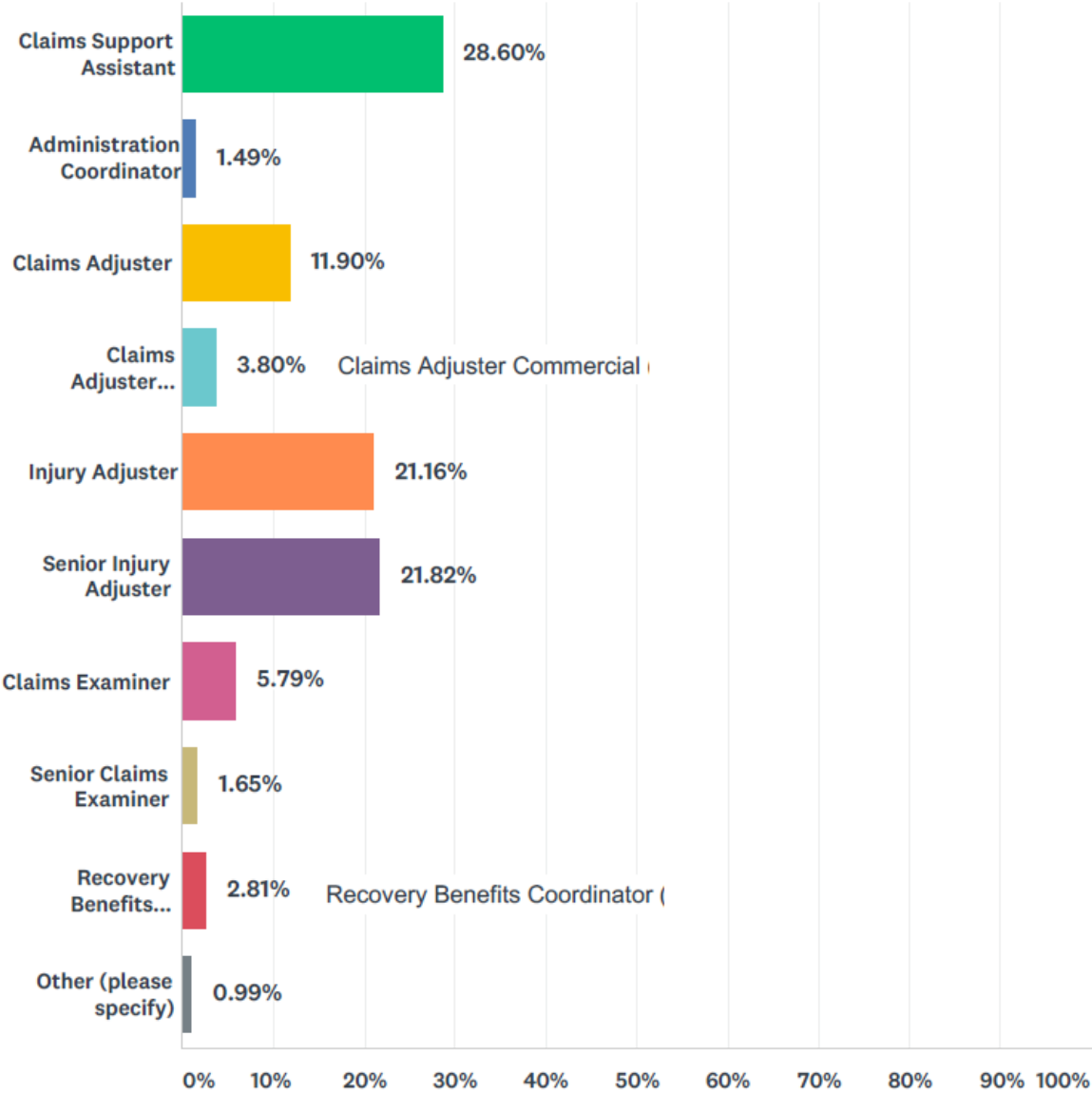


ICBC Claims Division Survey Results

July 2018

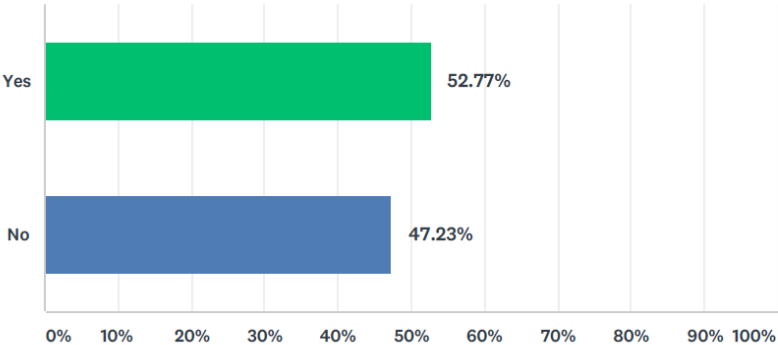


Q1 I am a*select one only*

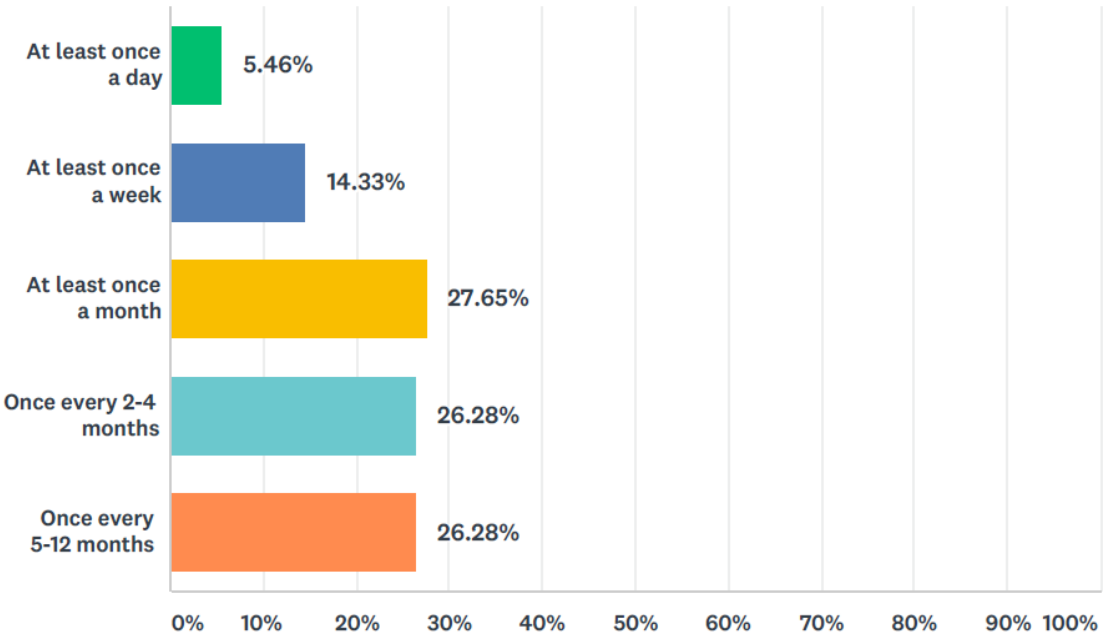


Other responses included: broker inquiry representative; litigation paralegal; commercial claims examiner; legal secretary; estimator; estimator - frt line.

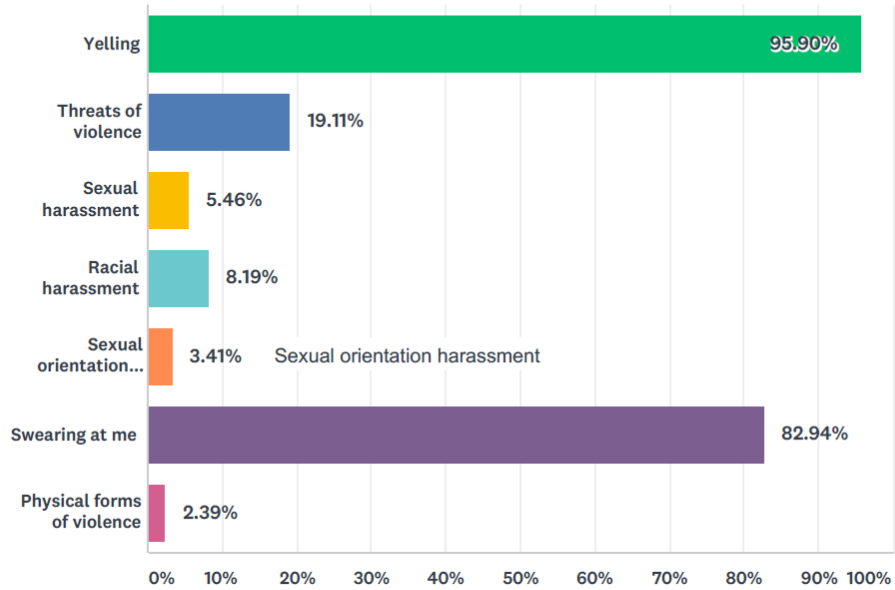
