

**Minutes of the Toka Tū Ake EQC Board Meeting  
Held at the Wairarapa Room, Majestic Centre Wellington  
Wednesday 2 November 2022**

**Present:**

Chris Black (Chair)  
Erica Seville  
Alastair Hercus  
Emma Dobson  
Fiona Wilson  
Scott Lewis  
Ruth Dyson  
Alister James  
Ziena Jailil  
Jacqui Apiata (Future Director)

**In attendance:**

Tina Mitchell, Chief Executive Officer  
Lars Piepke, Chief Strategy Officer  
Kate Antonievich, Chief People Officer  
Fraser Gardiner, Chief Financial Officer  
Kate Tod, Chief Readiness Officer  
Rob Hodgson, Chief Data Officer  
Jo Horrocks, Chief Resilience and Research Officer  
Privacy ██████████, Head of HSSW  
Privacy ██████████, Head of PGR  
Privacy ██████████, Head of Legal  
Privacy ██████████, Strategic Advisor  
Privacy ██████████, Head of Risk Financing  
Privacy ██████████, Manager Risk Reduction and Resilience  
Privacy ██████████, Customer Experience Advisor  
Privacy ██████████, Manager office of the CE (Secretariat)

**Apologies:**

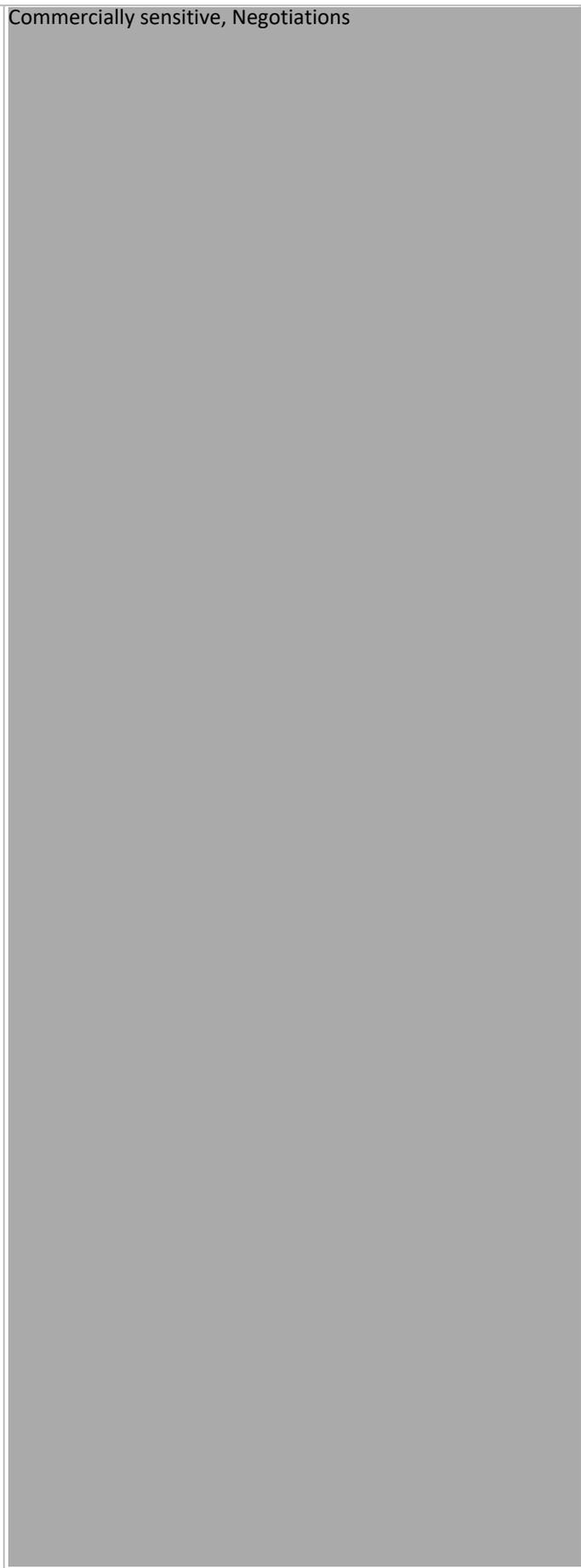
*The meeting was declared open at 10.20am*

