

Business Resilience and Recovery following the Canterbury Earthquakes

Survey Methodology

Results Bulletin 2016-1

Overview

These bulletins report the brief findings from a survey conducted in mid-2016 of 206 organisations in the Greater Christchurch area. All respondents have completed one of four prior surveys undertaken by Resilient Organisations researchers, looking at impact and recovery from the Canterbury earthquakes.

Survey questions

The core survey asked all respondents about their organisation, their recovery from the Canterbury earthquakes and the Benchmark Resilience Thumbprint assessment (see <http://www.resorgs.org.nz/Resources/resilience-thumbprint-tool.html>). Demographic questions that had previously been asked as part of Surveys 2, 3 or 4, were removed for each respective respondent (Figure 1). An additional section on earthquake impacts was added for respondents who had previously only answered Survey One. That survey occurred after the September 4 2010 earthquake, but prior to the more devastating 22 February 2011 earthquake. One of the key aims in survey design was shortness, with survey fatigue a significant concern. Ensuring that only information not previously acquired, was gathered, resulted in the deployment of 3 surveys based on each respondent's prior participation. Lessons learned from prior survey analysis informed they key areas of focus and optimal question structure. The survey sections and question topics are summarised in the tables below. The specific questions are included as an Appendix.

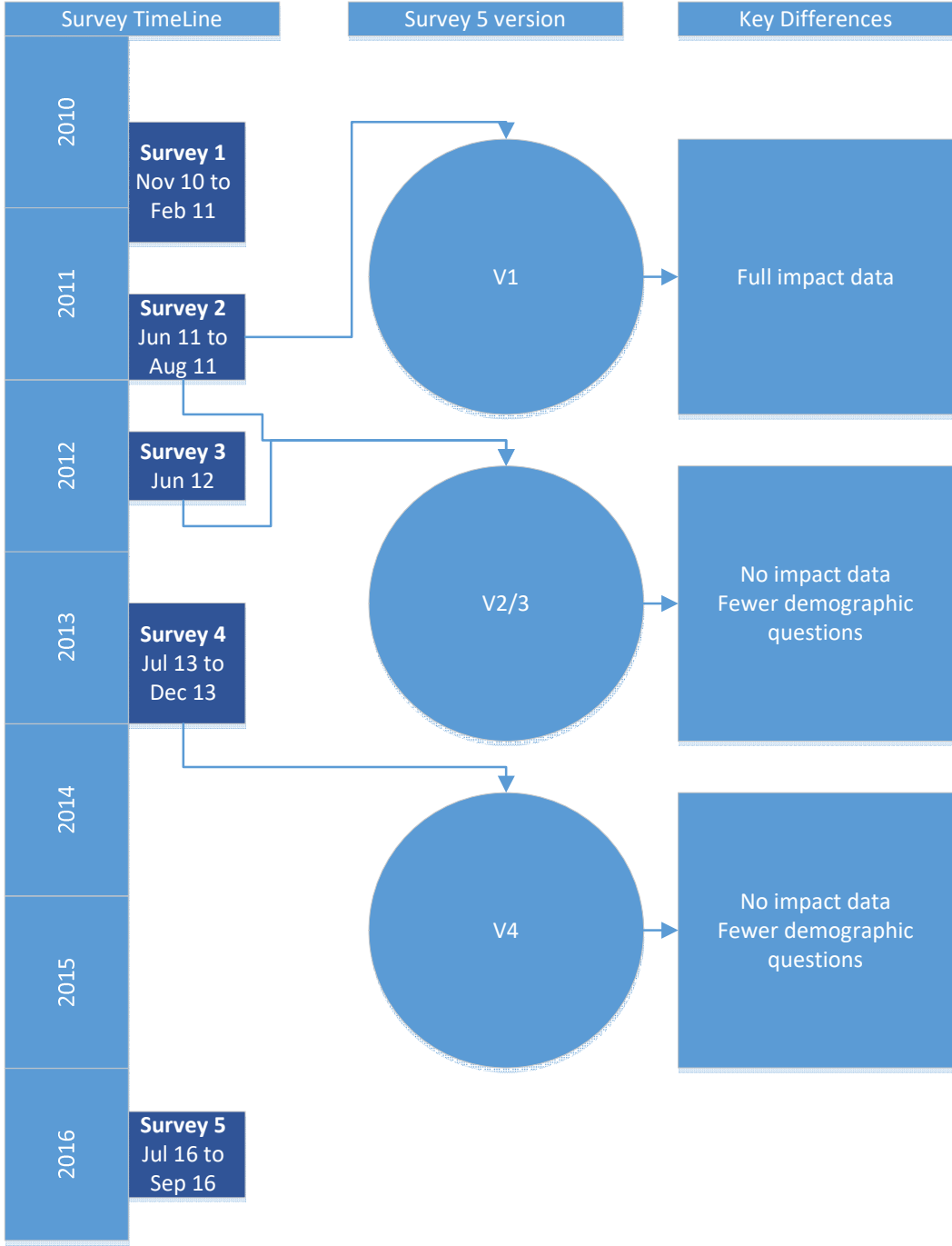


Figure 1 - Survey Timelines and Versions

Table 1 Year 5 Survey of Organisational Resilience and Recovery - Core

Section title	Question topics
About you	Respondent and organisation name and contact details, ownership, sector, current location
Recovery	Change in staff numbers, change in business operation, self-assessed recovery status, impacts on demand, ability to meet demand (x 7 time points), supplier capability, insurance cover and claim status, perception of the Earthquake Support Subsidy, profitability prior to earthquakes and currently, changes in turnover, implementation of new preparedness or mitigation actions
Resilience	Resilience profile using Resilient Organisations 13 resilience indicators thumbprint

Table 2 - Year 5 Survey of Organisational Resilience and Recovery – Additional

Section Title	Question Topics
Earthquake Impacts	Impacts, critical infrastructure disruptions, mitigation measures and effectiveness, feasibility of relocation, cessation duration,

Sample description

