



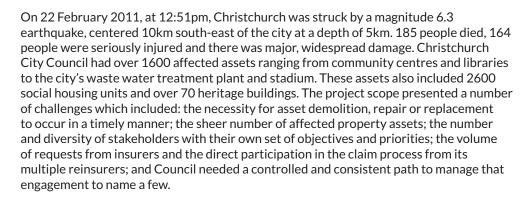


1 Damage done by the Canterbury earthquakes. 2 Collapsed ceiling inside the gym at QE11 Stadium. 3 Crack on Lancaster Park Stadium staircase.

CHRISTCHURCH CITY COUNCIL INSURANCE PROGRAMME

Beca for Christchurch City Council

Project Location: Christchurch



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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