



**“Never let a good
crisis go to waste”**

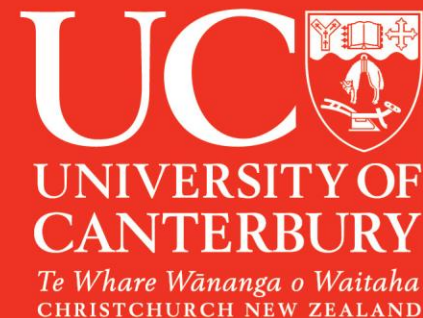
**Seizing the opportunities
from the Canterbury
earthquakes**

Jeff Field

University Registrar

Jacqui Lyttle

Senior Risk and Insurance Advisor

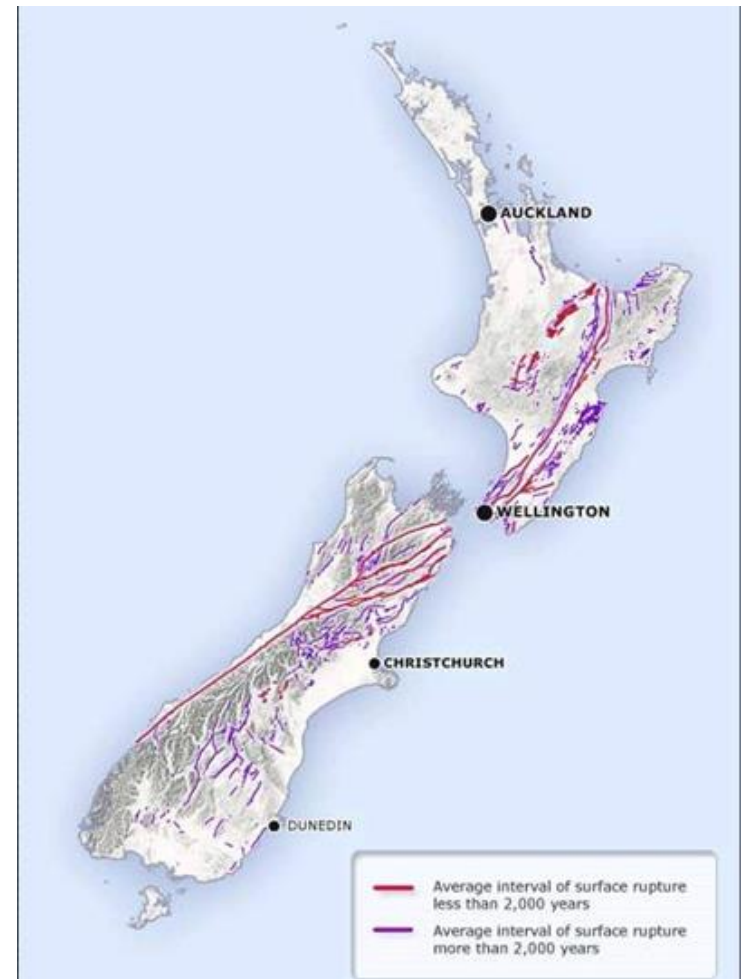


NZ Hazardscape

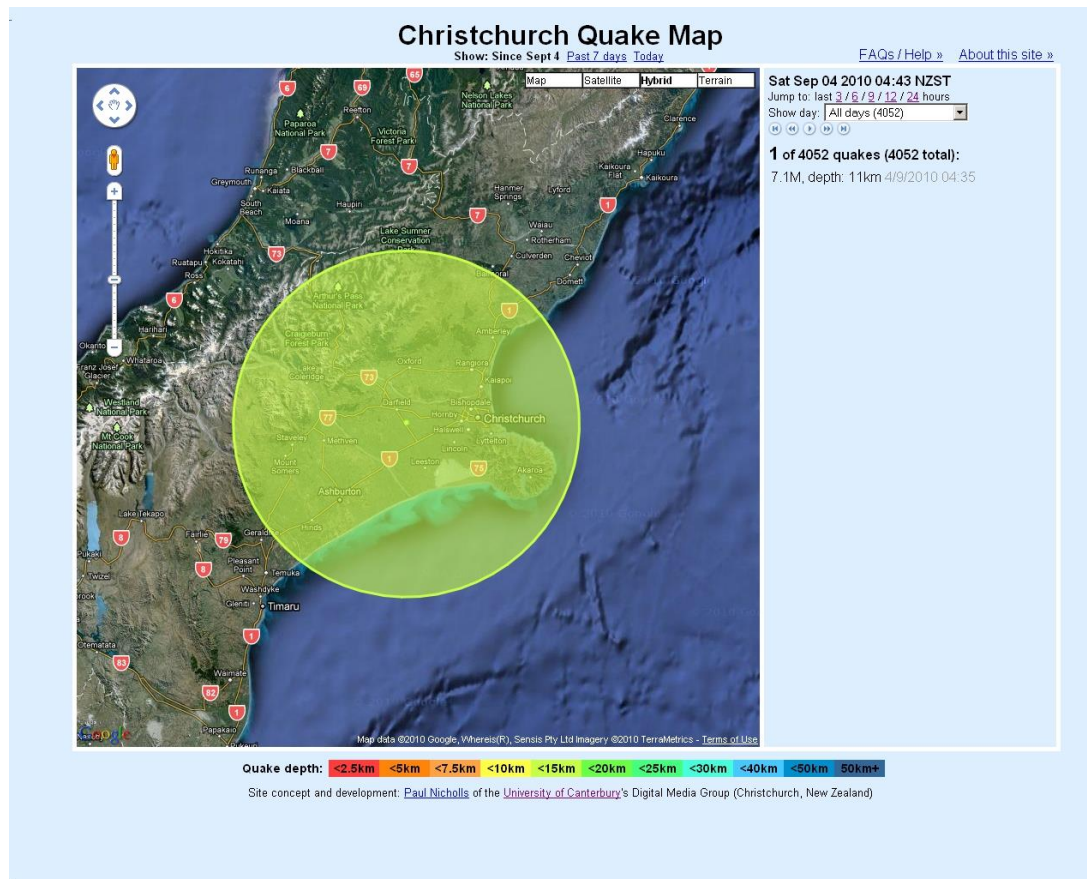
“Sometimes it does us a power of good to remind ourselves that we live on two volcanic rocks where two tectonic plates meet, in a somewhat lonely stretch of windswept ocean just above the Roaring Forties.

If you want drama – you’ve come to the right place.”