Q2 In the past 12 months, I have been verbally abused by a customer and/or business partner (abuse can include, but is not limited to: swearing, yelling, threats of violence, sexual and racial harassment, etc.)



Q3 How frequently has this happened to you?

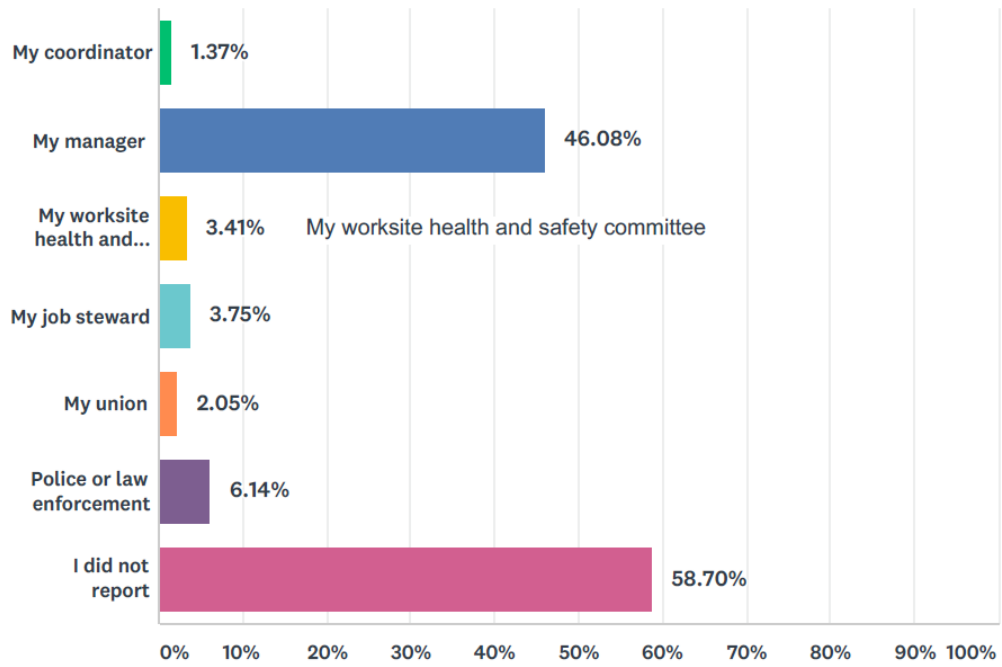


Q4 Please check all forms of abuse that you have personally experienced in the last 12 months from customers and/or business partners?

