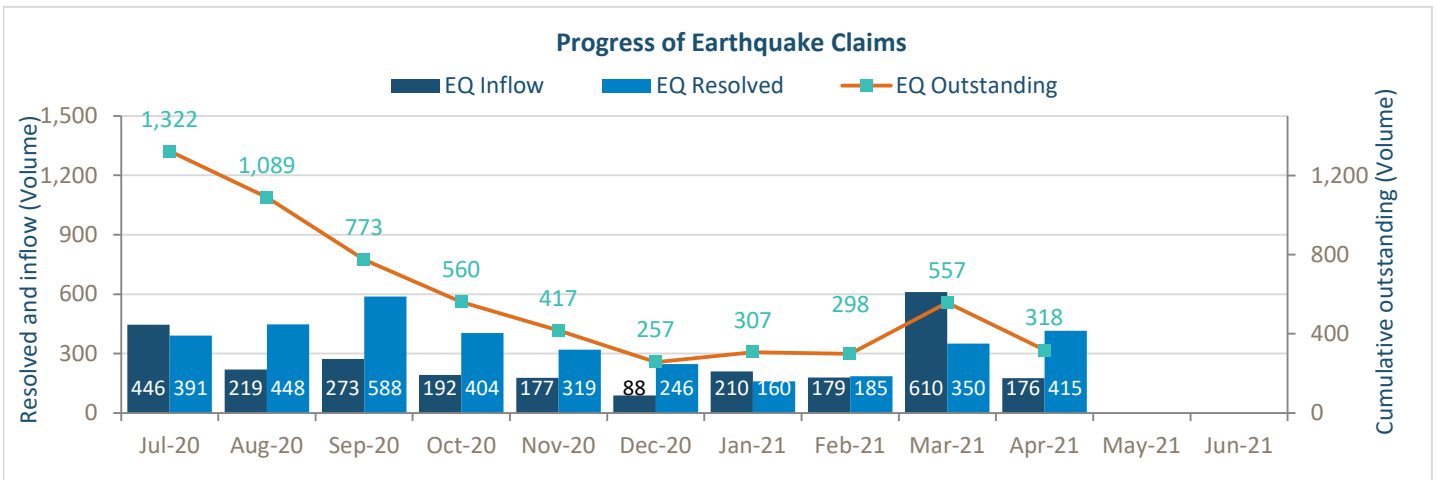
We currently have 2,265 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process.



## Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

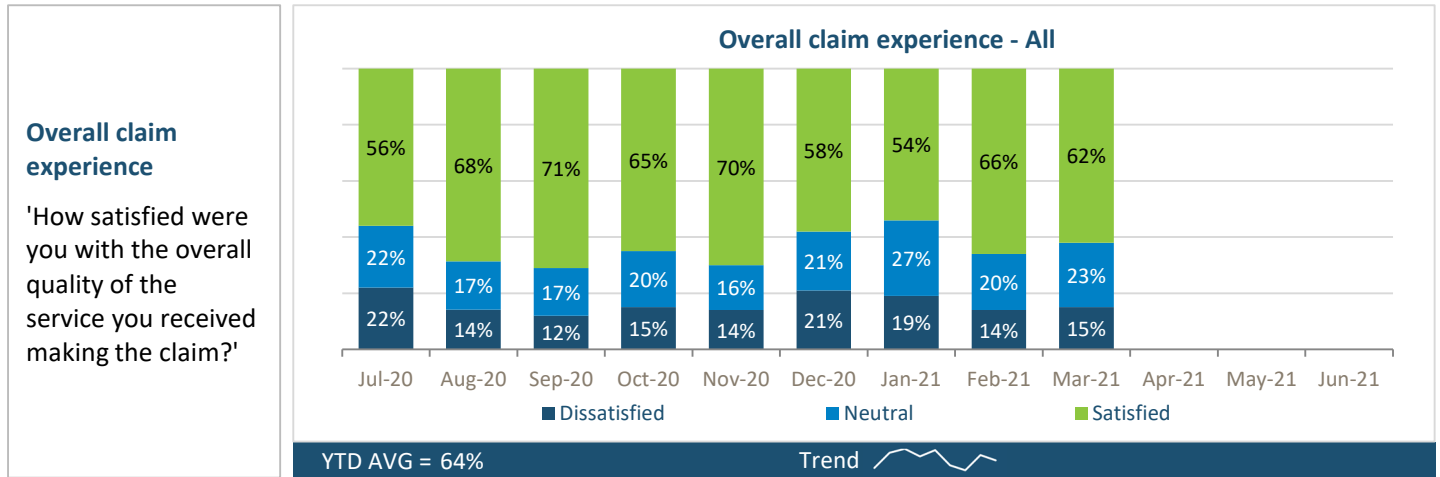
We recorded much reduced inflow of 210 new and reopened claims in April, down from 663 in March. Of this, 84% was attributable to earthquake (EQ) and 16% to Landslip, Storms and Flood claims (LSF). These lodgements included 83 additional earthquake claims resulting from the magnitude 7.1 Te Araroa earthquake on 5th March 2021.



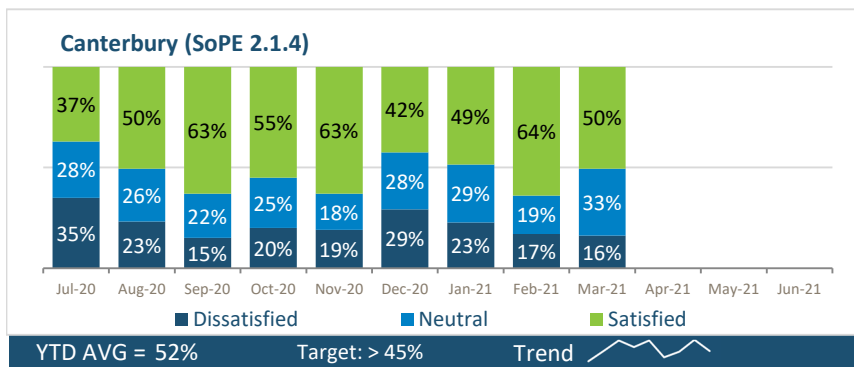
**Note:** Inflow refers to claims lodged as well as reopened.

## Section 4 - Customer Focus

This month our overall customer satisfaction results have held steady in comparison to last month. During this period the majority of our key measures returned results similar to last month.



