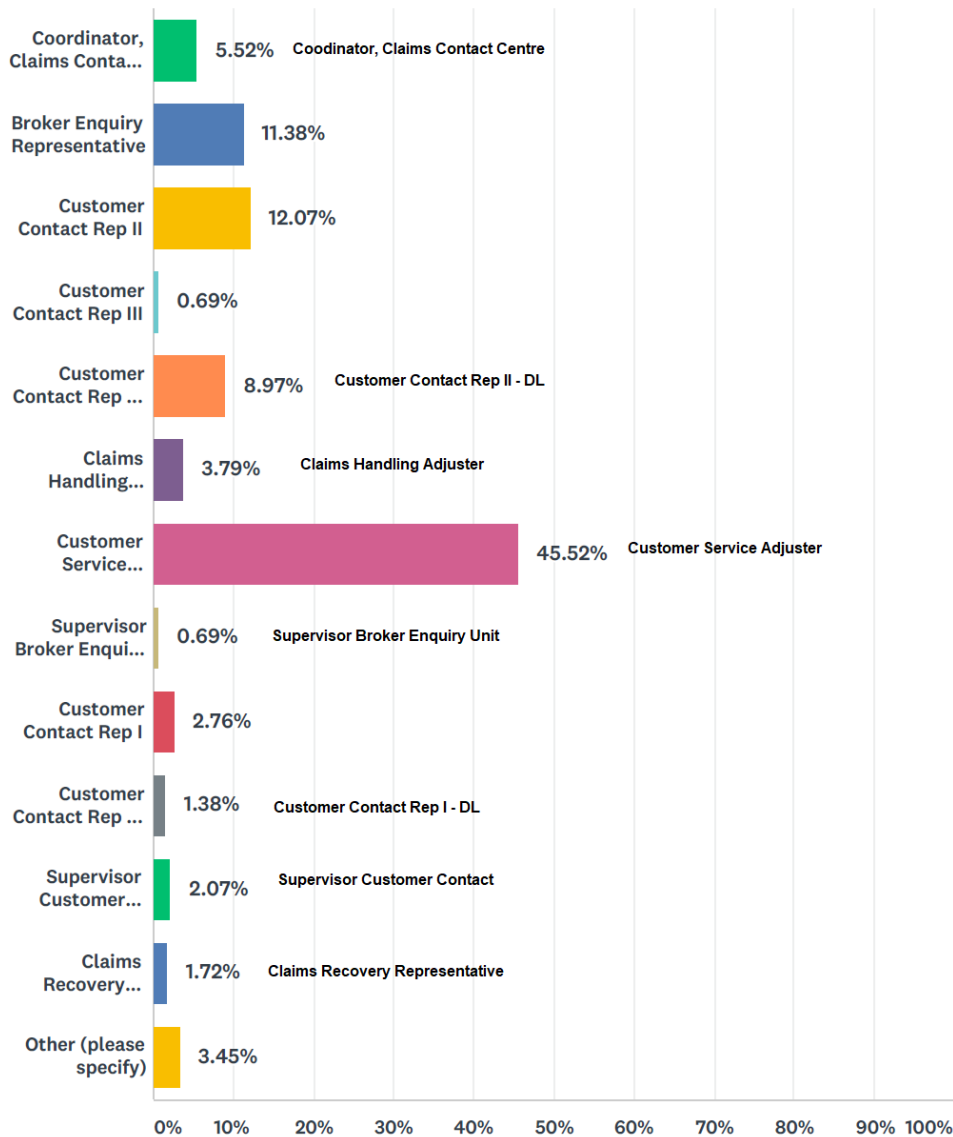


ICBC Call Centre Employees Survey Results

July 2018



Q1 I am a*select one only*

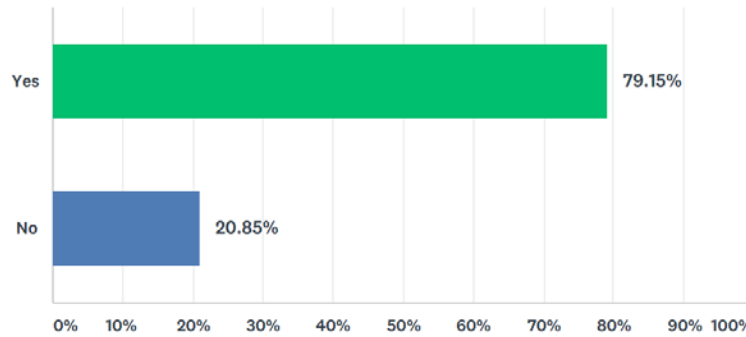


Other responses include: Customer Contact Rep on LTD; estimator; broker relations coordinator; BEUU Rep II; Claims Contact Representative; Broker Enquiry Rep II; CCSU Claims Contact Support Unit; Customer Contact Rep in head office.