Sir Geoffrey Palmer (NZ Prime Minister August 1989 to September 1990)



The Canterbury Region 04/09/10



04:35 am

7.1 M_w

10km deep

38km from city CBD

671 kilo tons energy

Aftershocks

4 September - 98

5 September - 232

The 1st week - 1,191



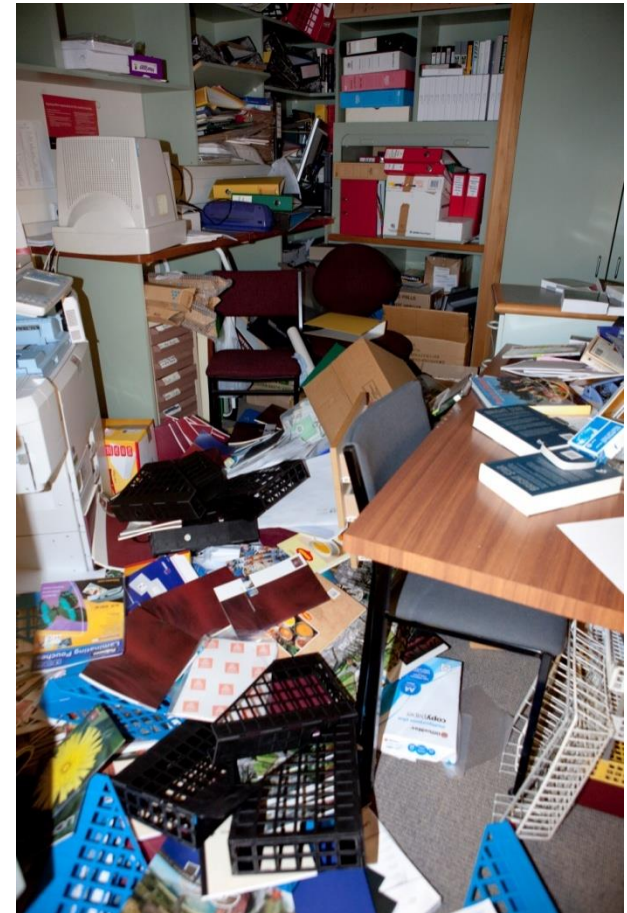
Puaka James Hight Library





Across the Campus

Commerce Building and Staff Offices



Our Libraries took most of the “hit”

- Over 1,000,000 volumes off the shelves
- Significant damage to shelving, windows, ceiling tiles and light fittings
- Central Library closed until 21 Feb 2011
- We had to find new ways of providing access to research material (e-learning)



