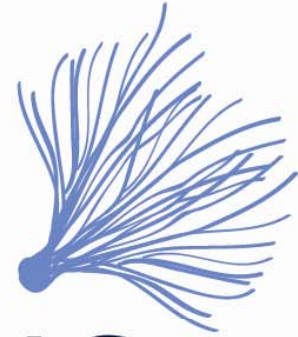


# Resilient ORGANISATIONS



A collaboration between research & industry

[www.resorgs.org.nz](http://www.resorgs.org.nz)

Key contacts:

Erica Seville: [erica.seville@rsrc.co.nz](mailto:erica.seville@rsrc.co.nz)

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## Tourism Recovery

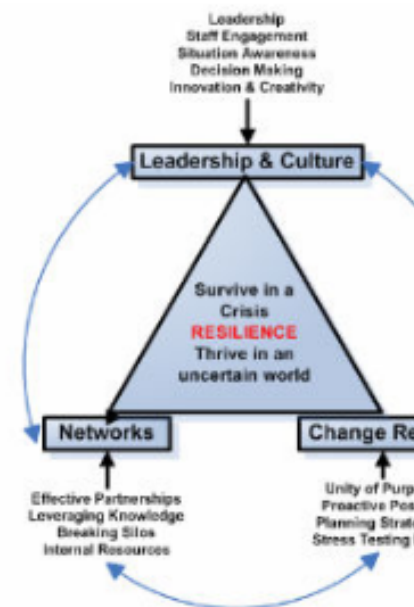
Christchurch has traditionally been the 'gateway to the South Island' for international tourists. In this latest report, Resilient Organisations track the challenges facing the tourism sector as it recovers from the Canterbury earthquakes.

[Tourism Recovery and Resilience after the Canterbury Earthquakes](#)

(image thanks to CCT)



## About organisational resilience



## About Us

Resilient Organisations (ResOrgs) is a public good research programme based in New Zealand. We have been researching what makes organisations resilient to crises.

## Latest News

01 Nov 12

**PhD Scholarship just Announced**

Resilient Organisations are pleased to announce applications

# Resilience Indicators

- Resilient Organisations - able to not only survive a crisis, but also to thrive in a world of uncertainty

<b>Leadership and Culture:</b> The <u>adaptive capacity</u> of the organisation created by its leadership and culture	<b>Networks:</b> The internal and external <u>relationships</u> fostered and developed for the organisation to leverage when needed.	<b>Change Ready:</b> The <u>planning</u> undertaken and direction established to enable the organisation to be change ready
• Leadership	• Effective partnerships	• Unity of purpose
• Staff engagement	• Leveraging knowledge	• Proactive posture
• Situation awareness	• Breaking silos	• Planning strategies
• Decision making	• Internal resources	• Stress testing plans
• Innovation and creativity		

# Resilience Thumbprint

RESILIENT  
BUSINESS 

## Test Resilience Report

**Resilience: the ability of an organisation to survive a crisis and thrive in a world of uncertainty.**

Thanks for taking the time to better understand your organisation's resilience.