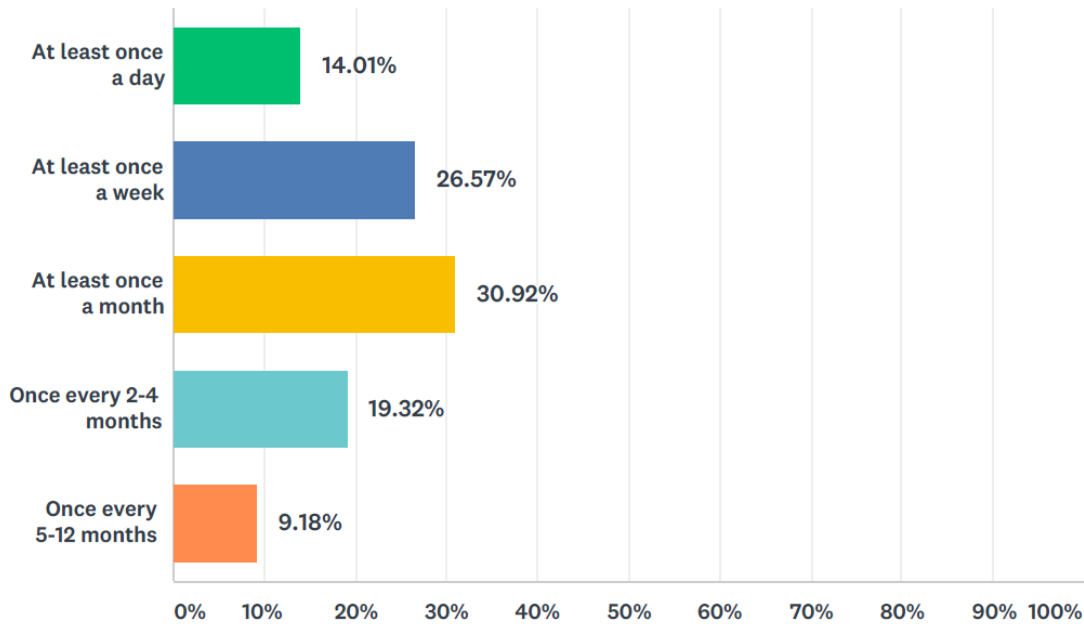
Q2 The call centre I work in is:

Various responses across B.C.

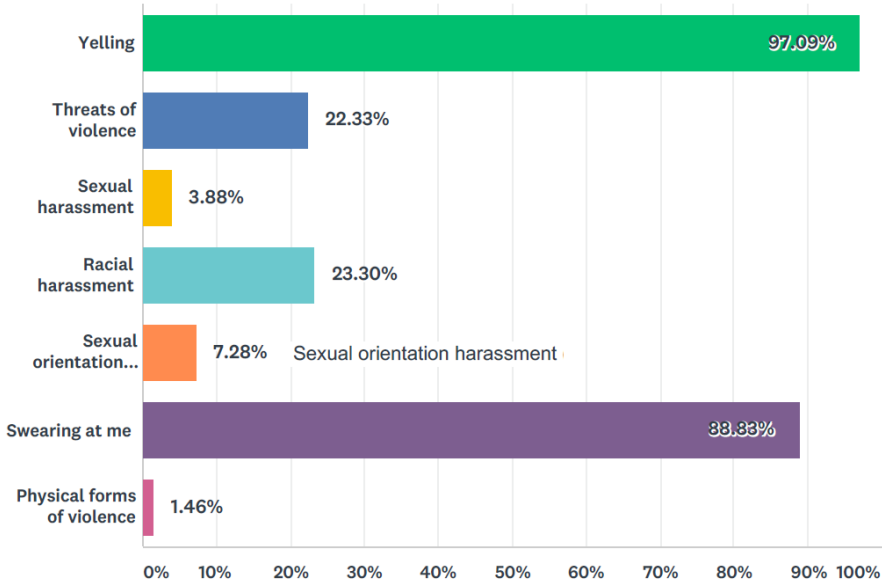
Q3 In the past 12 months, I have been verbally abused by a customer and/or business partner (abuse can include, but is not limited to: swearing, yelling, threats of violence, sexual and racial harassment, etc.)



Q4 How frequently has this happened to you?

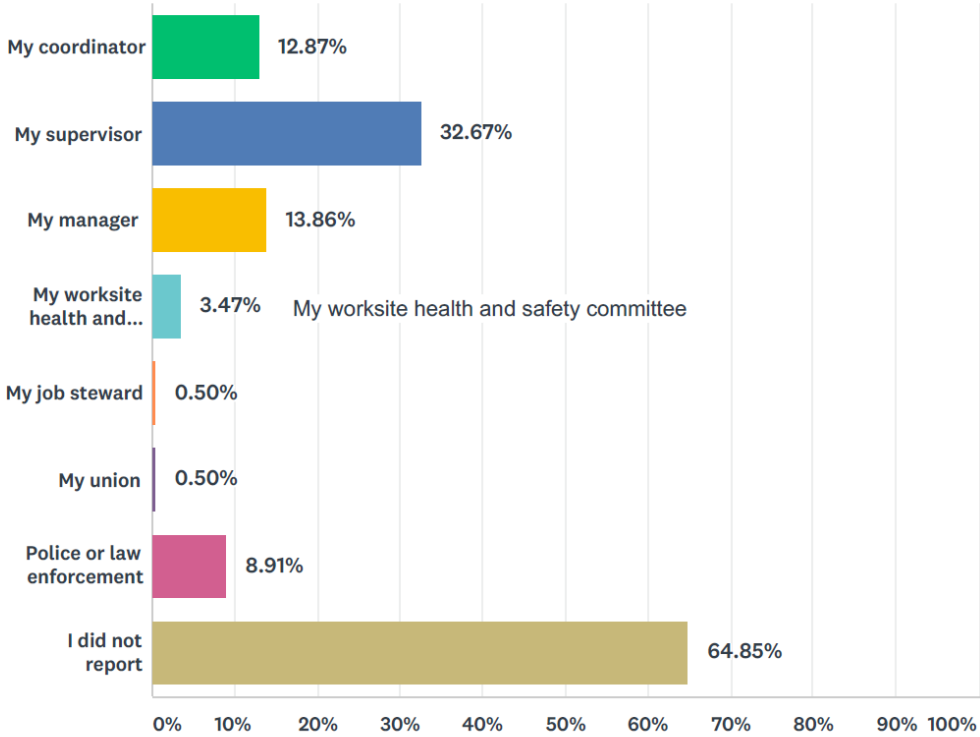


Q5 Please check all forms of abuse that you have personally experienced in the last 12 months from customers and/or business partners?

