

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

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

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

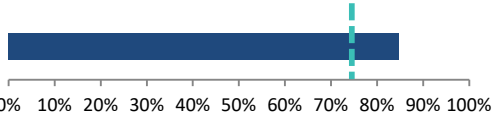

This section tracks EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement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

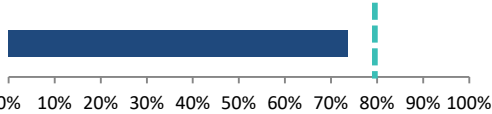

Output Two - Event Response | Timeliness

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%	85%		● 

Commentary:

As at 30 June 2021 year end, we have closed 549 of the 648 claims that were outstanding (over 6 months old) at 30 June 2020 (85%). 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%		● 
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Commentary:

As at 30 June 2021 year end, 74% of claims that were reopened in January-December 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

● Target highly unlikely

 Performance trend increase

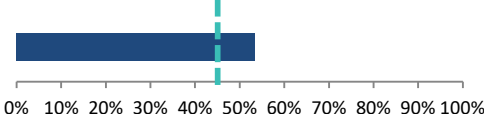
 No change in performance trend

 Performance trend decrease

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

Output Two - Event Response | Customer Focus

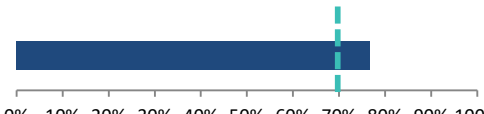
Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

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%	53%		● ↓

Commentary:


Our result this month dipped considerably compared to last month's result driving our YTD result down to 53% (▼1%). 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%		● ↔
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Commentary:

Our result this month has remained relatively steady compared to last month's result, with our YTD result holding steady at 77%. 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%		● ↓
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Commentary:

Our result this month has decreased compared to last month's result driving our YTD result down to 76% (▼1%). 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%		● ↔
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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%		● ↓
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Commentary:

Our result this month decreased this month in comparison to last month's strong result leading to a decrease in our YTD result to 75% (▼1%). Our YTD result against SOPE measure 2.1.8 continues to exceed its target of >70%.

Key:

● Result not available for the month	● Potential risk of not	↑ 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 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Timeliness of complaints resolution:				
2.1.9	<ul style="list-style-type: none"> 90% simple complaints completed in 30 working days 90% standard complaints completed in 60 working days 90% complex complaints completed in 120 working days 	>90%	96%		

Commentary:

So far this financial year, 96% of complaints relating to Canterbury claims have been resolved within targeted timeframes.

	Quality of complaints resolution:				
2.1.10	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.

	EQC settlements should be enduring.				
2.1.11	Less than 10% of claims settled are reopened within six months	<10%	12%		

Commentary:

Of 5,095 in-scope claims closed in January-December 2020, 12% (596 claims) have been reopened within six months.

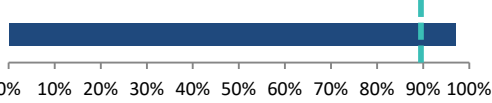
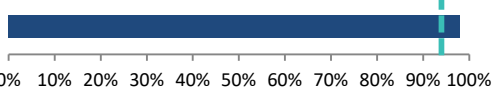
Key:

	Result not available for the month		Potential risk of not		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 | Timeliness

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

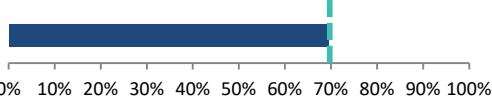
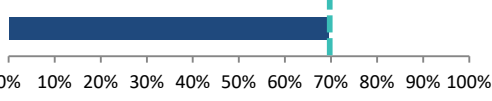
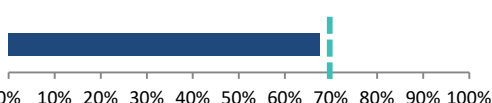


Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged between 1 Jan 2020 and 31 December 2020 are resolved within 6 months	90%	97%		● ↔
2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	98%		● ↑

Commentary:

As at 30 June 2021 year end, of 4,015 in-scope claims lodged in January-December 2020, all but 118 (97%) were resolved within 6 months (measure 2.2.1). One hundred and three of 105 in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed (98%).

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%	69%		● ↓
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%	69%		● ↓
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%	68%		● ↔
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%		● ↔
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%	77%		● ↓

Commentary:

With one month remaining in FY20-21, the likelihood of achieving target against SOPE measures 2.2.3-5 is now unlikely. The increasing proportion of customers surveyed with a non-accepted claim outcome has led to a declining YTD result for SOPE measures 2.2.3 and 2.2.4 and a YTD result for SOPE measure 2.2.6 that has held steady this month. With one month to go in FY20-21, a significant upward shift would be required to achieve target against these SOPE measures.

Conversely, the YTD results for our other two customer focus SOPE measures under Output 2.2, SOPE measures 2.2.6 and 2.2.7, remain comfortably ahead of their respective targets.

Key:

	Result not available for the month		Potential risk of not		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
	Timeliness of complaints resolution:				
2.2.8	<ul style="list-style-type: none"> 90% simple complaints completed in 30 working days 90% standard complaints completed in 60 working days 90% complex complaints completed in 120 working days 	>90%	94%		
2.2.9	Quality of complaints resolution: 75% customer satisfaction with complaints process	>75%	0%		

Commentary:

So far this financial year, 94% 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%		
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Commentary:

As at 30 June 2021 year end, of 4,178 in-scope claims settled in January-December 2020, 186 (4%) were reopened within six months.

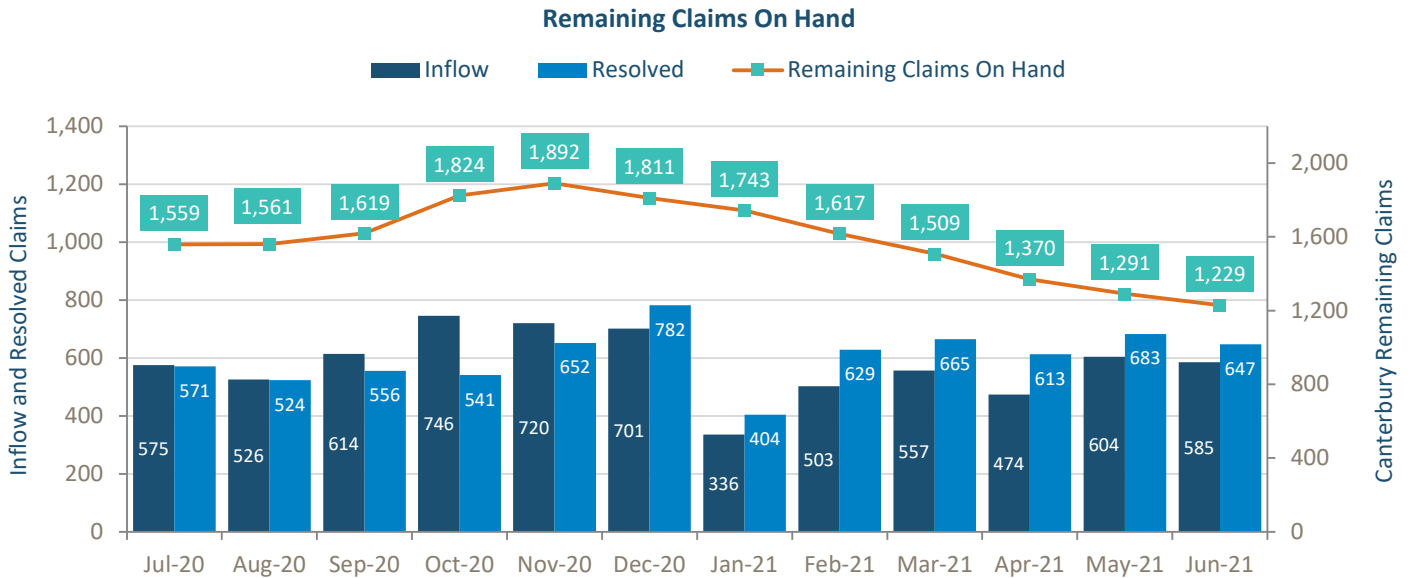
Key:

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

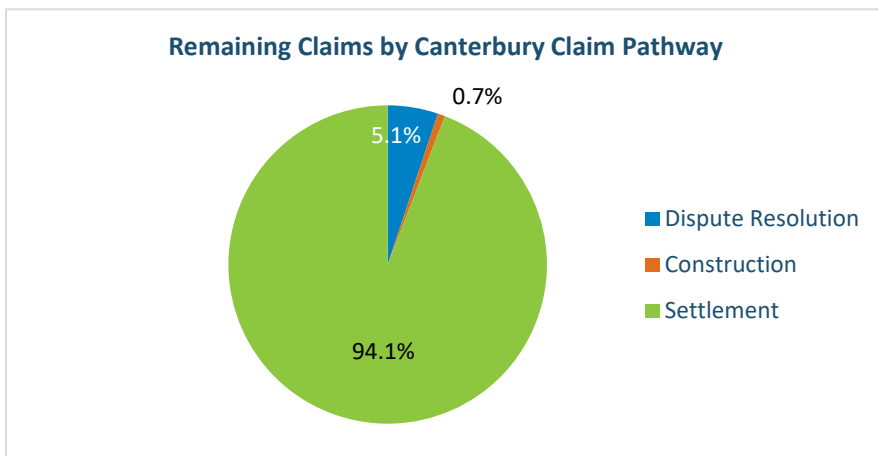
Section 2 - Canterbury

We resolved 647 claims during June, offset by inflow of 585 claims. As of 30 June, at year's end we have 1,229 open Canterbury claims on hand, a reduction of 62 since the end of May.

This month our 30 June 2021 target under our **Aged Claims Strategy** was achieved, with our remaining claims aged >12 months ('aged claims') population now at 85 at month's end (vs. 30 June 2021 target of under 100). The focus is now two-fold, to reduce this population further and maintain our claim aging firebreak thereby minimising the inflow of claims entering our aged claims population.

