



Summer of Disasters Suncorp's Qld Event Response

London Benchmarking Group, November 2011



Presentation Overview

- The declaration of four natural disasters in Queensland
- How Suncorp has responded to the natural disasters
- Benefits delivered to the Qld community



Facing the worst disasters in Qld history



1 CAT 105 Declared – Flooding Central Qld

Theodore, Condamine, Bundaberg and Emerald floods

ELT meet and initiate Event Response



Flood

St George and Dalby flood



2 CAT 111 Declared – Lockyer Valley & Toowoomba

Flood

Rockhampton Floods



Energex cuts power to Brisbane City

CMT and BCP activated. Brisbane City evacuates, including Suncorp Staff. ELT remains in BRSQ

Threats to Call Centres at Ann St and Milton



3 CAT 112 Declared – Brisbane & Ipswich Flooding



4 CAT 1114 Declared – Cyclone Yasi



Pre 25 Dec

Significant Rainfall

Significant and prolonged rainfall for December month

TC Tasha downgraded

29 Dec

25 -31 Dec

Tropical Cyclone forming off Gulf of Carpentaria

100+mm fall from Mt Isa to SEQ.

Flooding at Chinchilla, Alpha and Jericho

1,800 claims

3 Jan

1 -3 Jan



CRT sets up at Bundaberg

Suncorp in Bundaberg

Suncorp brief Bundaberg Council and Mayor on Response & Recovery Plan

4 – 5 Jan



CRT sets up at Emerald

Suncorp in Emerald and Rockhampton

Suncorp brief Mayors, State and Federal MPs. Conduct media interviews .

8 Jan

8 Jan

10 Jan

10 Jan

CRT sets up at Toowoomba (and Grantham 3 weeks later)

Toowoomba Call Centre damaged and closed

2,200 claims



11 -12 Jan

13 Jan

13 Jan

CRT sets up at Ipswich, RNA and Graceville

Brisbane River peaks at 4am

7,200 claims

2 Feb

2 Feb



CRT sets up at Cardwell and Tully

17,100 claims

\$1 billion – 40,000 claims across PI and CI

Crisis Management: 4 days of problem solving



CAT 111 Declared – Lockyer Valley & Toowoomba

MONDAY
Toowoomba Floods

10 Jan

- Staff Stranded on Level 1
- Calls diverted to Milton and Ann St
- Flew bank and sales staff to Melbourne
- Trunk communication lines were cut (both providers) – alternate lines via coast



Before



After

Threat of Brisbane Flooding

TUESDAY
Brisbane City evacuates

11 Jan

- Police recommends **evacuations**
- Rumours **public transport** closed 2pm
- Reports flooding beyond **1974** floods
- Threats to **Call Centres** at Ann St and Milton
- Suncorp staff evacuated by 12pm
- Reports that BCC, Energex, Myer, DJ and NAB **sent staff home**
- Reports **Energex** cutting power to city

Energex cuts power to Brisbane City

WEDNESDAY
Multiple Assets disrupted

12 Jan

- **Multiple assets** disrupted
- Major staff impacts at 10 buildings
- Bank Branches impacted
- ATMs impacted.
- Milton and Ann St Call Centres out of action
- Limited ability for customer contact from other events
- Skeleton staff
- Networks in Albert St flooding affecting Bne to Syd link. Back up link re-established.

CAT 112 Declared – Brisbane & Ipswich

THURSDAY
River peaks at 4am

13 Jan

- **System outage** from 7pm to 1am. BT work to resolve.
- Milton st closed
- **Minimal air con** at some buildings as power converted
- 7 buildings still closed, all in clean up phase



Clean up and back to BAU over next 7 days

Suncorp CMT, BCP and ELT Response

- Building Event Response Team (**BERT**)
- Staff issued with **Hotline #** for updates
- CMT Chair notified of event – **CMT** members notified
- **ELT** convened and planning commenced. Snr Claims team set up CP at BRSQ
- **RIF** assessed, responding to Ctrl Qld Floods
- **Resource** capacity under review

