

## 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, landslip, flood or storm damage). In this section we also profile our remaining on hand claims by damage type.

### 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.

**Note:** Due to timing of the survey, the customer satisfaction results are reported a month in arrears.

### 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

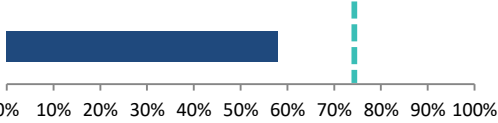

This section tracks EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement 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

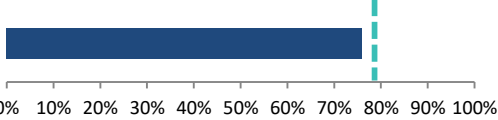

## Output Two - Event Response | Timeliness

## 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%	58%		

**Commentary:**








As at 30 November 2020, we have closed 376 of the 648 claims that were outstanding (over 6 months old) at 30 June 2020 (58%). This puts us comfortably ahead of target to close 75% of these claims by 30 June 2021.

2.1.2	New claims opened or reopened between 1 January 2020 and 31 December 2020 are resolved within 6 months *	80%	76%		
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**Commentary:**

So far this financial year, 76% of claims that were reopened in January-May 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		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		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:**

Following on from strong performance in the previous month, our customer satisfaction this month remains solid with our YTD result against SOPE measure 2.1.4 remaining 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%	79%		<span style="color: green;">●</span>
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**Commentary:**

When reflecting on the most recent experiences of our Canterbury customers 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%	77%		<span style="color: green;">●</span>
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**Commentary:**

When reflecting on the most recent experiences of our Canterbury customers 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%	78%		<span style="color: green;">●</span>
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**Commentary:**

When reflecting on the most recent experiences of our Canterbury customers 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%	79%		<span style="color: green;">●</span>
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**Commentary:**

When reflecting on the most recent experiences of our Canterbury customers our YTD results across SOPE measures 2.1.8 to exceed its target of >70%.

**Key:**

- Result not available for the month
- On track for delivery

- Potential risk of not achieving target
- Target highly unlikely to be achieved

- 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 (cont.)

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.9	<b>Timeliness of complaints resolution:</b>				
	• 90% simple complaints completed in 30 working days				
	• 90% standard complaints completed in 60 working days	>90%	97%		
	• 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.

2.1.10	<b>Quality of complaints resolution:</b>				
	75% customer satisfaction with complaints process	>75%	0%		

**Commentary:**

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

2.1.11	EQC settlements should be enduring.				
	Less than 10% of claims settled are reopened within six months	<10%	16%		

**Commentary:**

Of 1,951 in-scope claims closed in January-May 2020, 16% (313 claims) have been reopened within six months.

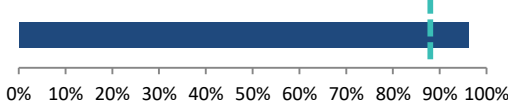

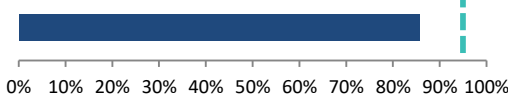

**Key:**

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		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)

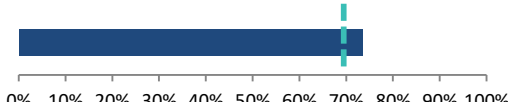

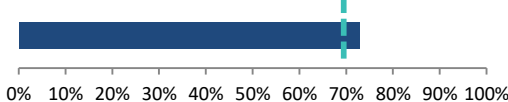







Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged between 1 Jan 2020 and 31 December 2020 are resolved within 6 months	90%	96%		
2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	86%		

**Commentary:**

Of 1,076 in-scope claims lodged in January-May 2020, all but 41 (96%) were resolved within 6 months (measure 2.2.1). Twelve of 14 in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed (86%).

## 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%	74%		
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%	73%		
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%	72%		
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%	82%		
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%		

**Commentary:**

Performance across the SOPE measures 2.2.3-7 has dipped during October, however YTD results for all of these measures remains above target.

**Key:**

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		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
	<b>Timeliness of complaints resolution:</b>				
2.2.8	<ul style="list-style-type: none"> <li>90% simple complaints completed in 30 working days</li> <li>90% standard complaints completed in 60 working days</li> <li>90% complex complaints completed in 120 working days</li> </ul>	>90%	95%		
2.2.9	<b>Quality of complaints resolution:</b> 75% customer satisfaction with complaints process	>75%	0%		

**Commentary:**

So far this financial year, 95% 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%	6%		
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**Commentary:**

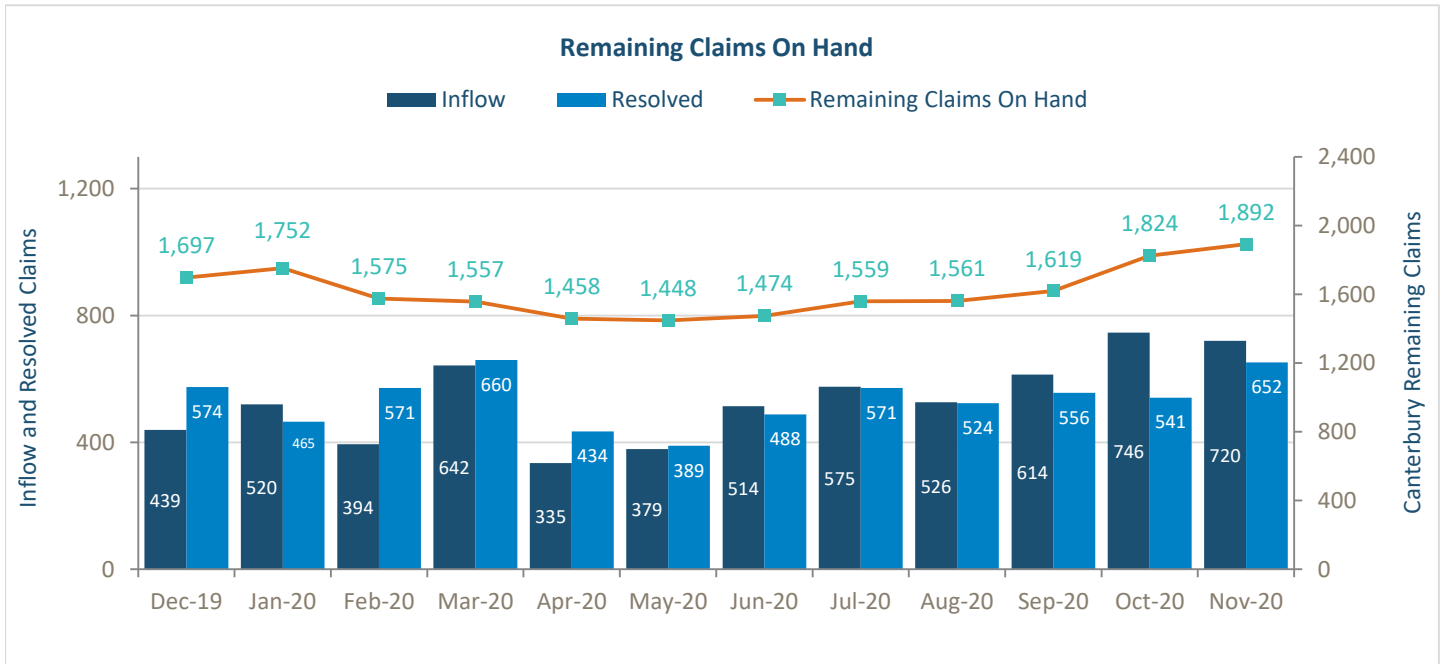
Of 813 in-scope claims settled in January-May 2020, 52 (6%) were reopened within six months, a proportionately similar result to last month.

**Key:**

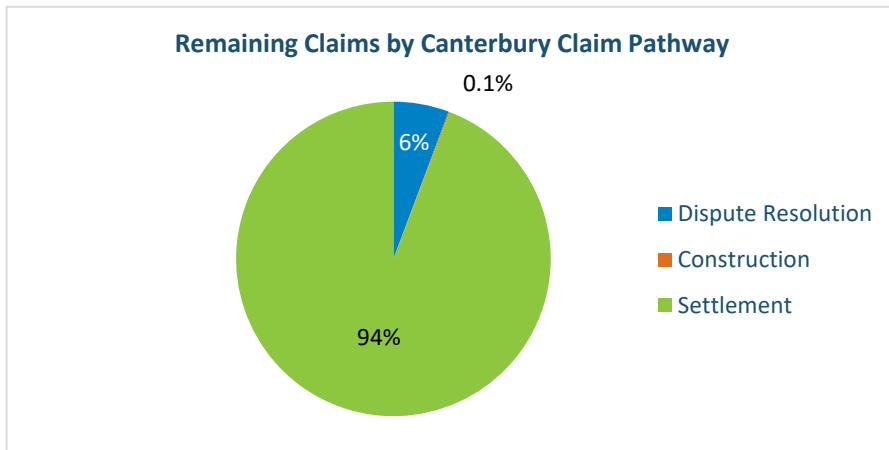
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

## Section 2 - Canterbury

We resolved 652 claims during November, offset by inflow of 720 claims. This left 1,892 open Canterbury claims on hand at month end, an increase of 68 since the end of October. While inflow continued to exceed resolutions, our inflow reduced by 5% with the backlog of Call Centre claims cleared and the impact evidenced from our On-Sold Programme dissipating.



