



1 Damage done by the Canterbury earthquakes. 2 Collapsed ceiling inside the gym at QE11 Stadium. 3 Crack on Lancaster Park Stadium staircase.

CHRISTCHURCH CITY COUNCIL INSURANCE PROGRAMME

Beca for Christchurch City Council

Project Location: Christchurch



On 22 February 2011, at 12:51pm, Christchurch was struck by a magnitude 6.3 earthquake, centered 10km south-east of the city at a depth of 5km. 185 people died, 164 people were seriously injured and there was major, widespread damage. Christchurch City Council had over 1600 affected assets ranging from community centres and libraries to the city's waste water treatment plant and stadium. These assets also included 2600 social housing units and over 70 heritage buildings. The project scope presented a number of challenges which included: the necessity for asset demolition, repair or replacement to occur in a timely manner; the sheer number of affected property assets; the number and diversity of stakeholders with their own set of objectives and priorities; the volume of requests from insurers and the direct participation in the claim process from its multiple reinsurers; and Council needed a controlled and consistent path to manage that engagement to name a few.

The Beca Project Management Office (PMO) quickly assumed the central coordination role between the client and all internal and external stakeholders after appointment to the role in November 2013. This was more than two years after the February 2011 quake. The team understood that Council was facing increasing pressure to get the insurance claim process underway quickly. An early innovation was required which saw the PMO form an integrated team of insurance experts, technical engineering professionals and legal advisors, to report through to a unique and unusual governance subcommittee with both a role to coordinate decision making and to have powers to act on those decisions. See Appendix C. The PMO procured the services of multiple engineering advisors, cost managers and supporting technical experts from Christchurch and off-shore to carry out peer reviews and site by site engineering investigations.

The innovative approach brought these teams together to work collaboratively and share technical experience – offering the client a team with a broad and tested array of expertise across a range of disciplines and ensuring a consistent standard of assessment and reporting to the policy holder. Within five months, the first claims were lodged with the help of an innovative cloud based file sharing solution that allowed data to be managed from any location in real time. This created efficiencies, saved significant client time and money, and created pressure and weight of evidence on the loss adjusters, insurers and re-insurers.

Judging & Copyright Statement

This project is an entrant in the 2016 INNOVATE NZ Awards of Excellence competition. The winners will be celebrated at our Awards Gala Dinner on Saturday, 12th August 2017 in Taupo.

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