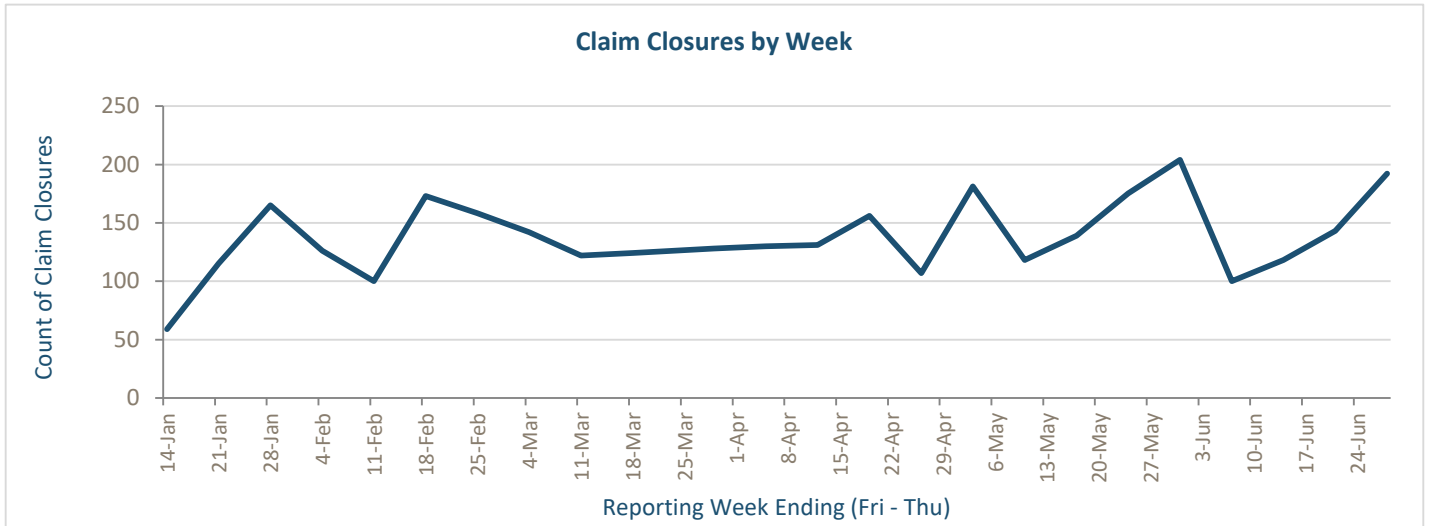


The 647 claims resolved this month includes 19 claims open at 1 June, that are now subject to an application for Government support for repair of on-sold over-cap properties ('on-sold claims', an open total 1,956 of which are excluded). A further 19 SRES MOU claims were settled and 1 claim returned to Claims Assurance for review.

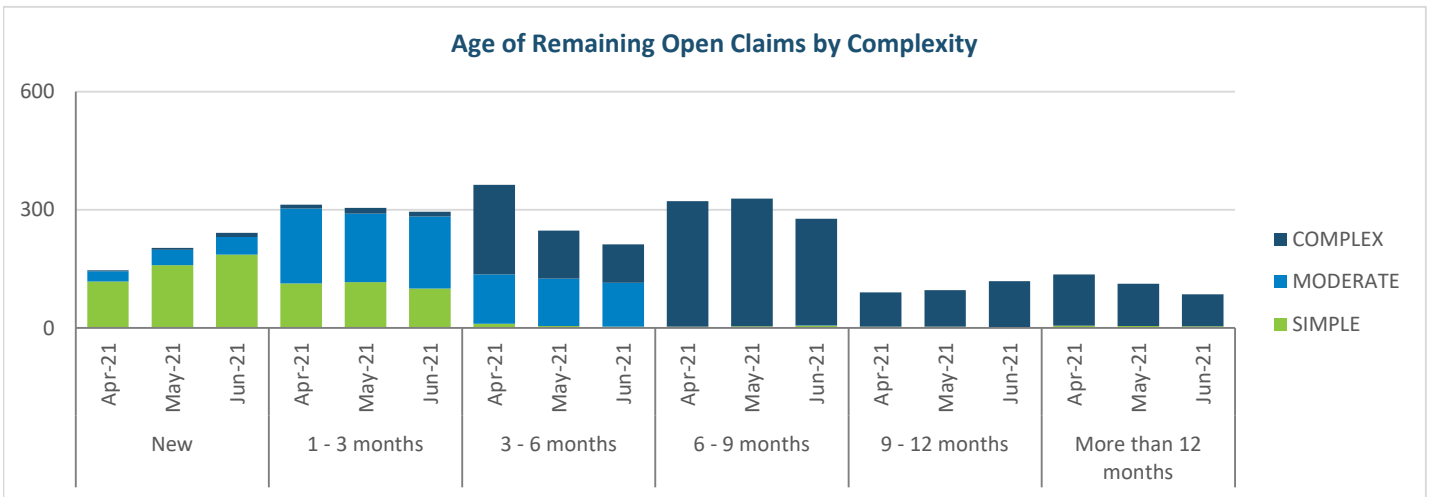


Of the 1,229 Canterbury claims remaining on hand, 94% are being managed by Settlement teams, <6% are in Dispute Resolution, and <1% are in physical repair.

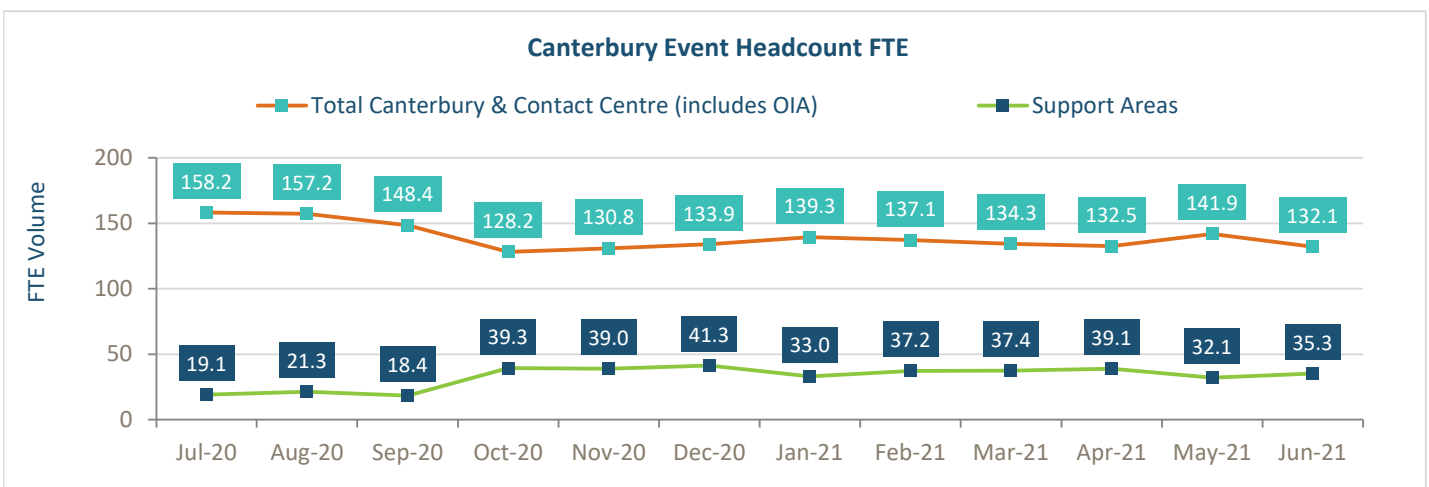
Section 2 - Canterbury (cont.)



On average, we closed 154 claims per week during June. This is a reduction on the weekly average in May (163). There were a total of 647 claims resolved in June.



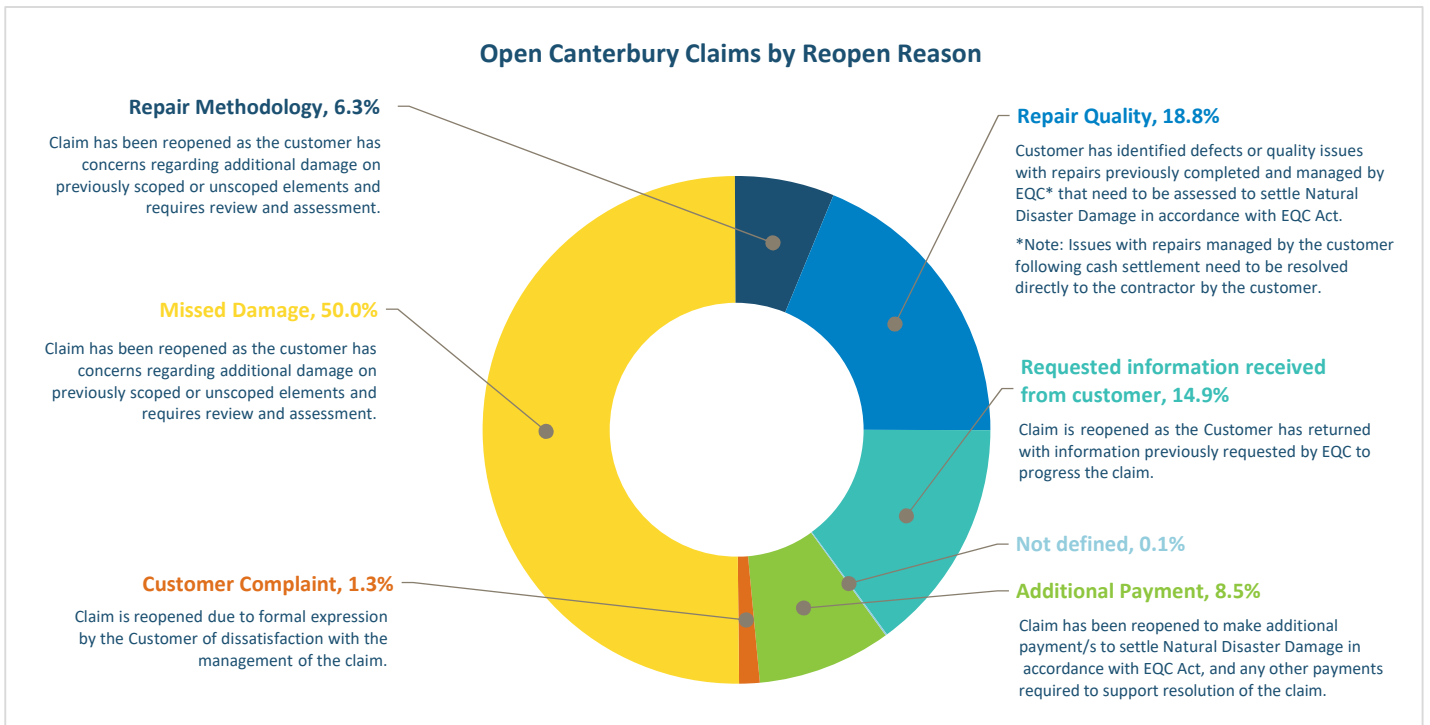
Resolution of aged claims remains a key priority for our settlement teams. During June there was a further 24% reduction in claims aged > 12 months (112 down to 85). Claims aged 6 - 9 months reduced by 16% (328 down to 277), though claims aged 9 - 12 months rose by 24% (96 up to 119).