All respondents who were contactable, and had previously participated in any one of 4 recovery surveys were invited by email to take part. The original samples were selected as follows:

- Survey 1,2,3 – Organisations were randomly selected from specific sectors of interest, and in specific geographical locations. The selected organisations share the main characteristic of being based in Canterbury and doing business in the region. For further information on sample selection, see Kachali 2013 (<http://www.resorgs.org.nz/images/stories/pdfs/theses/kachali-thesis-sept2013.pdf>)
- Survey 4 – A database of organisations was obtained from a business to business marketing company. Specifications for selection were that organisations needed to have premises in one of the three districts in the Canterbury region that suffered most direct damage from the 2010/2011 earthquakes: Christchurch City, Selwyn, and Waimakariri districts. Second, the organisations were selected to be representative of the sectoral make-up of the impacted region. This was based upon the 19 unique sector classifications defined by Australian and New Zealand Standard Industrial Classification (ANZSIC). For further information on sample selection, see Brown 2014 (http://www.resorgs.org.nz/images/stories/pdfs/Organisationsfacingcrisis/disruption_and_resilience.pdf).

Survey 5 respondents were initially contacted by email, using Mail Chimp software to create a personalised invitation to participate. Respondents were provided with contact name and

information for the research team, if they would prefer to complete the survey by mail or phone. Where email addresses were no longer valid, phone calls and internet searches were conducted to establish the status of the organisation and individual detailed records were kept to record the status of all organisations. Multiple phone calls and emails were sent to try and improve participation rates.

The survey was open between June 2016 and September 2016. Of 958 organisations who had taken part in prior surveys, 52 were definitively found to have ceased operation, and a further 25 were unable to be found but without definitive proof of cessation, leaving a potential 881 respondents. In total 206 valid responses were received, for a response rate of approximately 23%.

Reference as:

Hatton, T., Brown, C., Seville, E., (2016) Business Resilience and Recovery following the Canterbury Earthquakes. Survey 5 Results Bulletin 2016-01: Survey methodology, Resilient Organisations, www.resorgs.org.nz

Appendix – Full Survey



QuakeCoRE
NZ Centre for Earthquake Resilience

Resilient
ORGANISATIONS



2016 Organisational Resilience and Recovery Survey

This study is only made possible through your participation. Thank you very much for your time.