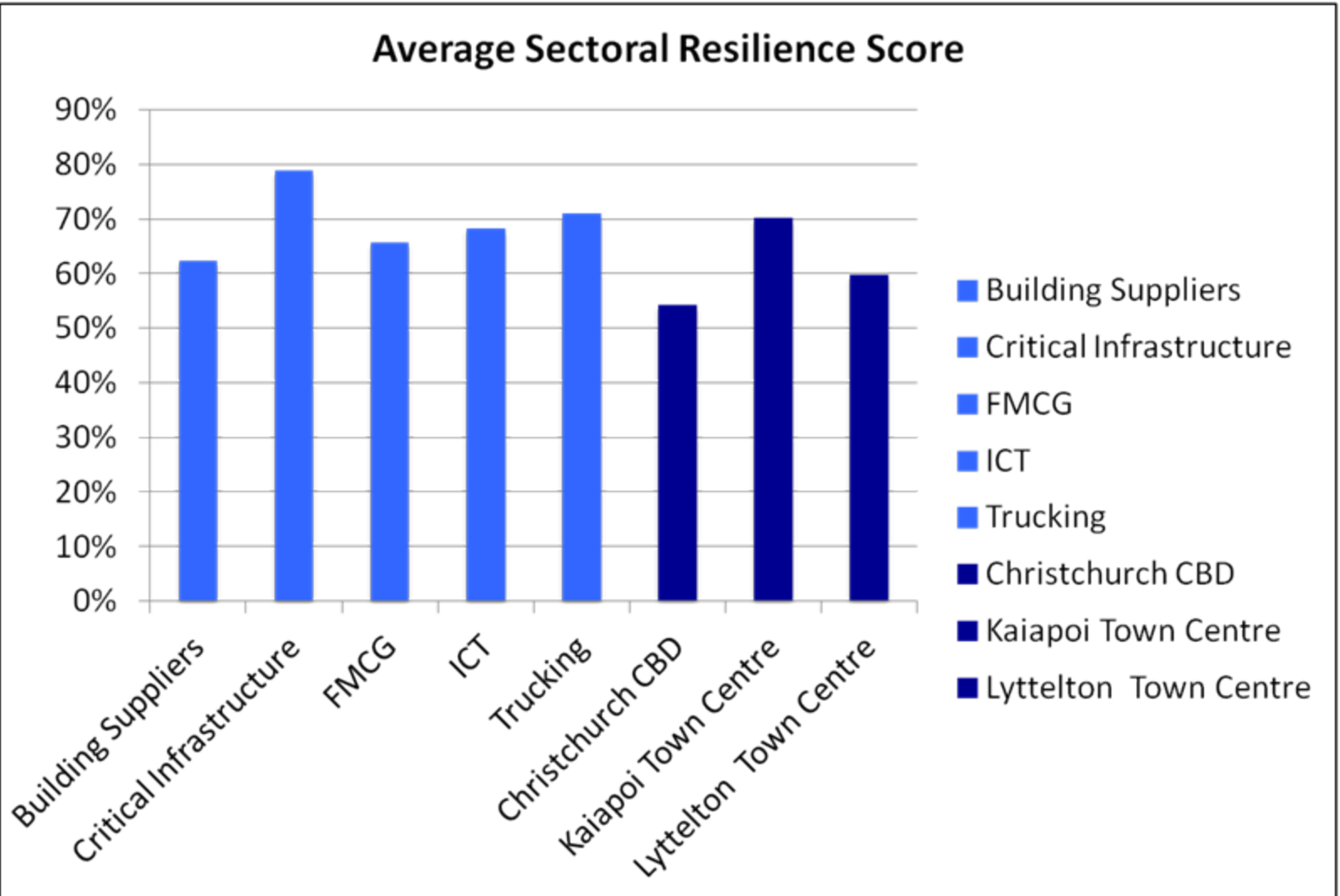
Earthquakes, floods, snow storms, power outages, and equipment breakdowns; disruption and adversity are just facts of life for business. The good news is there are simple steps that you can take to help your business 'get thru'. Read on...

### Your Resilience Score

The below scale shows how your organisation's resilience compared to other small and medium sized businesses:



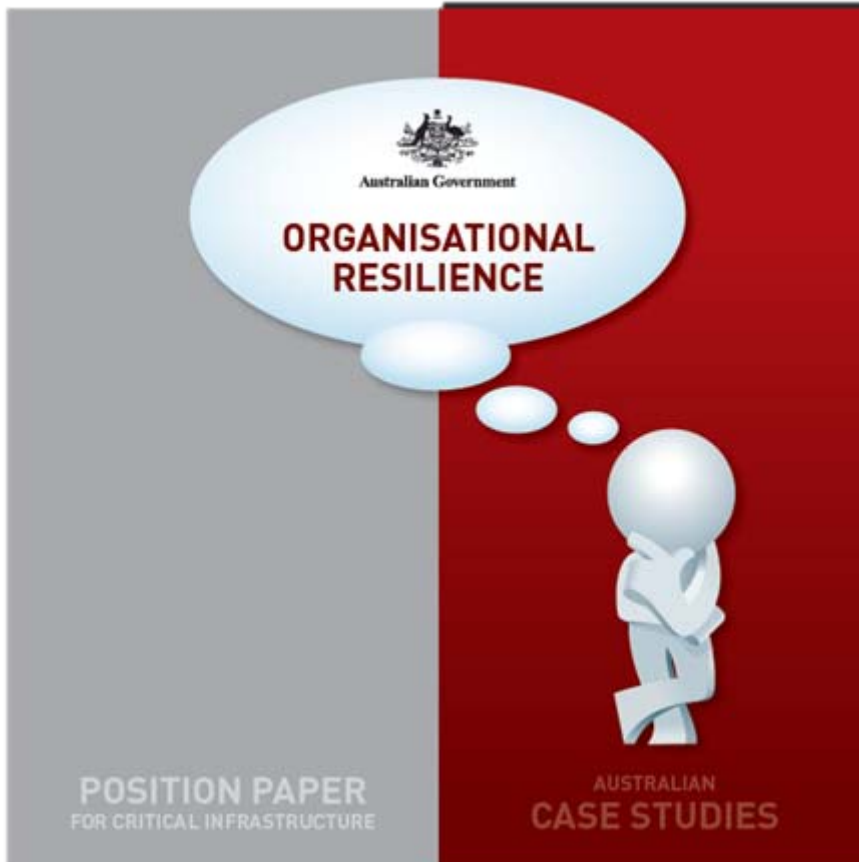
# Recovery and Resilience in Canterbury





# REAG – Resilience Expert Advisory Group

- Resources for Critical Infrastructure
- <http://www.tisn.gov.au/Pages/Resilience.aspx>



# 'Get Ready Get Thru' for Small Business

- a useful resource  
for your suppliers?



**EARTH-  
QUAKES  
FLOODS  
SNOW  
STORMS  
POWER  
OUTAGES  
EQUIP-  
MENT  
BREAK-  
DOWNS...**

Disruption and adversity  
are just harsh facts of  
life for business

---

The good news is  
there are simple steps  
that you can take to  
help your business  
'get thru'.

---

# Major New Projects focused on Infrastructure

- **Economics of Resilient Infrastructure**
- **Resilient Infrastructure through Effective Organisations**

Four crucial factors in response and recovery

- a) the ability of senior managers to reframe the organisation's mission,
- b) the ability of middle managers to support and resource staff to maintain staff engagement,
- c) the ability of the organisation to learn from its experiences, and
- d) the ability of the organisation to initiate and maintain collaborative relationships, such as alliances and partnerships, with other organisations.





## Disaster Reconstruction Resourcing



*A research project devoted to the improvement of the construction industry for rebuilding Christchurch*

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### News

- [Resourcing the Canterbury Rebuild - Changes and Emerging Themes](#)

2 August 2012

- [A summary of Baseline Study Reports is now available on the RecRes website. We hope you find it interesting!](#)

1 May 2012

- Resourcing the Canterbury rebuild: issues and

### Welcome

New Zealand is threatened by significant natural hazards. Past experience in New Zealand has demonstrated an ability to cope with small-scale natural disasters; but the recent September 4, 2010 and February 22, 2011 earthquakes in Christchurch has tested our ability to tackle a large-scale event. Given the amount of damage to residential property, commercial buildings and infrastructure, the repair and reconstruction in the quake affected areas will challenge the New Zealand construction sector in terms of resources and capacity. Resource pressures including shortages of materials, components, specialised skills, and professionals are likely to play out in pricing, quality and ability to deliver projects on time.



THE UNIVERSITY OF AUCKLAND  
NEW ZEALAND



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**Resourcing of the Canterbury rebuild:**  
*Changes and emerging themes*

June 2012

Alice Chang-Richards  
Suzanne Wilkinson  
Erica Seville



THE UNIVERSITY OF AUCKLAND  
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Resilient Organisations Research Report 2012/07

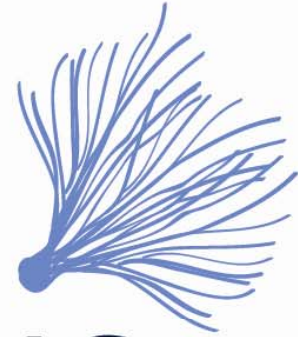
**Resourcing issues in past disaster  
recoveries: Some perspectives**

July 2012

Alice Chang-Richards  
Suzanne Wilkinson  
Erica Seville  
David Brunson



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