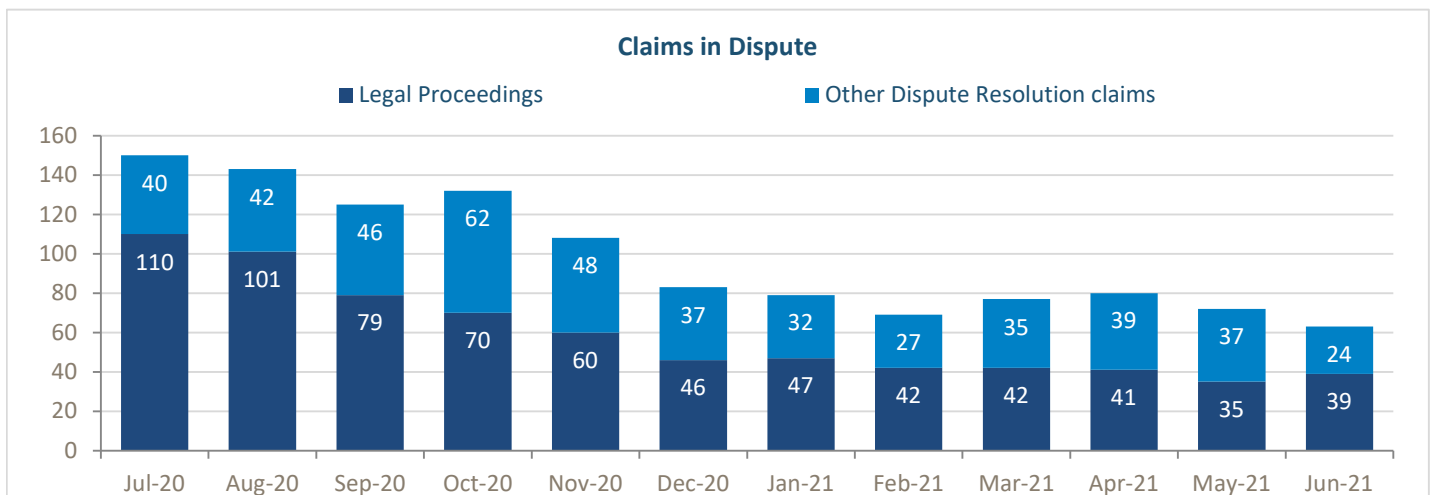
The Canterbury Event Headcount increased this month to 174.0, compared to 171.6 last month.

Section 2 - Canterbury (cont.)

Open Canterbury Claims by Reopen Reason

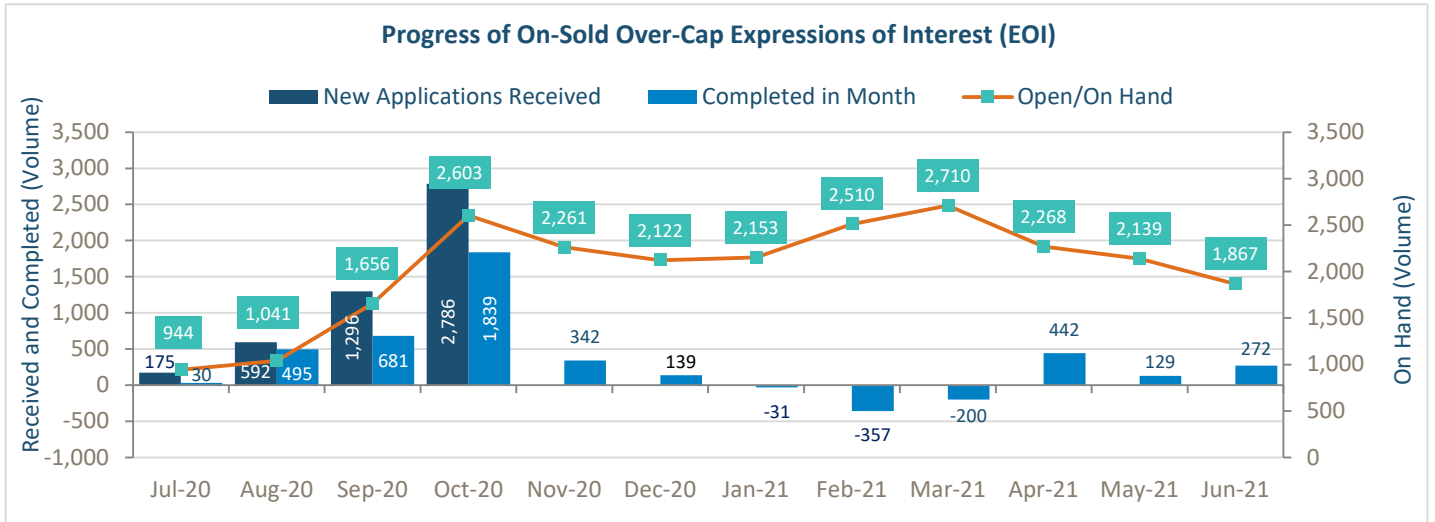


Claims in Dispute



As at 30 June at year's end, 39 Canterbury claims remained subject to legal proceedings, up from 35 at the end of May. Other claims with Dispute Resolution teams have reduced from 37 at the end of May, to 24 as at June 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 4,097 applications of which:

- 835 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds;
- 573 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
- 1,359 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 1,867 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process.

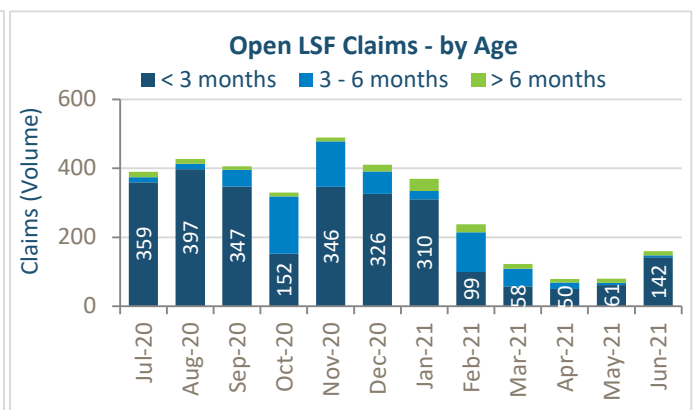
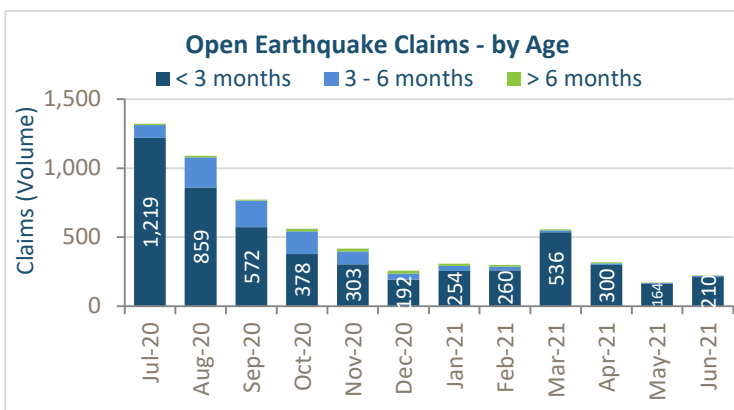
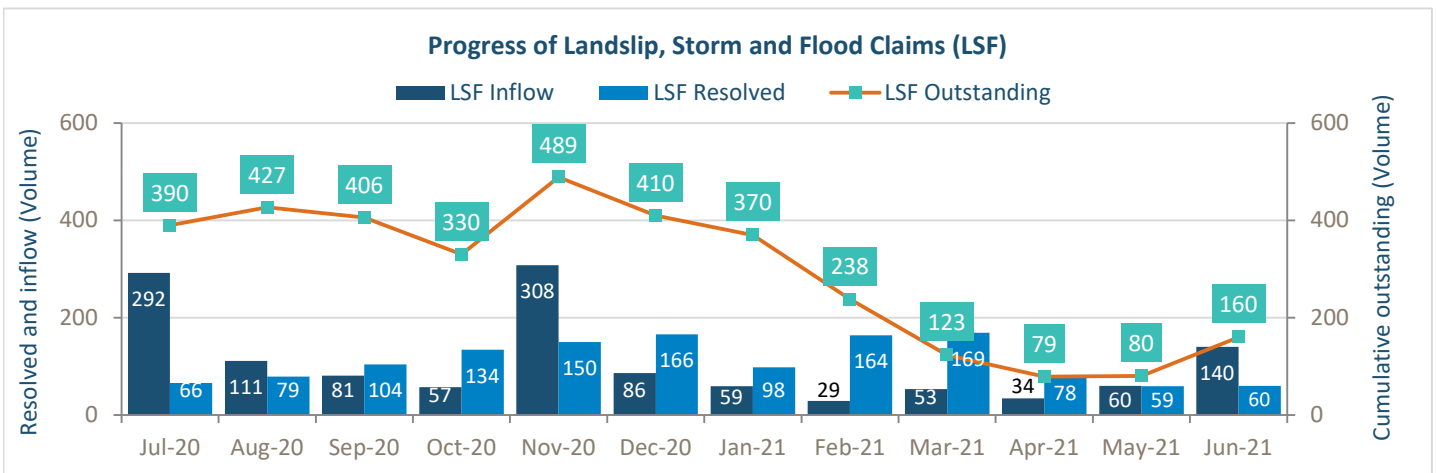
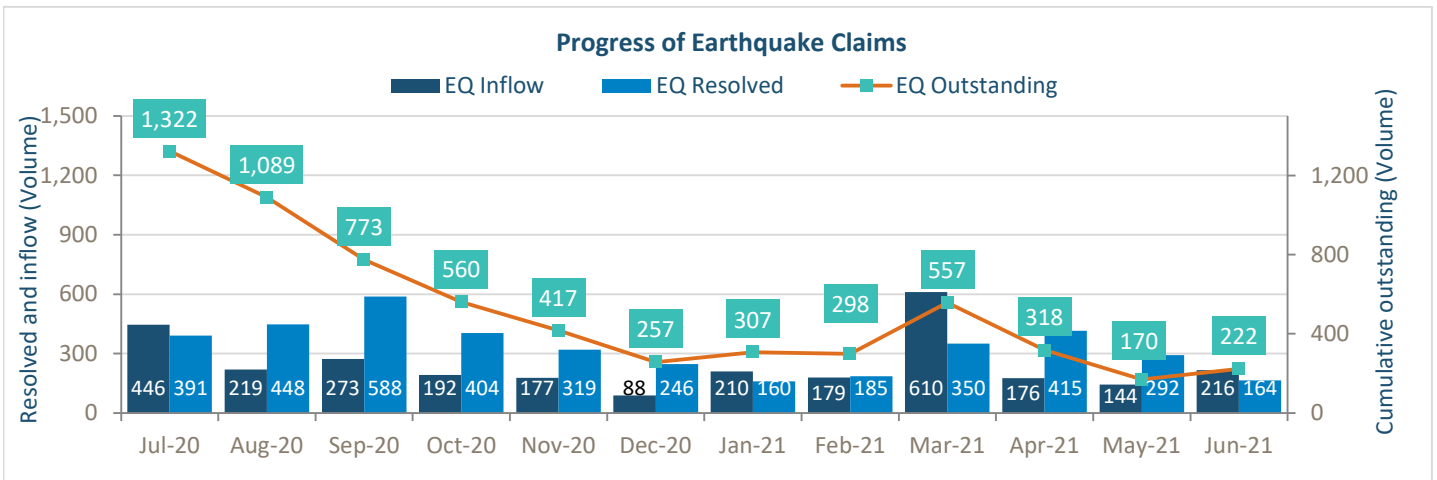