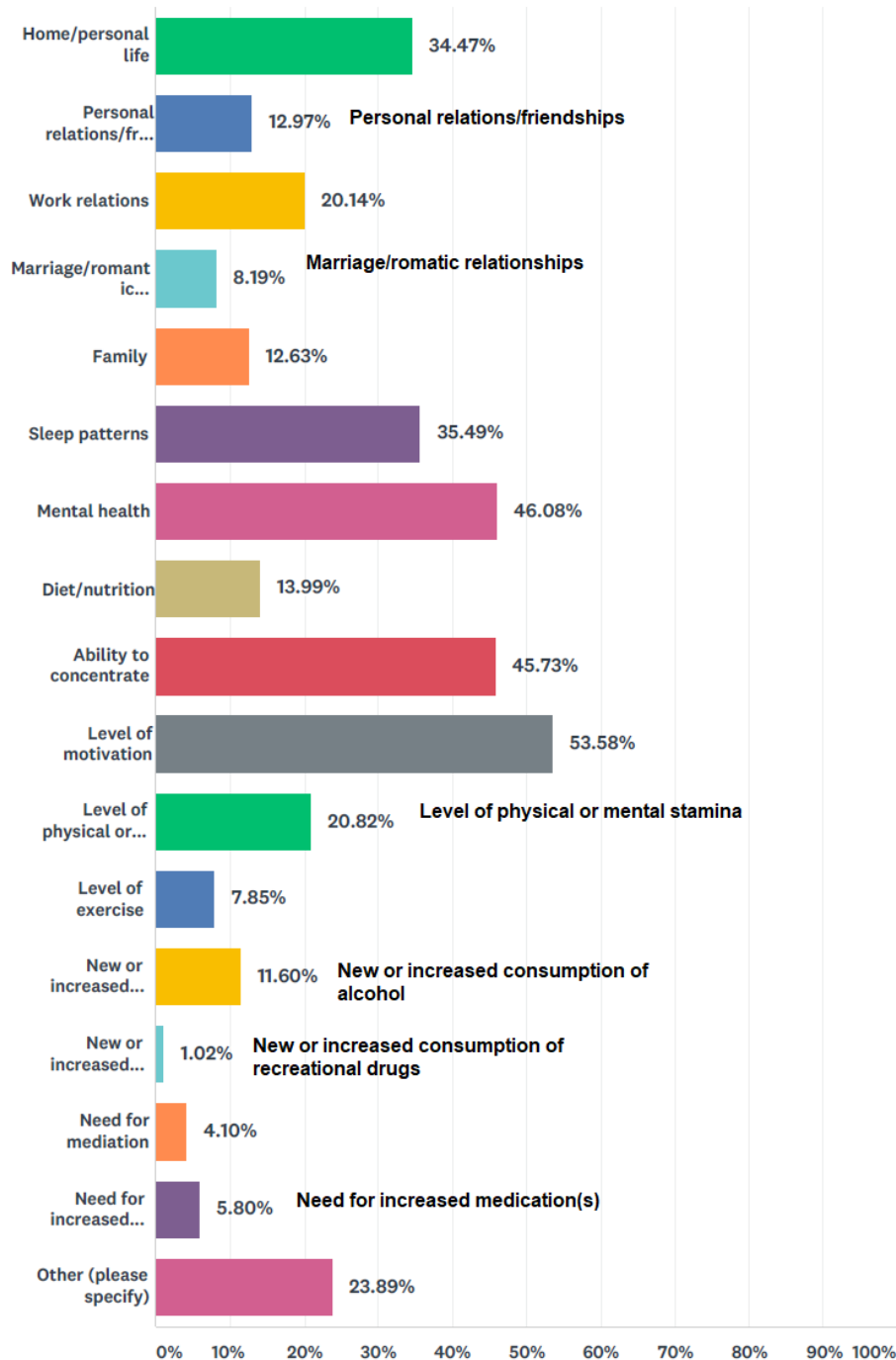


Other responses include: intimidation, aggressive rudeness, sexual inappropriateness happening when working reception alone; threats and false accusations; slamming phone against wall; threats of exposure; blackmail; legal threats; shunning; sexual discrimination; derogatory emails; personal attacks in emails; threats of stalking; being videotaped; demeaning or condescending tone; repeated harassing callbacks; death threats; threatening family; threatening to report false claim; threats of suicide; harassment by co-worker.