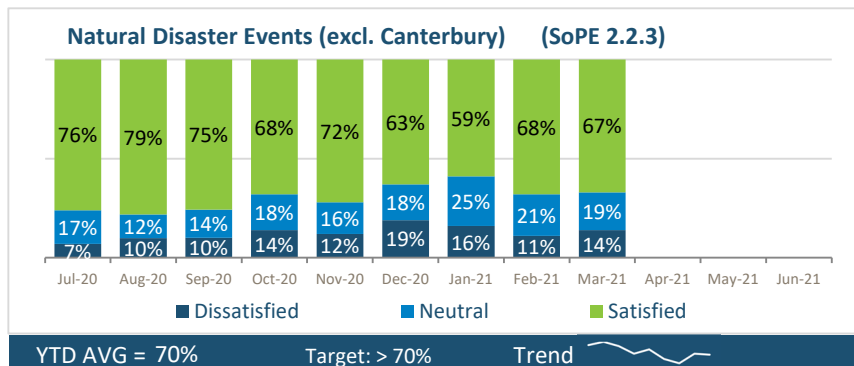
### Overall claim experience by event response



#### Our Canterbury customers

While our results this month have remained stable, ongoing focus is required around the quality of our communication with customers.

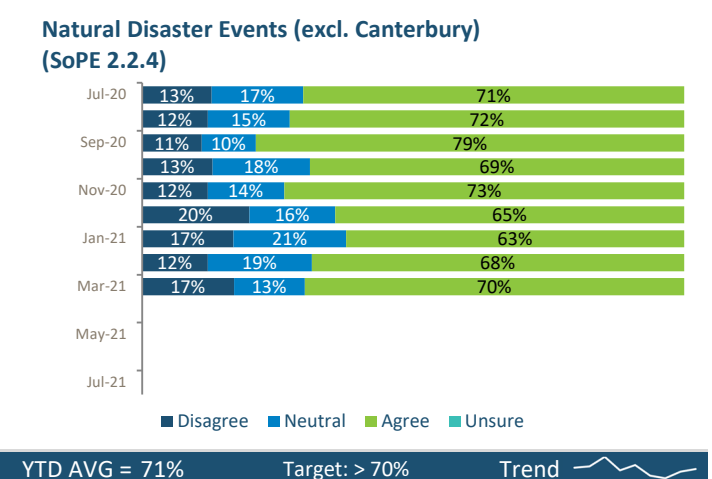
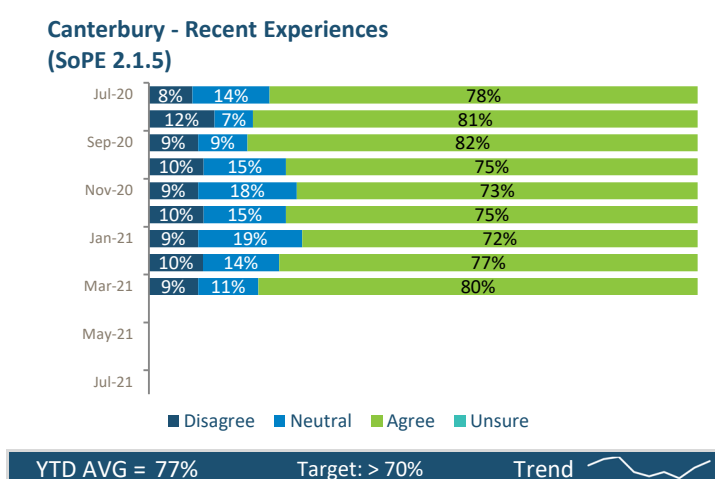
**NB:** With the exception of SoPE measure 2.1.4, all other Canterbury customer focus measures centre on recent experiences.



#### Our Natural Disaster Events (NDE) customers

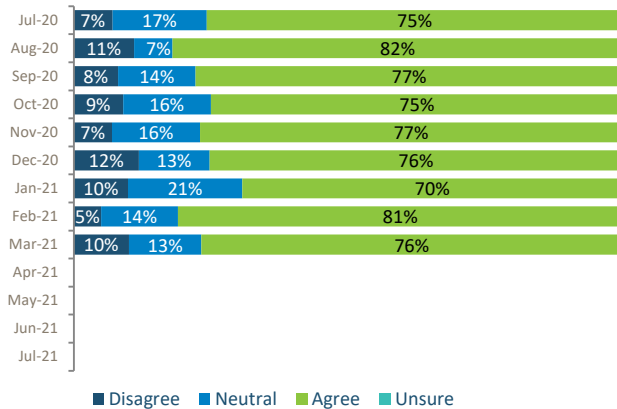
This month, customer satisfaction with our service has remained stable in comparison to last month. No significant areas of focus were identified in this month's results.

### Transparent, fair and reasonable interactions



## Section 4 - Customer Focus (cont.)

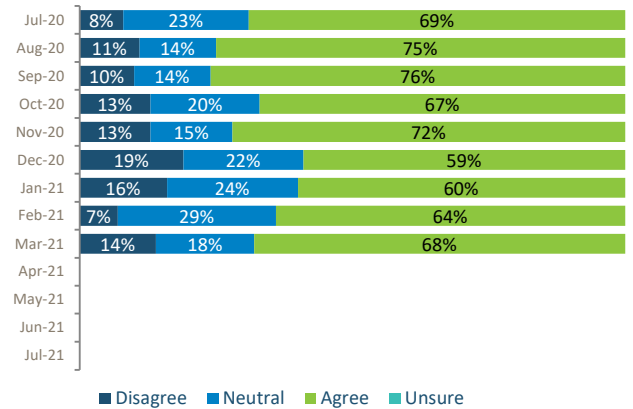
## Responsive to individual needs and situation

Canterbury - Recent Experiences  
(SoPE 2.1.6)

YTD AVG = 76%

Target: &gt; 70%

Trend

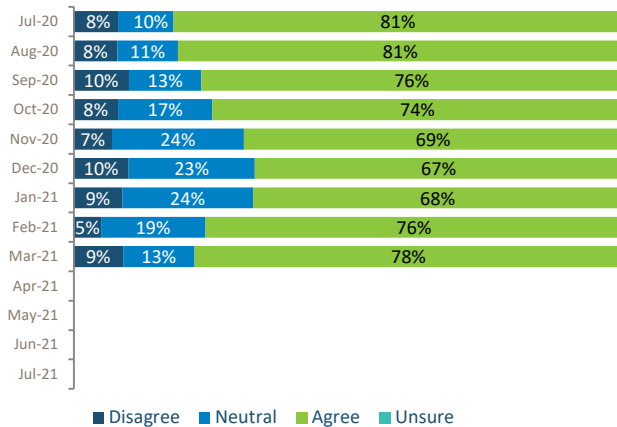
Natural Disaster Events (excl. Canterbury)  
(SoPE 2.2.5)