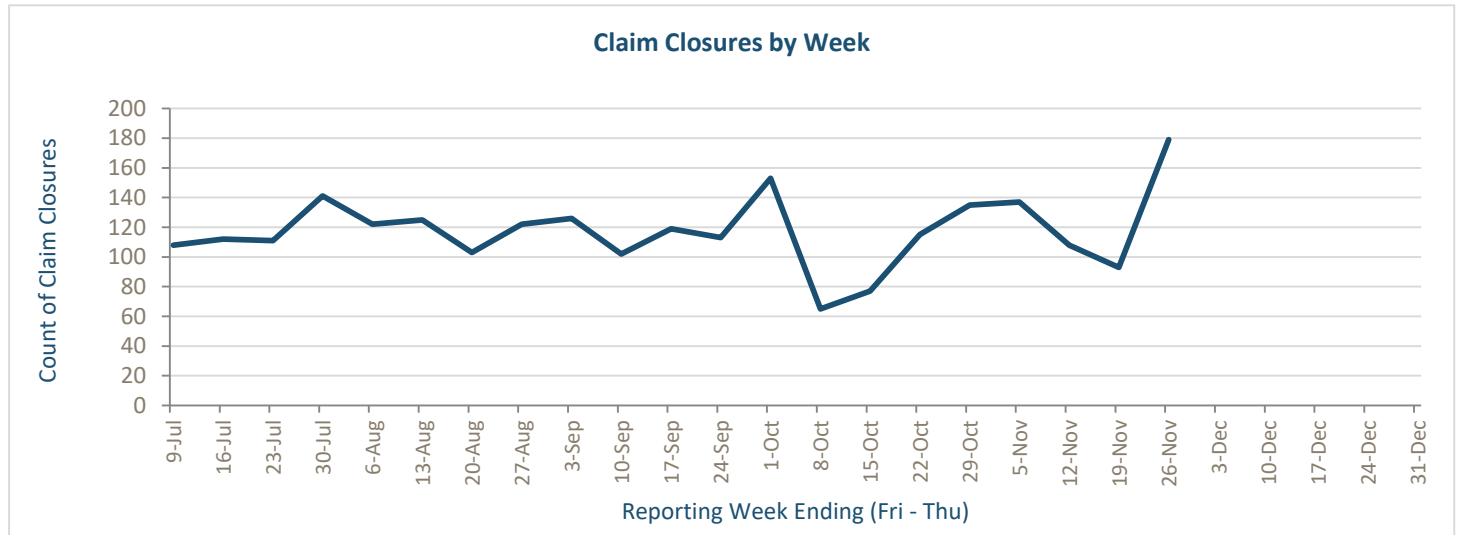
The 652 claims resolved this month includes 26 claims open at 1 November, that are now subject to an application for Government support for repair of on-sold over cap properties ('on-sold claims'). In total 1,765 on-sold claims are excluded.



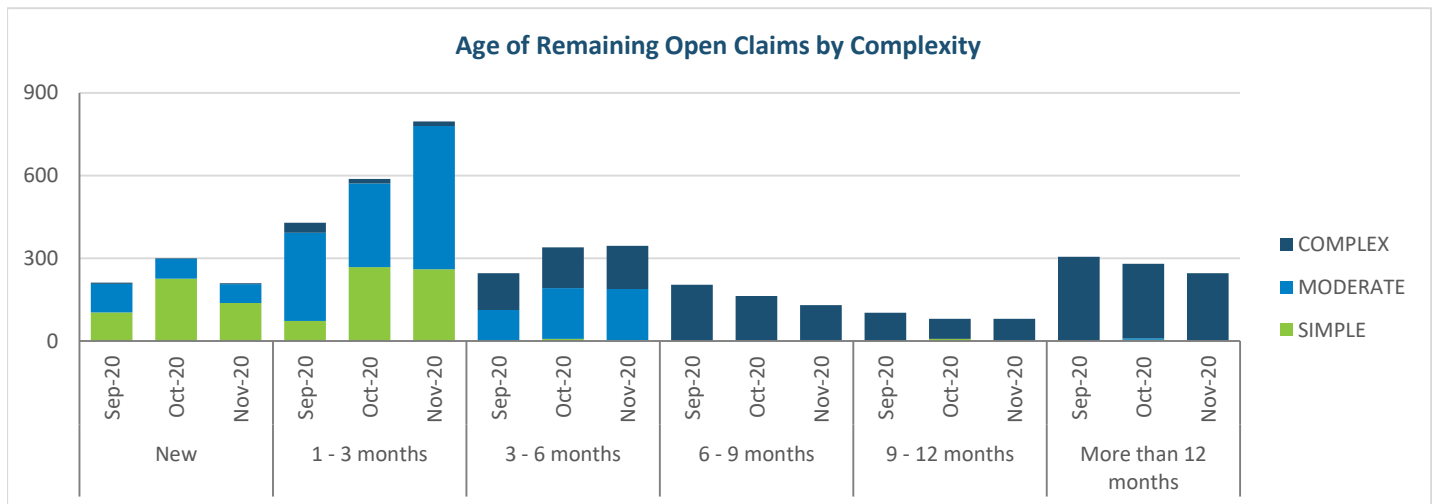
Of the 1,892 Canterbury claims remaining on hand, 94% are being managed by Settlement teams, 6% are in Dispute Resolution, and <1% are in physical repair.

*Inflow refers to CMS4 claims reopened first time in CMS8, previously closed CMS8 claims that have been reopened again, and claims transferred back in from external consideration.*

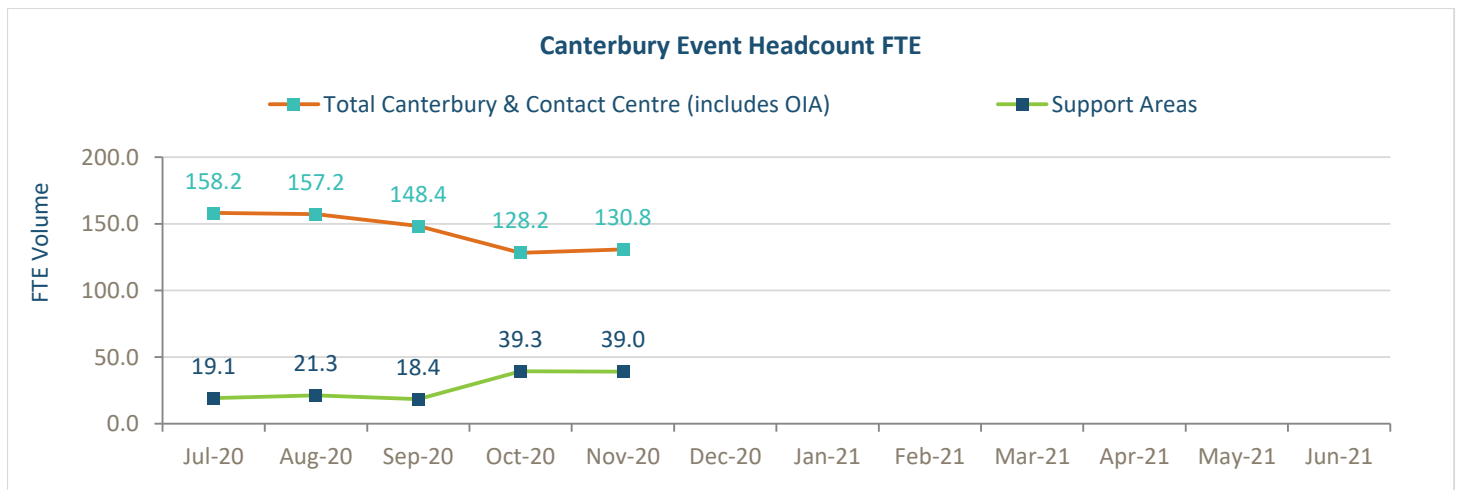
## Section 2 - Canterbury (cont.)



On average, we closed 154 claims per week during November, an increase on the weekly average in October (121). There were a total of 652 Canterbury claim resolutions in November.



Resolution of aged claims remains a key priority for our settlement teams. While there was a 14% increase in claims aged < 3 months (933 up to 1,062), we reduced our claims aged 6-9 months population by 20% down (167 down to 134) and our claims aged >12 months population by 13% (286 down to 248).

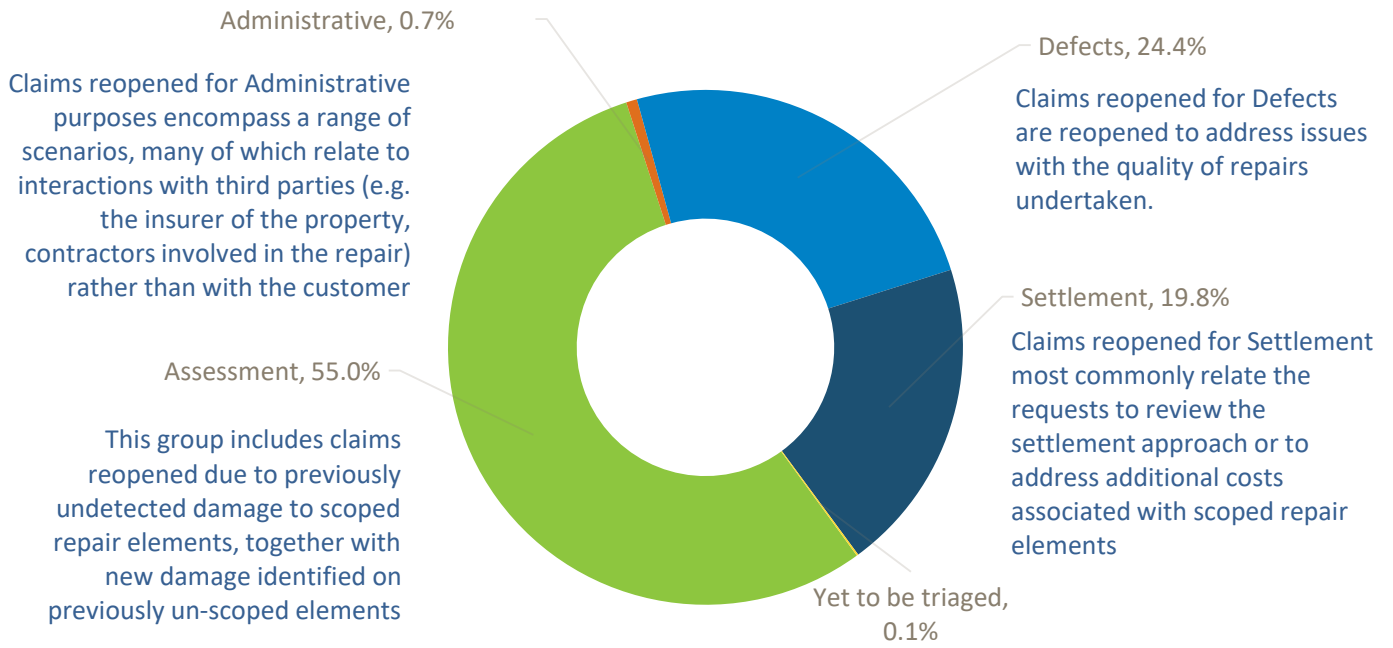


The Canterbury Event Headcount increased slightly this month to 169.8 compared with 167.5 in October. We expect the Canterbury Event Headcount to remain stable for the remainder of the calendar year.