The Christchurch CBD 22/02/11



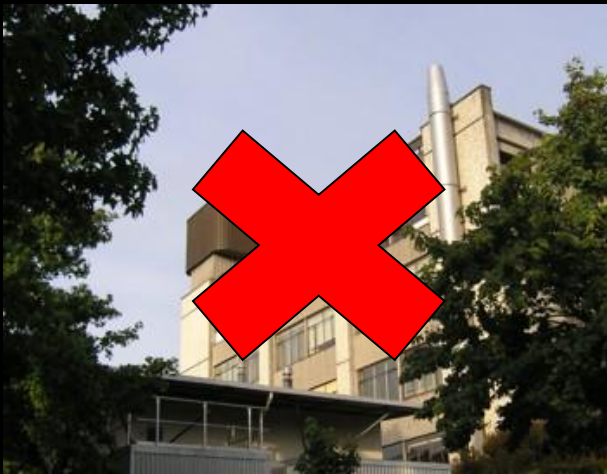
Violent Shaking, More Damage



UC's "No Go" Zone

Progressive Restart Campus Information – Updated 25.03.11





Priorities



1. To save life and avoid any further injury, including tending to the welfare of our UC community;
2. To preserve the University of Canterbury's assets and operations;
3. To minimise impact on the local community and environment;
4. To support, where possible, a citywide emergency response;
5. To return to business as usual as soon as practical.

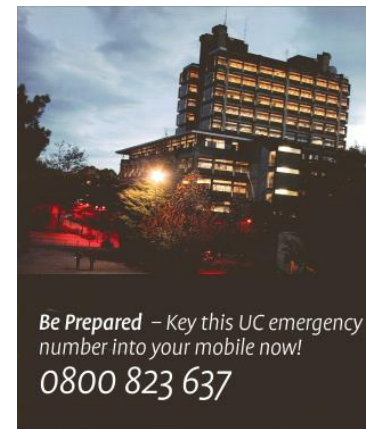
So What Are We Protecting?



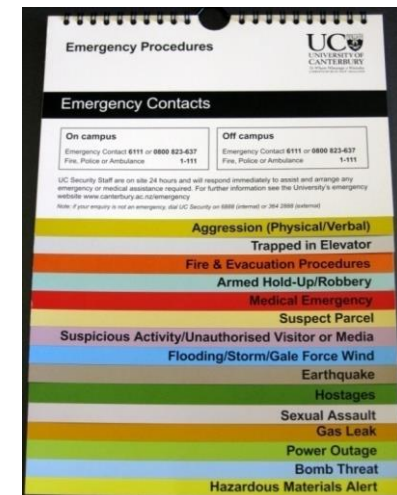
UC Preparedness

UC's EM & BCP reviewed and rebuilt -commenced in late 2006

- Comprehensive review of the University's emergency management processes
- Development of a Emergency Response Plan
- Web Presence – EM Website
- Development and distribution of Emergency Procedures "Flip Charts"
- Promotion of personal emergency preparedness among UC staff and students



UC Security Service
On Campus Emergency Extension 611
*Use of this service is a disciplinary offence



Emergency Operations Centre

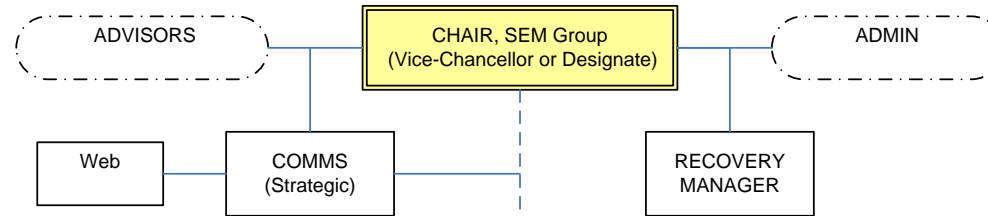
Development of a dedicated emergency operations centre for emergency response, teaching and research – the EOC



