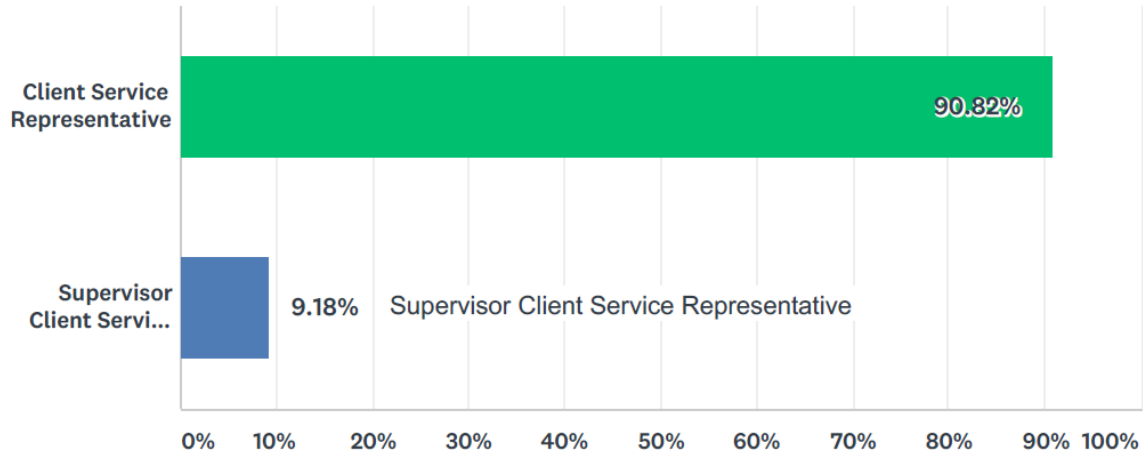


ICBC Driver Licensing Survey Results

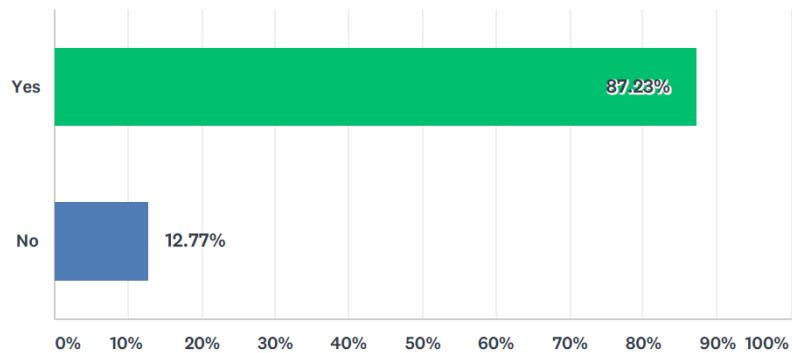
July 2018



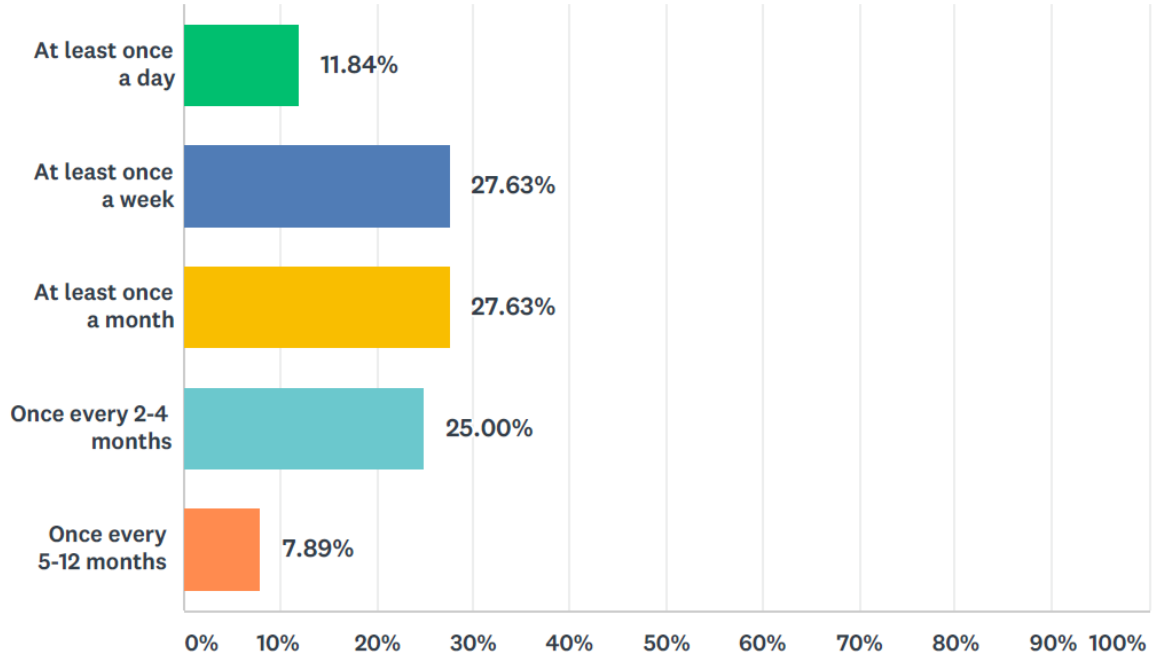
Q1 I am a*select one only*



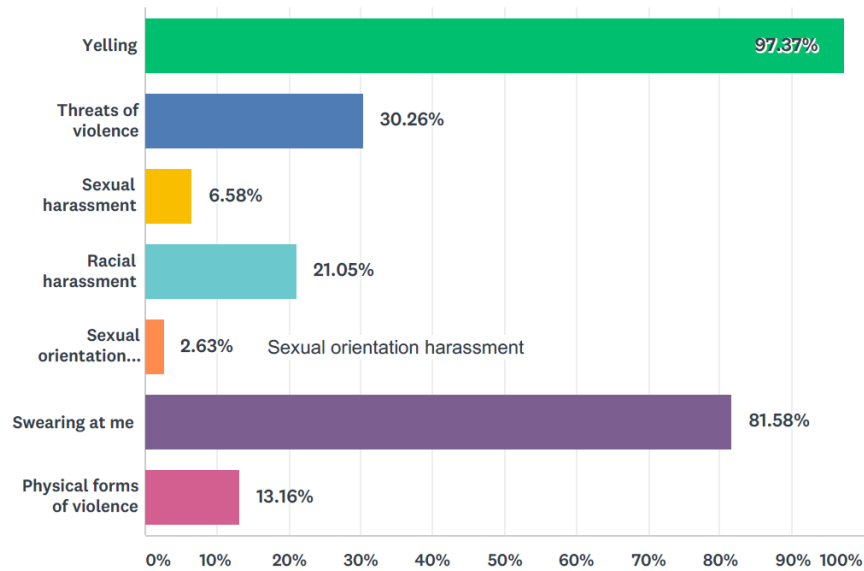
Q2 In the past 12 months, I have been verbally abused by a customer and/or business partner (abuse can include, but is not limited to: swearing, yelling, threats of violence, sexual and racial harassment, etc.)



Q3 How frequently has this happened to you?

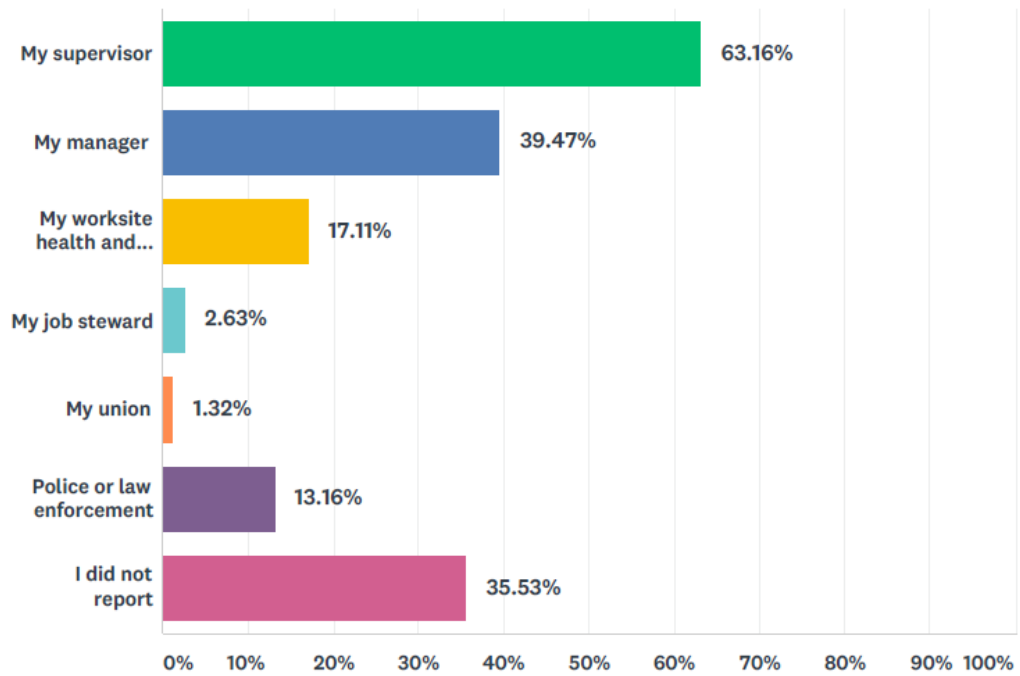


Q4 Please check all forms of abuse that you have personally experienced in the last 12 months from customers and/or business partners?