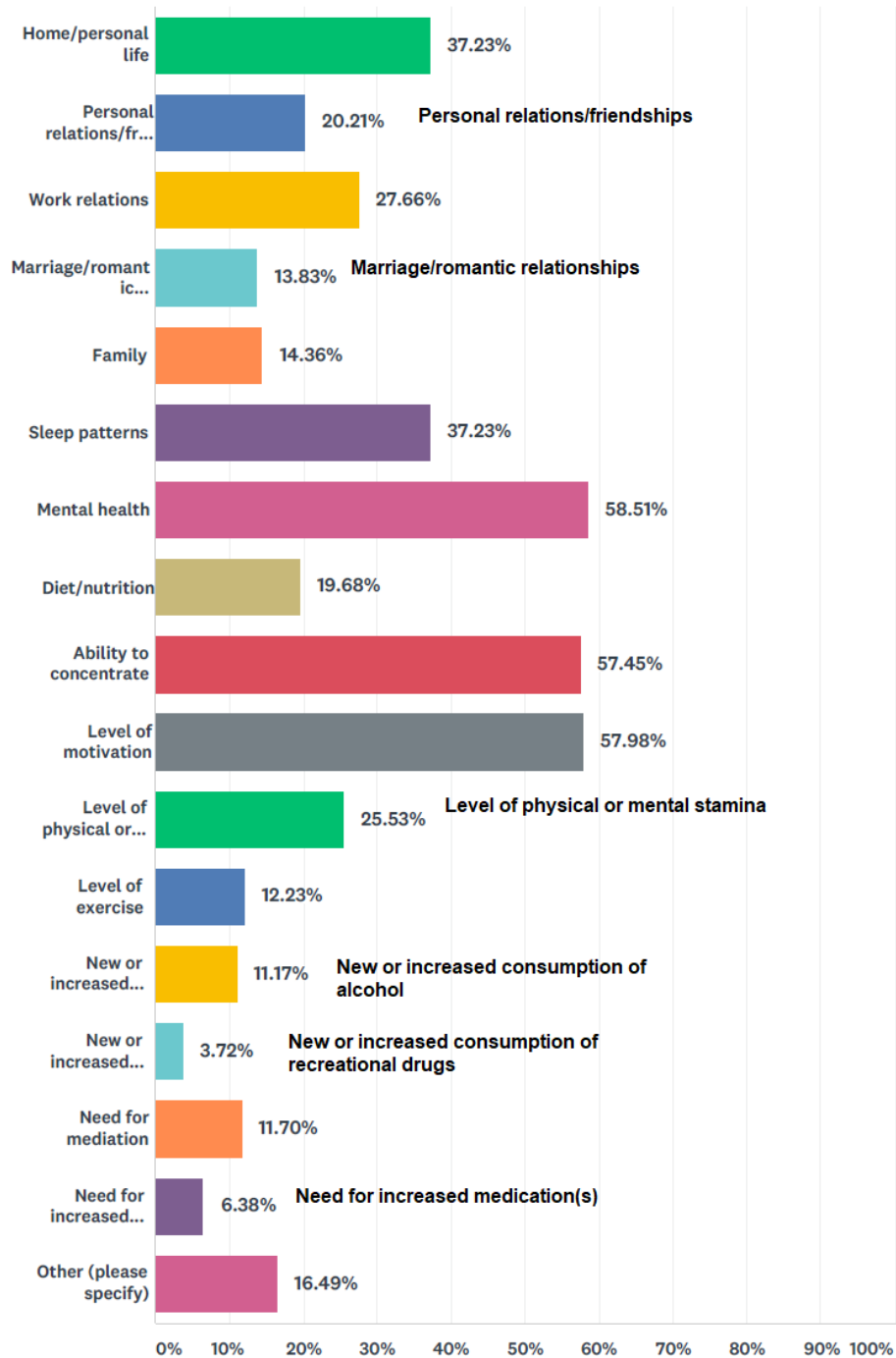


Other responses include: personal attacks; threats of stalking; racist comments though not personally directed; rants/insults against ICBC; harassment over job security; threats of self-harm; use of derogatory language; threatening other customers.