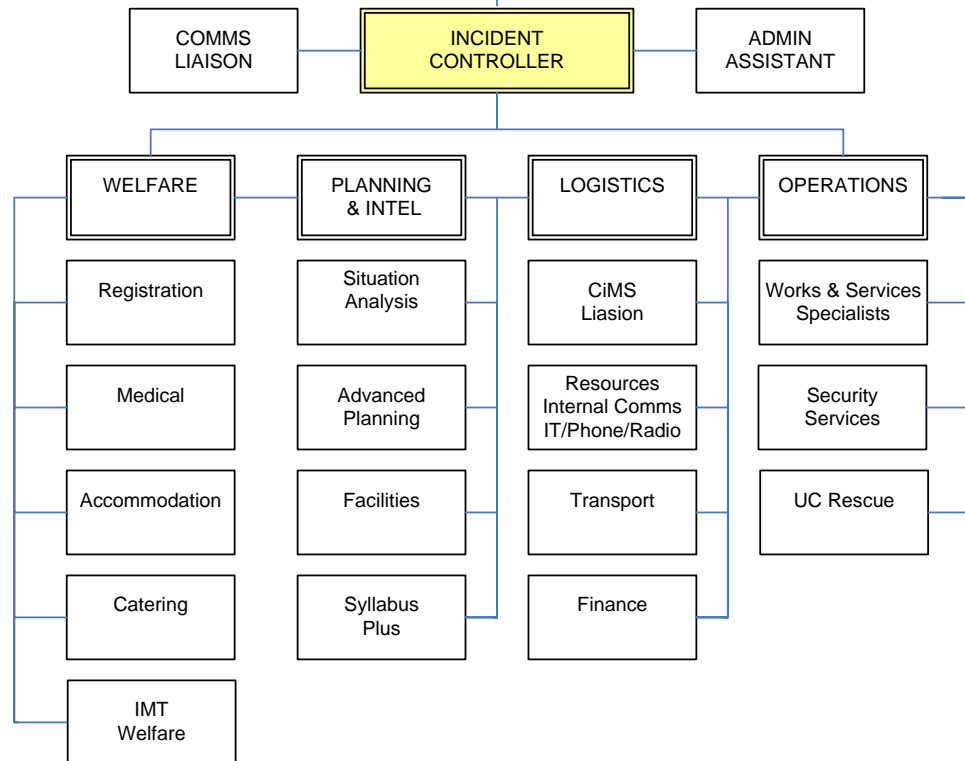
Extensive Training and Exercises



UC STRATEGIC EMERGENCY MANAGEMENT GROUP



UC INCIDENT MANAGEMENT TEAM



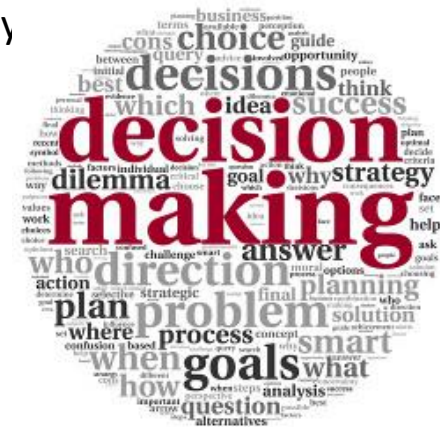
The Strategic Response

The Strategic Emergency Management (SEM) Group



SEM Group Chair

- **Role:** Take strategic responsibility of an incident and lead a coordinated response leading up to, during, and after an emergency event affecting the University.
 - Make decisions
 - Provide strategic direction for the IC
 - Ensure communications with wider community are managed effectively
 - Ensure financial implications are handled
 - Oversee implementation of Business Continuity and Recovery Plan