Q5 I have reported this/these incident(s) to*check all that apply*



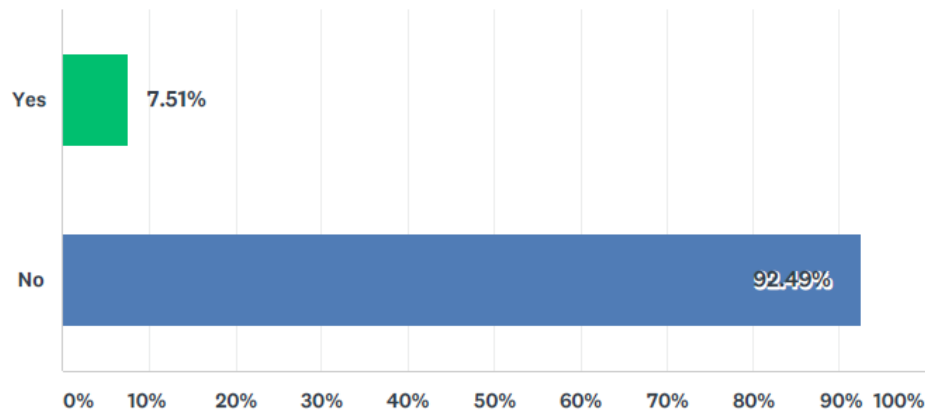
Q6 The abuse I have experienced had a negative effect on my (please select all that apply):



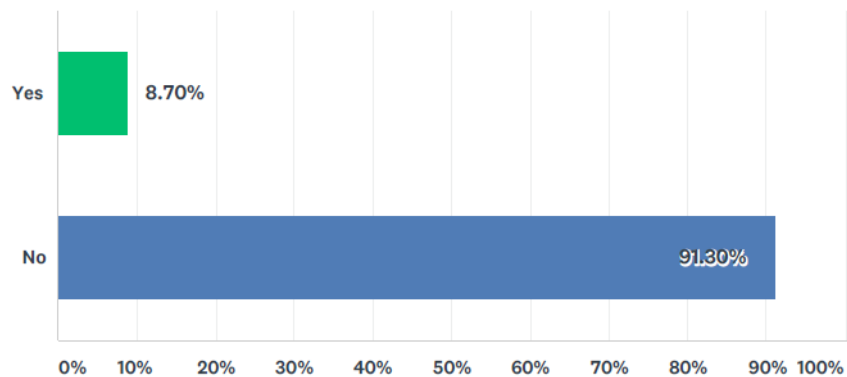
Other responses include: aggravated pre-existing conditions; anxiety and depression; leave it at work but don't let it affect negatively; learned to cope; negative mood for rest of day; enthusiasm for work; irritation; anxiety and fear

related to pregnancy; increased smoking; negative outlook on society; affects your trust in people; nervous about contacting customers; feeling worthless; feeling there is no point reporting; asked to be removed from job as front-facing employee; affecting ability to provide good customer service; I loved it because it meant customer didn't have strong case and I wouldn't fold; concern for my personal information; work balance and fear.

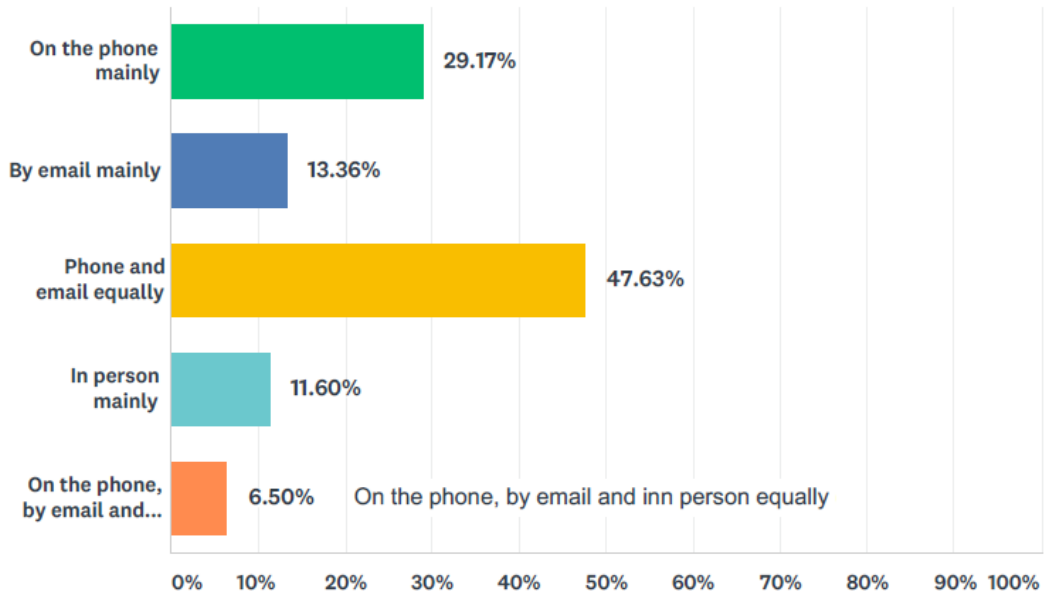
Q7 Have you missed any work as a result of workplace abuse?