	AGENDA ITEMS & KEY DISCUSSION POINTS	ACTIONS REQUIRED	DUE DATE
<b>Section 1</b>	<b>Board Governance</b>		
<i>Commissioners joined the meeting at 10.20am</i>			
	<b>Board Only</b>		
<i>Tina Mitchell joined the meeting at 10.35am</i>			
	<b>Board and CE Only</b>		
<i>Lars Piepke and Privacy ██████████ joined the meeting at 10.50am</i>			
<b>1.1</b>	<b>Present and Apologies</b> The Board: a) received no apologies.		
<b>1.2</b>	<b>Interests Register/Declaration of Conflicts of Interest</b> The Board: a) received updates to the Interests Register/Declaration of Conflicts of Interest from Ruth Dyson, Chris Black and Ziena Jailil; b) noted that Alister James has a potential conflict with relation to the item on the NZCRS MOU as he		

	<p>is Chair of Southern Response Earthquake Services; and</p> <p>c) Commercially sensitive [Redacted]</p>		
1.3	<p><b>Confirmation of Board Minutes 28 September 2022, Matters Arising and Review of Action Items</b></p> <p>The Board:</p> <p>a) approved the Board minutes from 28 September 2022 as a true and accurate record, subject to the amendments discussed; and</p> <p>b) noted matters arising and updates to the actions register.</p>		
<p><i>Kate Antonievich and [Privacy] joined the meeting at 11.00am</i></p>			
1.4	<p><b>Health, Safety, Security and Wellbeing Performance Report</b></p> <p>The Board:</p> <p>a) endorsed the update to the HSSW critical risk management framework, with the different approach to accountabilities;</p> <p>b) requested that the driving risk be prioritised in the first bucket to be addressed by 30 June 2023 and renamed 'vehicle accident';</p> <p>c) noted that the reporting will be further developed and matured as the work on critical risks is developed, consolidating the metrics that are currently reported via the PCBC, assuming they are still relevant;</p> <p>d) noted the work underway regarding contractor management due diligence and PCBU's; and</p> <p>e) noted the summary of HSSW incidents/near misses, and incidents provided in the HSSW Performance Dashboard at Appendix A.</p>	<p>Legally privileged [Redacted]</p>	<p>Feb 2023</p>
<p><i>Kate Antonievich and [Privacy] left the meeting at 11.39am</i></p>			
<b>Section 2</b>	<b>Strategic Priorities</b>		
2.1	<p><b>Chief Executive's Report</b></p>	<p>Management to report back on the learnings from the</p>	<p>April 2023</p>

	<p>The Board:</p> <p>a) noted the Chief Executive’s Report for November 2022.</p>	<p>Nelson response and the NRG involvement in this.</p>	
2.2	<p><b>CE balanced scorecard for 2022-23 – Progress Update</b></p> <p>The Board:</p> <p>a) noted the update on progress against the Chief Executive’s balanced scorecard; and</p> <p>b) agreed to gross up the first line of the reporting scorecard to reflect Free and frank [Redacted]</p>	<p>Management to gross up the first line of the scorecard for totals and targets [Redacted]</p> <p>Free and frank [Redacted]</p> <p>Free and frank [Redacted]</p>	Feb 2023
<p><i>Commissioners had a break for lunch from 12.00pm - 1.20pm along with Dave Gawn, NEMA Chief Executive Kate Tod, Hamish Wall, Privacy [Redacted] and Privacy [Redacted] joined the meeting at 1.20pm</i></p>			
2.3	<p><b>New SoPE measures for 2023-24</b></p> <p>The Board:</p> <p>a) discussed and provided feedback on the possible measures to be included in the Statement of Performance Expectations for 2023/24 following engagement with private insurers.</p>		
<p><i>Privacy [Redacted] and Privacy [Redacted] left the meeting at 1.50pm</i></p> <p><i>Fraser Gardiner joined the meeting at 1.50pm</i></p>			
2.6	<p><b>Agency Fee Review</b></p> <p>The Board:</p> <p>Commercially sensitive, Negotiations [Redacted]</p>		