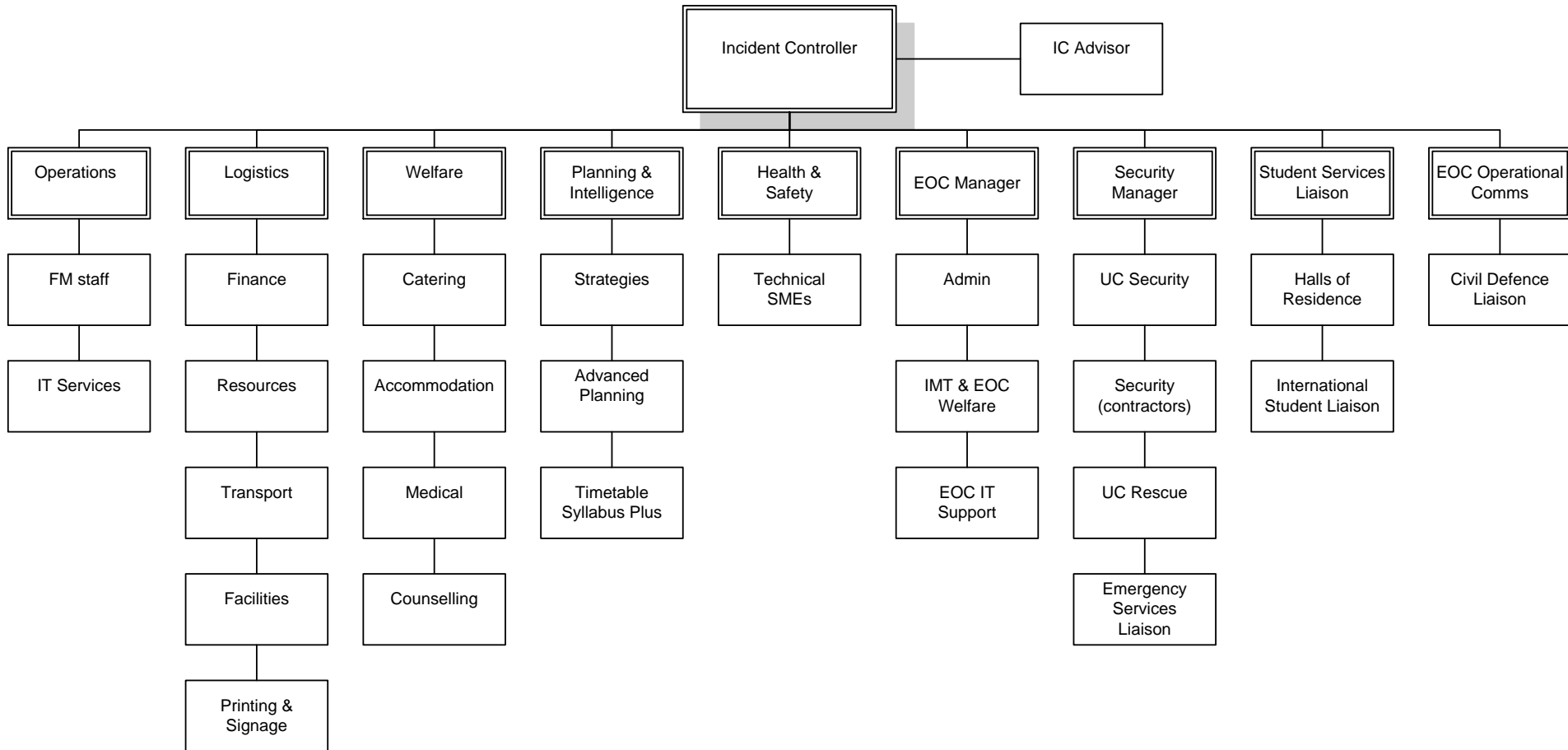
SEM Group Strategic Communications Liaison

Communicator

- **Role:** Take responsibility for communicating with the UC community, its stakeholders and the public about the incident and its implications.
 - Lead strategic communication decisions
 - Oversee timely and effective messaging
 - Ensure the use of multiple channels to communicate the message
 - Promote a single source of truth
 - Feedback information gathered by the Strategic Communications Group (SCG) from media and social media monitoring and responses



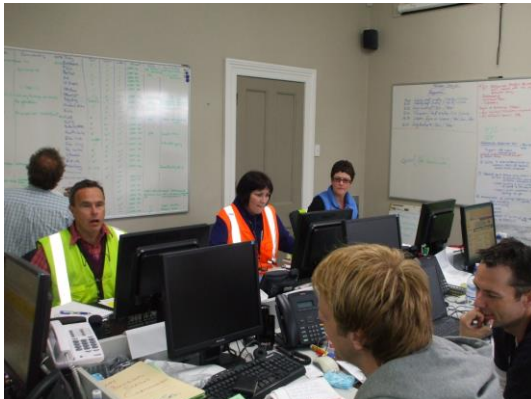
The Operational Response



Incident Controller

Coordinator of Operational Response

- **Role:** Take operational responsibility of an incident and lead a coordinated response leading up to, and during, an emergency event affecting the University.
 - Manages the Incident Management Team
 - Decision-maker for operational matters
 - Primary relationship with Chair of SEM Group



Campus Closed



Thinking Outside the Square

14 Canvas Lecture “Theatres”



Kirkwood Village



Still Thinking Outside the Square



Students off on exchange to Adelaide University



Graduation Procession 2011

Role of Facebook: Information & Feedback

UC Earthquake Recovery Dr. Rod Carr explains why the decision was made to close the University:

Post-Earthquake Interview of the Vice-Chance...



VIDEO0013

www.youtube.com

05 September at 23:21 · Comment · Like · Share · Promote

4 people like this.

UC Earthquake Recovery Wow that just shook the building!

06 September at 20:03 · Comment · Like · Promote

5 people like this.