SOW - Scope of Works

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 increased inflow of 356 new and reopened claims in June, up from 204 in May. Of this, 61% was attributable to earthquake (EQ) and 39% to Landslip, Storms and Flood claims (LSF). These lodgements included 76 additional earthquake claims resulting from the magnitude 3.9 Christchurch earthquake on 2nd June 2021.



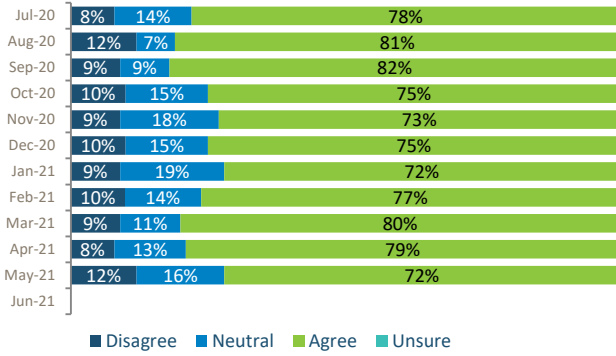
Note: Inflow refers to claims lodged as well as reopened.

Section 4 - Customer Focus

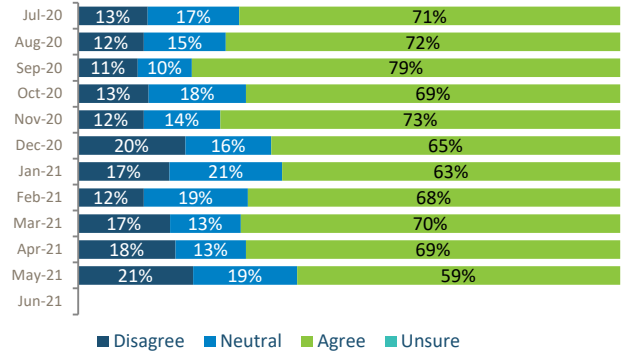
This month, customer satisfaction at the total level has remained stable. What has been evident this month is the proportional shift in customers surveyed who have had a non-accepted claim outcome. While this has led to a dip in customer satisfaction with the service we provide to customers impacted by other natural disaster events (excl. Canterbury) this has not been a determining factor in the dip in satisfaction amongst our Canterbury customers. Insights gained from this month continue to inform our delivery of a transparent, fair and reasonable experience to our customers.

Transparent, fair and reasonable interactions

Canterbury - Recent Experiences (SoPE 2.1.5)



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

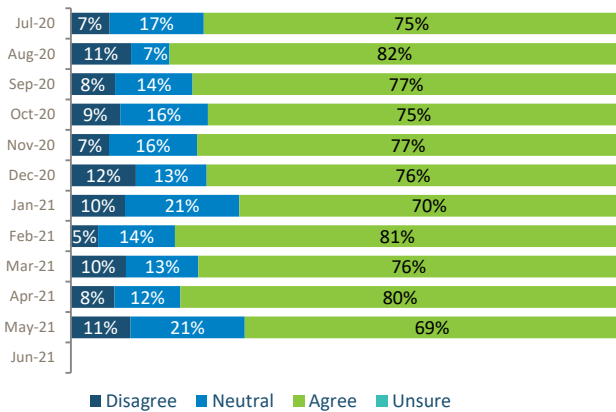


YTD AVG = 77% Target: > 70% Trend

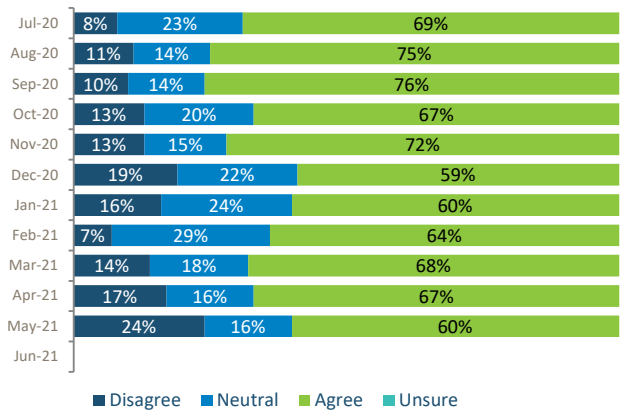
YTD AVG = 69% Target: > 70% Trend

Responsive to individual needs and situation

Canterbury - Recent Experiences (SoPE 2.1.6)



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

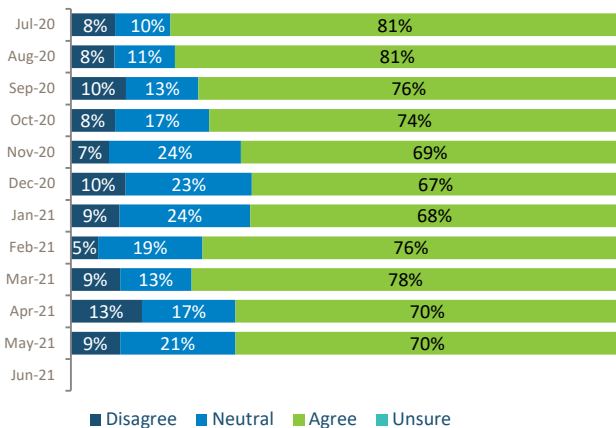


YTD AVG = 76% Target: > 70% Trend

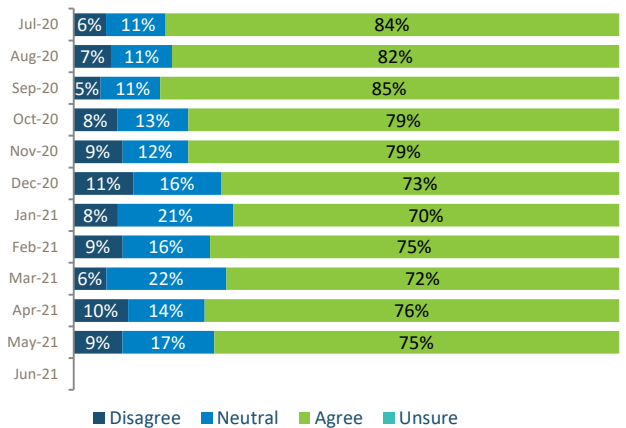
YTD AVG = 68% Target: > 70% Trend

Quality of communication and customer clarity on next steps

Canterbury - Recent Experiences (SoPE 2.1.7)



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



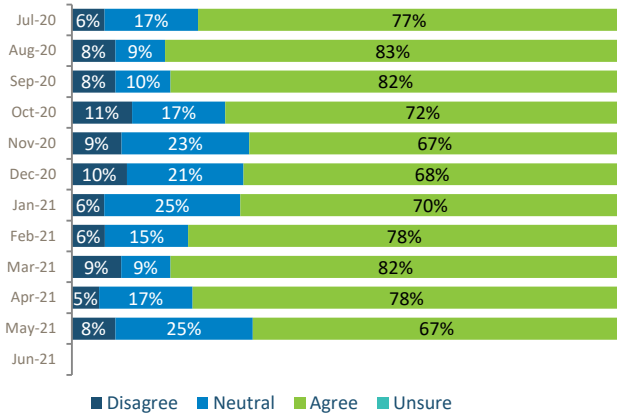
YTD AVG = 74% Target: > 70% Trend

YTD AVG = 78% Target: > 70% Trend

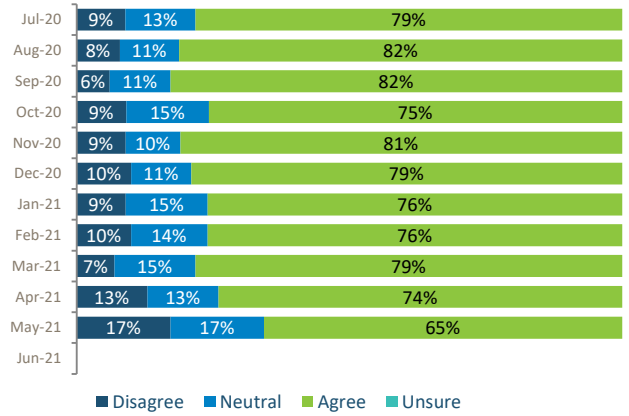
Section 4 - Customer Focus (cont.)