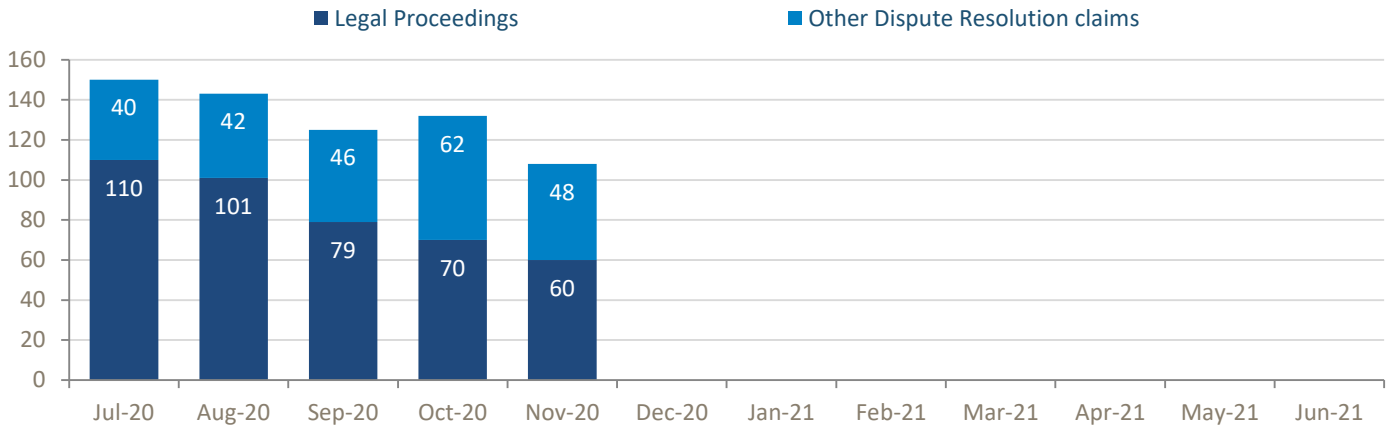


## Section 2 - Canterbury (cont.)

### Open Canterbury Claims by Triaged Tier 2 Profile

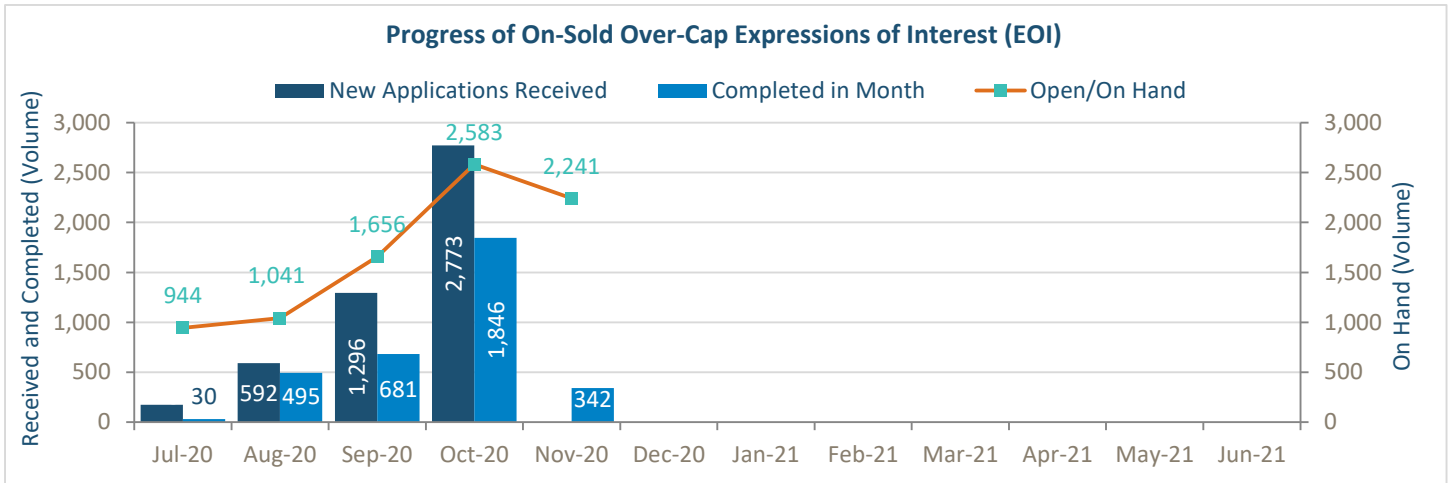


### Claims in Dispute

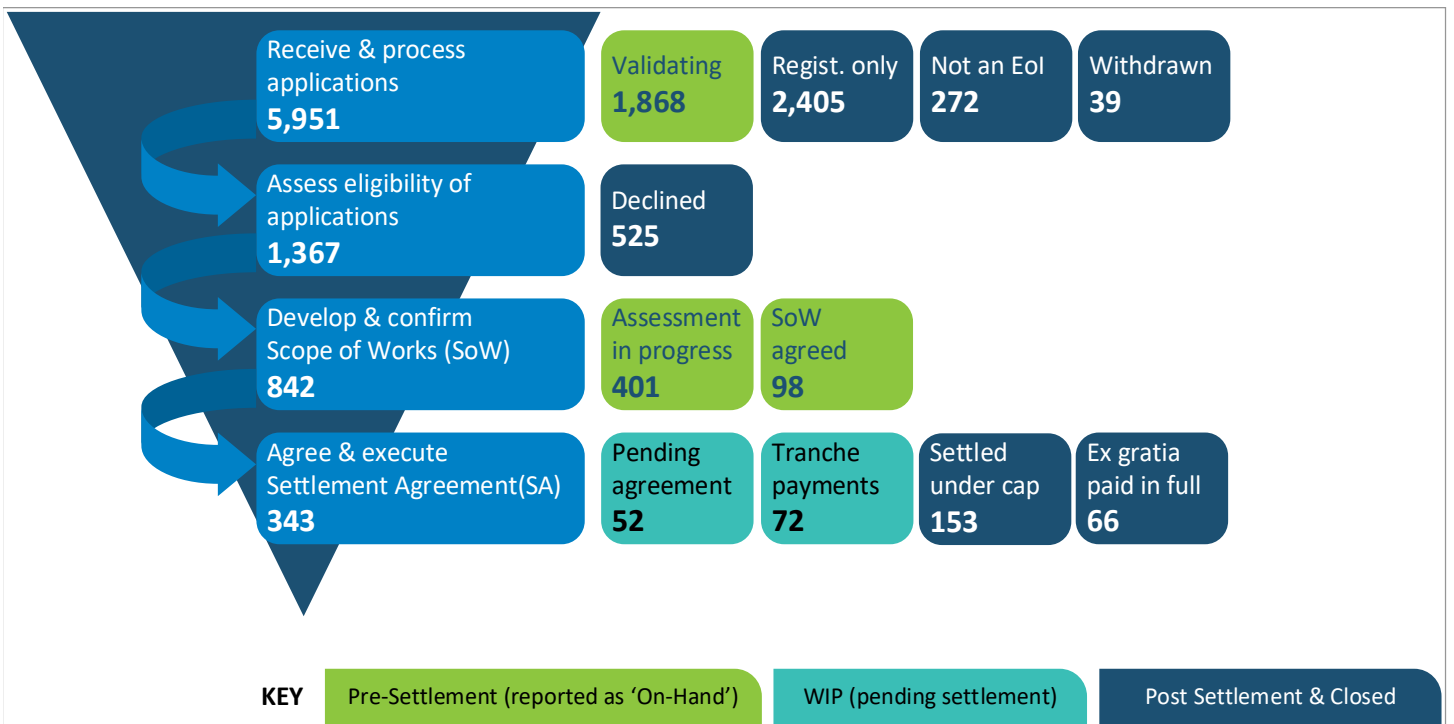


We continued to make steady progress resolving disputed claims. As at 30 November, 60 Canterbury claims remain subject to legal proceedings, down from 70 at the end of October. Other claims with Dispute Resolution teams have also reduced from 62 at the end of October, to 48 as at November month end.

Section 2 - Canterbury (cont.)



Applications for government support to repair On-Sold Over-Cap properties closed in October resulting in nil inflow from Nov-20. We completed the settlement process for 342 applications in November leaving 2,241 open applications on hand at month's end. The following chart plots the flow of On-Sold EOI's through the value chain. To date we have completed 3,710 EOI's of which 219 have been paid in full, 124 are undergoing settlement, and the remainder have been closed without payment (inclusive of 2,405 'Registration Only' EOI's).

