

Interventions by the Business Sectors, Mobilising Corporate Social Responsibilities.

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185

lives lost
hundreds seriously injured

22 February 2011



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- 6.3 magnitude earthquake
- 185 lives lost
- Hundreds seriously injured
- Over 100,000 homes damaged
- 1,100 commercial buildings destroyed in CBD
- 80% CBD buildings gone
- 6,000 businesses vacated CBD
- Estimated \$45 billion NZD to rebuild



Impact on Business

- Cordon
- Services
- Insurance
- Market perceptions
- Lease agreements
- Staff support

Quake Support Up-to-date news & information	CBD Access Maps and information	Resources Useful links and downloads	Assistance Financial and business support including insurance	Infrastructure Engineers, buildings, transport & utilities	Who We Are Recover Canterbury
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A collaboration of CDC, CECC and CCC

Earthquake Support

Business Recovery Call Centre

0800 50 50 96

info@recovercanterbury.co.nz

Call Centre Hours: 8:00am - 6:00pm (Monday - Friday), 9:00am - 1:00pm (Saturday)

Controlled building access:

No access to Zone 6 or the Red Zone this week

[Map here](#)

Recover Canterbury is working

www.recovercanterbury.co.nz

Practical advice and information for business recovery

Go to www.recovercanterbury.co.nz for more information on:

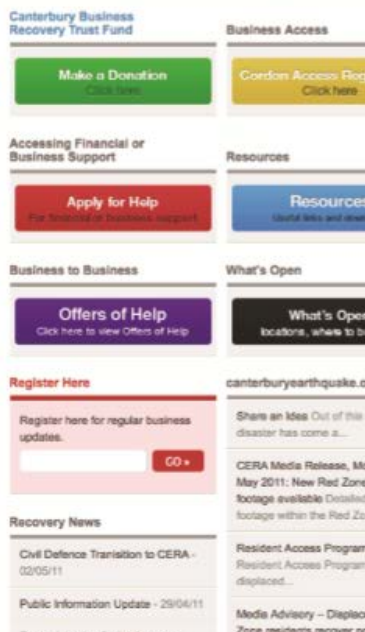
- the Government's Earthquake Subsidy for wages
- lease obligations
- insurance coverage and payouts
- links with other businesses who may need or be able to offer immediate assistance
- ways in which you can support your staff
- demolition process

Call Centre Helpline:
0800 50 50 96

Canterbury Employers' Chamber of Commerce
03 366 5096

TXT recover to 260 for free essential updates or register for email updates at www.recovercanterbury.co.nz

Earthquake Employer Support Subsidy and Helpline:
0800 779 997



Recover Canterbury

- The Chamber and Canterbury Development Corporation
- A safe pair of hands for business
- Call centre
- Website
- Business recovery coordination
- Business Recovery Trust





Other Support

- Access to cordon
- Frequent communication
- Earthquake support subsidy
(NZD\$250,000,000=USD\$180,000,000)



Key Lessons

- Need to provide hope and certainty
- Quick and coordinated support
- Expertise on the ground – eg insurance, HR
- Importance of cashflow and adequate insurance (understand cover)
- Frequent and accurate communication
- Crisis management planning
- Survival of limited liability companies
- Flexible entities to meet changing needs
- Need for positive media



Christchurch: A City of Opportunity

“As you recreate Christchurch, you must recreate it to ride the great tailwinds of our time, not the tailwinds of yesterday.”

Dutch Leonard

6 Tips for Affected Businesses

Below are some key learnings from the Christchurch earthquakes. The Chamber is here to assist all businesses – our website www.cecc.org.nz/earthquake will be updated regularly, and we are available on 0800 50 50 96.

1. **Enquire about the Earthquake Support Subsidy:** 0800 779 997. Their online form will be available from www.workandincome.govt.nz next week – there is already some good information on their website. The Chamber's earthquake support page is being updated constantly: www.cecc.org.nz/earthquake or call 0800 50 50 96. Members and non-members welcome.
2. **Fully check and understand your insurance cover** – exactly what this means, including your Business Interruption Insurance. Opening for even for a short period may compromise your eligibility. This was a key learning from the Christchurch earthquakes.
3. **Cashflow is key:**
 - a. Contact IRD – you may be able to defer payments (GST, PAYE etc). They are being flexible and taking realistic approaches. 0800 473 566
 - b. Talk to your bank manager – ensure they're aware of the situation, they may be able to assist with low or no interest.
 - c. Get in touch with suppliers – delay payment if possible, and cancel or postpone stock orders.
 - d. Check and understand your lease agreements - get in touch with your landlord.
 - e. Understand your obligations around paying staff – The Chamber is here to help: 0800 50 50 96
4. **Communication with staff:**
 - a. Keep it positive, provide reassurance and be empathetic
 - b. Your wellbeing is key – look after yourselves too and don't be afraid to access The Chamber's HR advisors and other support networks
 - c. Understand every individual is different and encourage them to seek support. The official Earthquake Support Line is 0800 777 846
 - d. If you can't access payroll records, your bank may be able to replicate previous pay.
 - e. Call The Chamber's HR advisors if you need them – they're here to help you through this and have been through this before: 0800 50 50 96.
5. **Keep consistent, open communication with suppliers and customers** so they're aware of situation as it changes each day, otherwise assumptions may be made. Customers and suppliers outside of your area and NZ may be receiving the wrong messages so it's best they hear from you directly.
6. **Stay safe** – always remember safety is paramount. Ensure your buildings are approved by engineers or appropriate experts before entering, and if in doubt – always err on the side of caution.

If you need further assistance, please call The Chamber on 0800 50 50 96. Our website is being regularly updated: www.cecc.org.nz/earthquake

Kaikoura Earthquake

7.8 magnitude on 14 November.

The Chamber is currently supporting the business community through this, using our knowledge and learnings from the Christchurch earthquakes.

<https://youtu.be/bQbnFDwUMnw>

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