You guys stay safe...
06 September at 20:06 · Like · 1 person · Flag

who's in the building?
06 September at 20:08 · Like · Flag

That was a magnitude 4.4 aftershock.
06 September at 20:46 · Like · Flag

UC Earthquake Recovery Was it? Wow. We were in the Emergency Ops Centre at work. Amazing as everyone was so focused on the job at hand they hardly reacted. I must be a wimp ;-)
Tell you what - our Senior Management Team is really stepping up and showing true leadership to us staff right now - kudos to them - thanks SMT!
06 September at 22:18 · Like

Yes please pass on a big thank you to all in the Emergency Team and on SMT. The information that is being provided is excellent - emails, website and facebook. I acknowledge that you will be also contending with your own families and homes at this really difficult time and, as UC Earthquake Recover writes, "kudos to them".
06 September at 23:04 · Like · 1 person · Flag

Julie: I hope you are doing okay! I'm thinking about you all...
07 September at 14:31 · Like · Flag

Write a comment...

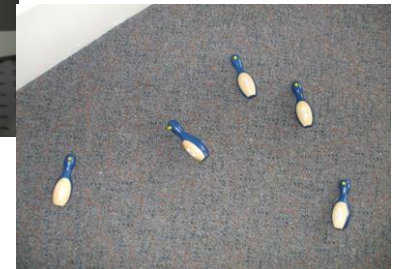
Using Social Networking to Connect with our Students



Shakey and Quakey do some Facebooking on UC Earthquake Recovery



It's a 5!



I reckon that long rolling one a little while ago might have been a six penguins

17 September at 01:02 · Like · Flag

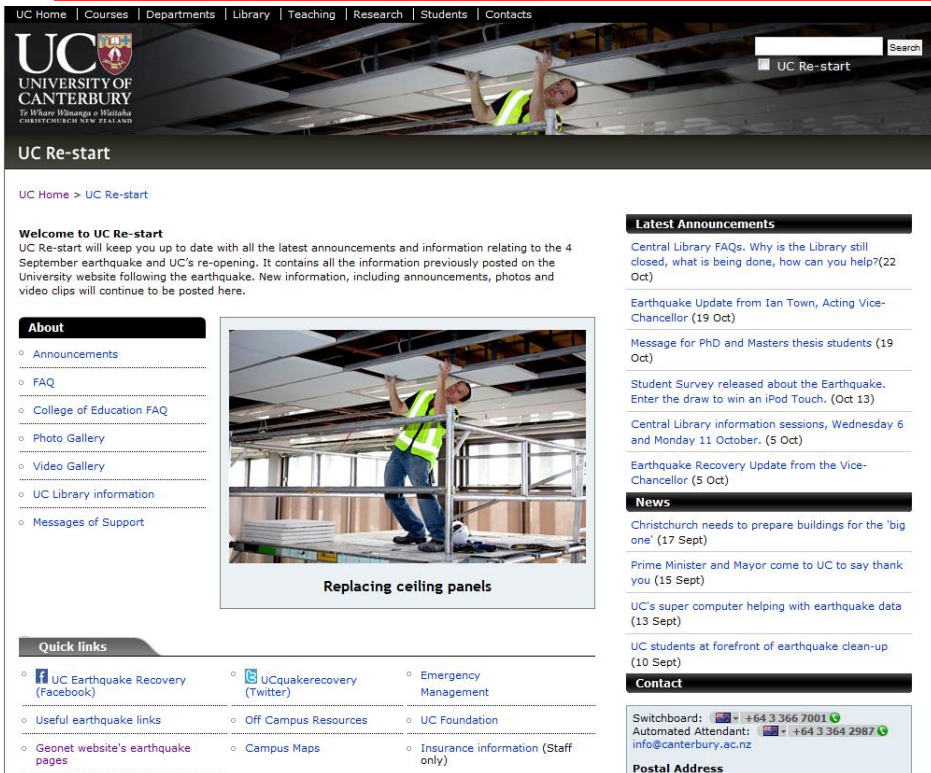
Its a good day when the university you attend has such an awesome sense of humor, i think they both deserve a day trip to the antarctic centre.

18 September at 16:52 · Like · 3 people



Quakey helps the PM thank the Student Volunteers

Communicating the Recovery Effort



UC Home | Courses | Departments | Library | Teaching | Research | Students | Contacts

UC Re-start

UC Home > UC Re-start

Welcome to UC Re-start
UC Re-start will keep you up to date with all the latest announcements and information relating to the 4 September earthquake and UC's re-opening. It contains all the information previously posted on the University website following the earthquake. New information, including announcements, photos and video clips will continue to be posted here.