YTD AVG = 69%

Target: &gt; 70%

Trend

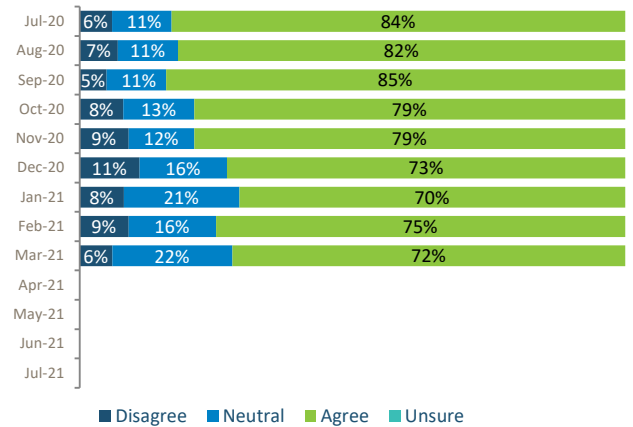
## Quality of communication and customer clarity on next steps

Canterbury - Recent Experiences  
(SoPE 2.1.7)

YTD AVG = 74%

Target: &gt; 70%

Trend

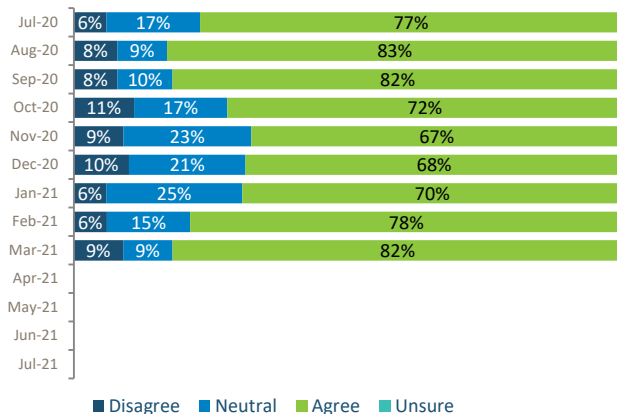
Natural Disaster Events (excl. Canterbury)  
(SoPE 2.2.6)

YTD AVG = 78%

Target: &gt; 70%

Trend

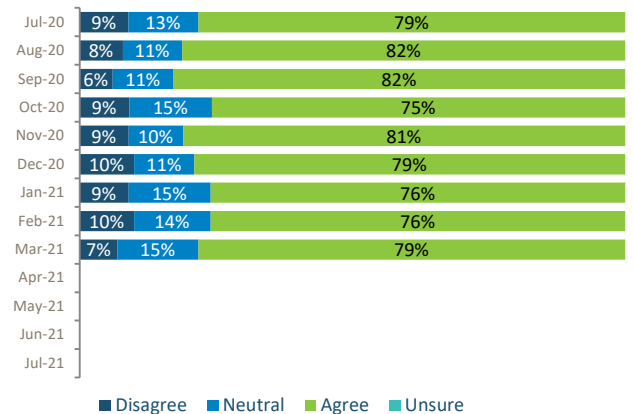
## Demonstrating expertise and a desire to help

Canterbury - Recent Experiences  
(SoPE 2.1.8)

YTD AVG = 75%

Target: &gt; 70%

Trend

Natural Disaster Events (excl. Canterbury)  
(SoPE 2.2.7)

YTD AVG = 79%

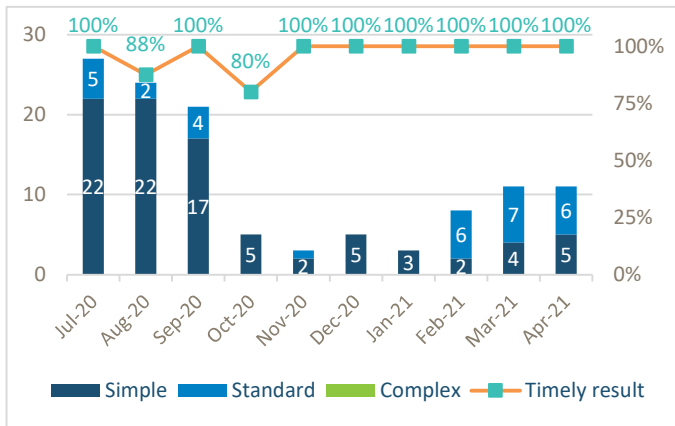
Target: &gt; 70%

Trend

## Section 4 - Customer Focus (cont.)

### Timeliness of complaint resolution

#### Canterbury

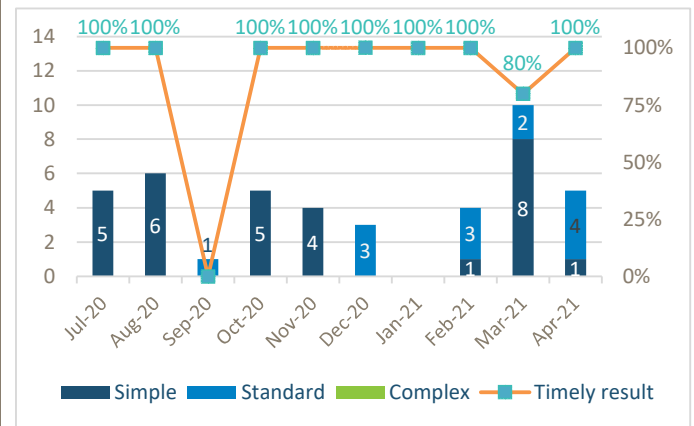


YTD AVG = 97%

Target: > 90%

Trend

#### Natural Disaster Events (Excl. Canterbury)



YTD AVG = 93%

Target: > 90%

Trend

### Quality of complaint resolution

#### Canterbury (SoPE 2.1.10)



Given the very low number of survey responses we are unable to provide a meaningful result for SOPE measure 2.1.10

Legend: Dissatisfied, Neutral, Satisfied, Unsure

YTD AVG =

Target: > 75%

Trend

#### Natural Disaster Events (excl. Canterbury) (SoPE 2.2.9)



Given the very low number of survey responses we are unable to provide a meaningful result for SOPE measure 2.2.9

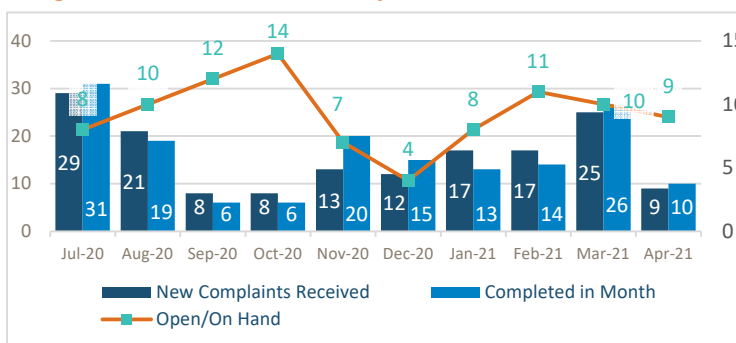
Legend: Dissatisfied, Neutral, Satisfied, Unsure

YTD AVG =

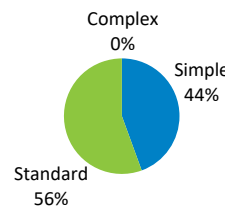
Target: > 75%

Trend

### Progression of customer complaints



#### Complexity of Open Complaints



We received inflow of 9 new complaints in April offset by resolution of 10 complaints. This left 9 open complaints on hand at month end down from 10 open at 31 March.