Demonstrating expertise and a desire to help

Canterbury - Recent Experiences (SoPE 2.1.8)



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



YTD AVG = 75%

Target: > 70%

Trend

YTD AVG = 77%

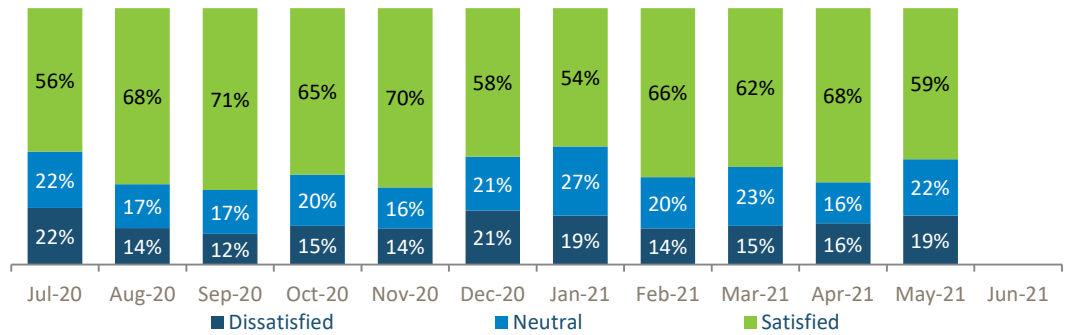
Target: > 70%

Trend

Overall claim experience

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

Overall claim experience - All

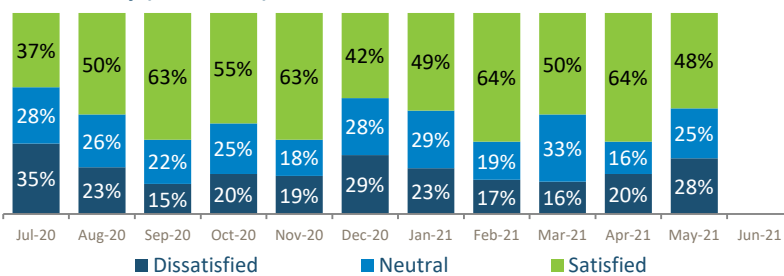


YTD AVG = 64%

Trend

Overall claim experience by event response

Canterbury (SoPE 2.1.4)



YTD AVG = 53%

Target: > 45%

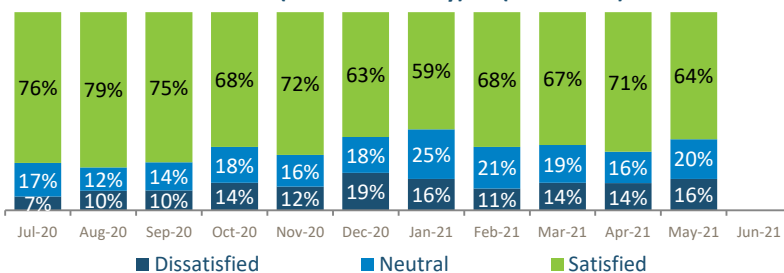
Trend

Our Canterbury customers

Notwithstanding the dip in satisfaction in May-21, our YTD result of 53% customer satisfaction with the overall claim experience (2.1.4) is well ahead of our >45% target. Similarly, YTD results for all recent experience SOPE measures (2.1.5-8) continue to track ahead of their respective targets.

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

Natural Disaster Events (excl. Canterbury) (SoPE 2.2.3)



YTD AVG = 69%

Target: > 70%

Trend

Our Natural Disaster Events (NDE) customers

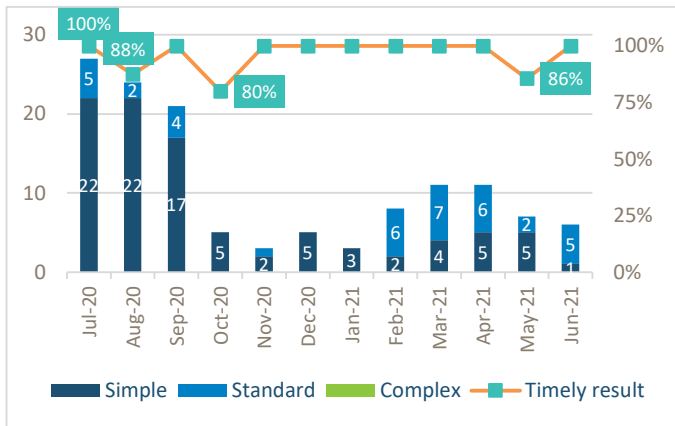
This month, the proportional increase of customers surveyed with a non-accepted claim outcome has contributed to the dip in results across almost all SOPE measures (exception was SOPE measure 2.2.6).

However, of those surveyed, satisfaction amongst customers with accepted claims has risen significantly, while for non-accepted customers results are stable.

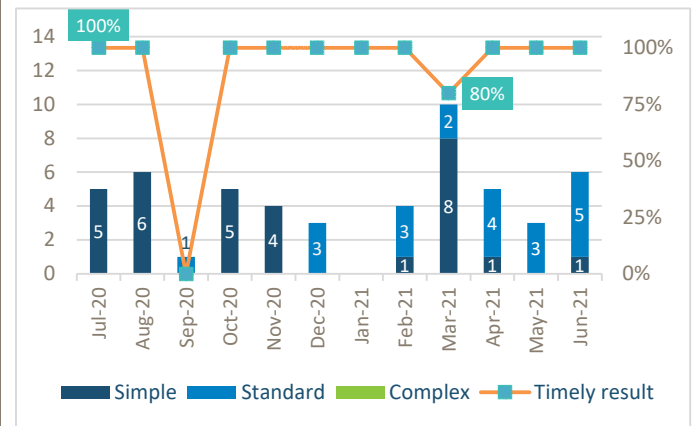
Section 4 - Customer Focus (cont.)

Timeliness of complaint resolution

Canterbury



Natural Disaster Events (Excl. Canterbury)



YTD AVG = 96%

Target: > 90%

Trend

YTD AVG = 94%

Target: > 90%

Trend

Quality of complaint resolution

Canterbury (SoPE 2.1.10)

Jul-20
Aug-20
Sep-20
Oct-20
Nov-20
Dec-20
Jan-21
Feb-21
Mar-21
Apr-21
May-21
Jun-21
Jul-21

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

■ Dissatisfied ■ Neutral ■ Satisfied ■ Unsure

YTD AVG =

Target: > 75%

Trend

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

Jul-20
Aug-20
Sep-20
Oct-20
Nov-20
Dec-20
Jan-21
Feb-21
Mar-21
Apr-21
May-21
Jun-21
Jul-21

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

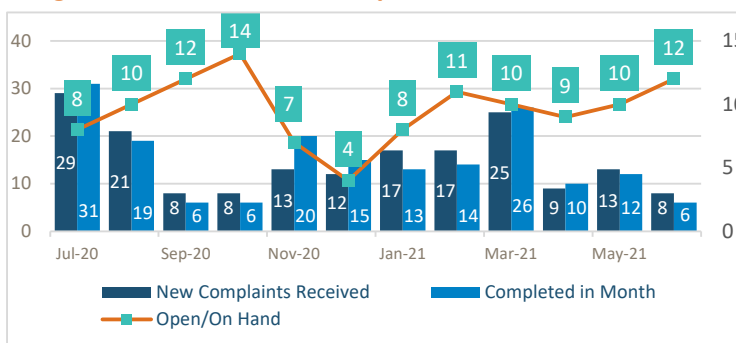
■ Dissatisfied ■ Neutral ■ Satisfied ■ Unsure

YTD AVG =

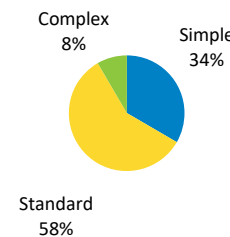
Target: > 75%

Trend

Progression of customer complaints



Complexity of Open Complaints



We received inflow of 8 new complaints in June offset by resolution of 6 complaints. This left 12 open complaints on hand at month end up from 10 on hand at the end of May.

