

December 10, 2011

**Statement of Beth Adam**

My name is Beth Adam and I was a phone-based customer services representative for the Christchurch City Council at the time of the first earthquake in September 2010. I Worked in this role for the Council from 14 April 2009 to 15 April 2011.

I do not remember taking the call regarding 7 Riccarton Road, which the Council's WorkSmart Details page records as being received by me on 8 September 2010, but I was at work for the Council on this day.

My process at the time, when receiving a call of this nature, would have been to raise a job in the Council's WorkSmart system and this would be sent by the system to EQC Emergency Operations Centre, Civil Defence. I would have typed the details as the caller was speaking to me and am confident that what is contained in the details on the WorkSmart form is an accurate record of what he told me, even if it is not every word he said. That was the full extent of my involvement with this matter.

Signed:



Beth Adam