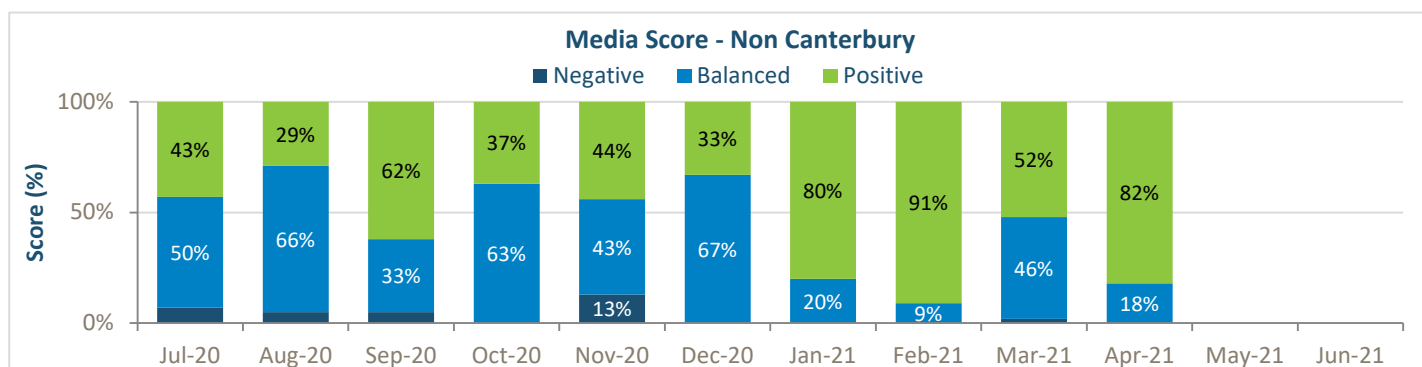
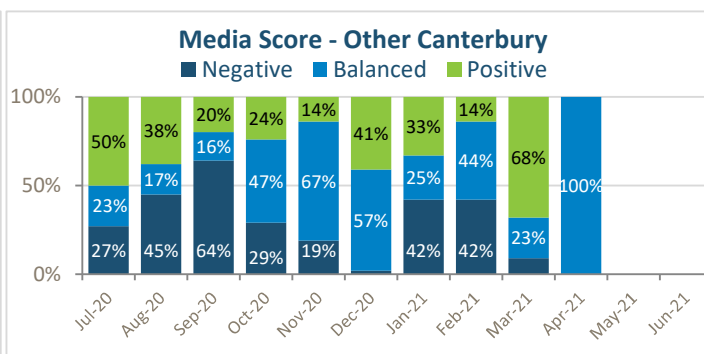
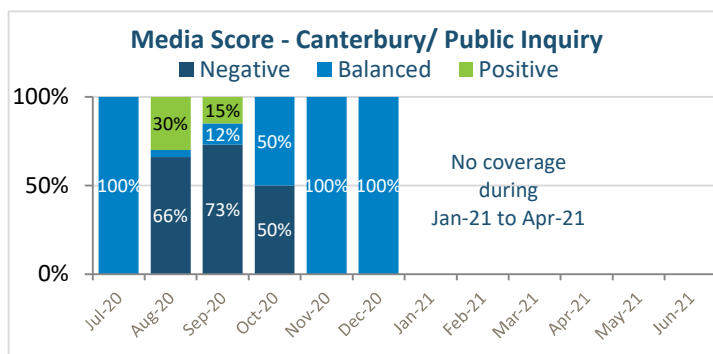
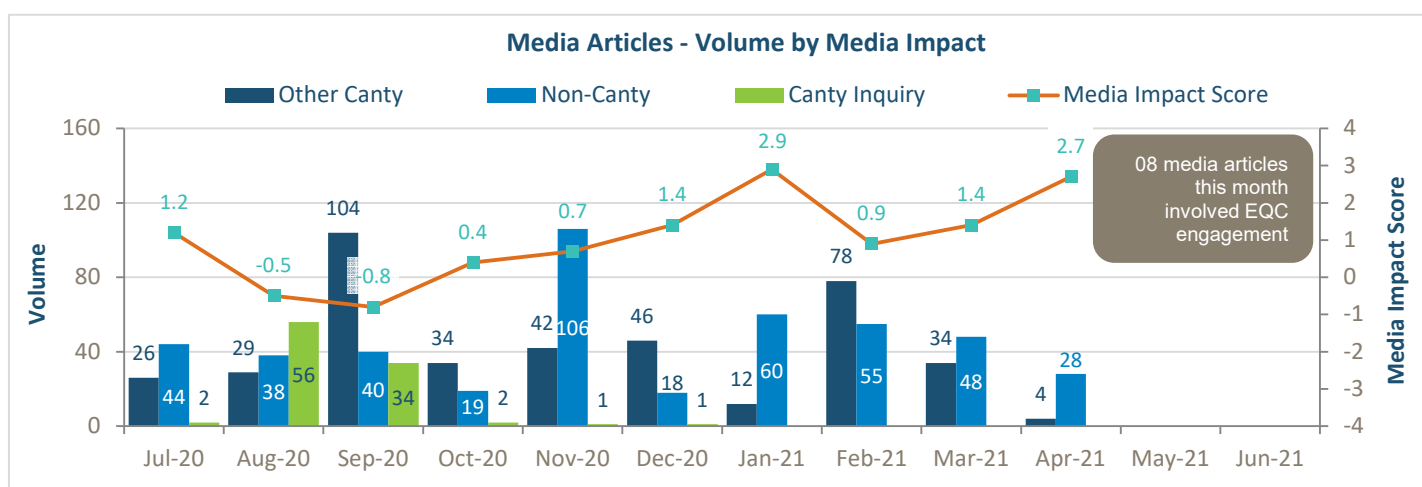
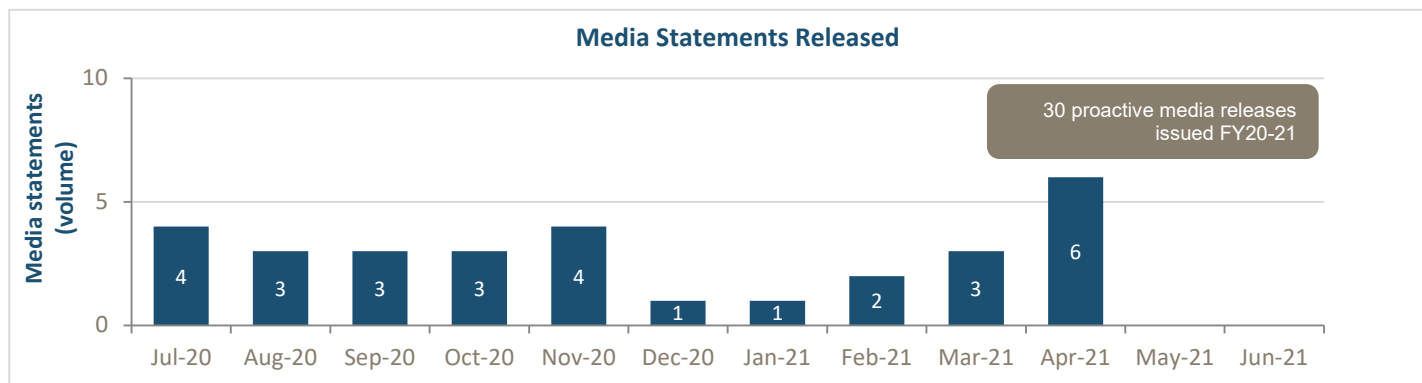
Four of the 9 complaints open at month end were simple complexity, and five standard