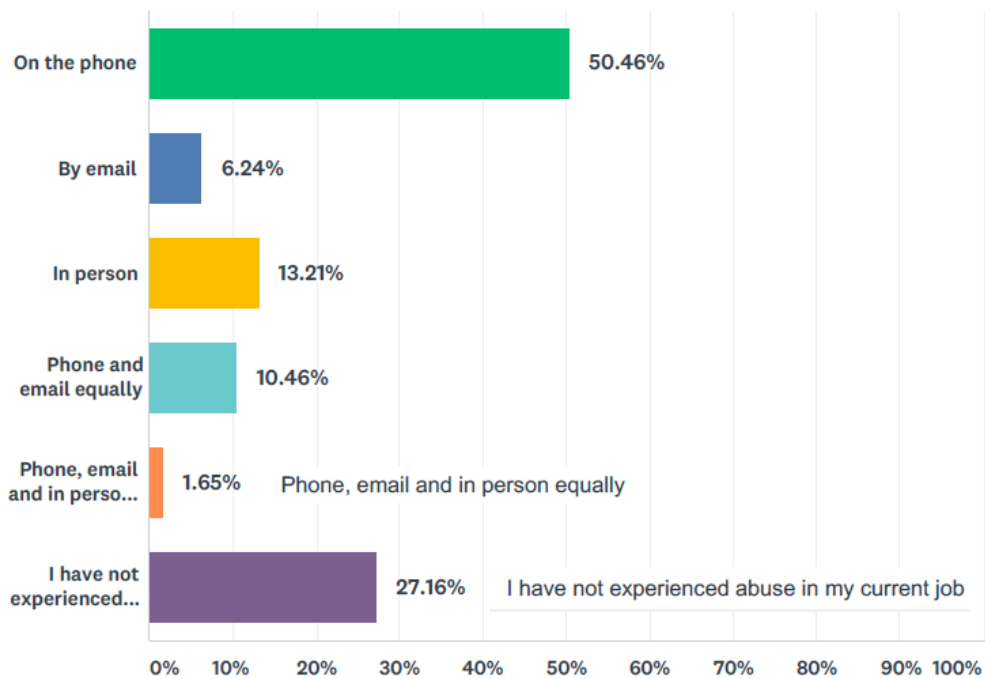
Q8 Have you reported this/these incidents to Worksafe BC / WCB?



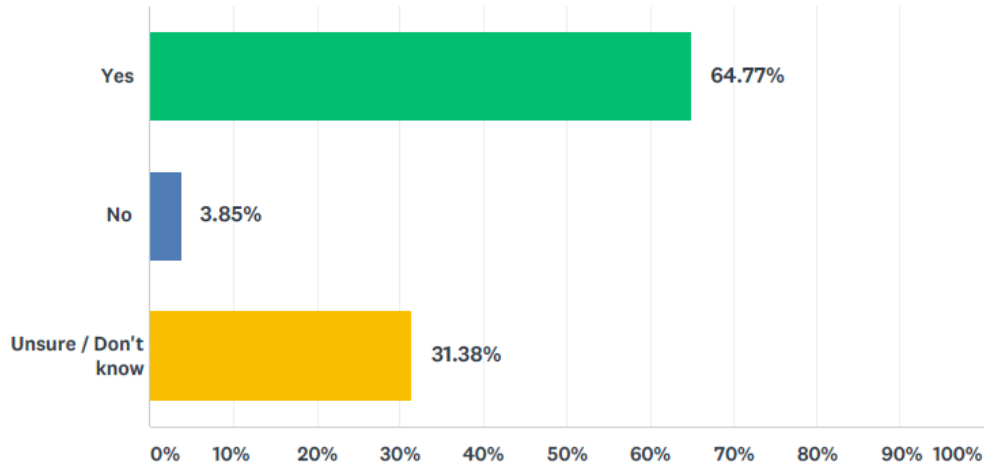
Q9 My interaction with customers is mostly...



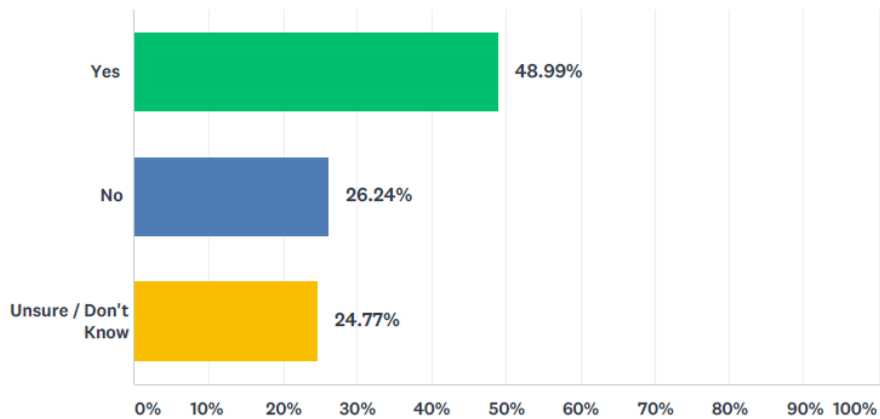
Q10 I feel abuse occurs primarily when I am dealing with customers/business partners...



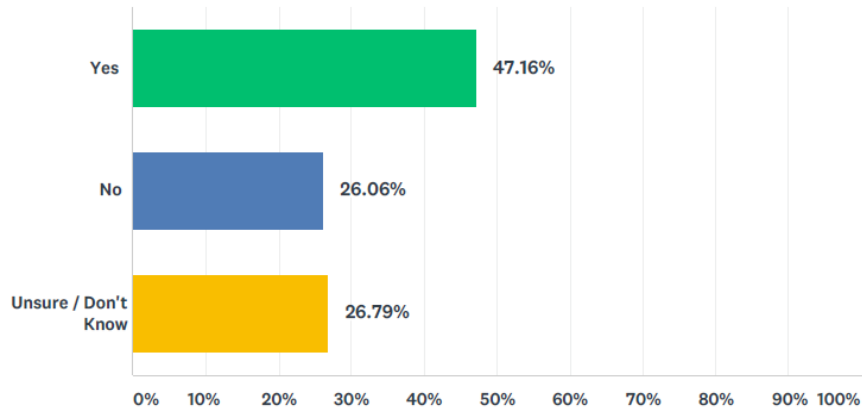
Q11 ICBC has a policy and procedure on how to handle abusive customers and business partners