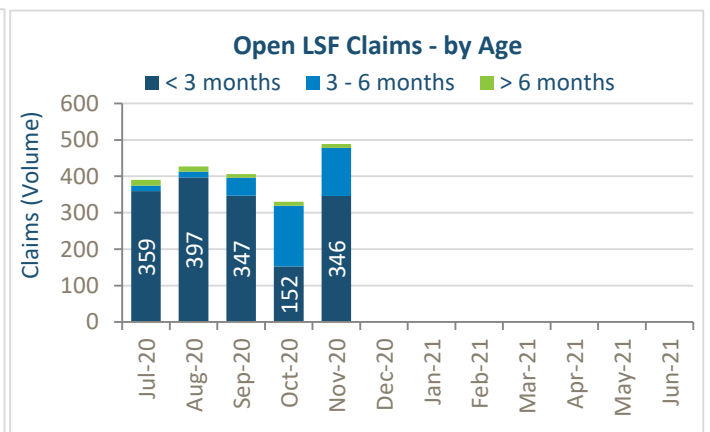
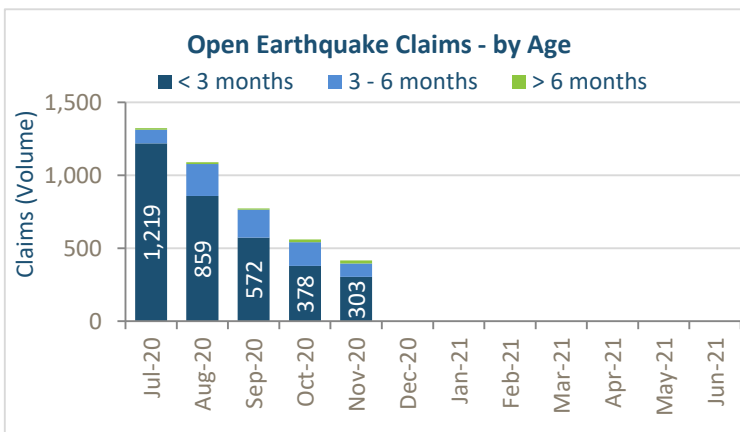
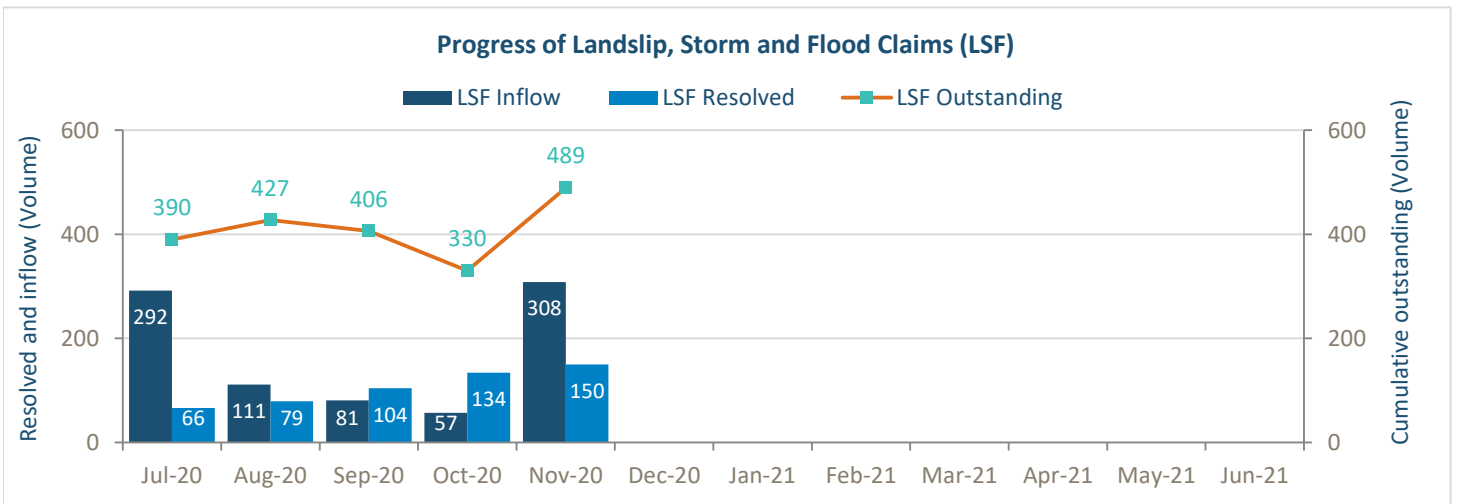
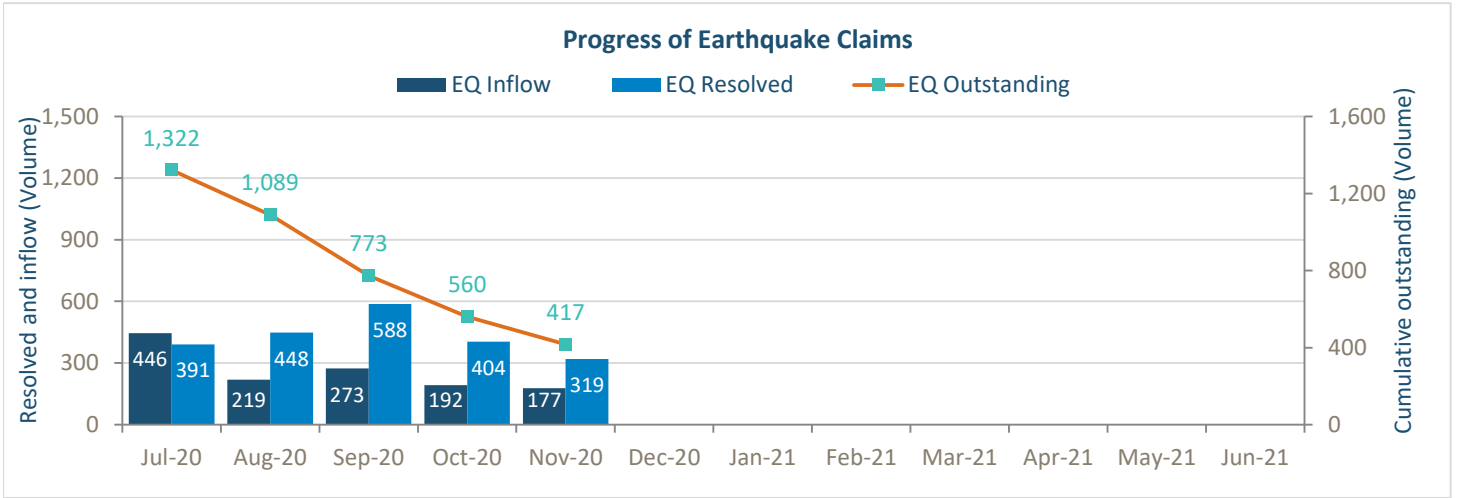


## Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

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

We recorded increased inflow of 485 new and reopened claims in November. Of these lodgements, the majority (64% - 308) were landslip, storm and flood claims ('LSF'), while the balance related to earthquake-related damage ('EQ').

The higher than usual inflow of 308 LSF claims this month included 213 Hawkes Bay properties affected by flooding on 9 November.



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

## Section 4 - Customer Focus

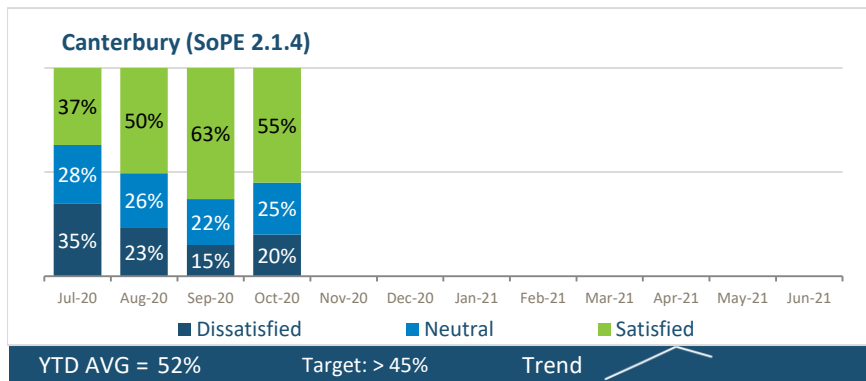
Overall satisfaction dipped this month amongst both our Canterbury and other Natural Disaster Event (NDE) customers compared to last quarter results. However, on a quarterly basis, as the proportion of completed surveys from NDE customers (who traditionally rate higher) is larger this month, overall satisfaction amongst our customers remains unchanged from last quarter.

### Overall claim experience

'How satisfied were you with the overall quality of the service you received making the claim?'



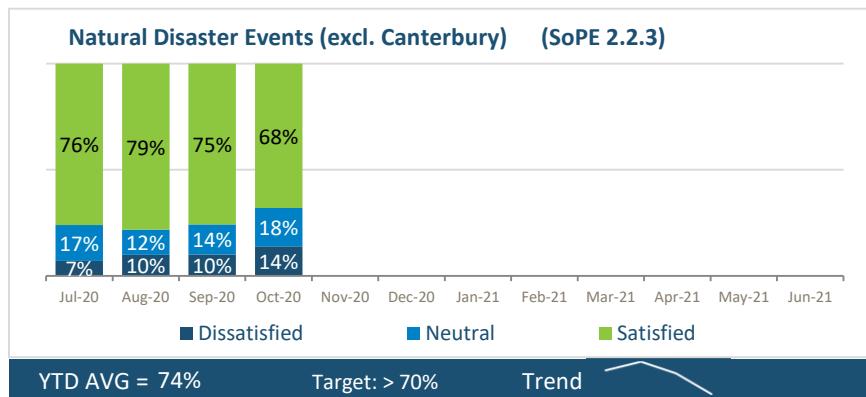
### Overall claim experience by event response



#### Our Canterbury customers

This month we experienced a dip in customer satisfaction with just over half of our customers satisfied with their recent claim experience.

**NB:** Apart from SoPE measure 2.1.4, all other Canterbury customer focus measures are measured against customers' recent experiences ie. last 6 months.

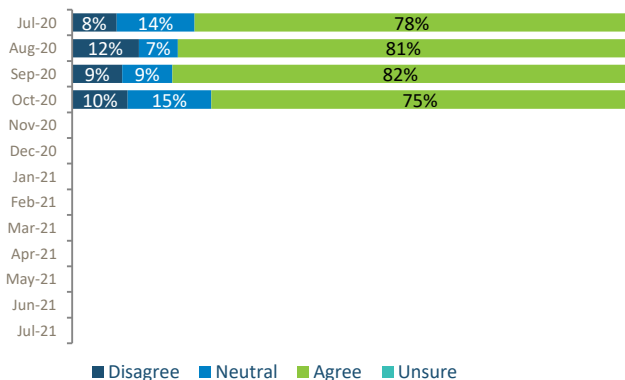


#### Our Natural Disaster Events customers

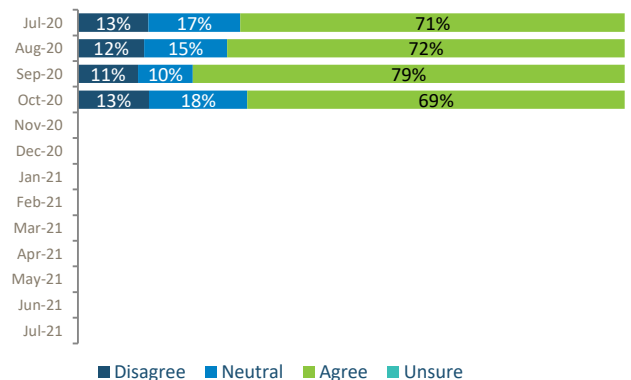
Among our NDE customers, the dip in satisfaction is unique to earthquake-related claims. While the proportion of earthquake-related claims is stable, satisfaction has dropped significantly. The impact of increased average time to settle claims in October from <2 months to 3 months has likely impacted satisfaction amongst our NDE customers.

### Transparent, fair and reasonable interactions

#### Canterbury - Recent Experiences (SoPE 2.1.5)



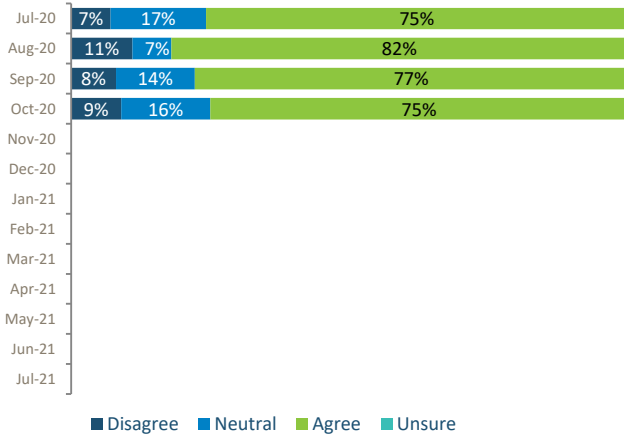
#### Natural Disaster Events (excl. Canterbury) (SoPE 2.2.4)



## Section 4 - Customer Focus (cont.)

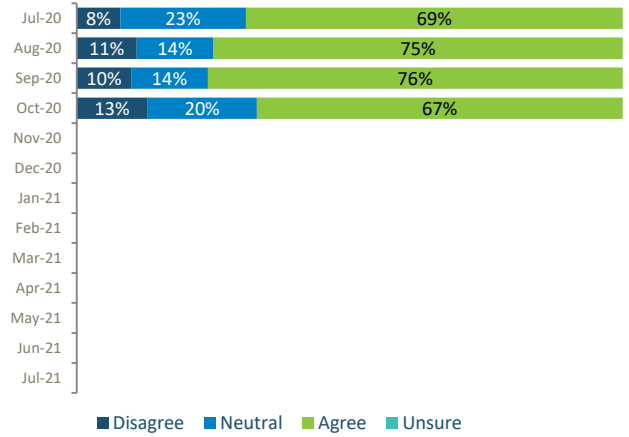
### Responsive to individual needs and situation