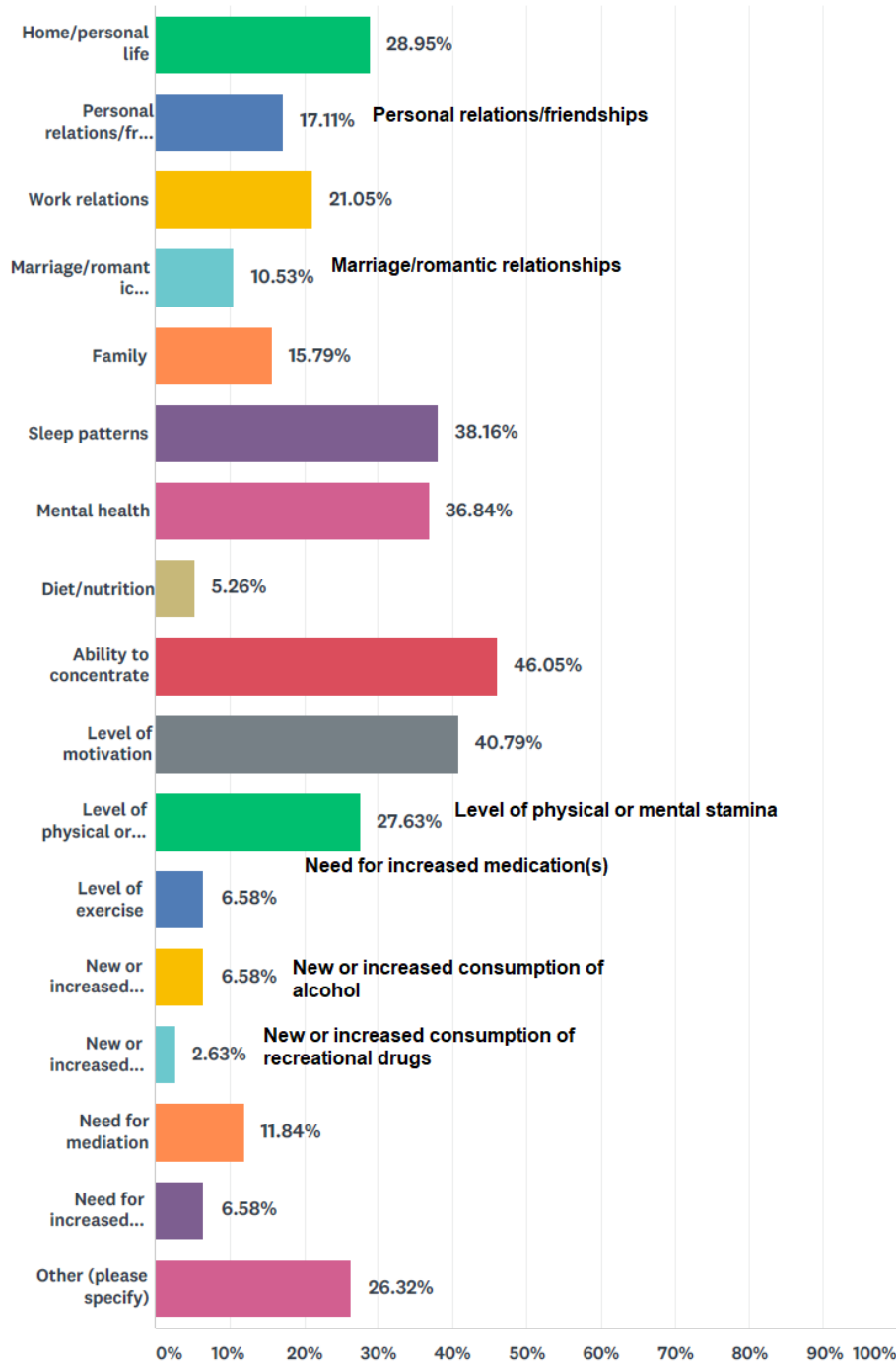


Other results included: Slamming of doors; pounding counters; insulting ICBC; throwing things; etc.