Q6 I have reported this/these incident(s) to*check all that apply*



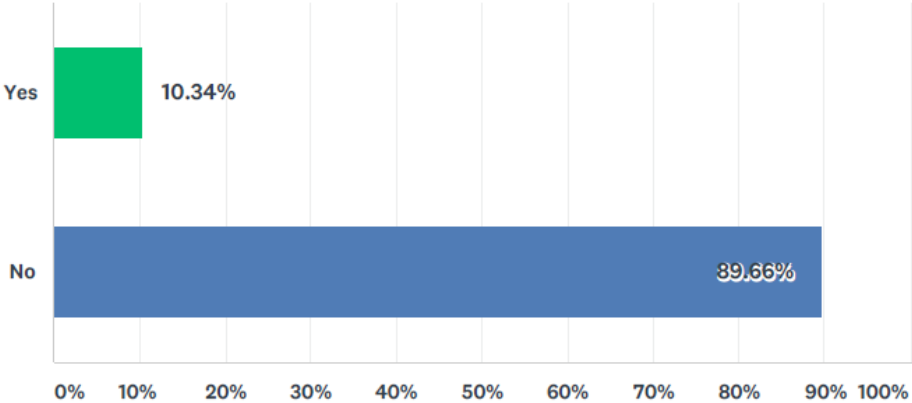
Q7 The abuse I have experienced had a negative effect on my (please select all that apply):



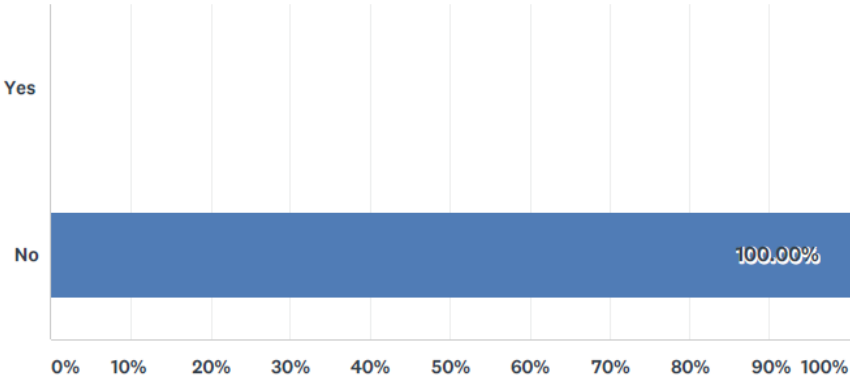
Other responses include: didn't affect me; negatively affected the day; stress and anxiety; stress on pregnancy that forced medical leave; frequently looking

for new job; low self-worth or value; employer makes me feel useless; immune system; attitude towards that specific customer; morale issue at work; faith in customers and humanity; fertility; drastic change of customer service for next client that starts swearing; accept as part of job.

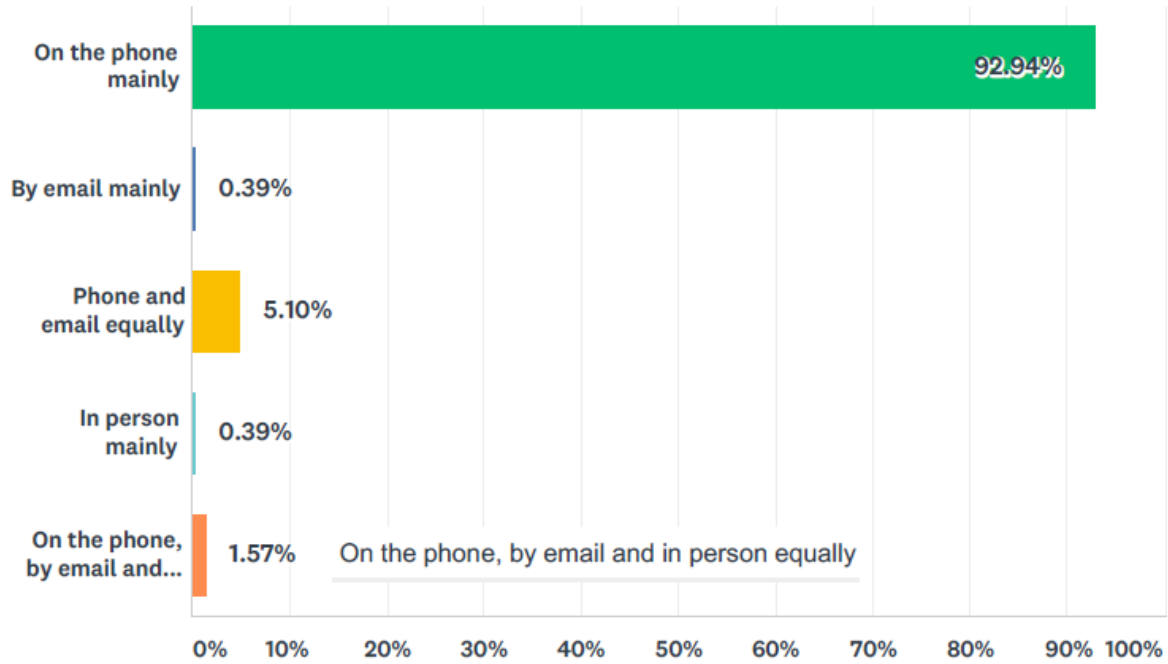
Q8 Have you missed any work as a result of workplace abuse?