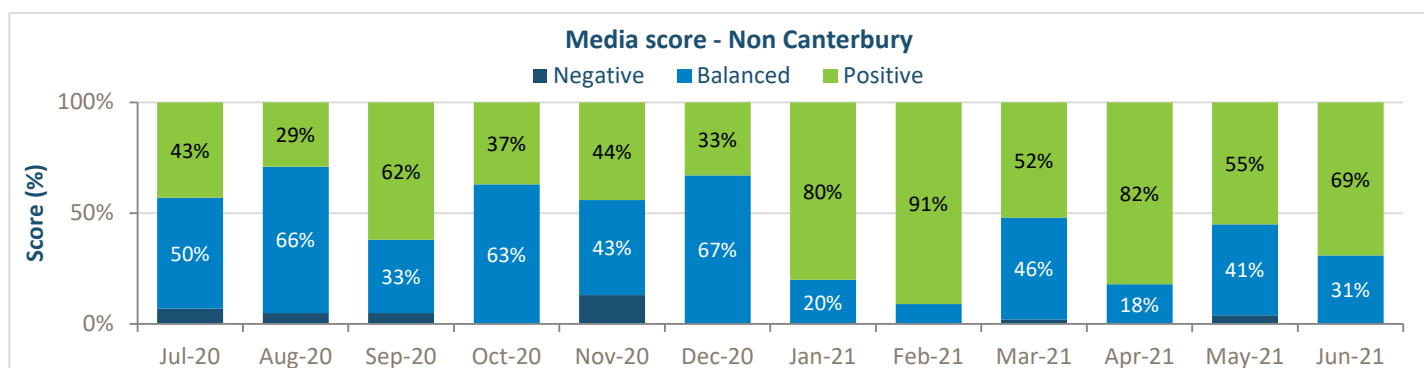
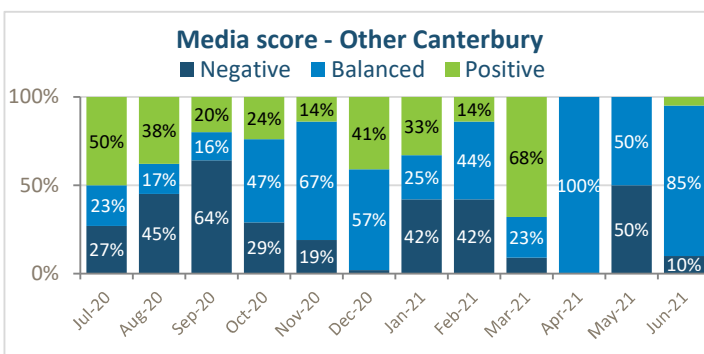
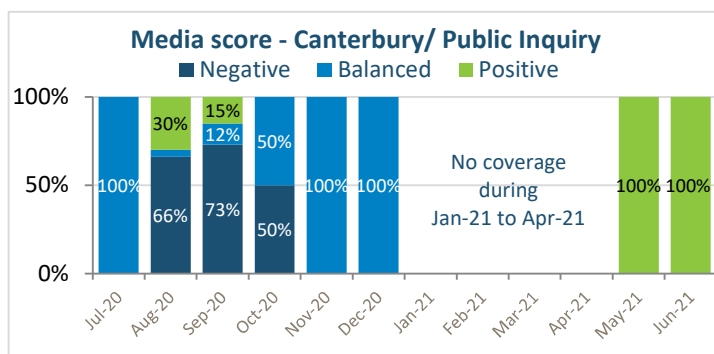
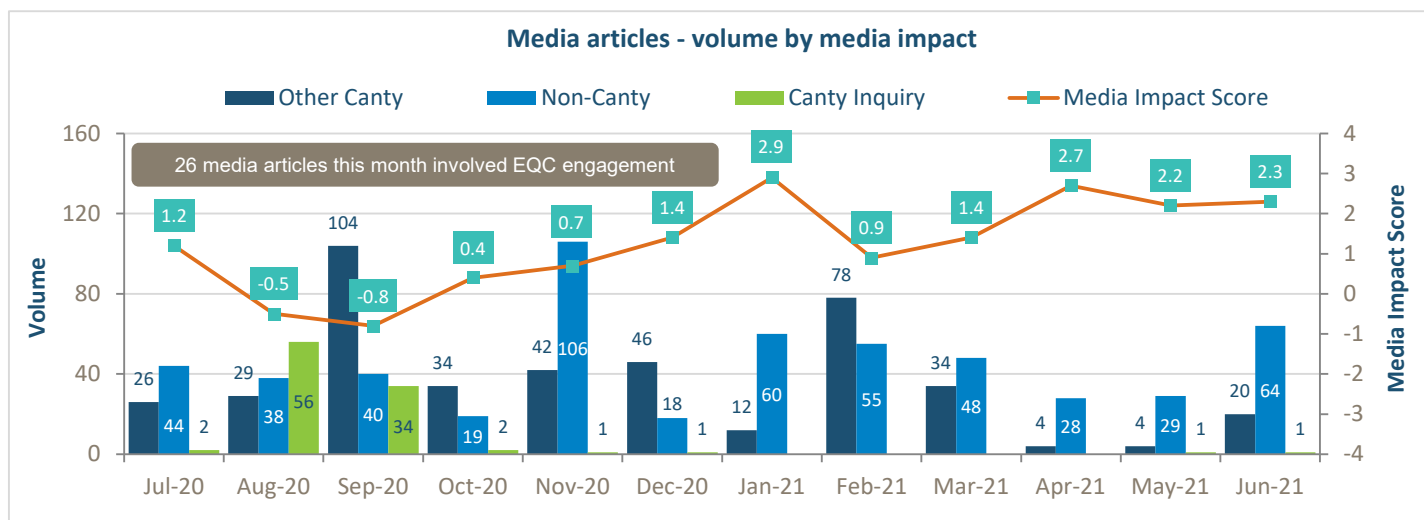
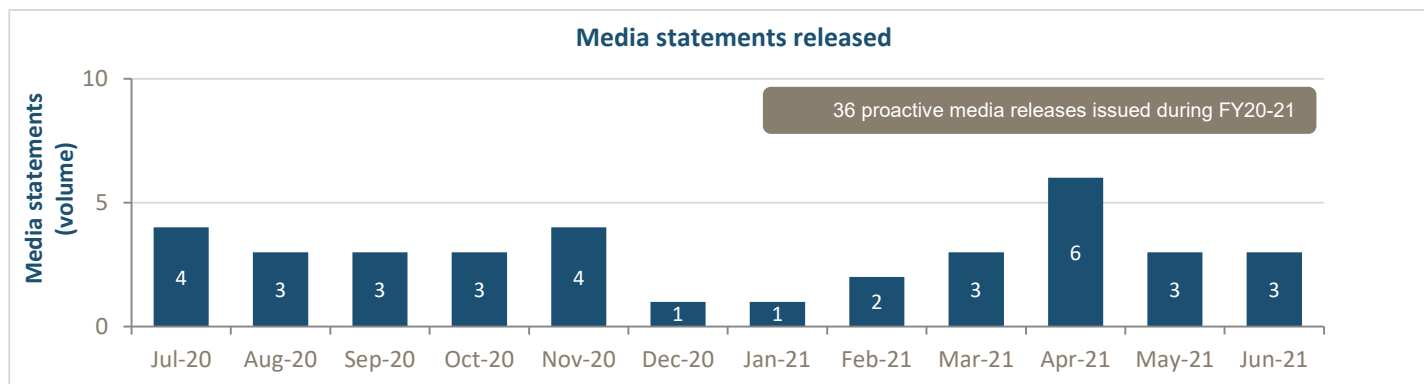
Four of the 12 complaints open at month end were simple complexity, seven were standard

Total call, email and post volume

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Trend
Outbound - Inbound Ratio	15:85	14:86	7:93	16:84	13:87	15:85	
Grade of Service	98%	97%	98%	97%	98%	99%	
Abandonment Rate	1%	1%	2%	1%	2%	1%	
Roll Over No Answer	16	35	45	27	28	15	
Total Calls	2,444	2,732	3,633	2,619	2,446	3,058	
Total Email and Post	4,296	4,943	5,298	3,737	4,180	4,415	

Section 5 - Media (traditional)

The volume of traditional media coverage on EQC more than doubled in June. Similar to the previous month, the majority of coverage was positive, culminating in a Media Impact Score (MIS) of 2.3, up 0.1 points from last month. The vast majority of this positive coverage related to the launch of the new National Disaster Response Agreement late in the month. The scheme garnered considerable media attention, and was widely and positively framed as “simplifying” the claims process following a natural disaster event (*Midday*, TVNZ 1, 28 June), minimising “trauma” and “spar[ing] homeowners the inefficiency and misery of insurance claims” experienced by many following the 2010 and 2011 Canterbury earthquakes (*The Press*, 29 June).

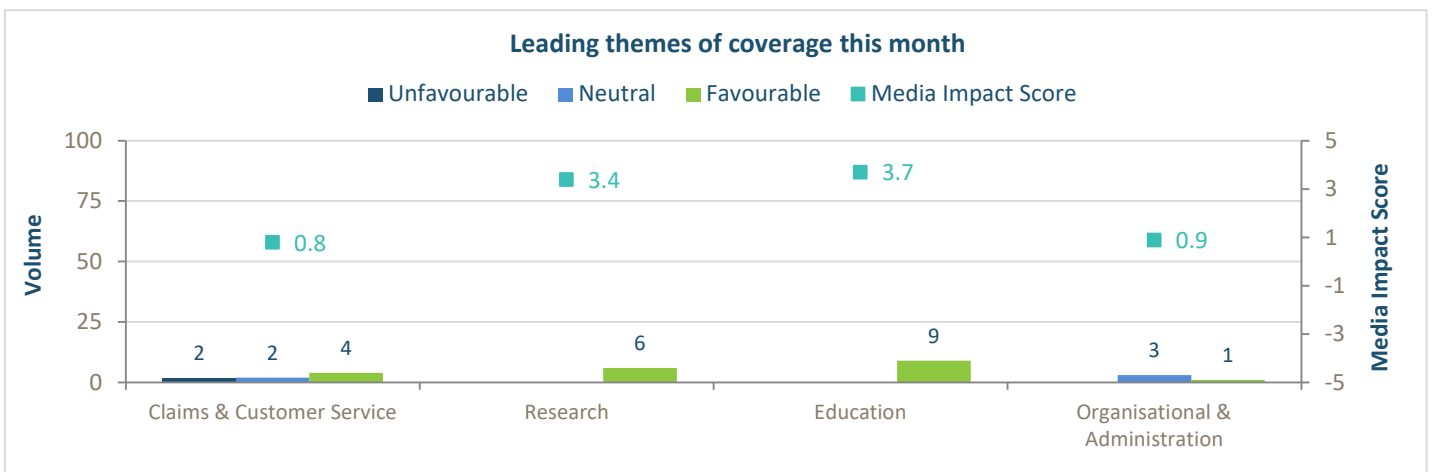
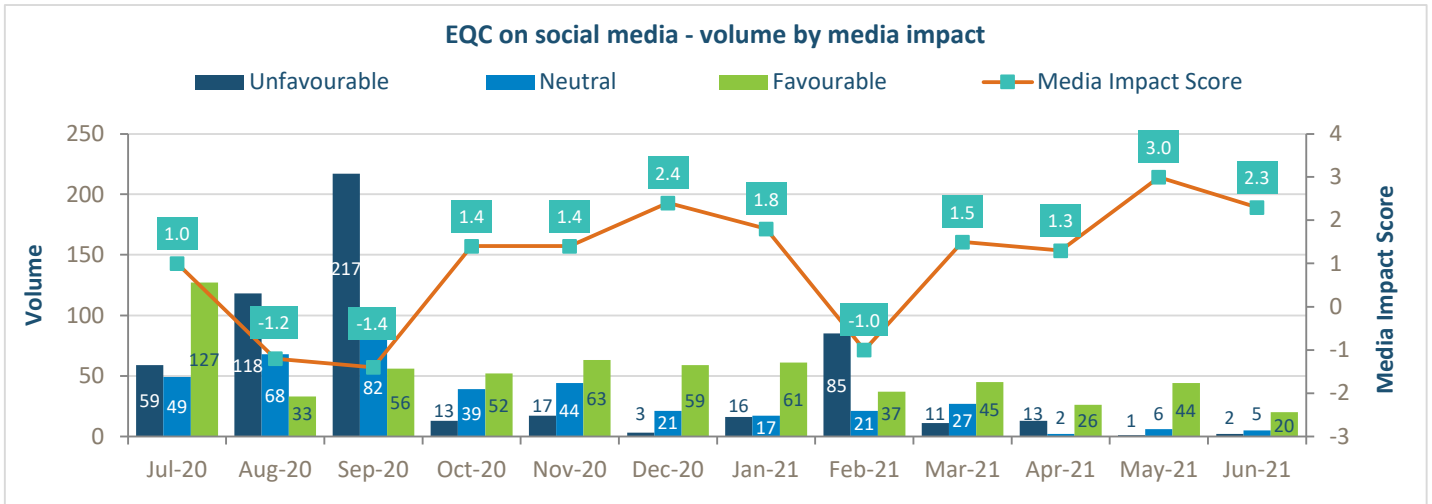