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

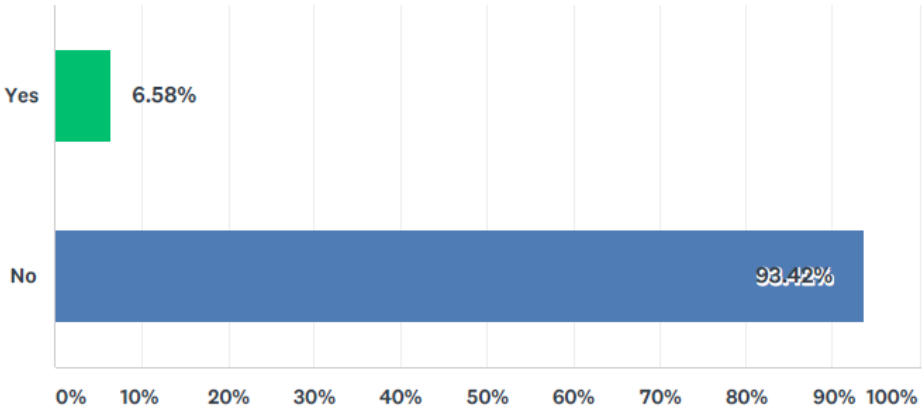


Q6 The abuse I have experienced had a negative effect on my (please select all that apply):

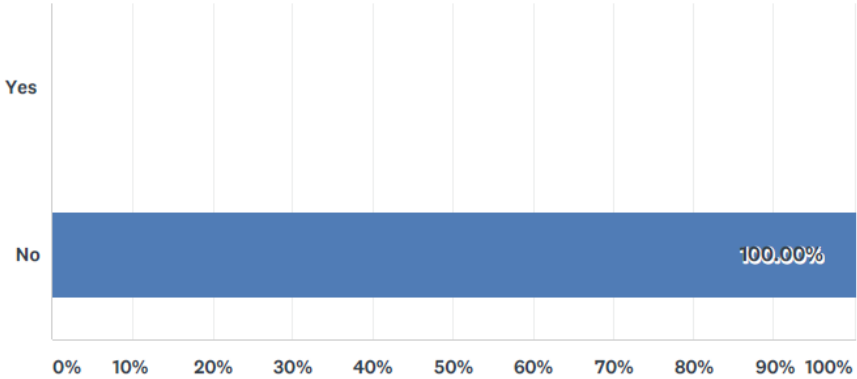


Other responses included: Affected enthusiasm at work, used to it, no effect, leaving office, don't feel ICBC cares about people only about numbers, transaction errors occurring as a result, affected enjoyment

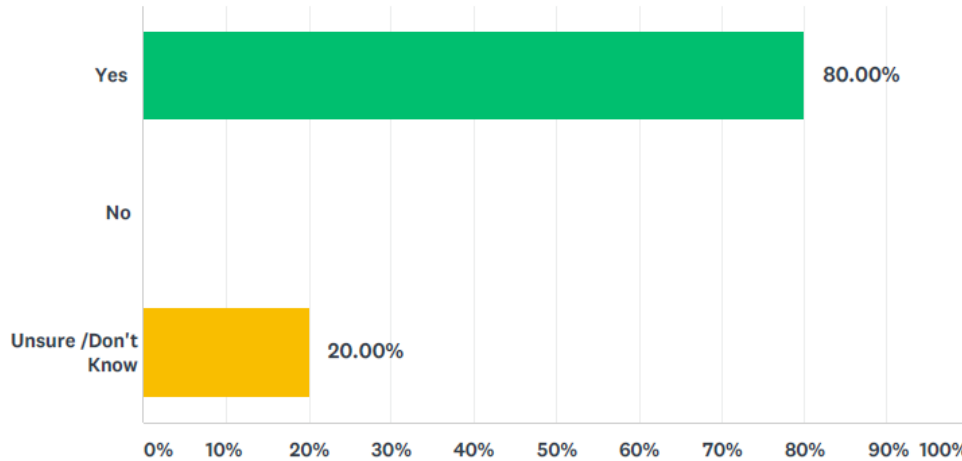
Q7 Have you missed any work as a result of workplace abuse?