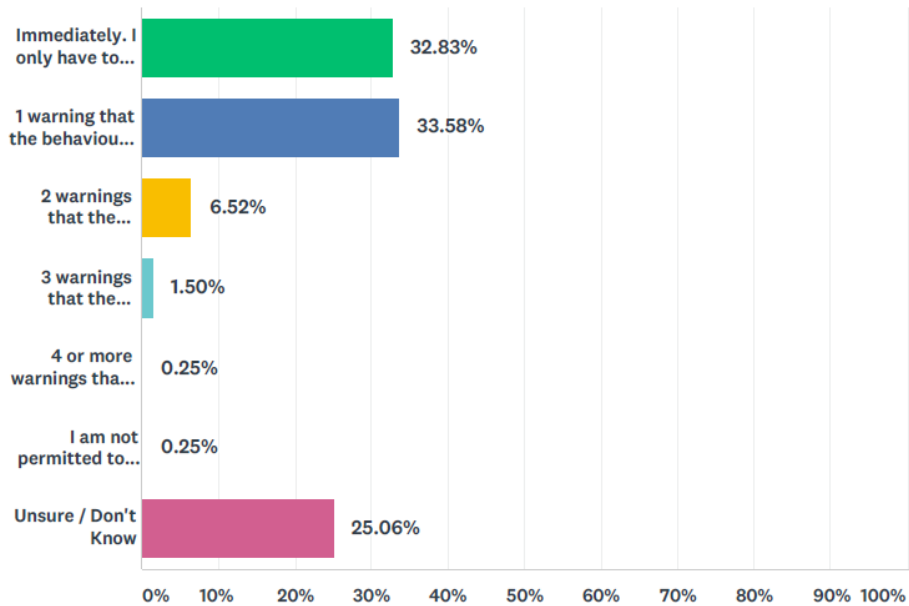
Q12 I have received specific training on what to do and who to report to when I am faced with abusive customers or business partners.



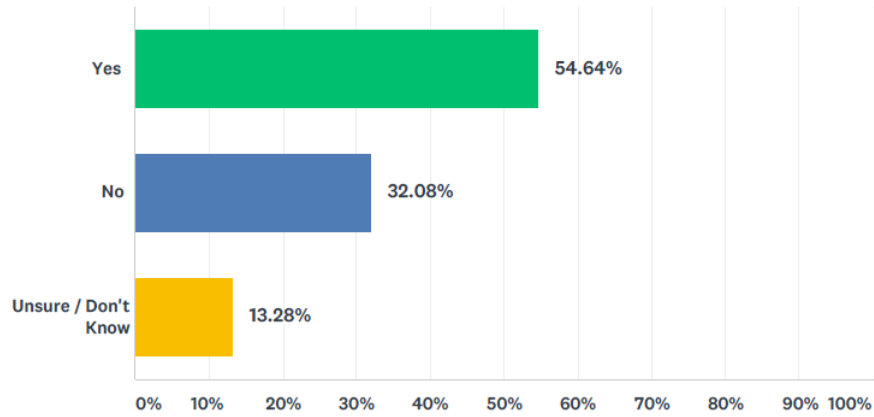
Q13 I have received specific training on what to do and who to report to if I witness my coworker(s) being exposed to abusive behaviours by customers or business partners.



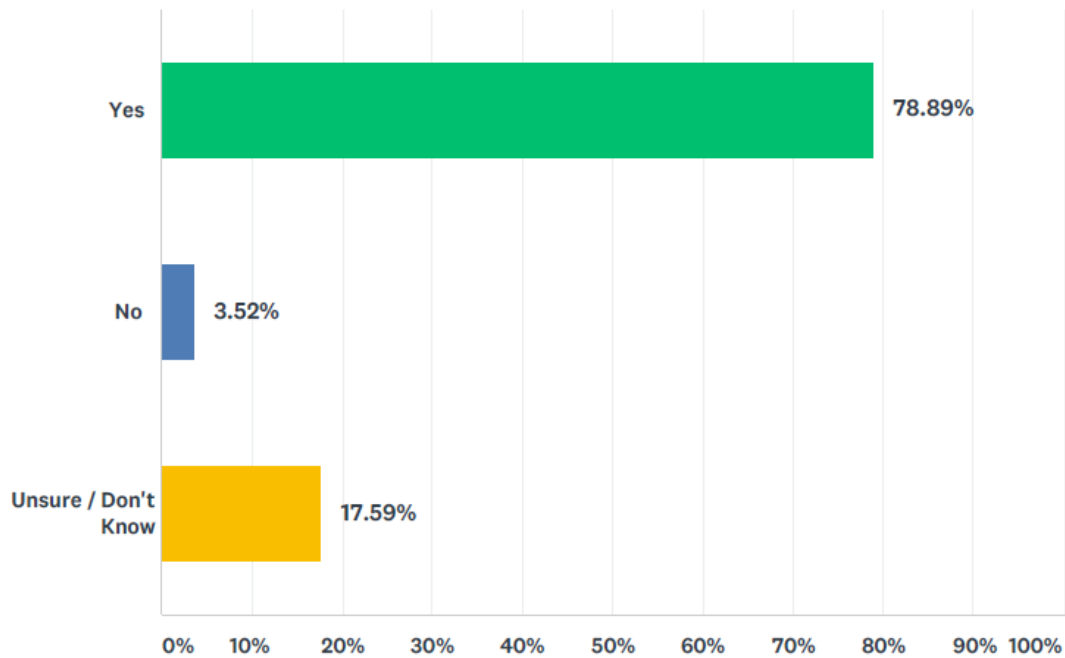
Q14 In my job, I can discontinue a conversation or phone call with an abusive customer or business partner after...