### Total call, email and post volume

	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Trend
Outbound - Inbound Ratio	24:76	20:80	15:85	14:86	7:93	16:84	
Grade of Service	99%	98%	98%	97%	98%	97%	
Abandonment Rate	1%	1%	1%	1%	2%	1%	
Roll Over No Answer	24	39	16	35	45	27	
Total Calls	4,523	3,017	2,444	2,732	3,633	2,619	
Total Email and Post	6,117	5,703	4,296	4,943	5,298	3,737	

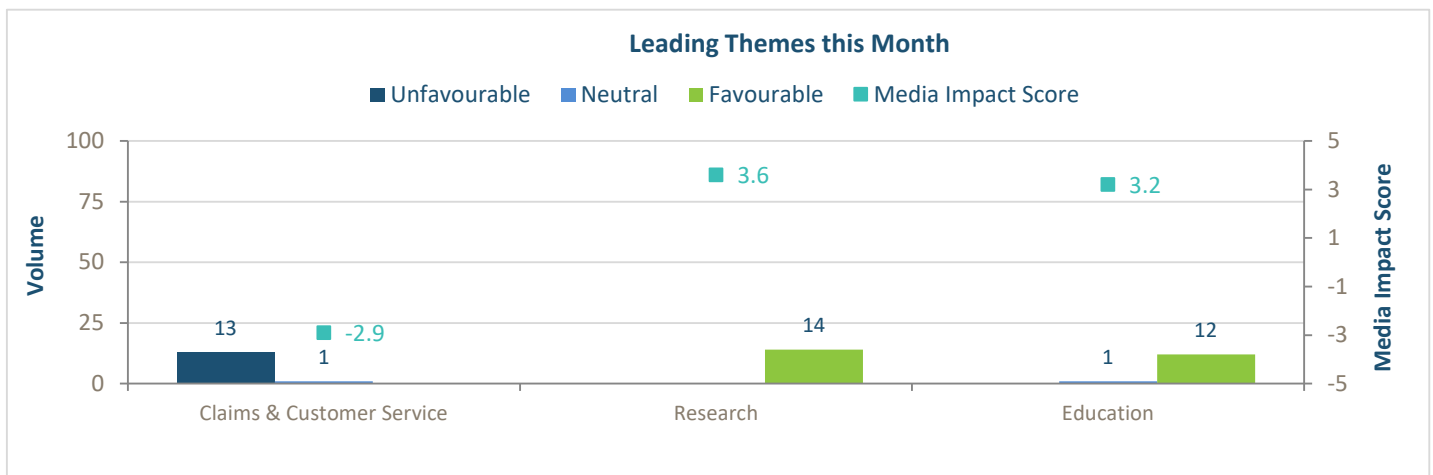
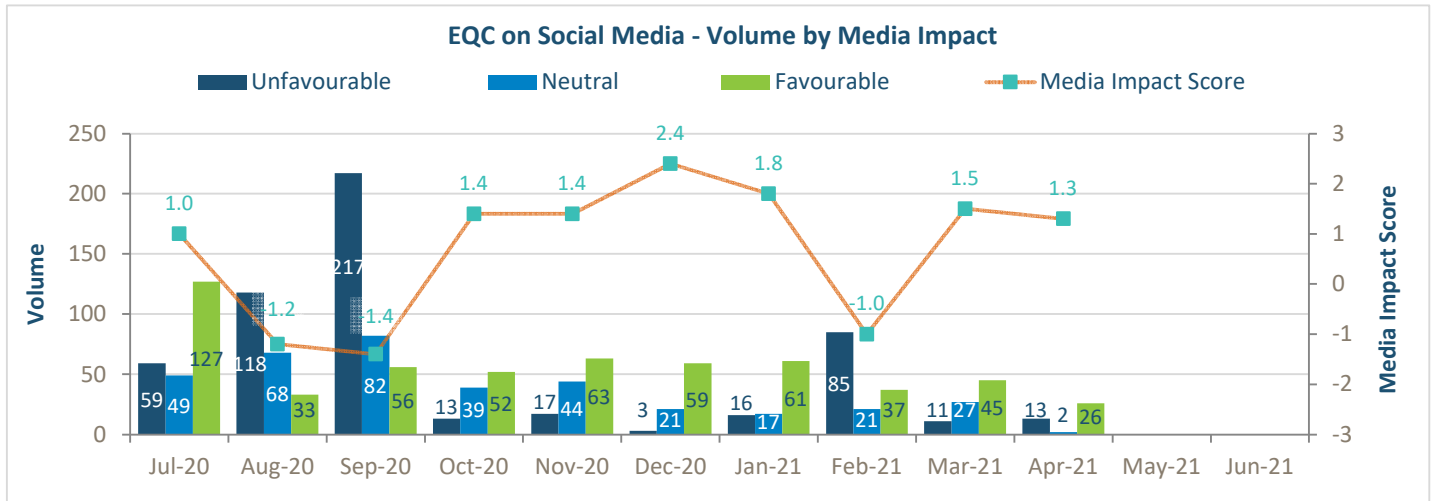
## Section 5 - Media (traditional)

Our volume of traditional media coverage continued on a downward trend in April, reaching its lowest total since September 2020. Notably, however, this coverage was exclusively positive or neutral in tone, driving a significant rise in the overall Media Impact Score (MIS) to 2.7 (▲1.3). Coverage this month was dominated by research, with coverage in other areas nominal.