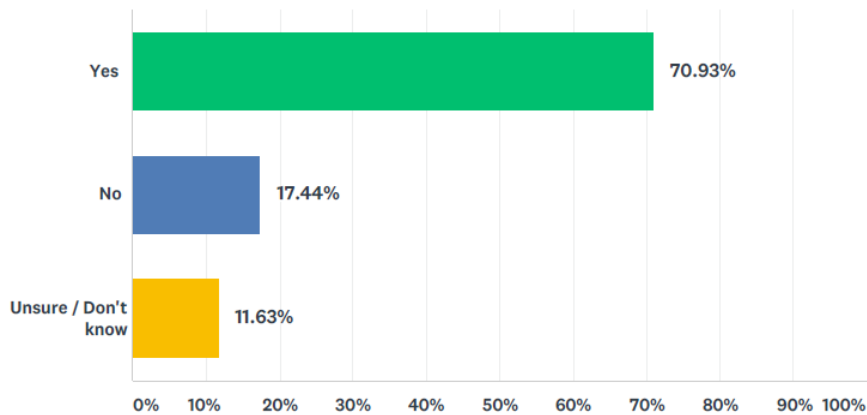
Q8 Have you reported this/these incidents to Worksafe BC / WCB?



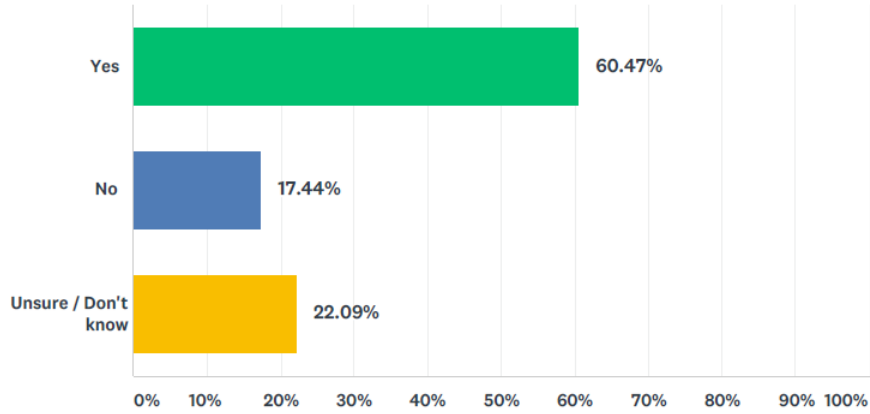
Q9 ICBC has a policy and procedure on how to handle abusive customers and business partners.



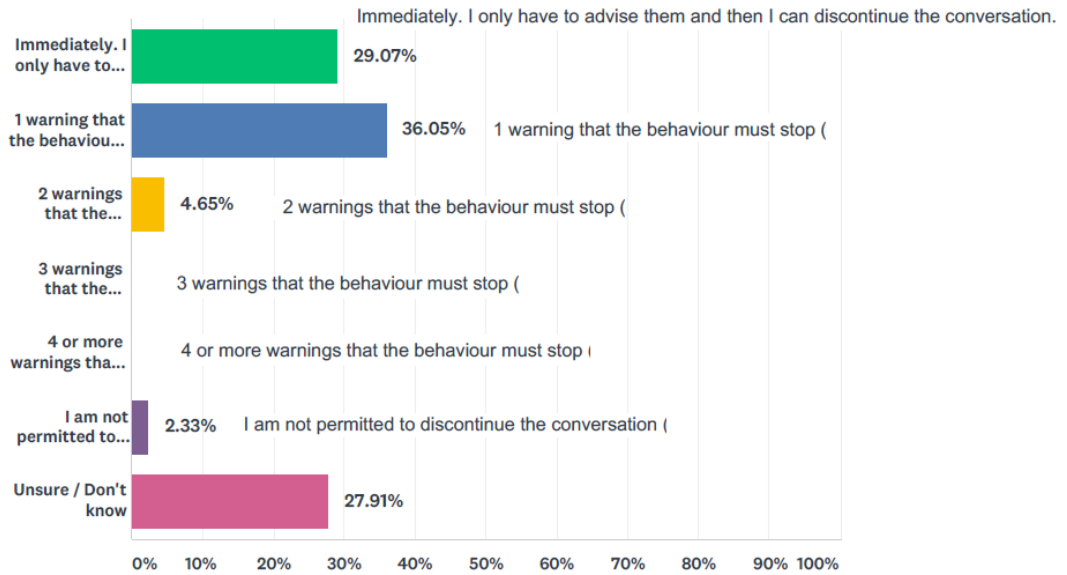
Q10 I have received specific training on what to do and who to report to when I am faced with abusive customers or business partners:



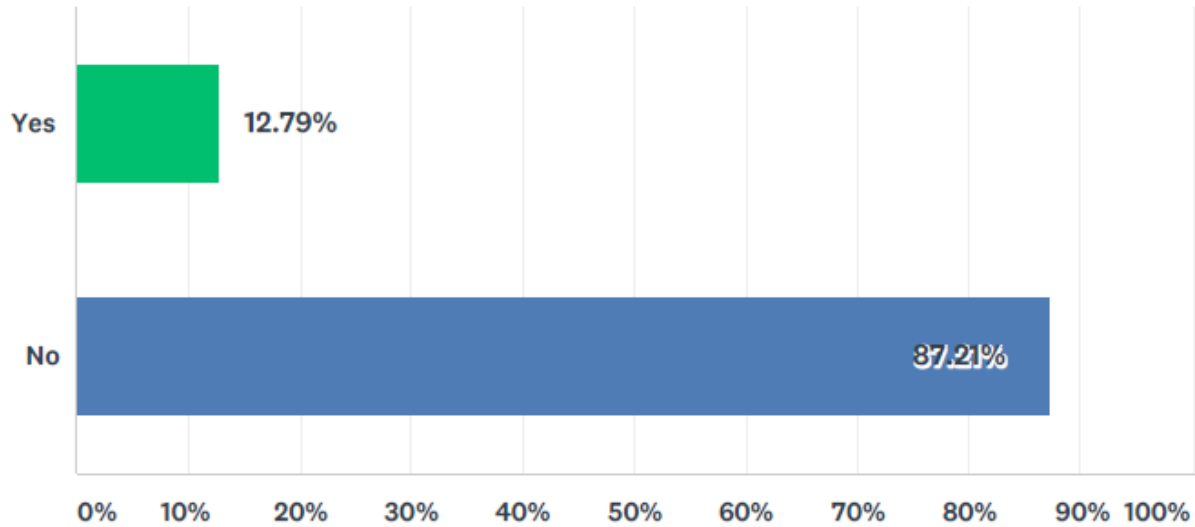
Q11 I have received specific training on what to do and who to report to if I witness my coworker(s) being exposed to abusive behaviours by customers or business partners.



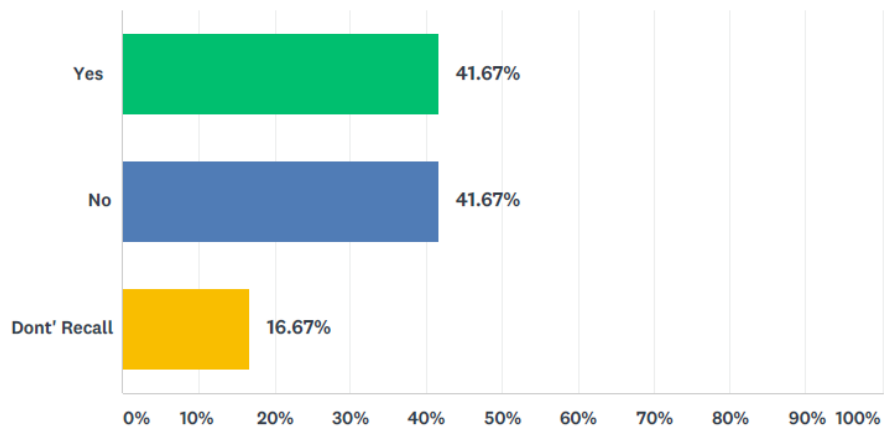
Q12 In my job, I can discontinue a conversation with an abusive customer or business partner after...



Q13 I conduct road test at times?