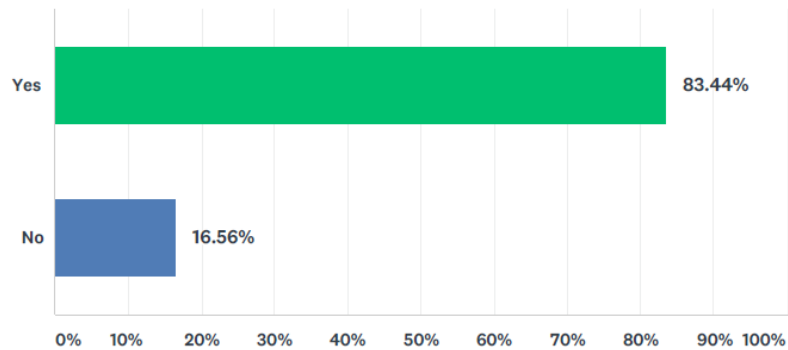
Q15 Do you believe having your first and last name on your email address and other correspondence with customers or business partners is a risk to your safety?



Q16 In my job, I have the right to refuse unsafe work.

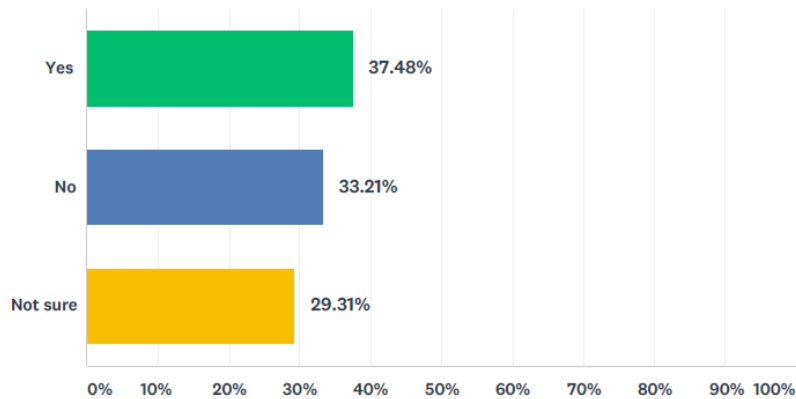


Q17 If yes, I feel comfortable in exercising my right to refuse unsafe work.

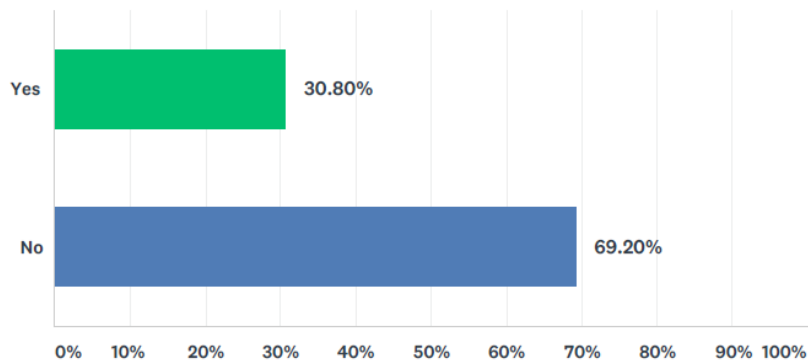


No responses include: not always, perception depends on location and manager; may upset manager or supervisor; if no one else has commented, then I don't feel my concerns would be acted upon; not sure what ramifications would be; managers would not support because their own jobs are not secure; fear of discipline; settlement targets depend on negotiating with lawyers so have to absorb the blackmail to be able to start settlement decision; heavy lifting and improperly packed personal belongings from customers of written-off cars sent to CC's is an ongoing issue; managers automatically tag you as a problem; don't want to be seen as weak or problem employee; if I refuse work there is no place for me to go; work is work, not up to you to refuse even though unsafe; fear of being looked down on; refusing anything never goes over well in this company.

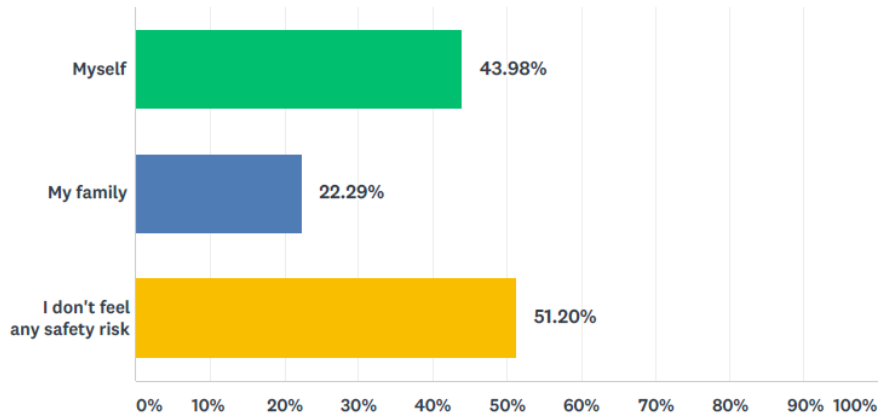
Q18 MoveUP has approached ICBC to request putting a message on their phone system asking callers to be respectful of staff and to refrain from engaging in any abusive behaviour while speaking to an employee. Do you think this will help to reduce or eliminate the amount of abuse that ICBC staff are subjected to?