About

- Announcements
- FAQ
- College of Education FAQ
- Photo Gallery
- Video Gallery
- UC Library information
- Messages of Support

Replacing ceiling panels

Latest Announcements

- Central Library FAQs. Why is the Library still closed, what is being done, how can you help?(22 Oct)
- Earthquake Update from Ian Town, Acting Vice-Chancellor (19 Oct)
- Message for PhD and Masters thesis students (19 Oct)
- Student Survey released about the Earthquake. Enter the draw to win an iPod Touch. (Oct 13)
- Central Library information sessions, Wednesday 6 and Monday 11 October. (5 Oct)
- Earthquake Recovery Update from the Vice-Chancellor (5 Oct)

News

- Christchurch needs to prepare buildings for the 'big one' (17 Sept)
- Prime Minister and Mayor come to UC to say thank you (15 Sept)
- UC's super computer helping with earthquake data (13 Sept)
- UC students at forefront of earthquake clean-up (10 Sept)

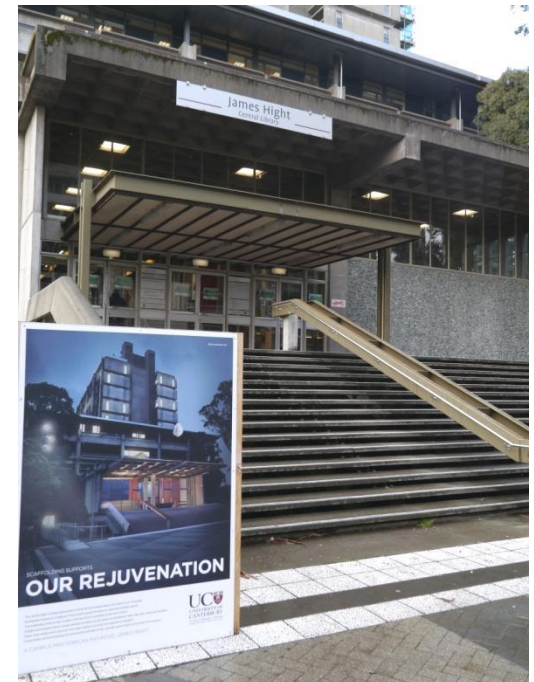
Contact

Switchboard: +64 3 366 7001
Automated Attendant: info@canterbury.ac.nz
Postal Address

Quick links

- UC Earthquake Recovery (Facebook)
- UCQuakerecovery (Twitter)
- Emergency Management
- Useful earthquake links
- Off Campus Resources
- UC Foundation
- Geonet website's earthquake pages
- Campus Maps
- Insurance information (Staff only)

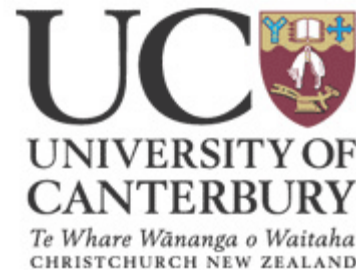
Storyboard –
communicating the
remediation message



Time to move on

– UC Restart Website ... *better than before*

Insurance Challenges



Insurance Cover and Premiums

Renewal Date	Annual Premium	Policy Excess
December 2009	\$1.1 million	\$250,000 for whole of campus
December 2010	\$2.5 million	\$10 million per building or complex of buildings
December 2011	\$6.2 million	\$20 million per building or complex of buildings

Insurance Steering Group

- An excellent initiative
- Multi team approach
- Focus on strategic issues
- Instant feedback



Government Support

- **SAC Funding**
 - TEC agreed to no recovery for under delivery in the years 2011-16.
- **UC Futures**
 - Up to \$260M
 - Two key capital projects in Science and Engineering
 - Transformational objectives (what and how we teach)



Settlement

\$550M

Incl \$60M BI

Personal Disruption

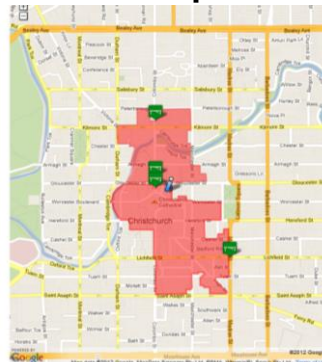


By the Numbers

- A large (for NZ) natural hazard event in a small economy
 - 10% of NZ's 4.5 million people directly impacted
 - Total loss estimates c. \$30B NZD – about 10-12% GDP
- Tens of thousands of homes damaged and >1,100 buildings demolished
 - Reduced habitability and strained city's ability to accommodate its' residents
 - 7,500 residential properties retired: ~5% of total housing stock
 - Central Business District closed for months: 800 buildings demolished over 40 Ha (85%)



- New Zealand's largest short-term migration
 - 70,000 people evacuated: 19% of population
 - 7,000-9,000 long term migration: <3% of population
- 8 millions tonnes of disaster waste: 40 years of Chch waste
- One of the greatest geotechnical disasters of the modern age
 - Liquefaction ground damage - flats
 - Slope stability – (Port) Hills
- The CBD red zone cordon displaced 6000 businesses and 51,000 workers



Canterbury tops housing consents per capita

JAMIE SMALL

Last updated 12:37, August 29 2016



IAIN MCGREGOR/FAIRFAX NZ

UNDER CONSTRUCTION: The Levi Park Subdivision near Rolleston.