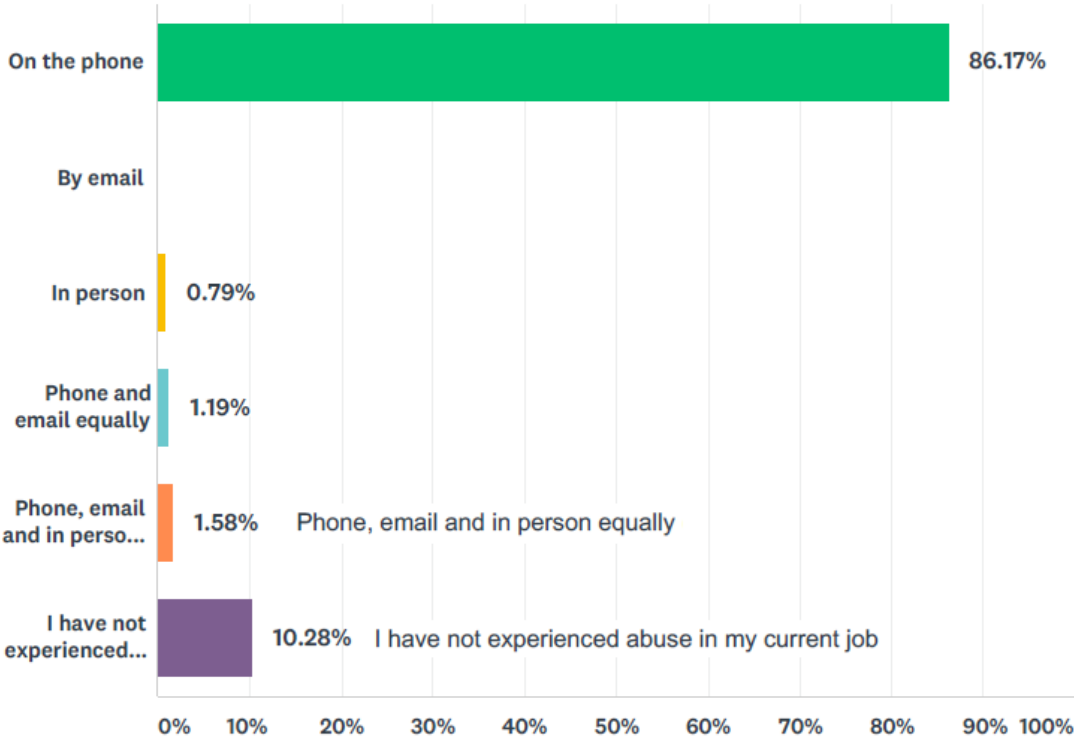
Q9 Have you reported this/these incidents to Worksafe BC / WCB?



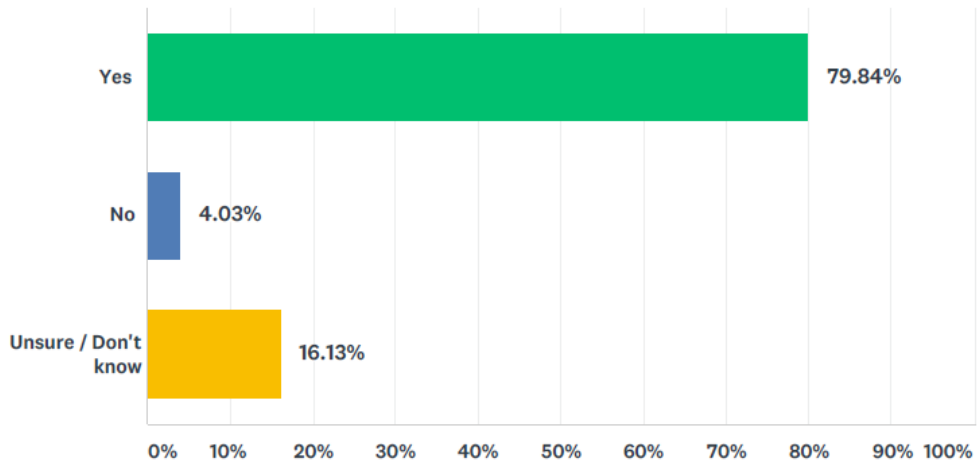
Q10 My interaction with customers is mostly:



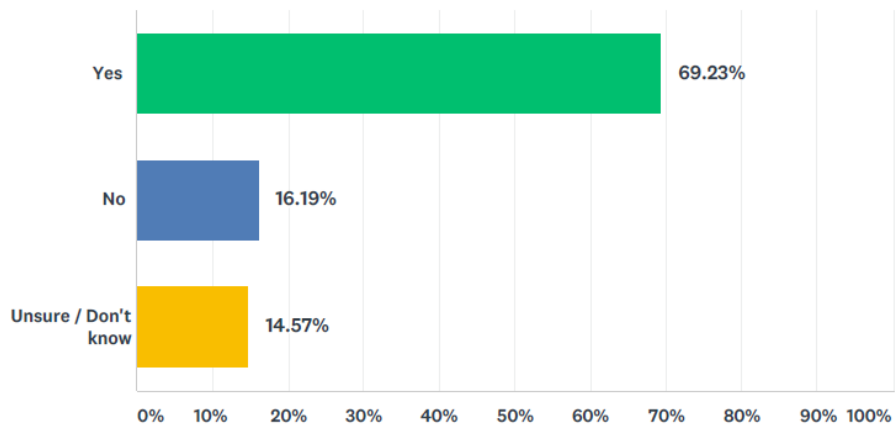
Q11 I feel abuse occurs primarily when I am dealing with customers/business partners