Recovering from the Canterbury earthquake events is a challenging long-term process for many. Through your contributions to our research, we will be able to capture important information about the long-term nature of disaster recovery and what strategies can support organisations through this journey.

The survey takes approximately 20-30 minutes to complete.

Your participation is voluntary.

The questionnaire is confidential. Results from individuals/organisations will never be disclosed to third parties. You may withdraw your participation at any time, including any information you have provided after you have completed the questionnaire. By completing the following survey your organisation is consenting to your involvement in this study.

About You

We use the term 'organisation' throughout this questionnaire to refer to any business or not-for-profit, such as a farm, retail store, dairy, church, etc. An organisation could be a one-person business or a 500-person business.

1. Your Name

2. Organisation Name

3. Your email address

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4. Please indicate which of the following industry categories best describes your organisation (please choose the one that most represents your organisation)

<input type="checkbox"/>	Health Care and Social Assistance
<input type="checkbox"/>	Professional, Scientific and Technical Services
<input type="checkbox"/>	Education and Training
<input type="checkbox"/>	Manufacturing
<input type="checkbox"/>	Transport, Postal and Warehousing
<input type="checkbox"/>	Construction
<input type="checkbox"/>	Retail Trade
<input type="checkbox"/>	Agriculture, Forestry and Fishing
<input type="checkbox"/>	Accommodation and Food Services
<input type="checkbox"/>	Wholesale Trade
<input type="checkbox"/>	Information, Media and Telecommunications
<input type="checkbox"/>	Electricity, Gas, Water and Waste Services
<input type="checkbox"/>	Financial and Insurance Services
<input type="checkbox"/>	Rental, Hiring and Real Estate Services
<input type="checkbox"/>	Administrative and Support Services
<input type="checkbox"/>	Public Administration and Safety
<input type="checkbox"/>	Art and Recreation Services
<input type="checkbox"/>	Mining
<input type="checkbox"/>	Other (please specify):

5. How would you describe your organisation's ownership structure? (please select one that most represents your organisation)

<input type="checkbox"/>	Sole Trader
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Limited Liability Company
<input type="checkbox"/>	Charity/Association/Society/Trust/Sports Club
<input type="checkbox"/>	Branch of Company Incorporated Overseas
<input type="checkbox"/>	Local or Central Government Incl. Local Authority Trading Enterprise, Crown Owned Entity or Schools
<input type="checkbox"/>	Co-operative Company
<input type="checkbox"/>	Other (please specify)

6. Does your organisation currently have a site/presence here in Canterbury?

Yes <input type="checkbox"/>	
No <input type="checkbox"/>	Skip to Q8

7. Where is your organisation currently located? (your main site in Canterbury)

Street	
Area	

Recovery

Please answer the survey questions as they relate to the operations you have or had in Canterbury.

8. Compared to the period prior to the 2010/11 earthquakes, how have your staff numbers changed?

Grown significantly (greater than 20%)	<input type="checkbox"/>
Grown (between +5% and +20%)	<input type="checkbox"/>
Stayed about the same (between -5% and +5%)	<input type="checkbox"/>
Reduced (between -20% and -5%)	<input type="checkbox"/>
Reduced significantly (more than -20%)	<input type="checkbox"/>

9. How has your business changed since the earthquakes? (please tick those that apply and then rank in order of their importance to your recovery e.g. most important would be 1)

	Select those that apply	Rank: 1 = Most Important
New products or services	<input type="checkbox"/>	
Change in customers	<input type="checkbox"/>	
New delivery channels	<input type="checkbox"/>	
Use of new technologies	<input type="checkbox"/>	
Operational processes significantly changed	<input type="checkbox"/>	
Restructured	<input type="checkbox"/>	
Closed unprofitable lines	<input type="checkbox"/>	
Initiated new collaborations with other organisations	<input type="checkbox"/>	

Other (please specify)	<input type="checkbox"/>	

N/A – business has remained the same	<input type="checkbox"/>	

10. Where on this continuum would you place your organisation at the following points in time since the 2010/11 earthquakes (please tick)?