Canterbury - Recent Experiences (SoPE 2.1.6)



YTD AVG = 77% Target: > 70% Trend

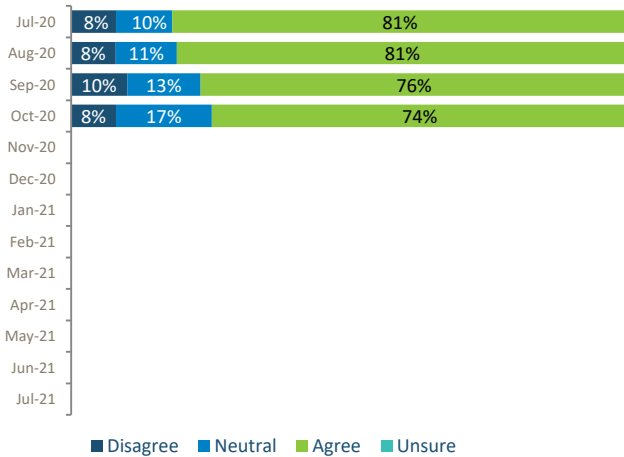
Natural Disaster Events (excl. Canterbury) (SoPE 2.2.5)



YTD AVG = 72% Target: > 70% Trend

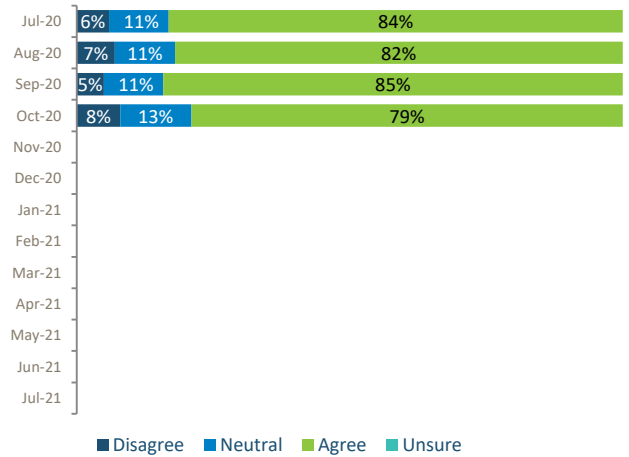
### Quality of communication and customer clarity on next steps

Canterbury - Recent Experiences (SoPE 2.1.7)



YTD AVG = 78% Target: > 70% Trend

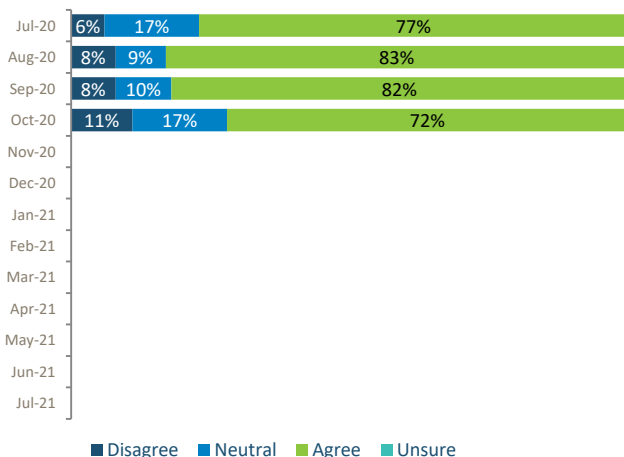
Natural Disaster Events (excl. Canterbury) (SoPE 2.2.6)



YTD AVG = 82% Target: > 70% Trend

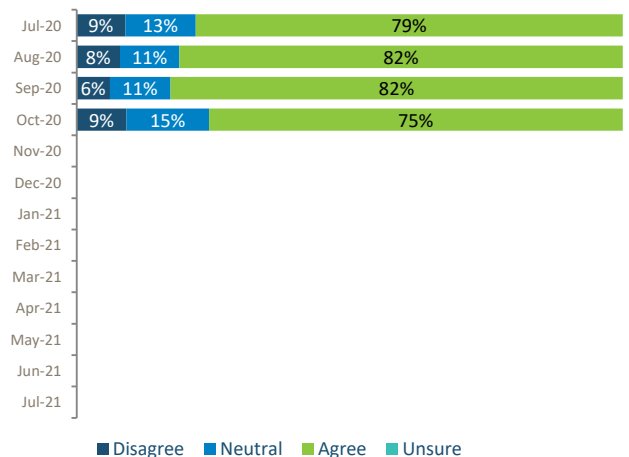
### Demonstrating expertise and a desire to help

Canterbury - Recent Experiences (SoPE 2.1.8)



YTD AVG = 79% Target: > 70% Trend

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

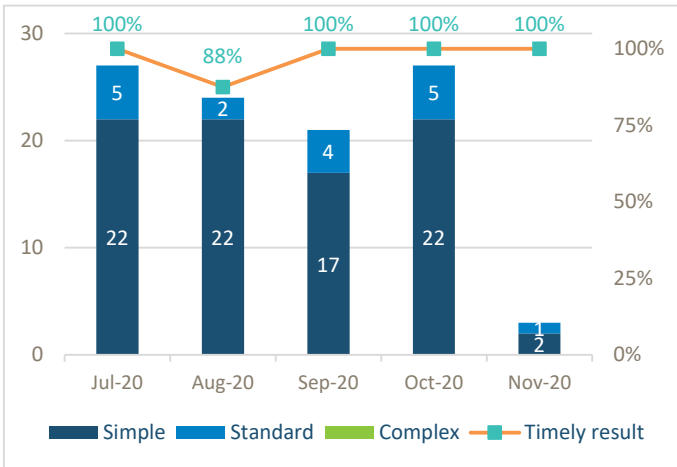


YTD AVG = 79% Target: > 70% Trend

## Section 4 - Customer Focus (cont.)

### Timeliness of complaint resolution

Canterbury (SOPE 2.1.9)

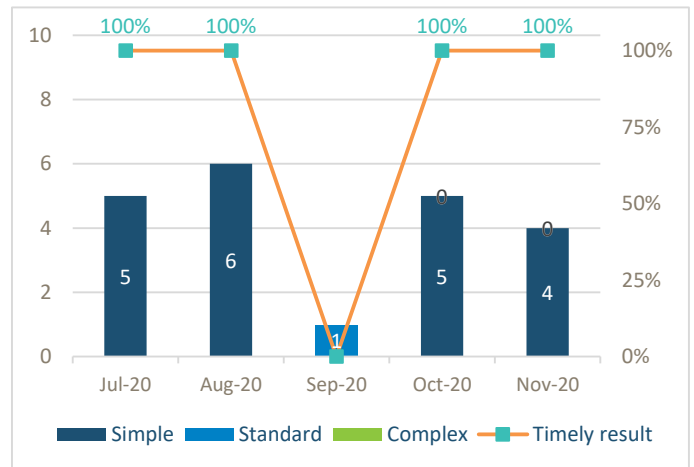


YTD AVG = 97%

Target: > 90%

Trend

Natural Disaster Events (Excl. Canterbury) (SOPE 2.2.8)



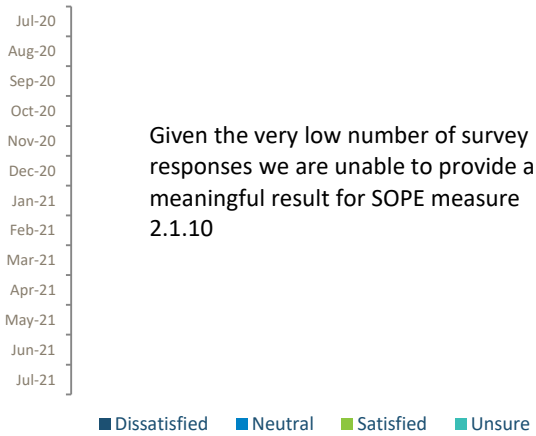
YTD AVG = 95%

Target: > 90%

Trend

### Quality of complaint resolution

Canterbury (SoPE 2.1.10)

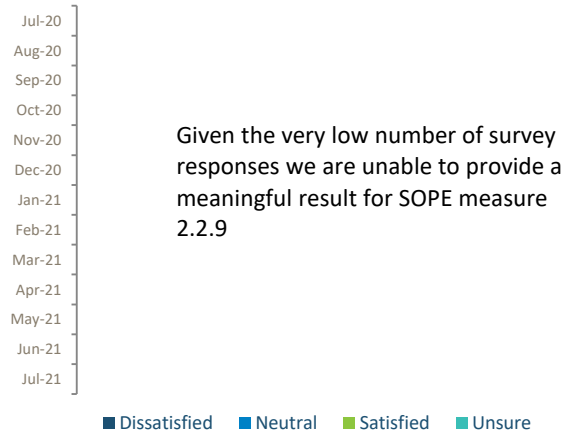


YTD AVG =

Target: > 75%

Trend

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

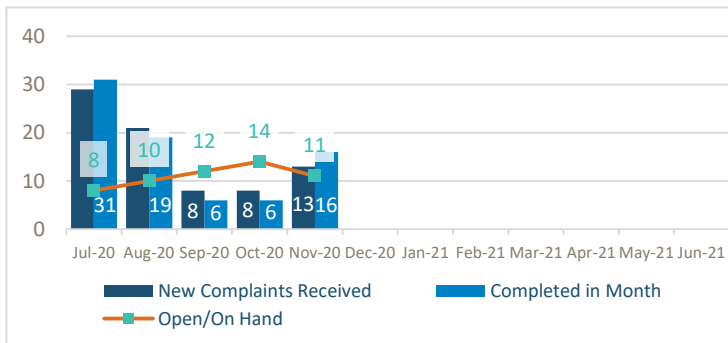


YTD AVG =

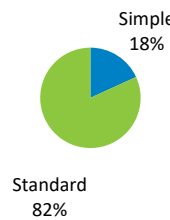
Target: > 75%

Trend

### Progression of customer complaints



Complexity of Open Complaints



We received inflow of 13 new complaints in October offset by resolution of 16 complaints. This left 11 open complaints on hand at month end down from 14 open at 30 September.

Nine of the 11 complaints open at month end were standard complexity and the remainder were simple.