## Section 5 - Media (social) cont.

Similarly to traditional media, social media conversations about EQC decreased sharply in April to half of last month's volume. However, in contrast to traditional media reporting, almost a third of these conversations were negative in tone - all of which centred on claims and customer service and were driven by a single tweet. This contributed to a small dip in our overall MIS to 1.3 (▼0.2). Aside from conversations driven by this tweet, the balance of social media conversations were



Our leading topic in this social media coverage was 'research funding', which drove this month's leading message of *invests adequately/ appropriately in natural hazards research & modelling* (23 posts reaching an audience/ circulation of 100,496). Most prominently, these included posts promoting the AF8 Roadshow, celebrating the It's Our Fault research project in south Wairarapa, lauding the volcanic ashfall forecasting enhancement project, and the awarding of the EQCNZ/NZSEE Ivan Skinner Award to University of Auckland's Dr Ashkan Hashemi. Conversely, our second leading message was the negative tone associated with *claims are managed and settled efficiently* (13 posts reaching an audience/ circulation of 77,413).

### Understanding the Media Impact Score

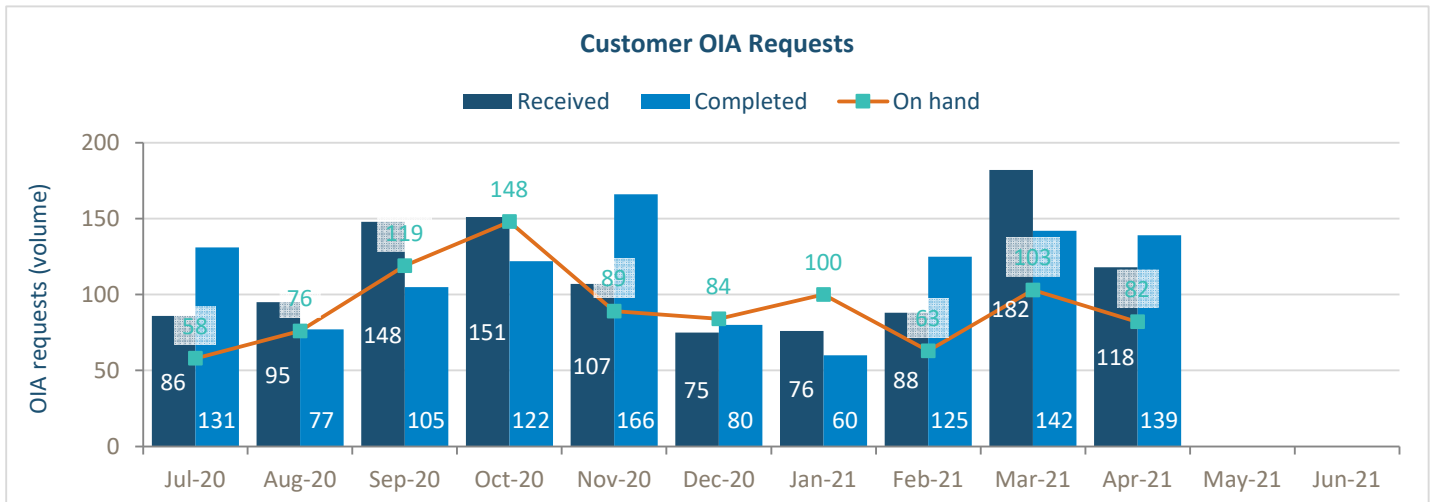
The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the level of engagement for social media) to assess **impact**.

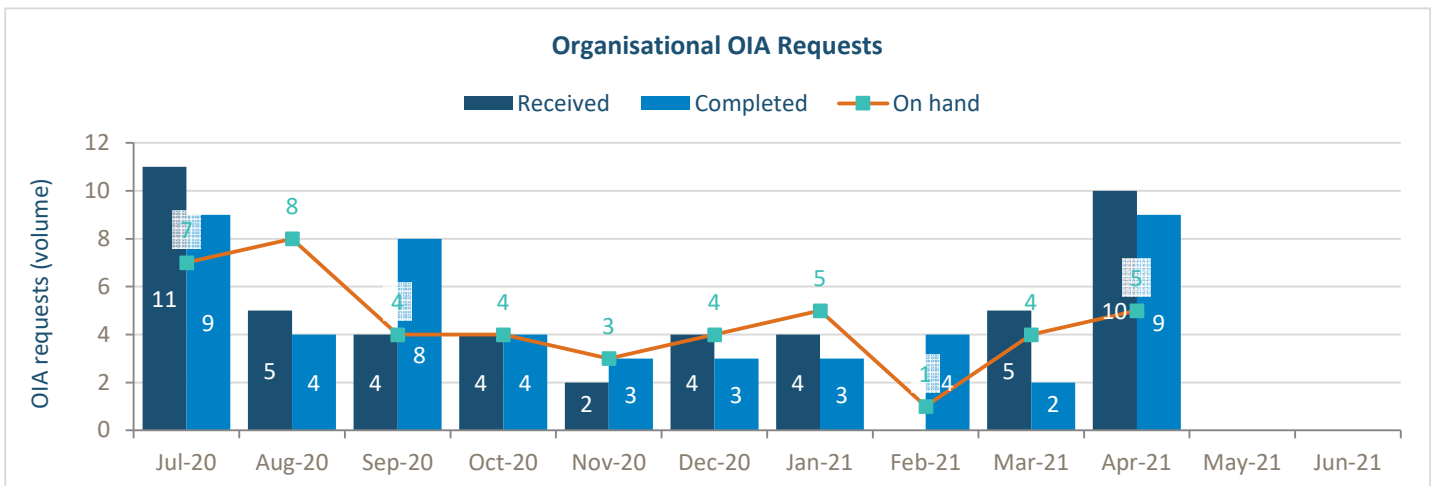
Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.