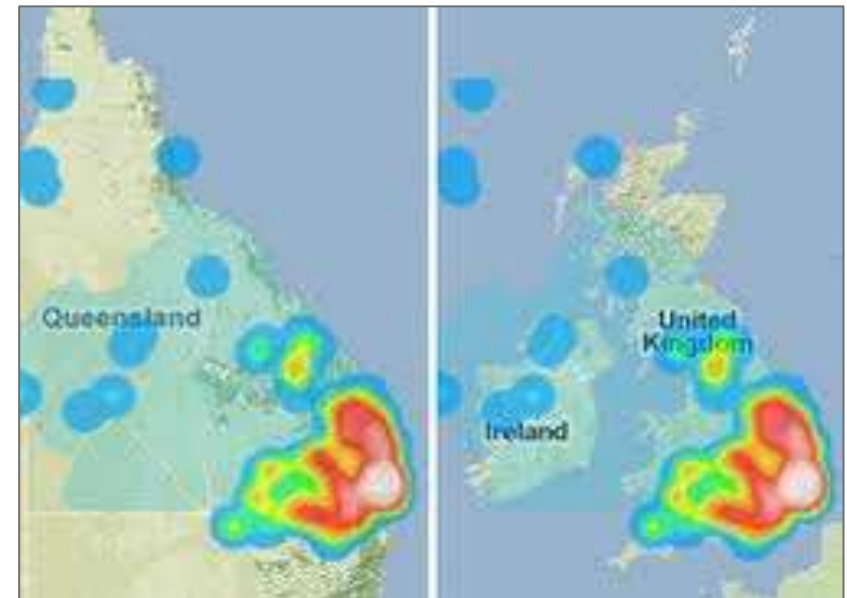
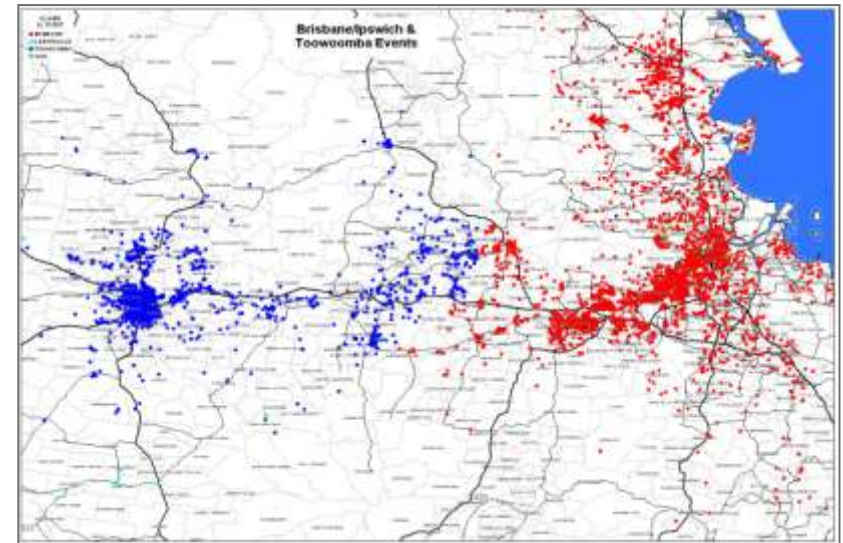
- CMT and **BCP** activated.
- ELT remains in BRSQ
- **Generators** in place but transporting diesel problematic – road access
- Moved on essential operations to **Melbourne** (sales, bank etc)
- **BC** site operational for bank
- **Security staff** deployed to banks – power cuts
- BT Change freeze controls in place



- CP moved to higher ground after – lifts closed
- **Toowoomba** operational (70%) after reboot system
- Market deliverables met
- **Voice and IVR** strategies developed
- 3,500 staff remote access – system slowness. Comms to limit PCs to critical functions only
- Treasury & Banking activated successfully at BCP site

- City buildings not flooded become available. Teams move from BCP sites
- **Return to work criteria established** – limit non essential travel
- **Deploy home assessors** to affected areas
- Toowoomba fully operational – staff work from Ann st.

- Deployed CRTs to worst affected areas within days of disasters – stayed until no longer needed.
- Assessed 90% of claims within 8 weeks of event
- Set up Qld Event Recovery team – 150 staff.
- Partnered with Lend lease and other Project Managers to rebuild 6,000 homes.
- Fast Track claims strategy - \$2,000, \$5,000 and over \$10,000 (70% of book).
- Team Managed and Client Managed claims – matched severity with experience (e.g. Major/Total losses).
- Set up offices at disaster sites – Brisbane, Ipswich, Cairns, Innisfail and Townsville.
- Set up working team to oversee management of AAMI Flood claims – made correct decisions.
- Engaged with Mayors, State MPs, Federal MPs, Qld Premier, Journalists, QRA Directors and customers.
- Set up processes to identify sensitive issues and misinformation (e.g. Twitter, SCRs)
- Paid claims



The Impact of Suncorp insurance payments

- 40,000 claims (CI & PI) valued at just over \$1 billion
- 93% of repair and rebuilding activity carried out by local companies
- Fiscal stimulus: Disaster-related payments contributed around 0.16% to Qld economic growth in 2011, adding an additional \$422.3m to Qld economy in 2011.
- Created more than 3,600 new jobs
- Will drive \$1.2 billion in economic activity over the next 10 years



Questions

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