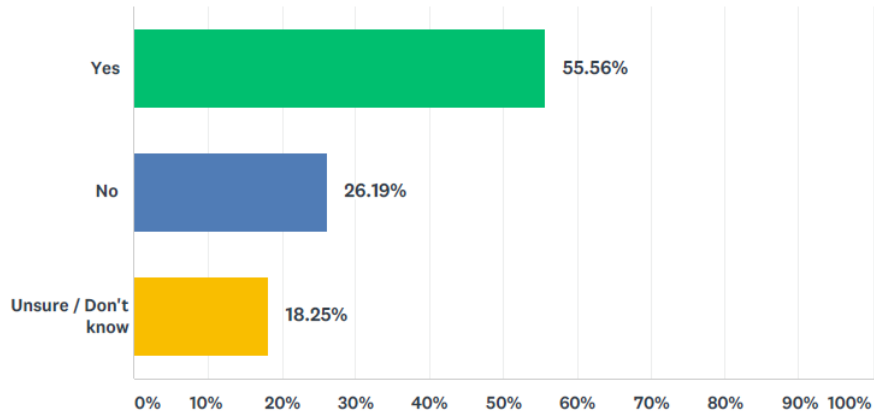
Q12 ICBC has a policy and procedure on how to handle abusive customers and business partners:



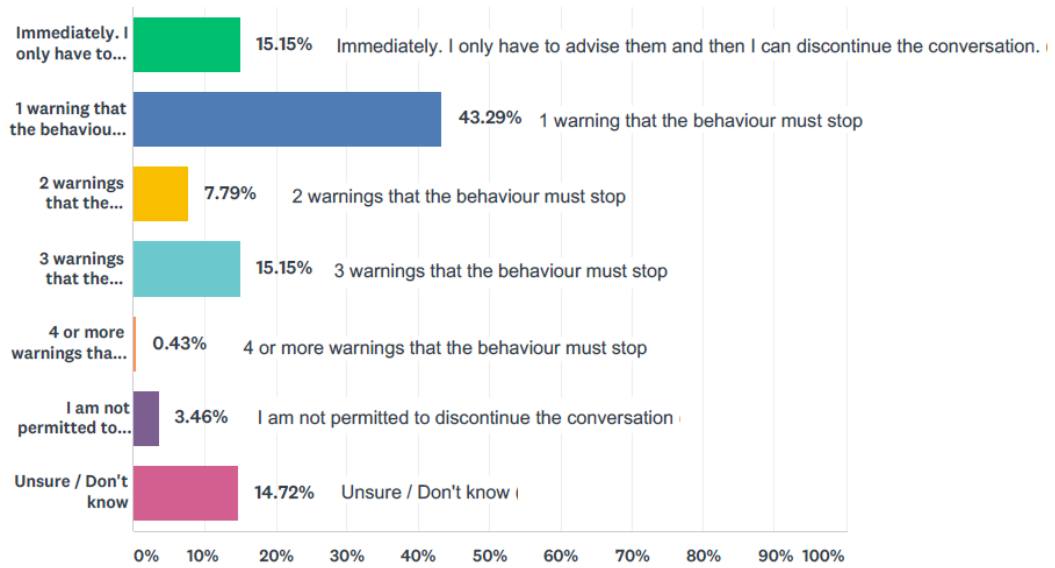
Q13 I have received specific training on what to do and who to report to when I am faced with abusive customers or business partners:



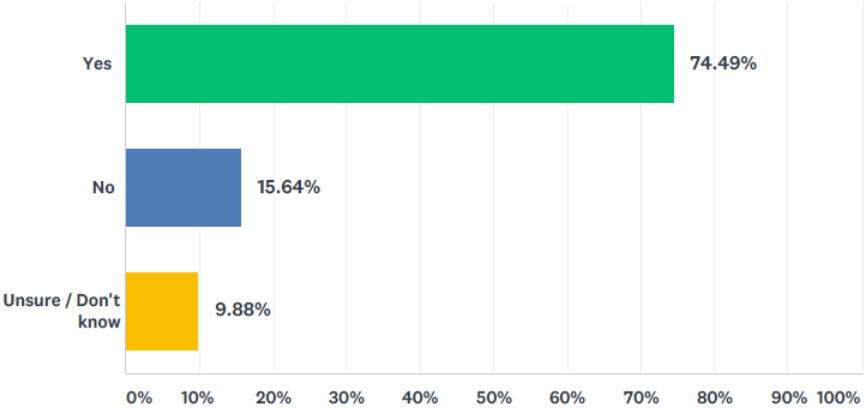
Q14 I have received specific training on what to do and who to report to if I witness my coworker(s) being exposed to abusive behaviours by customers or business partners.



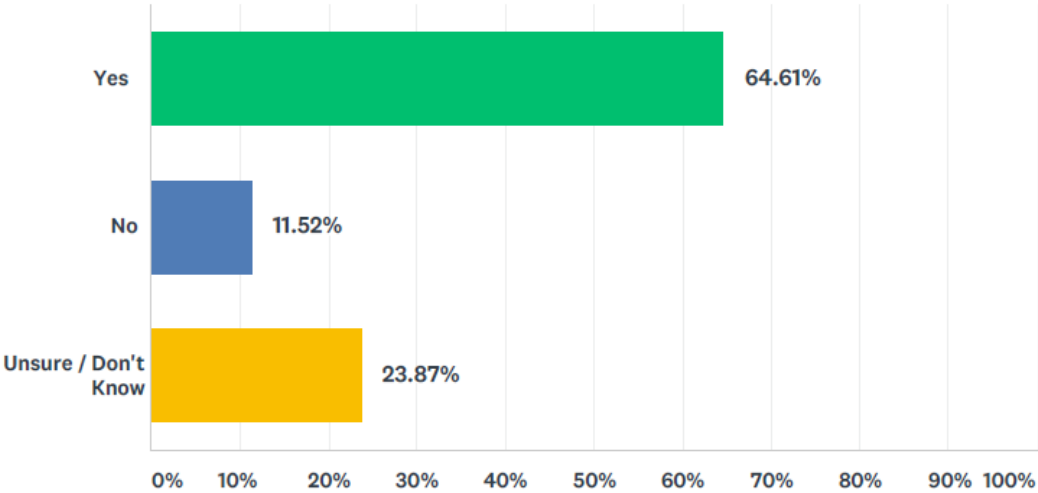
Q15 In my job, I can discontinue a phone call with an abusive customer or business partner after...