Time since the earthquakes	Ceased operation	Declining	Just Surviving	Recovering	Comfortably Stable	Thriving
Immediately after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Several months' after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 Year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Compared to the period prior to the 2010/11 earthquakes, how is the demand for your products or services? (please tick)

Time since the earthquakes	Greatly decreased more than -50%	Decreased between -6 to -50% %	About the same: between -5% and +5%	Increased between +6% and +50%	Greatly increased more than +50%
Immediately after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Several months' after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. To what extent was your organisation able to meet the demand for your products or services? (please tick)

Time since the earthquakes	Unable	Limited	Partially	Mostly	Completely
Immediately after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Several months' after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. How well were your regular suppliers able to meet your organisation's needs after the earthquakes?

Time since the earthquakes	Incapable	Somewhat capable	Completely capable	Don't know
Immediately after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Several months' after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What types of insurance did your organisation have, claim on, and receive settlements for?

Insurance Type	Had Cover	Lodged Claim		Claim Settled		Approximate date settled		Approximate % of losses covered
	Yes	Yes	No	Yes	No	Month (numeric)	Year	
Property and Buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Organisation contents, equipment, assets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Business interruption, cash flow, income protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Public liability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Other: please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

15. Did your organisation receive the Earthquake Wage Support Subsidy?

Yes <input type="checkbox"/>	Go to Q16
No <input type="checkbox"/>	Go to Q17

16. How important was the Earthquake Wage Support Subsidy for your organisation?

It was not important	<input type="checkbox"/>
It was nice to have, but we would have been fine without it	<input type="checkbox"/>
It helped us get back on our feet faster	<input type="checkbox"/>
It was a lifesaver for our organisation	<input type="checkbox"/>
Other (Please describe):	

Go to Q18

17. Even though your organisation did not utilise the Earthquake Support Subsidy, how important was its existence for the recovery of your organisation?

Not relevant to our recovery	Slightly relevant	Somewhat relevant	Quite relevant	Very relevant
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18. Is your organisation?

For-profit	Go to Question 19, then skip to Q21
Not-for-profit	Go to Question 20
Other	Please specify

19. How profitable was your organisation **prior to the earthquakes** and **now**?

Profitability	Prior to the Earthquakes	Now
Highly profitable		
Moderately profitable		
Breaking Even		
Unprofitable		
Don't Know		

20. How would you describe your organisations financial surplus or deficit **prior to the earthquakes** and **now**?

	Prior to the earthquakes	Now
High Surplus		
Moderate Surplus		
No Surplus		
Low Deficit		
High Deficit		

21. With the earthquakes in mind, is your organisation (please tick one)?

Significantly better off	
Slightly better off	
The same	
Slightly worse off	
Significantly worse off	

22. Please estimate the percentage change in revenue (turnover) that your organisation experienced for each period. Use your pre earthquake turnover as the baseline.

Time since the earthquakes	Greatly Decreased More than -50%	Moderate Decrease Between -26% to -49%	Slight Decrease Between -6% to -25%	About the same Between -5% and +5%	Slight Increase Between +6% & +25%	Moderate Increase Between +26% and +49%	Greatly Increased More than +50%
Immediately after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Several months' after	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Are there any specific issues that have affected your organisation performance over the last 5 years? Please select all that apply and also indicate whether you think this issue relates to the earthquake?

	Tick all those that apply	EQ Related?
Regulatory Change	<input type="checkbox"/>	<input type="checkbox"/>
Declining Industry	<input type="checkbox"/>	<input type="checkbox"/>
Quality Problems	<input type="checkbox"/>	<input type="checkbox"/>
Change in customer tastes	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties with suppliers	<input type="checkbox"/>	<input type="checkbox"/>
Staff recruitment and retention issues	<input type="checkbox"/>	<input type="checkbox"/>
Other – please describe:	<input type="checkbox"/>	<input type="checkbox"/>

24. Have you implemented any new preparedness or mitigation actions since the earthquakes (please tick all that apply)?

None of these	<input type="checkbox"/>	Invested in resilience building tactics:	
Invested in better IT backups/cloud computing	<input type="checkbox"/>	Improved leadership or management skills	<input type="checkbox"/>
Created a business continuity process/plan	<input type="checkbox"/>	Building of staff engagement and morale	<input type="checkbox"/>
Reviewed/improved building strength	<input type="checkbox"/>	Capturing learnings from the disaster	<input type="checkbox"/>
Reviewed/improved insurance cover	<input type="checkbox"/>	Building new partnerships	<input type="checkbox"/>
Other (please specify):			