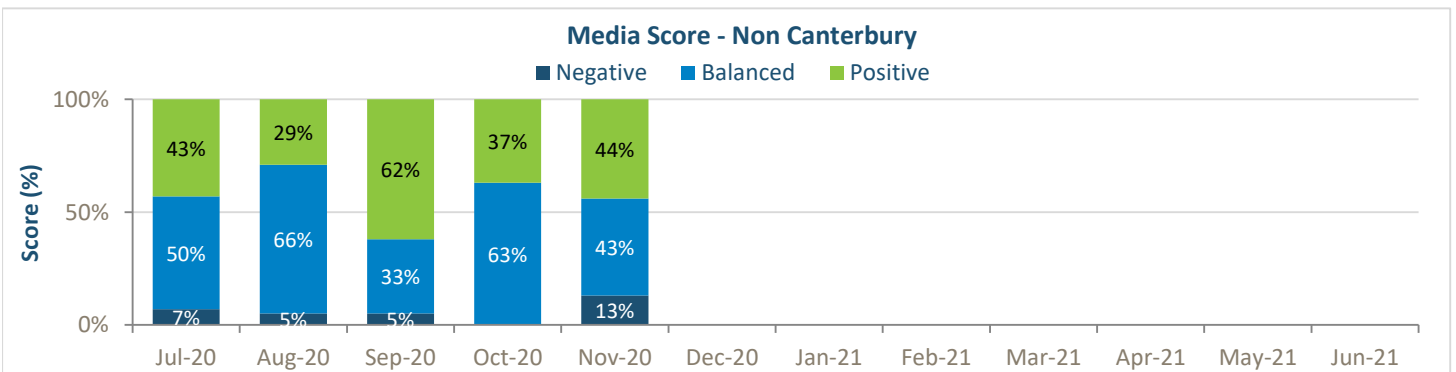
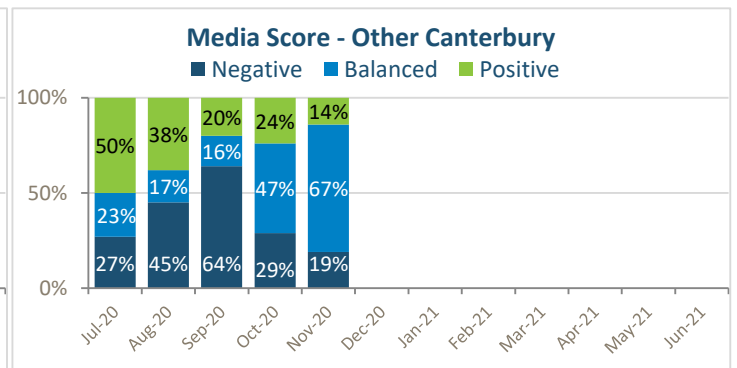
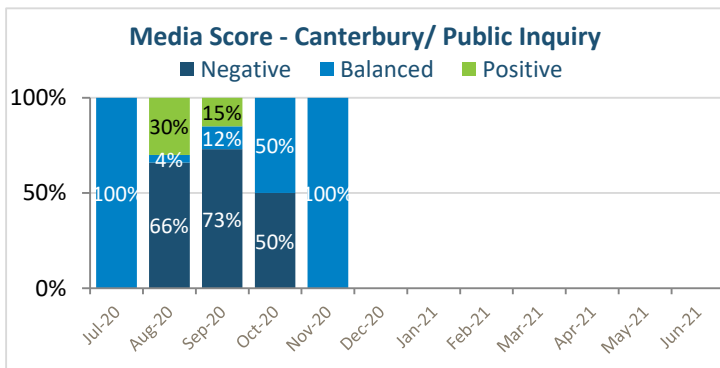
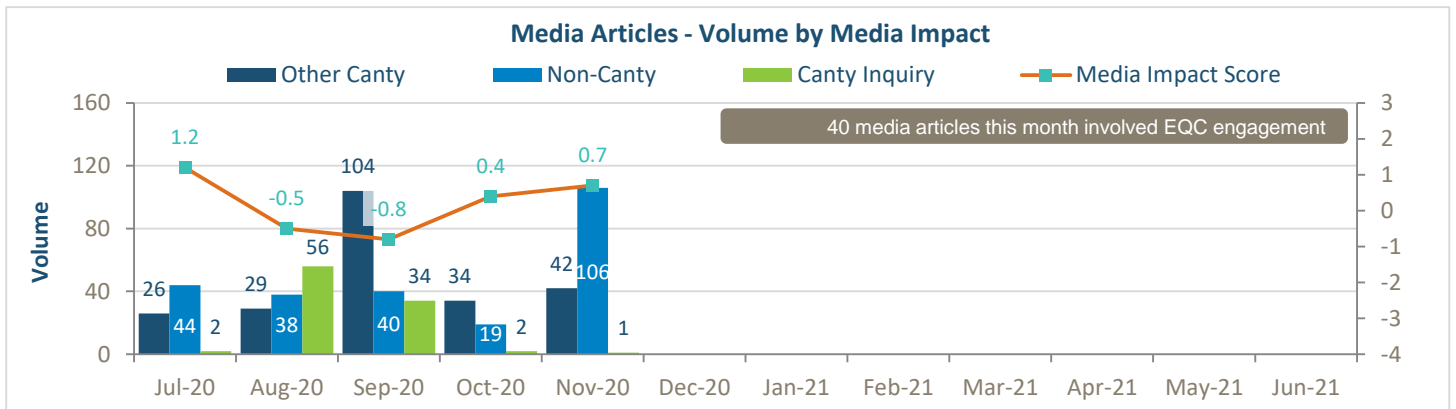
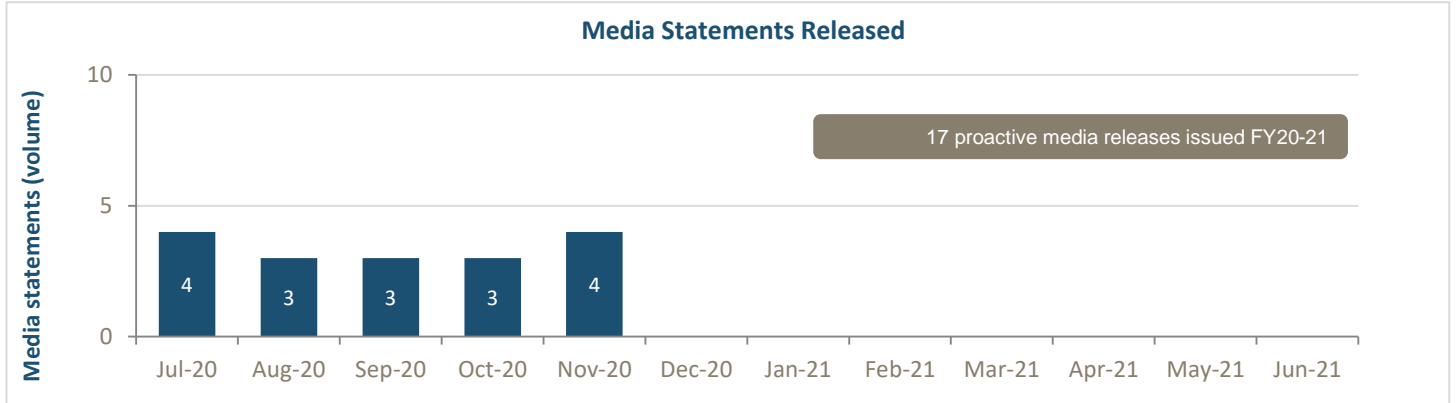
### Total call, email and post volume

	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Trend
Outbound - Inbound Ratio	18:82	22:78	18:82	16:84	17:83	24:76	
Grade of Service	98%	98%	99%	97%	97%	99%	
Abandonment Rate	2%	1%	1%	3%	3%	1%	
Roll Over No Answer	80	33	45	162	138	24	
Total Calls	4,147	4,940	5,099	5,770	5,839	4,523	
Total Email and Post	2,960	2,280	2,542	4,955	7,236	6,117	

## Section 5 - Media

The volume of media increased almost three-fold this month while our Media Impact Score (MIS) rose by 0.3 points to 0.7. Positive reporting was driven by the announcement of the new natural disaster insurance claims model which garnered significant media attention. While the new model was without criticism, coverage of the announcement drove the month's leading traditional media messages of *committed to improving experiences and outcomes* and that it *engages in successful partnerships* and *manages and settles claims effectively*.

Our settlement over the division of costs for claims from the Canterbury earthquakes with IAG and Tower generated a similarly high volume of reporting that was generally more balanced in tone later in the month. Conversely we received negative coverage centred mainly around "drawn-out" claims "battles", including the case of Alan and Joan Sleight and the Cave Rock apartments.

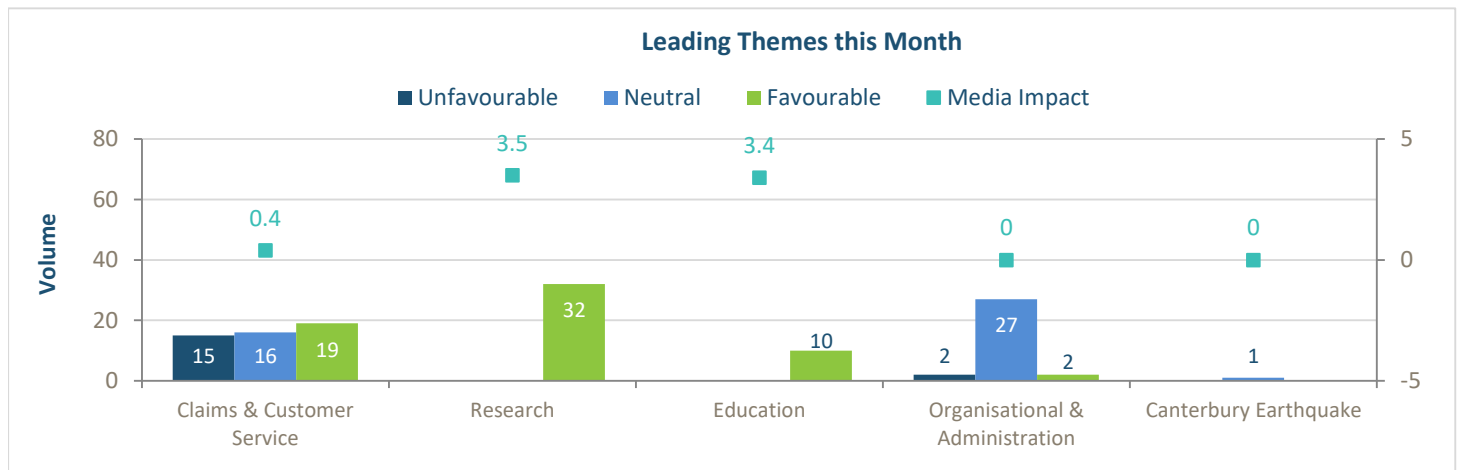
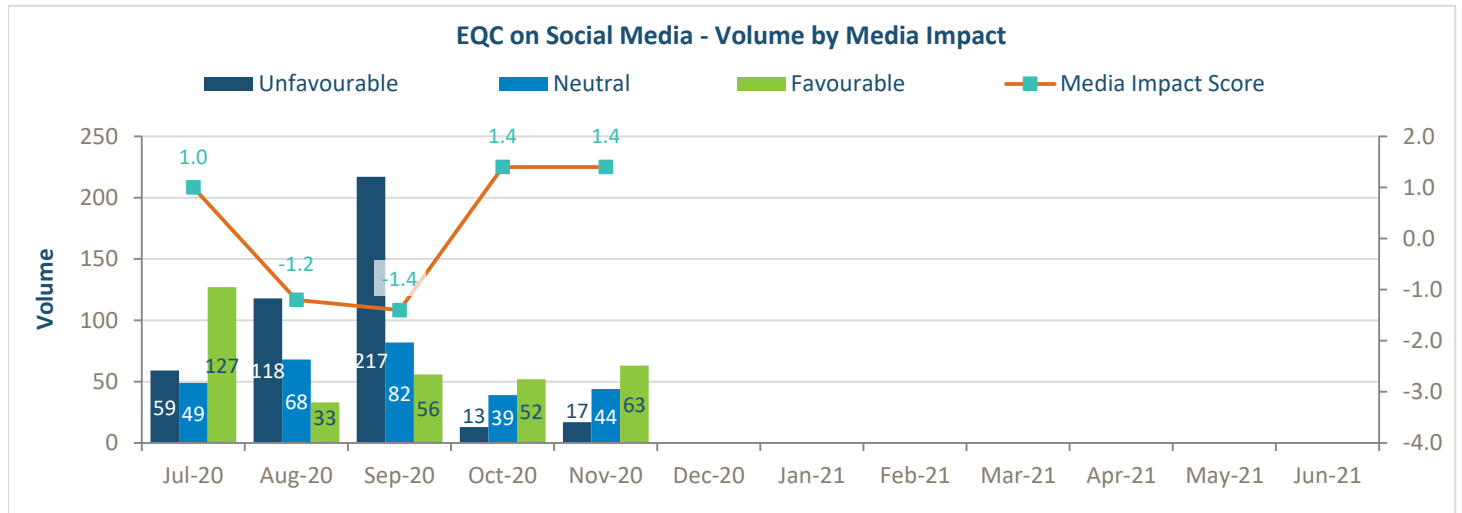


