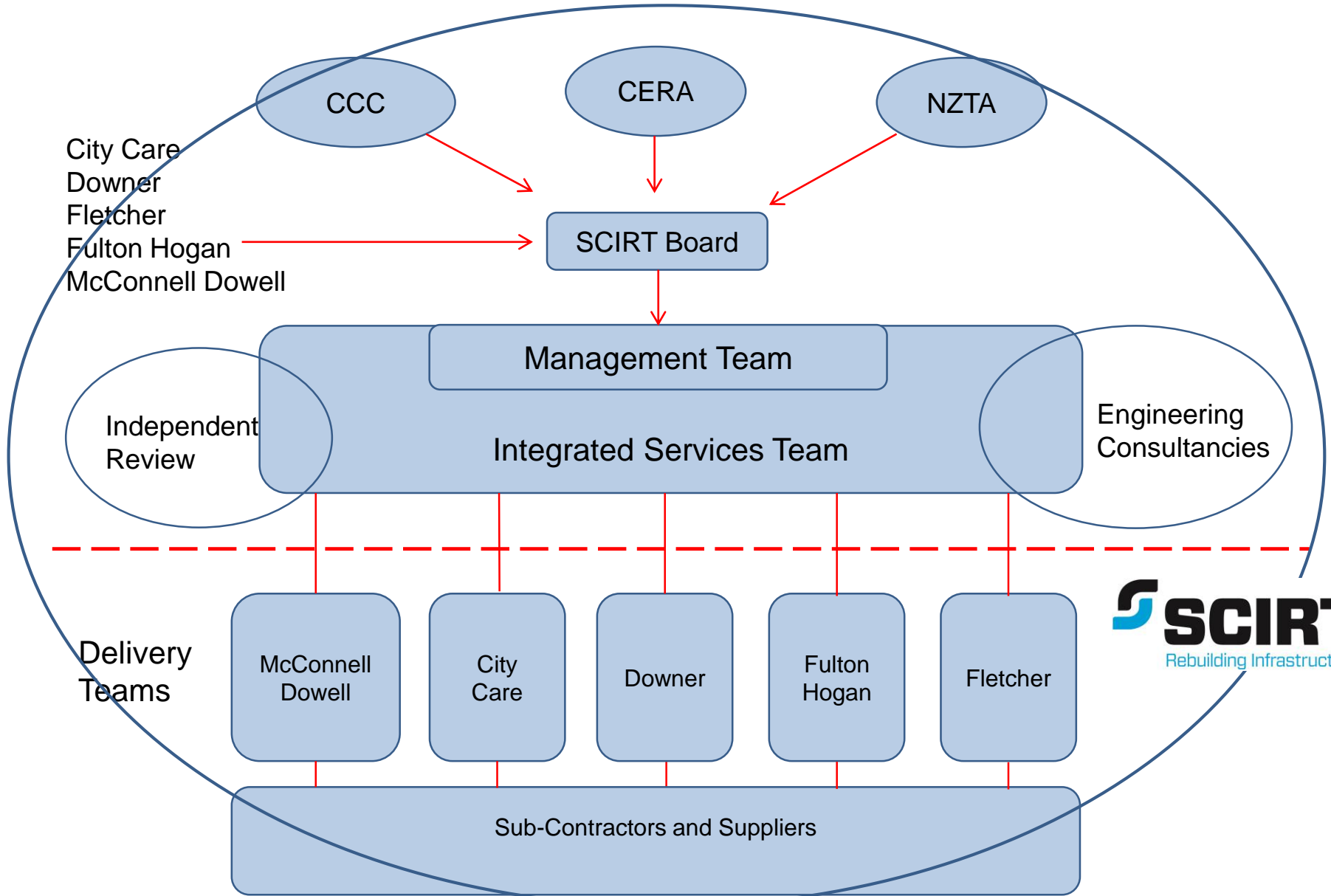


SCIRT KEY RESULT AREAS



People of Christchurch and New Zealand



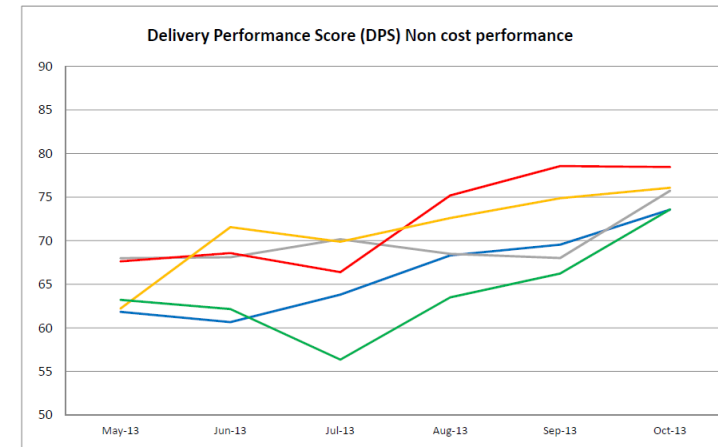
What are KRAs?