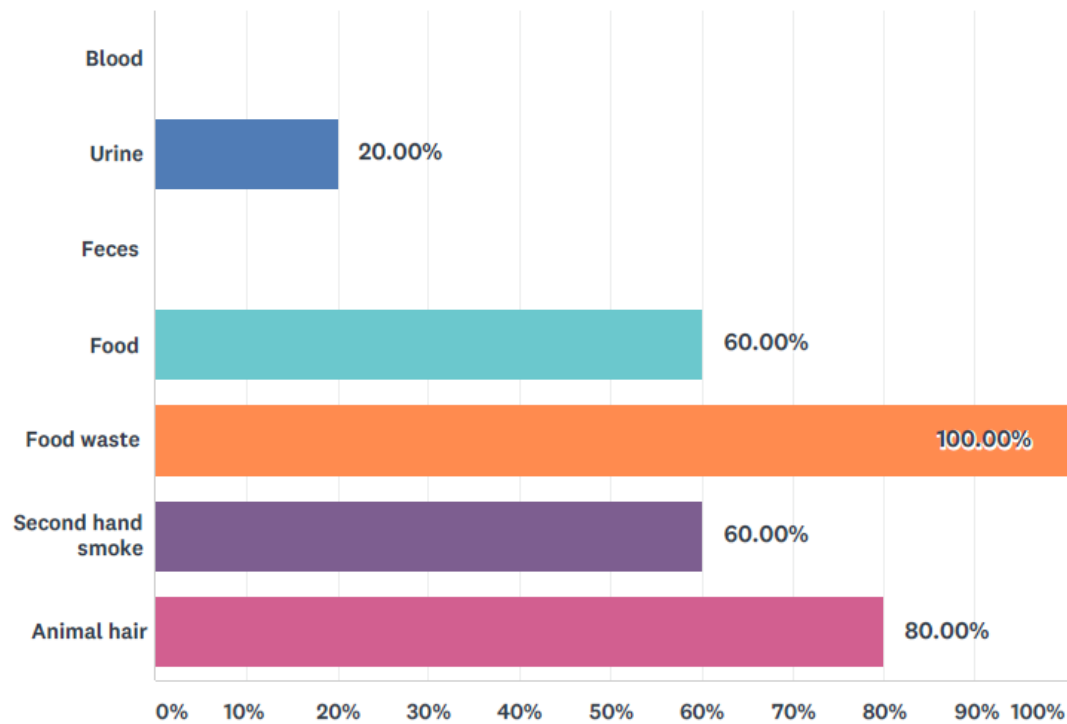


Q14 In the past 12 months I have encountered biological hazards while performing my duties. (Biological hazards can include second hand smoke, urine, feces, blood, animal hair, food and food waste).



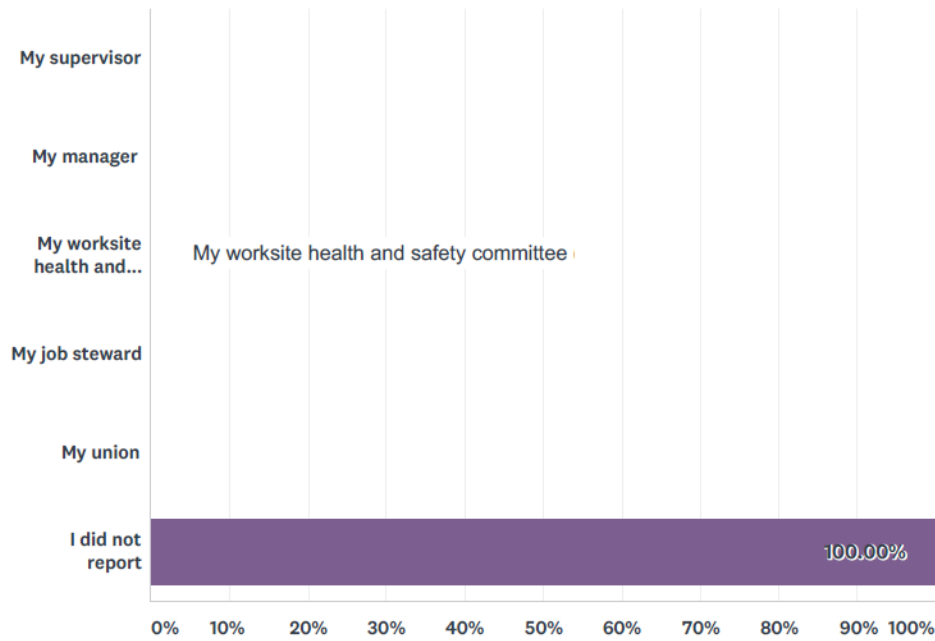
Q15 Check all that you have personally encountered