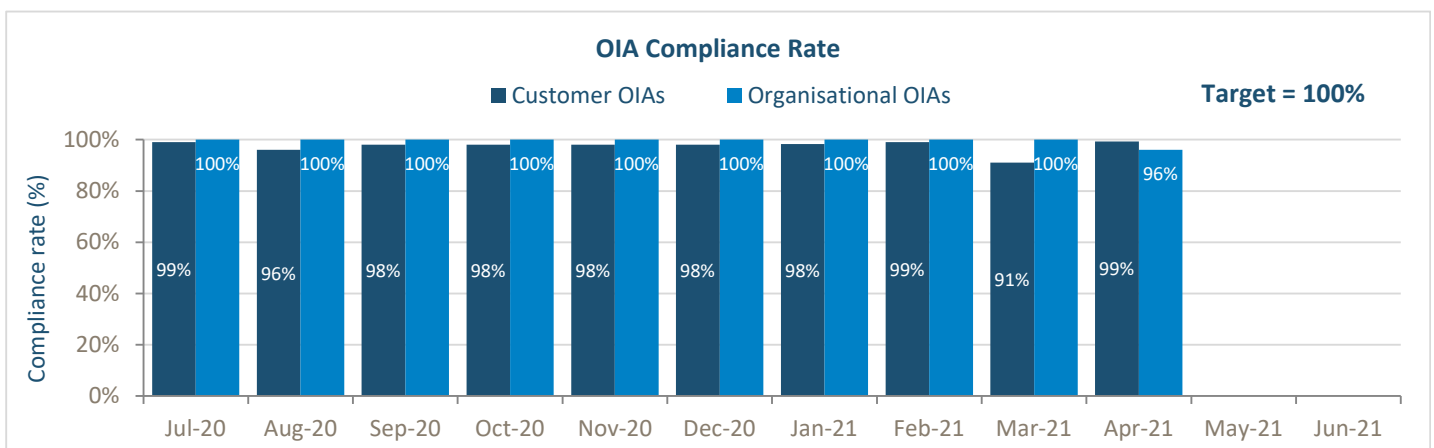
## Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 118 new OIA requests (vs. 182 in Mar-21). Coupled with the 103 requests on hand from last month and resolution of 139 requests completed this month, the team have 82 requests on hand at month's end.



This month, our Government Relations Team received 10 new high level OIA requests (vs. 5 in Mar-21). Coupled with the 4 request on hand from last month and 9 requests resolved this month, the team have 5 open requests on hand at month's

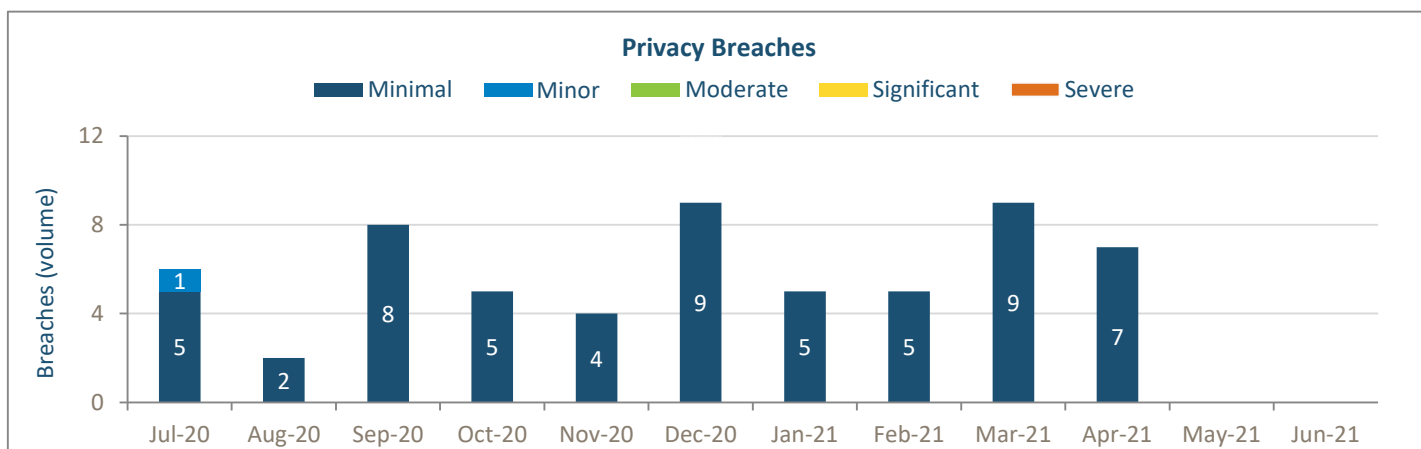


This month the compliance rate of our Customer OIA Team rose back up to 99% (vs. 91% last month), with a single instance of non-compliance.

During the same period the compliance rate of our Government Relations Team for organisational/ high level OIA requests dipped to 96% with two responses that were not provided this month that were in the statutory timeframe required by the Act. Administrative errors in both instances contributed to the outside of timeframe responses, with one response referred to the team on the working day 19 and the other overlooked as a new request amongst several related emails.

## Section 7 - Privacy Breaches

Seven privacy breaches (vs. 9 in Mar-21), all classified as of minimal severity, were recorded by the Risk and Compliance Team this month. All reported breaches were assessed against EQC's guidelines, have been contained, and no serious harm appears to have arisen as a result.



### Privacy breaches

The seven reported breaches this month, all of minimal severity, relate to 'Wrong document sent' (3); 'Incorrect email address used' (3); and 'Other' (1). All reported breaches have been contained, and no harm appears to have arisen as a result. The 'other' breach relates to an invoice sent to the incorrect EQC employee containing another employee's name and hourly rate.

### New breach severity categories

Following the new Privacy Act 2020, which came in to effect on 1 December 2020, all breaches are now assessed against the Government Chief Privacy Officer Tool (GCPO). The GCPO categorisation system allows for transparent internal and external reporting on privacy incidents, and allows for benchmarking and direct comparisons of reported incidents across government agencies. The new rating categories are: Minimal, Minor, Moderate, Significant, and Severe."