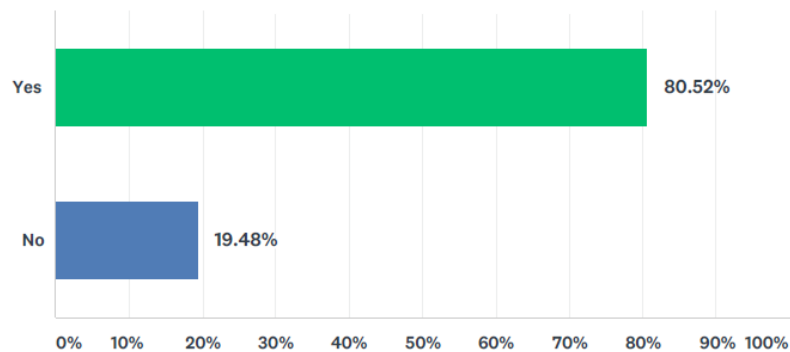
Q16 Do you believe having your first and last name on your email address and other correspondence with customers or business partners is a risk to your safety?



Q17 In my job, I have the right to refuse unsafe work

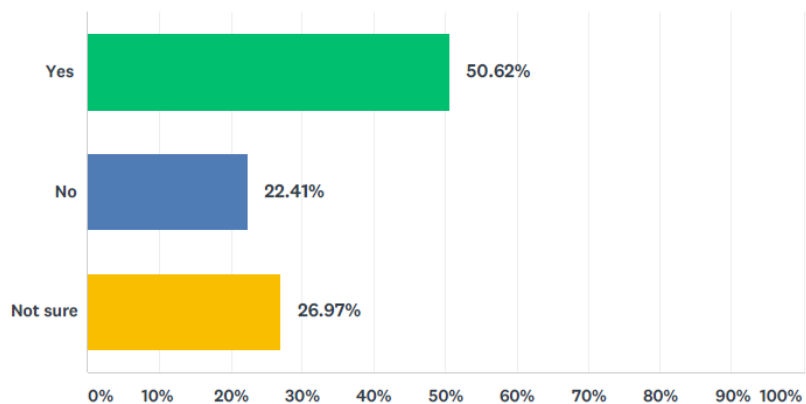


Q18 If yes, I feel comfortable in exercising my right to refuse unsafe work

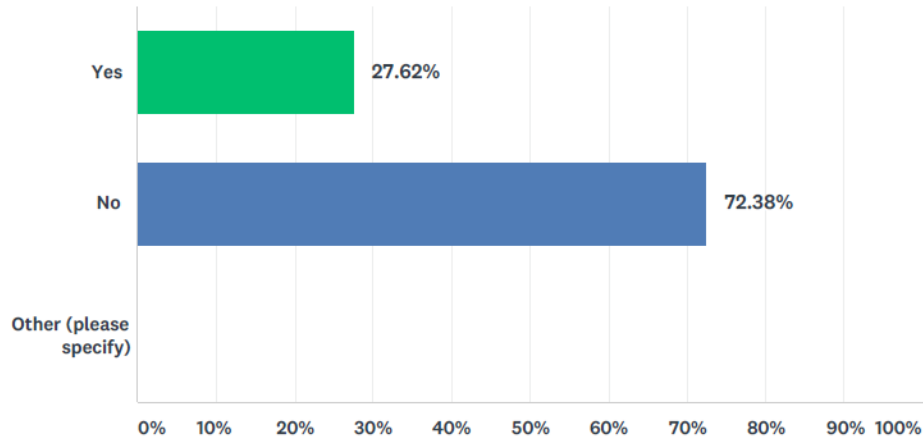


No responses include: feel it will have negative effect on job; too new to say no; managers walk all over us; safe workplace is just a show, but this company does not believe in collective agreement or care about me as employee; might get disciplined or affect future job applications or promotions; don't want to lose my job; employer says work now grieve later; no one to report verbal abuse on the phone; might face disciplinary action for ending a call and then that would cause stress and can't afford to be off work; managers play down abusive behaviour; culture at ICBC doesn't allow for it.