## Section 5 - Media (cont.)

The volume of social media conversations rose slightly to 124 posts (vs. 120 in Oct-20) while our Media Impact Score (MIS) remained unchanged at a moderately positive 1.4.

The announcement of the new model for natural disaster insurance claims generated some, mostly positive, claims and customer service-focused conversations early in the month, with sources welcoming the news and acknowledging our commitment to *improving experience and outcomes* and building *successful partnerships*. Our advisory and information relating to the Napier floods also generated some positive claims and customer service-focused posts. Our research and education functions were once again key drivers of positive conversations, posts relating to this helped to drive our leading social media message this month of *improving knowledge about NZ's natural hazards*.

Conversely, negative posts this month were largely related to individual claims and individual sources' negative experiences with us.



Our research and education functions were once again key drivers of positive conversations. This month, these included LearnNZ's virtual field trip to the Alpine Fault posts relating to World Tsunami Awareness Day 2020, encouraging people to be aware of the tsunami evacuation zone maps; and the Geosciences NZ Conference 2020. These posts highlighted our focus on *improving knowledge about NZ's natural hazards* (42 posts), which was this month's leading message by a considerable margin.

### Understanding the Media Impact Score

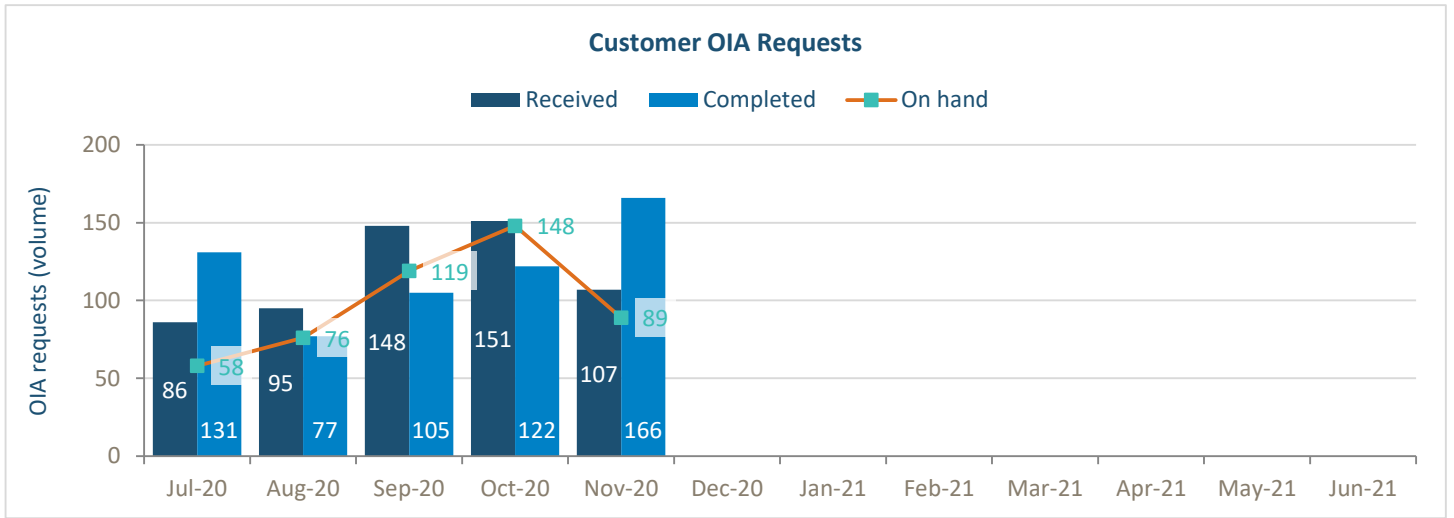
The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

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**.

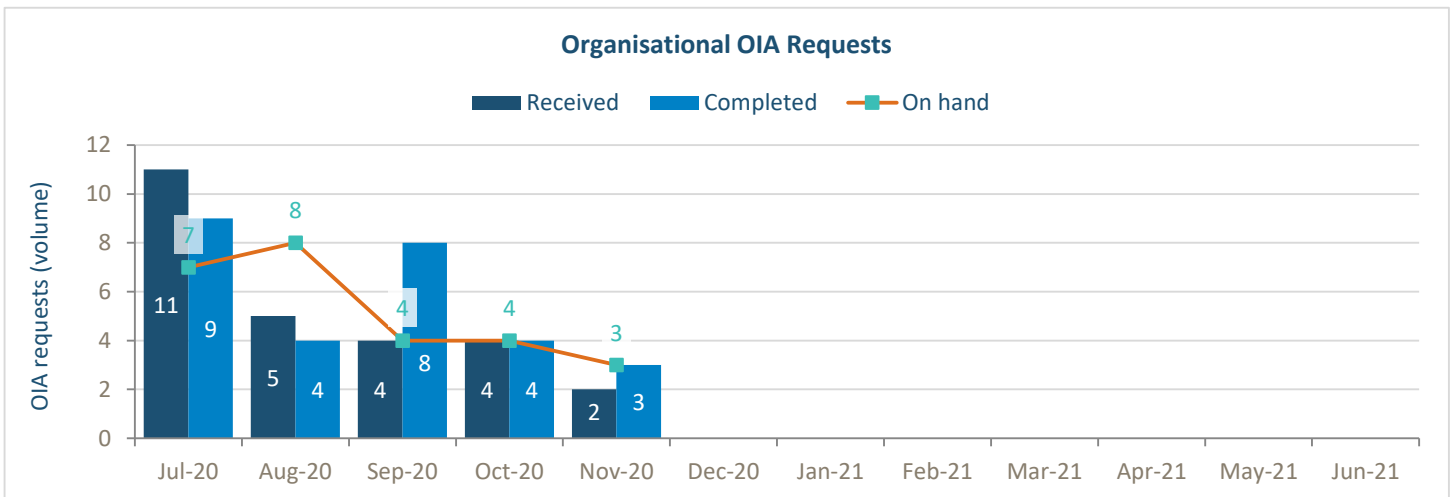
Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.



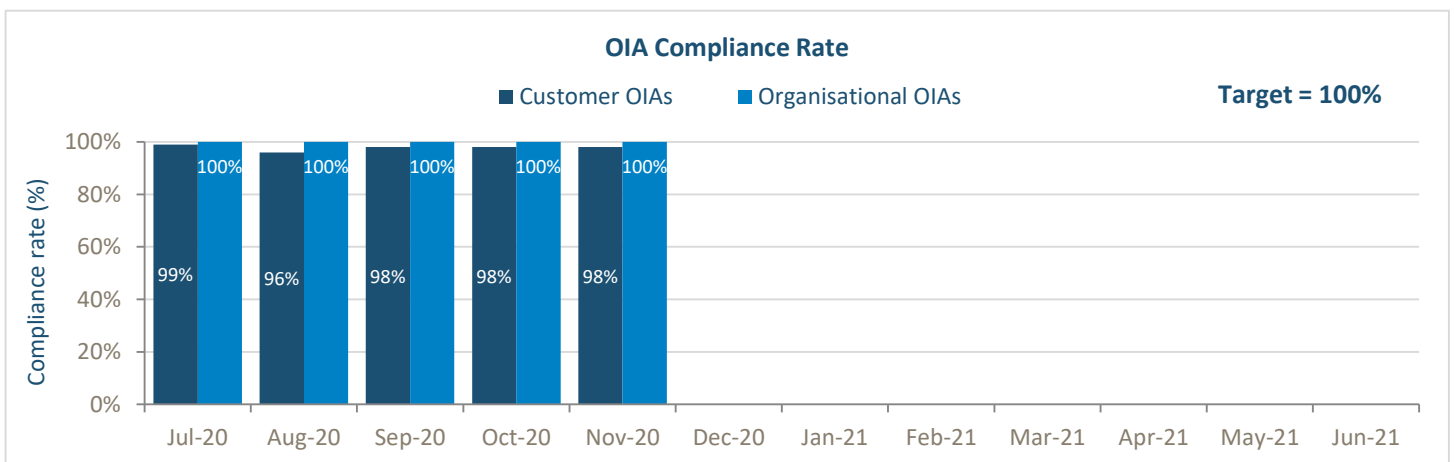
## Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 107 new OIA requests (vs. 151 in Oct-20). Coupled with the 148 requests on hand from last month and 166 requests resolved this month, the team have 89 requests on hand at month's end.