- Part of the SCIRT agreement – identified by Alliance partners as key to success of rebuild.
- Focus on:
 - Safety
 - Value
 - Our Team
 - Customer Satisfaction
 - Environment



What do KRAs do?

- Deliver outstanding outcomes in key areas
- Influencing behaviours
- Allocating work



Safety KRA – 0% weighting

KPIs	KPI WEIGHTING
Measure of Safety Engagement - Awareness <ul style="list-style-type: none">• Near Miss reports• Quality of Safety Auditing• Service strikes	40%
	30%
Safety Initiatives – Action <ul style="list-style-type: none">• New ideas• Spreading lessons learned	30%

Why Value as a KRA?

- Fundamental of SCIRT
- Expectation of Funders
 - Government
- Aspiration for Stakeholders
 - People of Christchurch and NZ
 - Asset Owners
 - CERA



Value KRA – 35% weighting

KPIs	KPI WEIGHTING
Productivity Gains <ul style="list-style-type: none">• Rate of Work Completed by month and Average over project	40%
Quality <ul style="list-style-type: none">• Project Design Review• Project Construction Review•	15% 15%
Innovations	30%

Why “Our Team” as a KRA?

Why?

- Outstanding Outcomes for the People of ChCh
- High Performing Teams

What?

- Skilled Resources
- Understood Vision, Goals and Objectives
- Environment of Uncertainty

How will we measure success?



What is “Our Team” KRA? – 20% weighting

KPIs	KPI WEIGHTING
<p>Alignment and Involvement of the Team</p> <ul style="list-style-type: none"> • Involvement of partners in establishing standards • Demonstration of collaboration 	<p>50%</p>
<p>Health and Wellbeing</p> <ul style="list-style-type: none"> • Wellness survey in the IST • Health and Wellness Initiatives - Shared and Reported on ProjectCentre 	<p>10%</p> <p>25%</p>
<p>Ownership of a Skilled Workforce</p> <ul style="list-style-type: none"> • % of Field engaged in NZQA Qualifications 	<p>15%</p>

Why Customer Satisfaction as a KRA?

- **SCIRT Commitment**
- **Highest Possible Standards**
- **Community and Stakeholder**
 - Trust & respect
- Independent market research:
 - Satisfaction with **communication**
 - Satisfaction with **product**



What is Customer Satisfaction KRA?

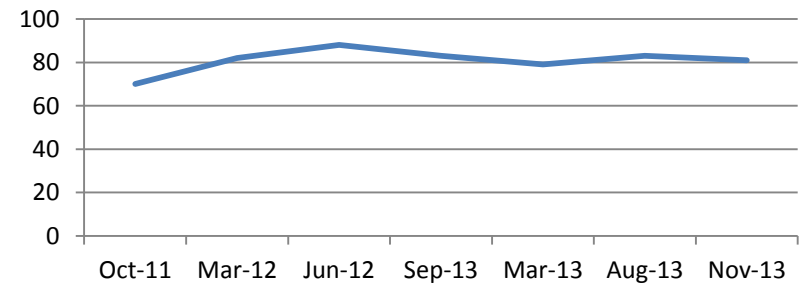
- 30% weighting

KPIs	KPI WEIGHTING
Community and Stakeholder Satisfaction with Product	50%
Community and Stakeholder Satisfaction with Communication	50%

Questions

- Work completed...
 - in the timeframe stated?
 - acceptable standard?
 - as stated?
- Level of information received?
- Traffic management?
- Helpfulness of contractor?
- Journey information
- Areas for improvement

Community Satisfaction with Communication - Face to Face Survey Results



What is Environmental KRA? – 15% weighting

Develop environmentally aware people and promote sustainable practices

KPIs	KPI WEIGHTING
Construction <ul style="list-style-type: none">• Culture – incidents/hazards reported	60%
Waste Minimisation <ul style="list-style-type: none">• Reduce, reuse and recycle	40%

Conclusions

- KRAs have been in place for over two years
- Successful tool to drive SCIRT behaviours
- Link to allocation of work and limb 3 remuneration provides real focus
- Need to review and update regularly to ensure rigour
- Best practice and legacy