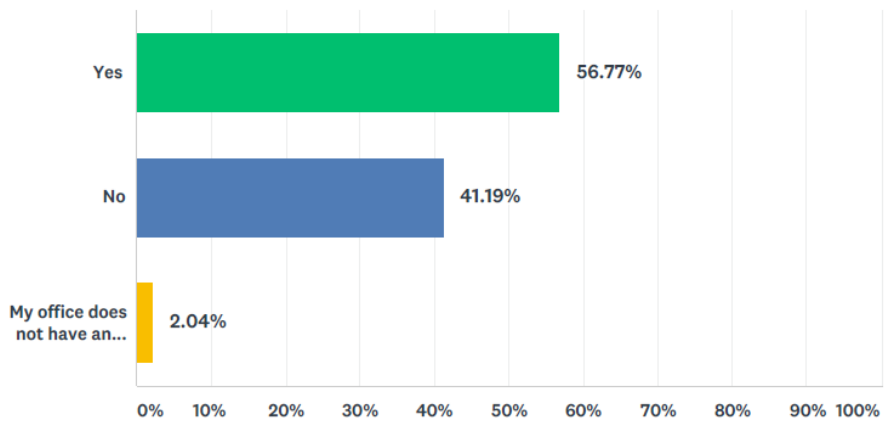
Q19 Have you ever experienced abuse related to your work at ICBC while outside of the workplace, on your own time?



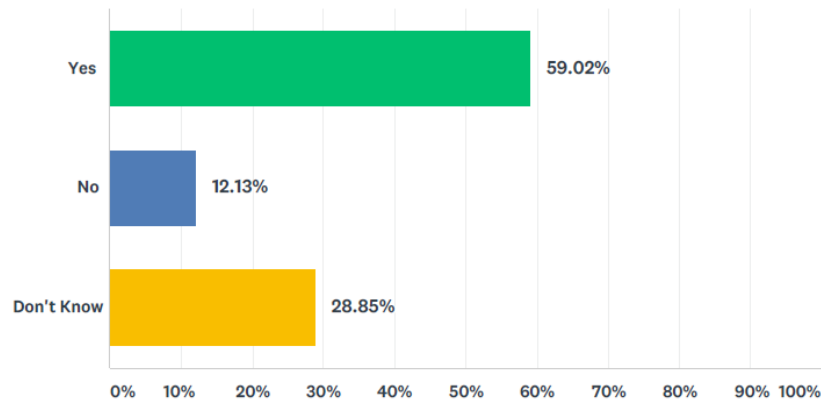
Q20 When experiencing work-related abuse outside of the workplace, I feel there is a safety risk to...



Q21 Do you know the names of the union members who serve on your Joint Worksite Occupational Health and Safety Committee?



Q22 Do you feel the Joint OH&S Committee is effective in protecting your health and safety at work?



Q23 Are there other issues facing your workplace health and safety that you would like us to be aware of? Please detail below.

Responses include: air quality; internal staff and managers should be reminded of respectful behaviour; some managers have poor people skills which lead to stress on staff; need to set aside health-related needs during working time; outdoor spaces and picnic tables are open to public and often find needs, dirty clothes, human feces, etc.; every employee should have sit-stand desk; managers not aware of boundaries when it comes to workload demands; not advised there was construction in our building where asbestos involved; receptionist exposed to irate customers, need to always have two people; workload and job segmentation; white noise coming from rarely used escalator; exposed to disturbing images when conducting cyber search on plaintiff that involved animal abuse; new glass claims requires sitting in vehicle to take pictures of odometer, worried about customer accusing of damage; managers are unaware of what alarms are for when activated; not known if other staff have allergies; rat feces in heaters; unresolved issues with problematic co-workers; dust, spider webs, mice, fruit flies, scents, etc.; lack of AC in summer and heating in winter; not allowed to have fan at desk unless its corporate issued and there are no corporate issued fans; constant pressure to settle a claims quota; a lot of management on hunt to report every little wrongdoing; plaintiff counsel and treatment providers and how they treat ICBC and its adjusters; workload; workplace bullying; using ClaimsCentre system results in overdoing mouse clicking; co-worker apathy to hazards; not comfortable providing full name; negative press in media; lack of respect from the new hires; lack of locking internal door giving customers access to cubicles; ICBC needs to ban scents.

Q24 Do you have any suggestions on how ICBC can better protect employees from customer or business partner abuse? Please detail below.

Responses include: more training on when it's okay to forward complaints about verbal or written abuse; signage; regular reminders; ads on news media or transit; zero tolerance policy; reduce workload; decrease volume of file intake; put a message on phones indicating phone calls may be recorded; better training for employees on how to handle aggressive or agitated customers; make employees aware of the support for mental or health suffering; have a yearly reminder sent out to all staff that deal with customers on their rights; provide conflict management courses; reception areas need higher counters and to be further away from people; need more prominent signage that abuse won't be tolerated; ICBC should have anonymous CSA report to give feedback on specific admin managers and take actions on those managers where appropriate; encourage employees to bring up any abuse issues; employees should not be allowed to be videotaped; ICBC needs to stand behind employees when abuse occurs; management should not be afraid to go to law society and hold the right PCs accountable for how they do business; refuse to do business with treatment providers who are less-than-honest; encourage hiring of medical advisors; better security personnel.