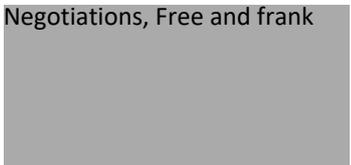
Commercially sensitive, Negotiations



	<p>Commercially sensitive, Negotiations</p> 		
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Fraser Gardiner left the meeting at 2.09pm

Privacy [redacted] and Privacy [redacted] joined the meeting at 2.11pm

<p><b>2.7</b></p>	<p><b>Approaches to one-off repairs</b></p> <p>The Board:</p> <p>a) <b>discussed</b> the need for Toka Tū Ake EQC to provide one-off repairs as one of the options under its</p>	<p>Management to:</p> <ul style="list-style-type: none"> <li>• Negotiations, Free and frank</li> </ul> 	<p>Dec 2022</p>
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	<p>Negotiations, Free and frank</p>	<p>Negotiations, Free and frank</p>	
<p><b>2.8</b></p>	<p><b>NZCRS MOU</b></p> <p>The Board:</p> <ul style="list-style-type: none"> <li>a) <b>noted</b> the potential conflict of interest for Alister James who is the Chair of Southern Response;</li> <li>b) <b>endorsed</b> the proposed Memorandum of Understanding between Toka Tū Ake EQC, the Ministry of Business, Innovation and Employment and Southern Response Earthquake Services relating to the services to be provided by the New Zealand Claims Resolution Service;</li> <li>c) <b>approved</b> the Chief Executive <sup>Negotiations</sup> executing the Memorandum of Understanding on the proposed terms or on different terms that are materially similar;</li> </ul>	<p>Free and frank</p>	<p>Sept 2023</p>

	<p>d) <b>noted</b> EQC will continue to finalise the terms of the Memorandum of Understanding and engage with private insurers as required;</p> <p>e) <b>noted</b> management will revert to the Board if there are any material changes proposed to the draft Memorandum of Understanding during consultation with the parties to the agreement and insurers;</p> <p>Free and frank</p>		
<p>Kate Tod, Privacy and Privacy left the meeting at 2.45pm Rob Hodgson, Fraser Gardiner, Jo Horrocks, Privacy joined at 2.55pm Alastair Hercus left the meeting at 3.05pm</p>			
<p><b>2.5</b></p>	<p><b>Natural Hazards Portal Business Case</b></p> <p>The Board:</p> <p>a) <b>noted</b> the risks outlined in the risk register in the Portal Business Case;</p> <p>b) <b>noted</b> that Data Governance and related privacy and security arrangements are to be covered off as part of the project and the independent QA review will provide evidence of this, including users wanting to download material from the portal for different secondary uses;</p> <p>c) <b>noted</b> the role of the various reference groups and how these will be managed within the overall agreed timeline for delivery;</p> <p>d) <b>noted</b> that development and operation of Phase 1 of the Portal has a 5-year whole of life cost of</p> <p>Commercially sensitive</p>	<p>Management to ensure the availability of an 0800 help line for people to phone when the portal is launched.</p> <p>Management to:</p> <ul style="list-style-type: none"> <li>• consider including 'New Zealand' in the name of the portal.</li> </ul> <p>Free and frank</p> <ul style="list-style-type: none"> <li>• clarify any IP implications</li> <li>• confirm how much claim history will be shared via the portal and the arrangements in relation to new claim data being included</li> <li>• consider referencing an external relevant website if there are any other</li> </ul>	<p>June 2023</p> <p>Feb 2023</p>