Canterbury's housing market is still in a post-earthquake boom, with consents outstripping the rest of the country.

Over the last year, Canterbury had the highest level of new homes consented per capita in the country.

11 new homes
consented for every
1000 Canterbury
residents in year to June
2016 [*Statistics NZ*]

Lessons Learnt

- There will be no time to plan, only react
- Herding cats is not easy .. Expect some chaos
- Core teams must be trained regularly and be able to work together to function effectively
- Plans need to be generic, not specific
- Regular education and communication is important
- Understand situational leadership ... the change in leadership style can be uncomfortable to some people
- Having basic signage in place in advance helped a lot
- Really understand that the disruption is total ↑→←↗→↓→

And one more ...

Be prepared for tension and possibly conflict

..... in a highly charged environment when lives had been lost and our city devastated, none of us were immune



Silver Linings

- The opportunity to be something new
- The chance to change “old ways” e.g. time tabling
- Refocusing academic priorities
- Opportunity to actively support and be part of the recovery of Christchurch City
- Changes to our physical campus which may facilitate future opportunities



Making a Difference in the Community



Researchers out in the field
capturing perishable data on
the earthquakes' effects

Dr Mark Quigley – UC lecturer in Active Tectonics
and Tectonic Geomorphology, the 'face' of the
Canterbury earthquakes



The Student Volunteer Army



Anzac of the Year Award 2012



New Beginnings



New Beginnings



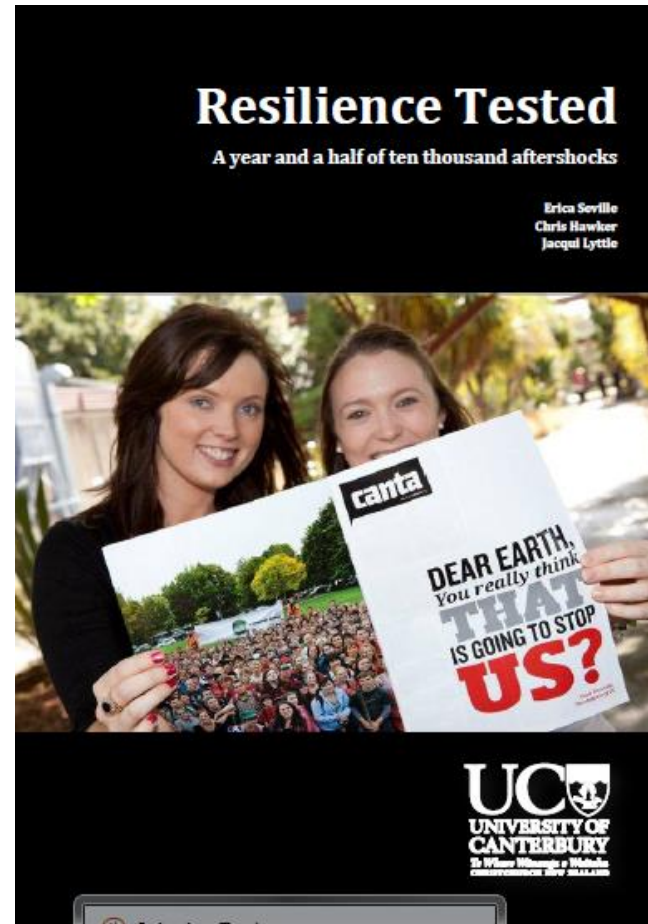
New Ways of Working



Four Key Graduate Attributes

- **Employability, Innovation & Enterprise** – having the skills to create solutions and the ability to use them in workplace settings
- **Community Engagement** – interacting and taking part in social groups to give back to society
- **Bi-Cultural Competence & Confidence** – having awareness and knowledge of cultural equality
- **Global Awareness** – engaging work with an international perspective

Paying it Forward



<http://www.canterbury.ac.nz/emergency/resources.shtml>

Thank you