25. To what extent do you agree or disagree with the following statements for your organisation?

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
There would be good leadership from within our organisation if we were struck by a crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in our organisation are committed to working on a problem until it is resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We proactively monitor our industry to have an early warning of emerging issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We can make tough decisions quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We are known for our ability to use knowledge in novel ways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We build relationships with others we might have to work with in a crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If key people were unavailable, there are always others who could fill their role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are few barriers stopping us from working well with other organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our organisation maintains sufficient resources to absorb unexpected change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have clearly defined priorities for what is important during and after a crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have a focus on being able to respond to the unexpected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Given our level of importance, I believe the way we plan for the unexpected is appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We believe emergency plans must be practised and tested to be effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. What have been the greatest challenges to your organisation following the earthquakes?

27. Any other comments you would like to make regarding the recovery of your organisation following the earthquakes?

Earthquake Impacts

This section aims to collect information on how your organisation was impacted by the February 2011 earthquake

28. For each of the following factors, please indicate whether they affected your organisation and, if relevant, how disruptive the impacts were.

	Affected my organisation?		Not at all disruptive	Not very disruptive	Moderately disruptive	Very disruptive
	Yes	No				
Difficulty accessing IT data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structural damage to building(s) (integrity of building compromised)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-structural damage (fittings damaged e.g. windows or light fixtures)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machinery loss or damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office equipment loss or damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damage to inventory or stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damage to ground surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Damage to or closure of adjacent (next door) organisations or buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damage to local neighbourhood (e.g. other buildings in area, damage to pavements etc.),	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty accessing premises/site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and safety issues for employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplier issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Perceptions of building safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes in staff emotional wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe) - _____						

29. Following the earthquakes, how disruptive was the loss of the following infrastructure services for your organisation?

	No loss of service or not applicable	Not disruptive	Slightly disruptive	Moderately disruptive	Very disruptive
Water Supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone networks (cell and landline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fuel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. For each of the following factors, please indicate whether you had these measures in place pre-earthquake and if yes, how important these were in helping to mitigate the impact of the earthquakes.

	We had this pre-earthquake		Not important	Slightly important	Moderately important	Very important
	Yes	No				
Backup/alternatives to water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup/alternatives to communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup/alternatives to power	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup/alternatives to sewage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup/alternatives to IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good relationships with customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good relationships with suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good relationships with businesses in our sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship with Business advisor/mentor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good relationships with staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good relationship with banks or lenders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good relationship with neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available cash or credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spare resources (e.g. equipment or people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business continuity, emergency or disaster preparedness plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup or alternative site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practiced response to disaster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Kit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well designed and well-built buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. How feasible is it to relocate parts or all of your organisation's operations? (tick all that apply)

<input type="checkbox"/>	The majority of my staff can work from home
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<input type="checkbox"/>	It is relatively easy for us to set up in a new location
<input type="checkbox"/>	We have multiple sites we can operate from
<input type="checkbox"/>	There are significant health/safety and regulation constraints affecting the locations we can operate from
<input type="checkbox"/>	Our equipment is difficult to source, relocate and replace
<input type="checkbox"/>	Our business is quite location-specific, moving is not an option
<input type="checkbox"/>	We could potentially site-share with another organisation
<input type="checkbox"/>	Other – please specify

32. Did your organisation cease operation at all as a result of the February 22, 2011 earthquake?

Yes	<input type="checkbox"/>	Go to Question 29
No	<input type="checkbox"/>	Go to Question 30

33. How long did your organisation cease operation for?

_____ Days OR Closed Permanently

34. How many sites or locations did you have within the Canterbury region, prior to the earthquakes?

35. Of those Canterbury sites, please specify how many sites were relocated and how many were terminated after the earthquakes

	Within Canterbury	Elsewhere in New Zealand	Outside New Zealand
Number of sites that relocated			
Number of sites that terminated			

36. What was the maximum number of relocations for any of your business sites?

Many thanks for your participation