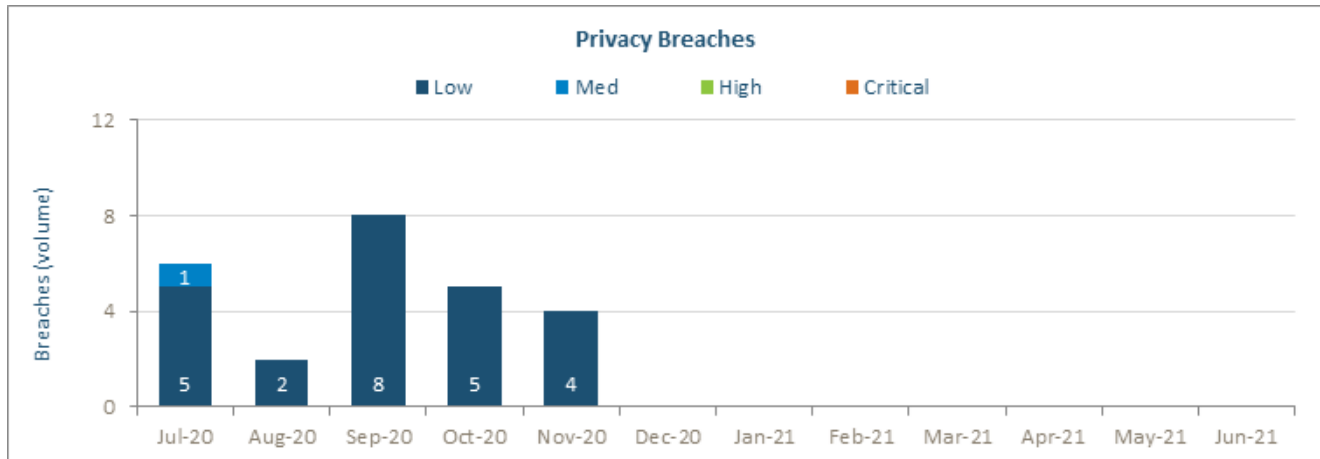
This month, our Government Relations Team received 2 new high level OIA request (vs. 4 in Oct-20). Coupled with the 4 cases on hand from last month and 3 requests resolved this month, the team have 3 open requests on hand at month's end.



This month our Customer OIA Team achieved an unchanged compliance result of 98% this month, which included three instances of Customer OIA non-compliance. During the same period our Government Relations Team maintained its 100% compliance rate for Organisational/ high level OIA requests.

## Section 7 - Privacy Breaches

Four privacy breaches (vs. 5 in Oct-20), all classified as low 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 four reported breaches this month relate to 'Wrong document sent' (1); 'Incorrect document content' (1); and 'Other' (1). All reported breaches have been contained, and no harm appears to have arisen as a result.

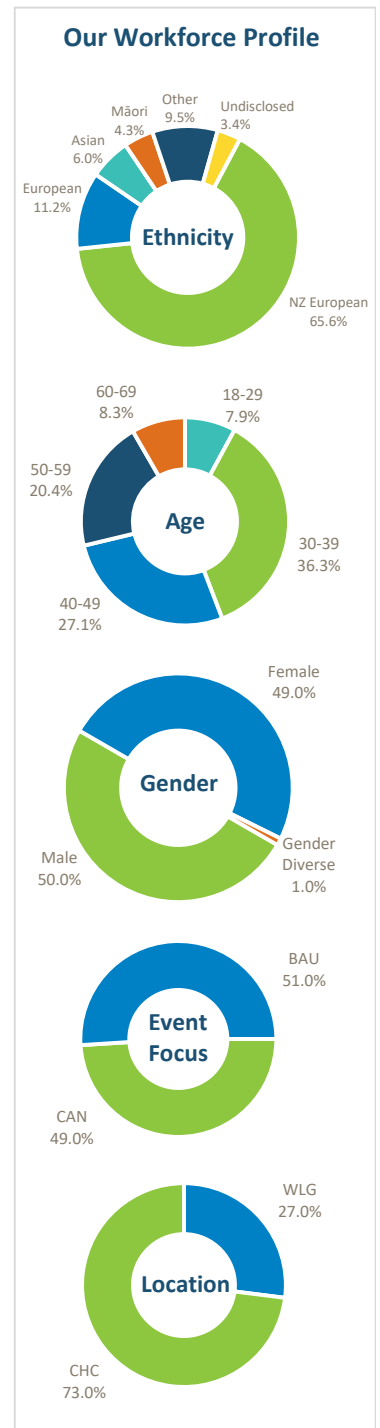
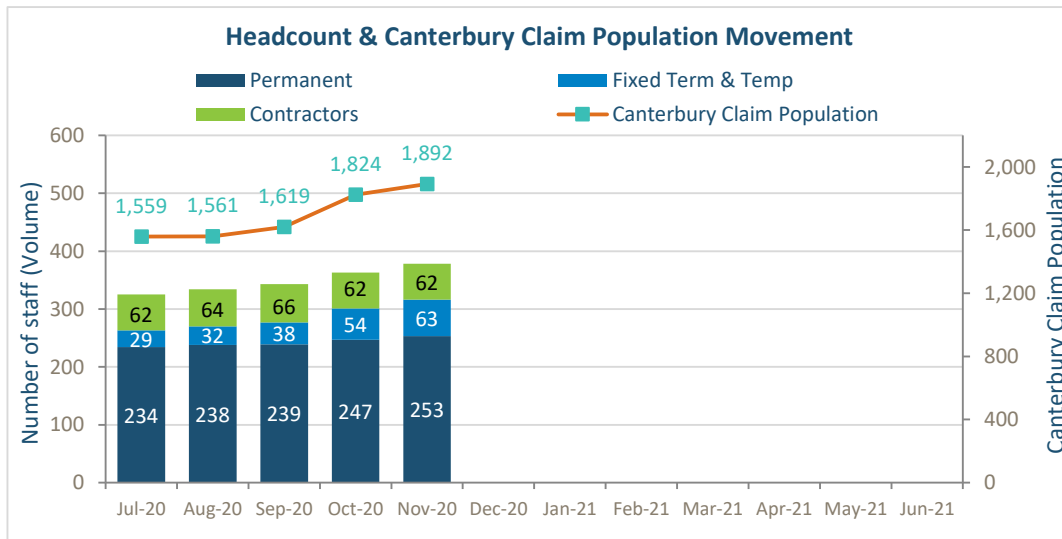
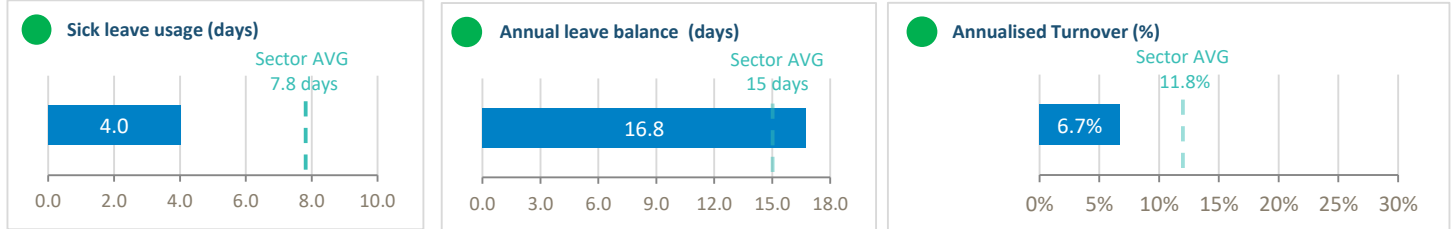
### Severity Scale

Critical	High	Medium	Low
<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Systems integrity compromised</li> <li>• Disclosure of large amount of personal information</li> <li>• Harm caused to individual/s</li> <li>• Significant media or reputational damage likely</li> <li>• Not contained and/or unresolved</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Multiple person repeat or continued failure</li> <li>• Harm caused or likely to be caused to individuals</li> <li>• Not contained</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure</li> <li>• Single or few (less than 10) individuals affected</li> <li>• Harm unlikely</li> <li>• Not contained, or contained and possible complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure;</li> <li>• Single person affected</li> <li>• No harm arising</li> <li>• Contained and resolved</li> </ul>

## Section 8 - HR Operations

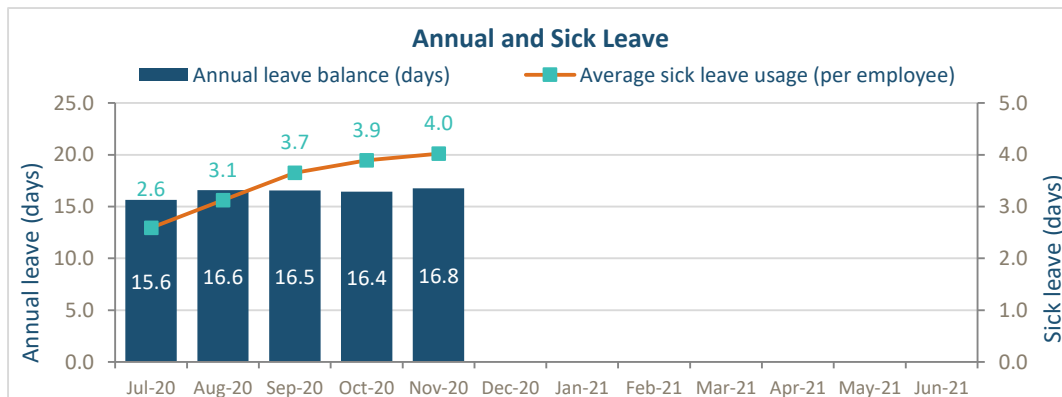
This month our workforce headcount increased as expected due to planned recruitment, primarily linked to temporary roles in a number of our Christchurch based teams. Our average annual leave balance experienced a slight upward shift to 16.8 days (vs. 16.4 days for Oct-20), which remains higher than the corresponding Public Sector Average ('average') of 15 days. During the same period our average sick leave usage maintained a gentle upward trajectory with a marginal increase to 4.0 days (vs. 3.9 days for Oct-20) against a corresponding average of 7.8 days. Our annualised turnover ('voluntary turnover') continues to decrease, down to 6.7% (vs. 7.9% for Oct-20) - its lowest rate in four years, which compares favourably to the corresponding average of 11.8%.

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



As reported above, our workforce headcount increased as expected with planned recruitment undertaken. This increase relates to temporary roles to support our Canterbury Earthquake Sequence, On-Sold and Call Centre teams in Christchurch. The increase in headcount over the past three months is reflective of an identified surge in workload within our Christchurch office.

**Note:** The reported headcount differs from Financial reporting, where consultants/ outsourced service providers may be engaged to fill vacant budgeted positions.



Covid-19 continues to influence our people data and trends. Since the beginning of lockdown in late March a high percentage of annual leave has been cancelled. This has resulted in an annual leave balance that is higher than the Public Sector Average ('average') of 15 days, which remains relatively stable at 16.8 days. On the other hand our average sick leave usage, currently at 4.0 days, continues on its gentle upward trajectory, but still remains well below the corresponding average of 7.8 days.