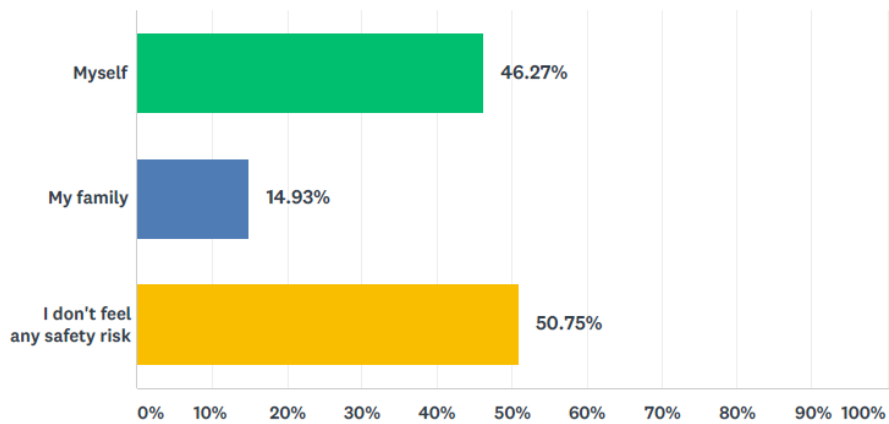
Q19 MoveUP has approached ICBC to request putting a message on their phone system asking callers to be respectful of staff and to refrain from engaging in any abusive behaviour while speaking to an employee. Do you think this will help to reduce or eliminate the amount of abuse that ICBC staff are subjected to?



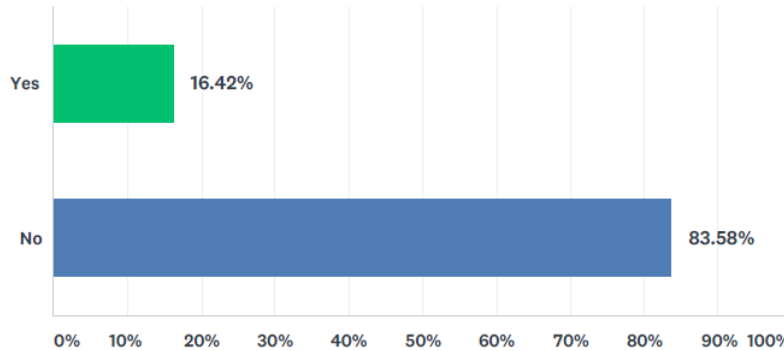
Q20 Have you ever experienced abuse related to your work at ICBC while outside of the workplace, on your time off?



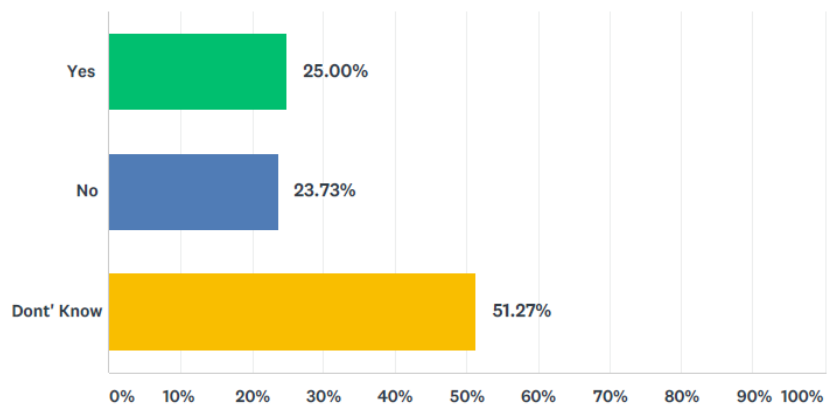
Q21 When experiencing work-related abuse outside of the workplace, I feel there is a safety risk to...



Q22 Do you know the names of the union members who serve on your Joint Worksite Occupational Health and Safety Committee?



Q23 Do you feel the Joint OH&S Committee is effective in protecting your health and safety at work?



Q24 Are there other issues facing your workplace health and safety that you would like us to be aware of? Please detail below.

Responses include: abuse from other co-workers who talk to supervisors about mistakes; supervisor should not be too loud when calling our attention; computer system faulty and causes data loss; abusive behaviour by some of the supervisors that work companion line; chairs are bad; too much clicking can lead to carpal tunnel and other issues; having to wait more than an hour to go to bathroom; told during training that it is your job to deal with angry people; added responsibilities and duties coming from other departments have led to longer call times and longer waits; new QA marking are borderline harassing; call centre environment's strict adherence to break times and schedules leads to inability to develop friendships at work, very isolating

feeling; abusive attacks on and rants on email; work is extremely monitored and criticized and scrutinized; treated like machines; bathrooms far; when you hang up on abuse, managers will meet you with and tell you why you should have stayed on the line; heating and AC don't work properly; micromanaged; lunchrooms are not clean; part-time staff are mistreated (forcing full-time days/weeks, rescheduling stats, etc.); first aid rooms needs to be cleaned and organized for equipment.

Q25 Do you have any suggestions on how ICBC can better protect employees from customer or business partner abuse? Please detail below.

Responses include: provide more training on handling difficult customers and when to disconnect call; simulation training of abusive callers; create online only claims reporter; advise callers there is zero tolerance policy; clearer guidelines and have procedures clearly explained; treat us better by not defending the wrongdoing; securing the building better; remove last names from emails and correspondences sent out; ICBC only paying lip service to staff; feel we are on edge and management team is so secretive and employees scared they will get locked out; have supervisors on the floor at all times; use fake names and ID numbers instead of real names; more advertising on the public; review the compliance stats that are expected of a customer service adjuster, they are unrealistic; review amount of time customer service adjuster has between calls; review part-time status; part-timers in dial-a-claim should no longer get extra day off when stat falls in line with their scheduled week of work; should be allowed to hang up on customer without warning if they are swearing; allow us to stand up for ourselves to customer; need clear and specific instructions on how to handle verbally abusive customers on phone.