Section 5 - Media (social) cont.

While the Media Impact Score of social conversations relating to EQC remained firmly positive, it dropped slightly from last month's record high of 3.0. This dip can partly be attributed to proportional increases in negative and neutral posts, and a decrease in positive ones.

EQC's education function continued to be a major driver of positive social discussions, this month driven by Life at the Boundary roadshow (particularly the events in Carterton and Tairāwhiti Gisborne) and promotions (most prominently by BoP Civil Defence and WREMO) of ShakeOut 2021.

Similarly to traditional media, the launch of the new National Disaster Response Agreement late in the month garnered some attention, and was discussed in some positive claims & customer service-focused posts, albeit in relatively modest



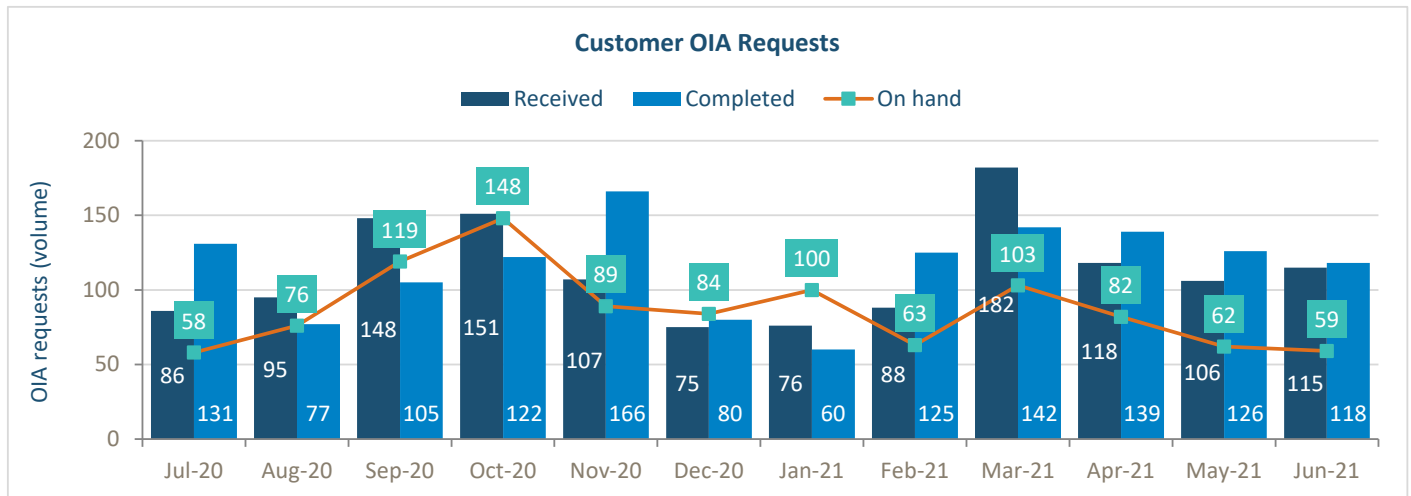
Positive social media coverage arising out of EQC's education activities is the major driver of positive social discussions this month. The social conversations generated by education activities that attracted coverage this month regularly highlighted EQC's focus on *improving knowledge about NZ's natural hazards* and *helping communities better understand the risk of natural disasters* - the month's two leading messages.

Understanding the Media Impact Score

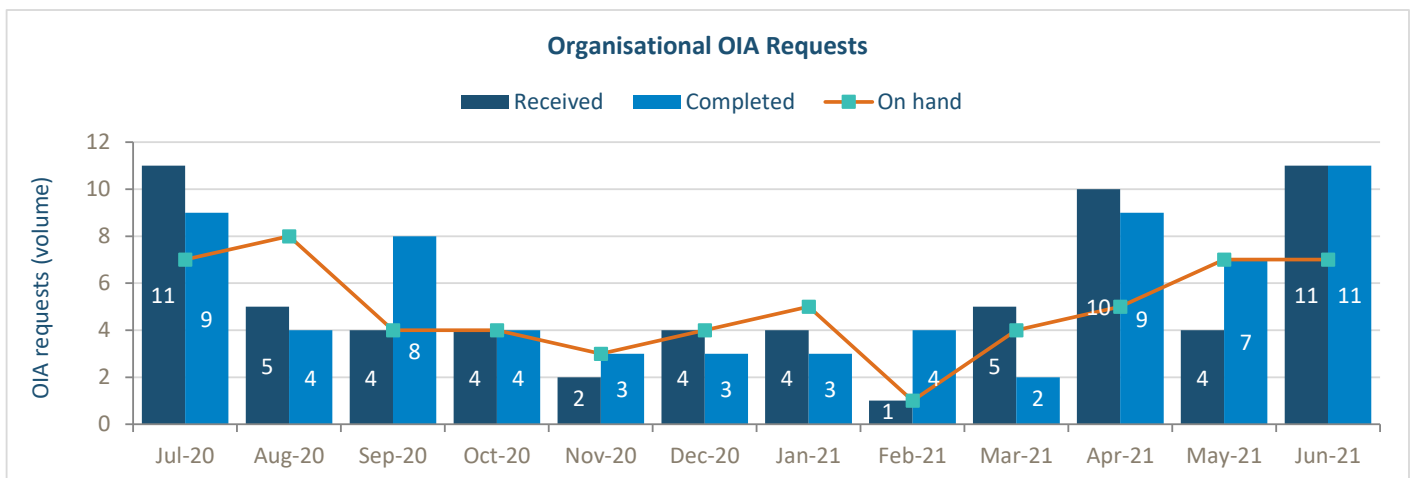
The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

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**.

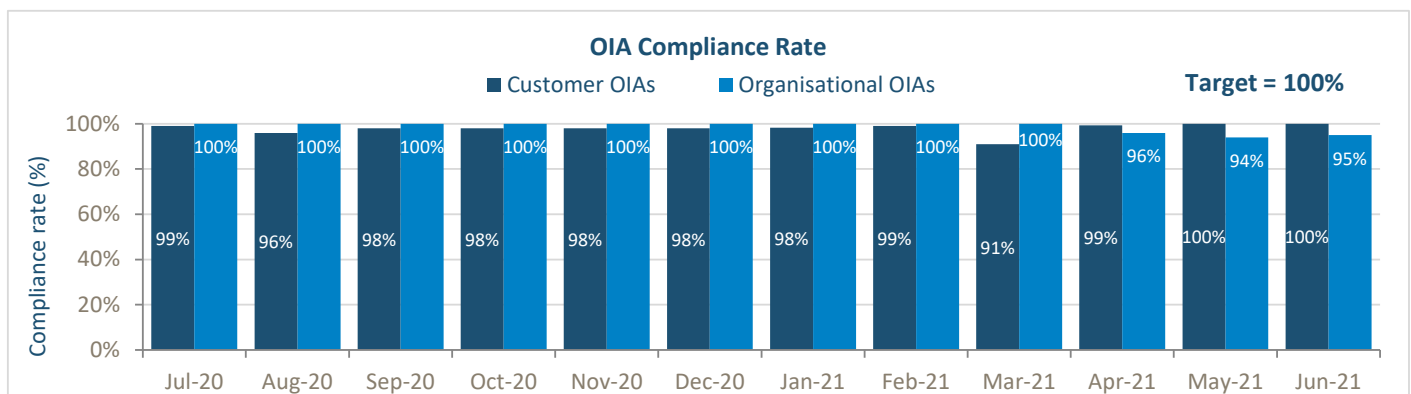
Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 115 new OIA requests (vs. 106 in May-21). Coupled with the 62 requests on hand from last month and resolution of 118 requests this month, the team have 59 requests on hand at month's end.