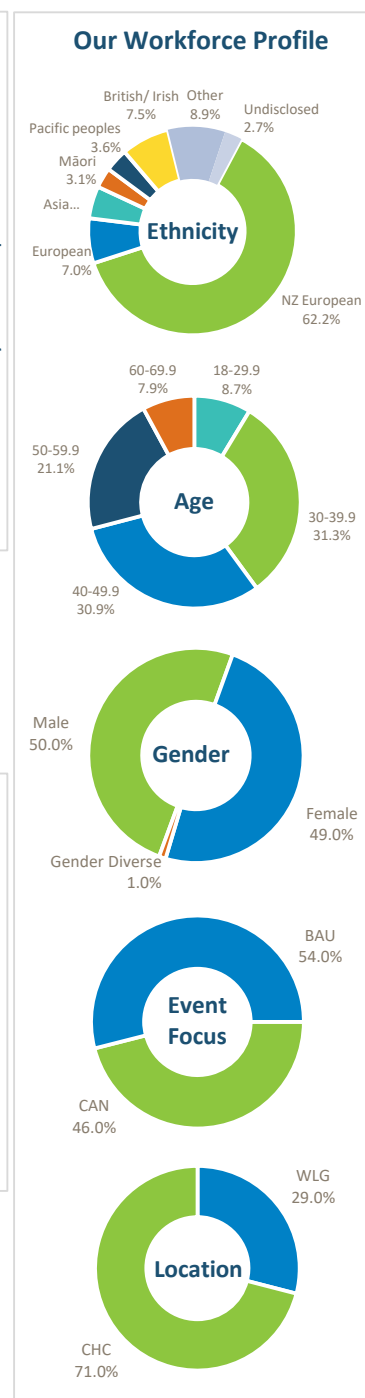
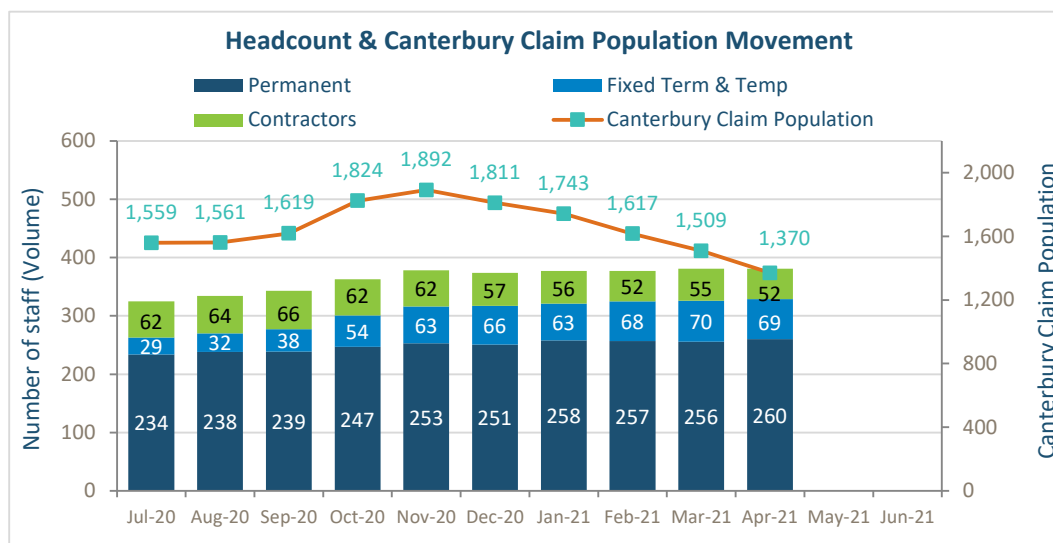
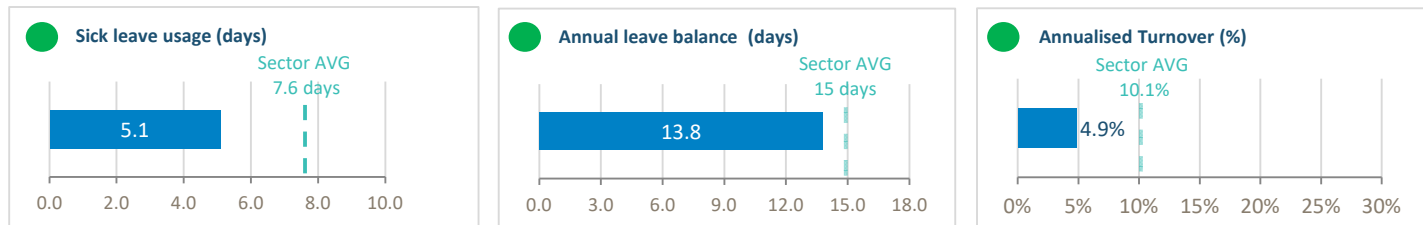
Below is an explanation of each rating:

Severe	Significant	Moderate	Minor	Minimal
Breach of sensitive or highly sensitive information with serious potential or actual harm. Indication of systemic failure that could undermine government systems. The incident will significantly affect the reputation of and undermine trust and confidence in the public sector. The incident will get ongoing media coverage.	Information is sensitive or highly sensitive with serious potential or actual harm. There will be measurable and ongoing negative impact on individuals and/or agencies with potential long-term loss of trust and confidence in the agency. Possible indication of systemic failure that could undermine government systems. The incident will get ongoing media coverage.	Information is not sensitive or highly sensitive. Potential or actual harm is more than minor. Customers and clients may stop using, or be reluctant to use, a service or delivery channel. The incident may get media attention or cause reputational risk due to the number of people rather than the information involved.	Small number of people are affected with minor potential or actual harm. Little or no indication of systemic problems. The incident may get short-term minor or isolated media interest.	Small number of people are affected with little or no potential or actual harm. Little or no indication of systemic problems. The incident most likely won't get media interest.

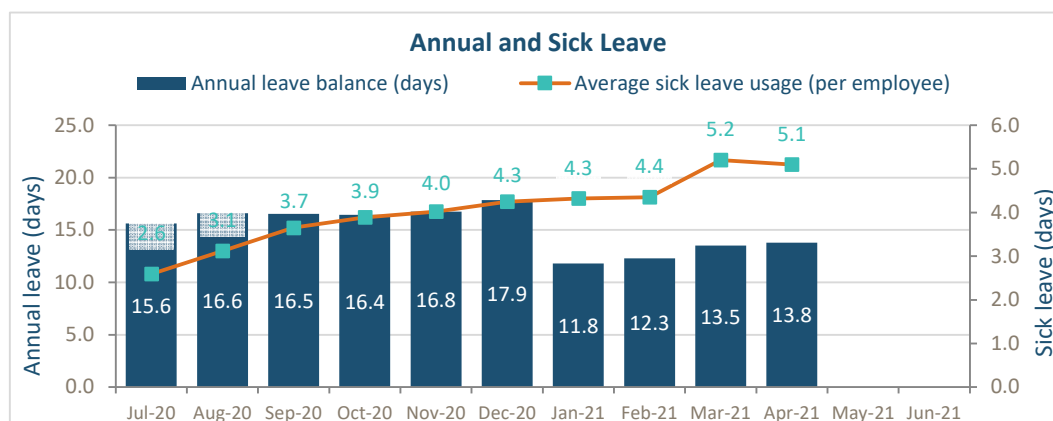
## Section 8 - HR Operations

This month our workforce headcount has remained relatively static as expected. During the same period our average annual leave balance increased slightly to 13.8 days (vs. 13.5 last month) and continues to remain below the corresponding Public Sector ('sector') average of 15 days. Over the same period our average sick leave usage decreased slightly to 5.1 days (vs. 5.2 last month), which also remains below the sector average of 7.6 days. With regards to our annualised turnover ('voluntary turnover'), we experienced an increase to 4.9% (vs. 4.5% last month), which still continues to compare favourably to the sector average of 10.1%.

### HR Ops at a glance - EQC's performance against Public Service Sector Averages



As expected, our workforce headcount has remained relatively static this month. Over the past 5 months our permanent and temporary employment numbers have been the main areas of increase. The 20% growth for temporary employment over that period reflects an identified surge in workload, specifically within our Christchurch office along with several short-term projects throughout EQC.



This month our average annual leave balance increased to 13.8 days (vs. 13.5 last month), remaining below the public sector average of 15 days. It is expected that this average will reduce moderately during early May given the school holiday period. During the same period our average sick leave usage decreased slightly to 5.1 days (vs. 5.2 last month). It should also be noted that Covid-19 continues to influence our people data and trends.