<p>Commercially sensitive</p>	<p>sources that hold the same information as the portal; and</p> <ul style="list-style-type: none"> <li>• arrange for formal Board approval of the data governance by April 2023.</li> </ul> <p>Management to clarify sign-off for data governance and related privacy and security arrangements in the February 2023 Board update.</p>	<p>Feb 2023</p> <p>Feb 2023</p> <p>Feb 2023</p>
<p>e) noted that the whole of life cost of [redacted] is in broadly line with the [redacted] estimate provided at the Board meeting on 18 August 2022;</p> <p>f) approved the expected whole of life cost for Phase 1 of the portal of [redacted] and approved the update of the FY22/23 projects budget to reduce operating expenses by [redacted] and increase the capital expenditure budget by [redacted];</p> <p>Commercially sensitive</p> <p>g) a</p> <p>h) approved Commercially sensitive [redacted] in respect of two external assurance project reviews at appropriate points in the delivery timeline, noting the likely value of completing one of those now given the formal business case has just been approved, with the other being completed closer to the readiness stage which would allow a focus on aspects such as testing, training, stakeholder communications and operational support requirements inter alia;</p> <p>i) noted that the spend on the external assurance review will be an approved budget variance versus the 2022/23 SoPE on the basis offsetting savings can't be found elsewhere, noting no contingency has been built into the project financials; and</p> <p>j) noted management will revert to the Board with a Business Case for subsequent Phases of the Portal in June 2023, seeking approval for development of the subsequent Phases.</p>	<p>Free and frank</p>	

Jo Horrocks, Rob Hodgson and Privacy [redacted] left the meeting at 3.57pm

Privacy [redacted] joined the meeting at 4.03pm

Jacqui Apiata left the meeting at 4.25pm

2.4

Active consideration

Dec 2022

	<p>Active consideration</p> 		
<p>Fraser Gardiner and <span style="background-color: grey; color: white;">Privacy</span> left the meeting at 4.40pm</p>			
<p><b>2.9</b></p>	<p><b>Letter from ICNZ</b></p> <p>This item was not discussed at the meeting, noting a meeting between representatives of the Toka Tu Ake EQC board and CE will be meeting with the ICNZ board and CE on 4 November 2022 to discuss a number of points in the letter.</p>		
<p><b>Section 3</b></p>	<p><b>Performance &amp; Reporting</b></p>		
<p><b>3.1</b></p>	<p><b>SoPE reporting – August 2022</b></p> <p>The Board:</p> <p>a) noted the contents of this paper and performance reports noted under 2a and 2b</p>		

Dec 2022

	b) noted that publication of 2a on our website will be completed by 10 November 2022 and will exclude reporting on <b>Commercially sensitive</b>		
<b>Section 4</b>	<b>Financial &amp; Risk</b>		
4.1	<p><b>Financial reporting – August 2022</b></p> <p>The Board:</p> <p>a) approved the proposed change to the Delegations Framework to accommodate approval of tolerances to be applied by the Finance system in addition to the delegation limit.</p>	Management to report financial performance using the SoPE baseline (noting any Board approved variances) in future reports.	Dec 2022
4.2	<p><b>Redacted Board Minutes – 18 and 19 August 2022</b></p> <p>The Board:</p> <p>a) approved the public release of the redacted minutes for its meetings on 18 and 19 August 2022, subject to the amendments discussed.</p>		
<b>Section 5</b>	<b>Committee Updates</b>		
5.1	<p><b>People &amp; Capability Board Committee</b></p> <p>a) received a verbal update from the People &amp; Capability Board Committee Chair.</p>		
<b>Section 6</b>	<b>Correspondence</b>		
	None		
<b>Section 7</b>	<b>Other business</b>		
	<p><b>Land damage site visit</b></p> <p>Between 8.15am and 9.30am the Board visited a land damage site on <b>Privacy</b> in Aro Valley. Part of the reason for doing this was to see a complex land and building claim first hand as well as understand the detailed Health &amp; Safety planning and protocols that are required when visiting such a site.</p> <p>The visit was followed with a discussion on land damage and the homeowner's experience with the Toka Tu Ake EQC Natural Disaster Assessment Specialist, <b>Privacy</b> between 9.45am and 10.20am.</p>		
Tina Mitchell, Lars Piepke and <b>Privacy</b> left the meeting at 4.45pm			

*Commissioners left the meeting at 4.45pm*  
*The meeting closed at 4.45pm*

	<p>The next meeting is to be held on 1 December 2022.</p> <p>These minutes were approved by the Board as a true and correct record.</p> <p>Chris Black                      1 December 2022</p> <p><b>Board Chair</b></p>		
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