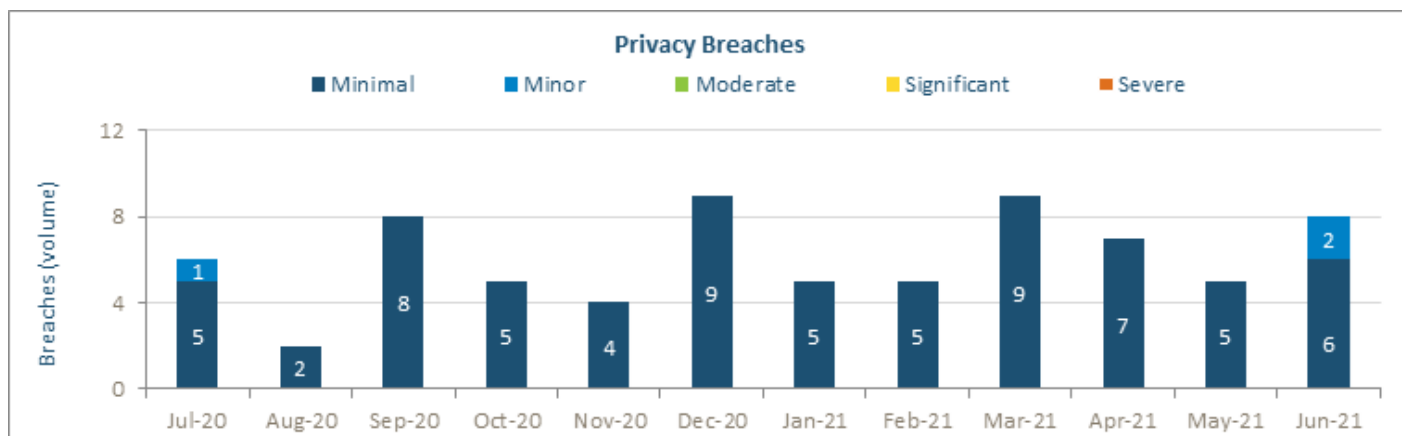
This month, our Government Relations Team received 11 new high level OIA requests (vs. 4 in may-21). Coupled with the 7 requests on hand from last month and resolution of 11 requests this month, the team have 7 requests on hand at month's end.



As at FY20-21 year end, our Customer OIA Team achieved an average compliance rate of 98%, while for our Government Relations Team the year-end average compliance rate was 95%.

Section 7 - Privacy Breaches

Eight privacy breaches (vs. 5 in May-21), six of minimal severity and two of minor severity, were recorded by the Risk and Compliance Team this month. All reported breaches were assessed against the Government Chief Privacy Officer (GCPO) categorisation system, have been contained, and no serious harm appears to have arisen as a result.



Privacy breaches

The eight reported breaches this month, six of minimal and two of minor severity, relate to 'Wrong document sent' (5); 'Incorrect email address used' (2); and 'Other' (1). All reported breaches have been contained, and no harm appears to have arisen as a result. The 'other' breach relates to a document sent to the correct recipients with the name and contact details of the previous property owner not redacted.

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."

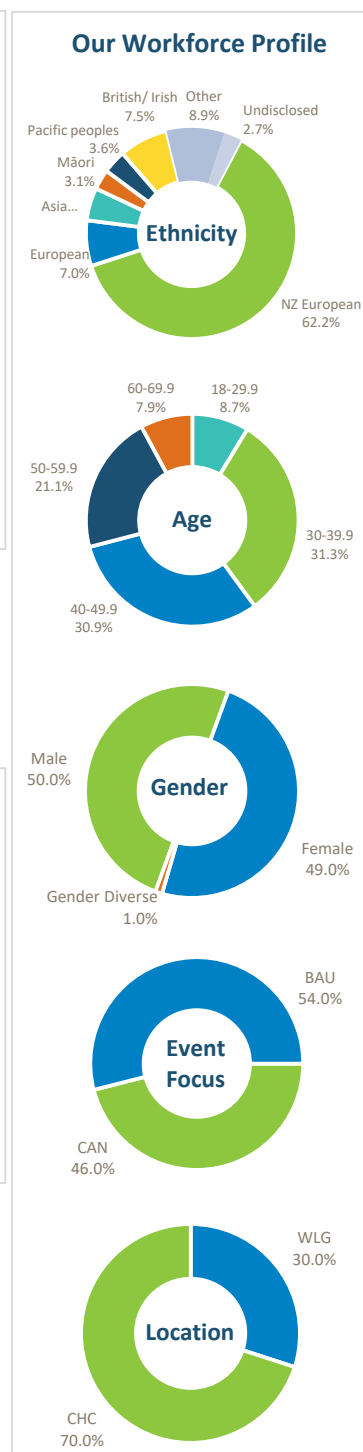
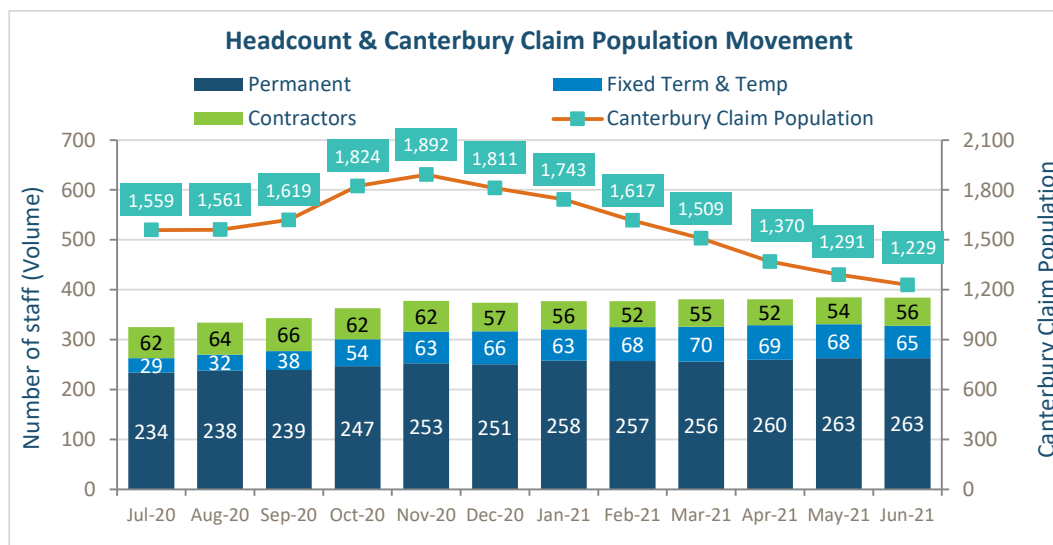
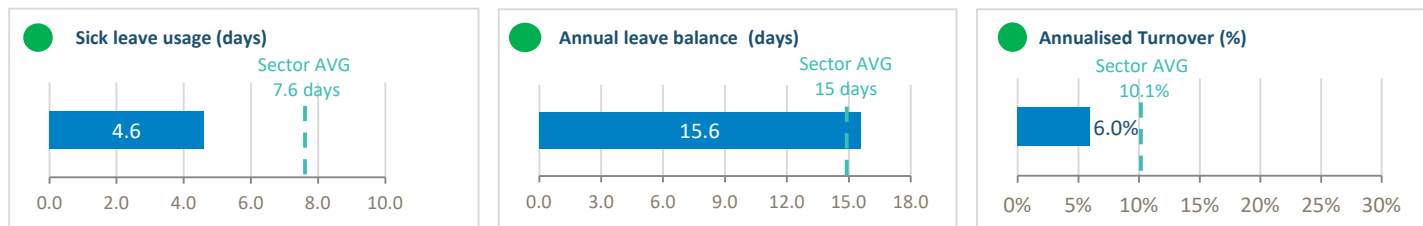
Below is an explanation of each rating:

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.

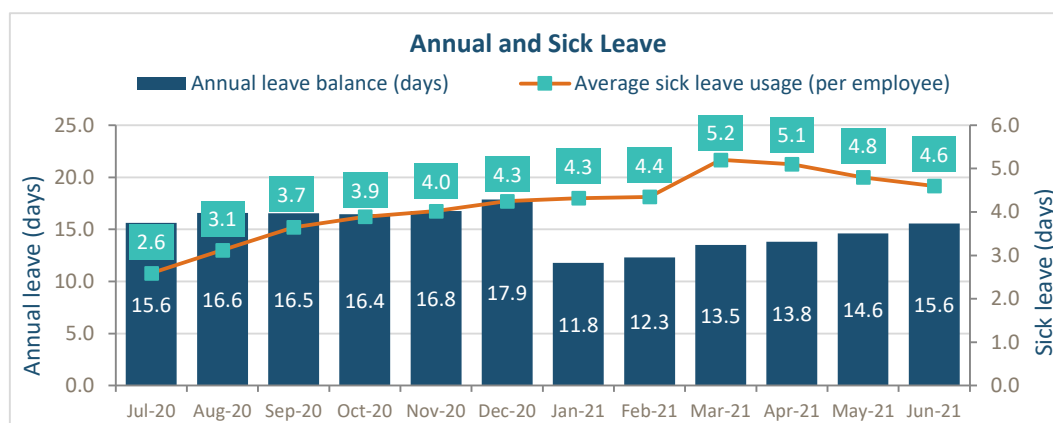
Section 8 - HR Operations

This month our workforce headcount has remained relatively static as expected. During the same period our average annual leave balance increased slightly to 15.6 days (vs. 14.6 last month) reflecting the Public Sector ('sector') average of 15 days. Over the same period our average sick leave usage continued its slight decrease, down to 4.6 days (vs. 4.8 last month), remaining below the sector average of 7.6 days. Annualised turnover ('voluntary turnover') increased this month to 6% (vs. 4.8% last month), remaining below 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 financial year our permanent staff numbers have been the main area of headcount increase. This growth reflects the surge in workload, specifically in the Christchurch office and evidence that a number of contractors who have previously backfilled EQC positions have stayed on permanently.



This month our average annual leave balance continues to rise, up to 15.6 days (vs. 14.6 last month) and reflective of the public sector average of 15 days. It is expected that this average will remain relatively steady through the winter period. During the same period our average sick leave usage decreased slightly to 4.6 days (vs. 4.8 last month).

It should be noted that Covid-19 continues to influence our people data and trends.