Answered: 5 Skipped: 93

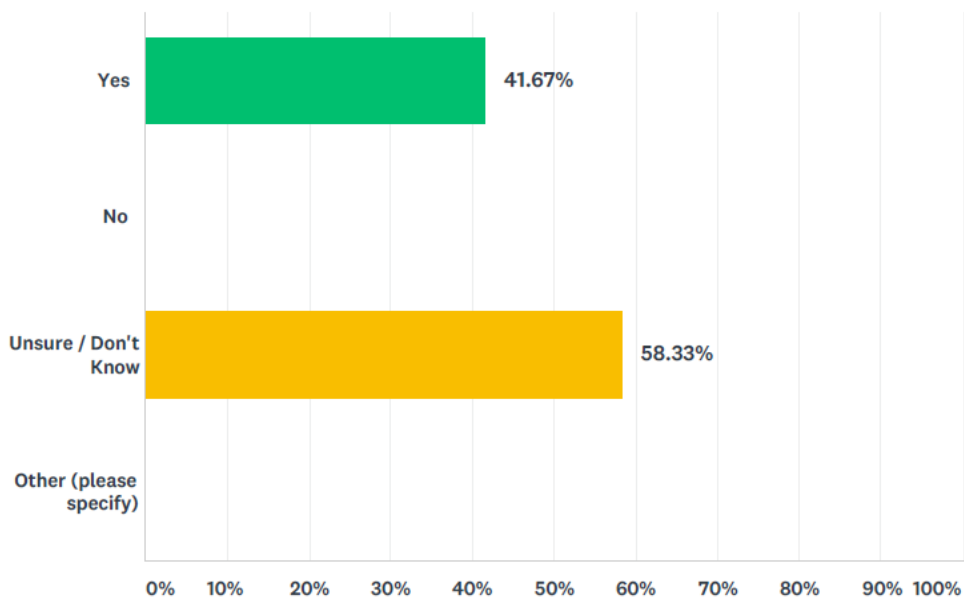


Other responses include extreme body odour.

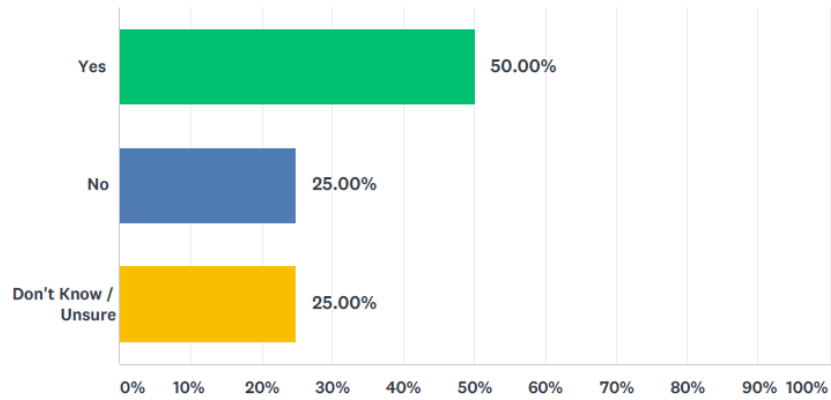
Q16 I reported this/these biological hazard(s) to*check all that apply*



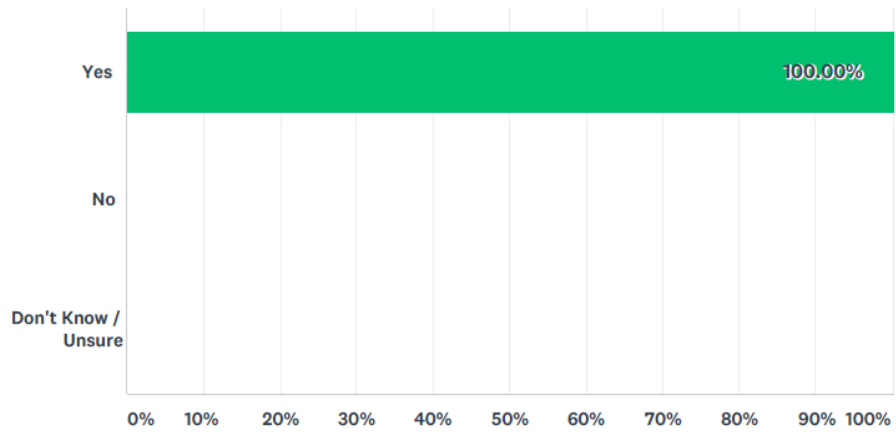
Q17 ICBC has a specific policy and procedure on how to deal with biological hazards that I encounter while performing my work.



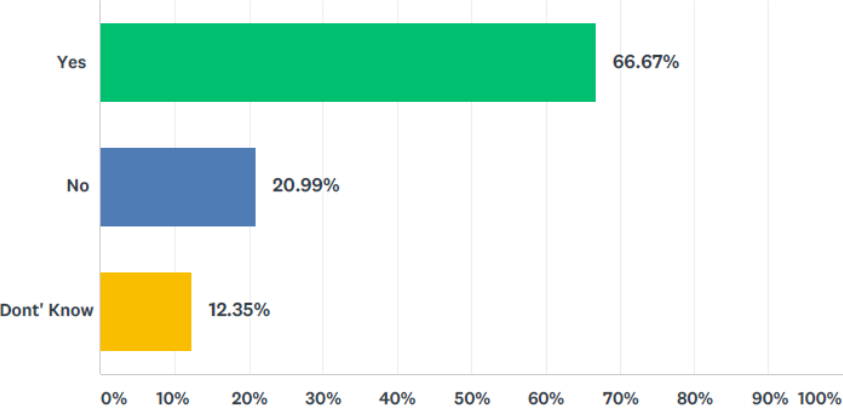
Q18 ICBC has a specific policy and procedure on what to do when I feel road conditions are unsafe to conduct road tests.



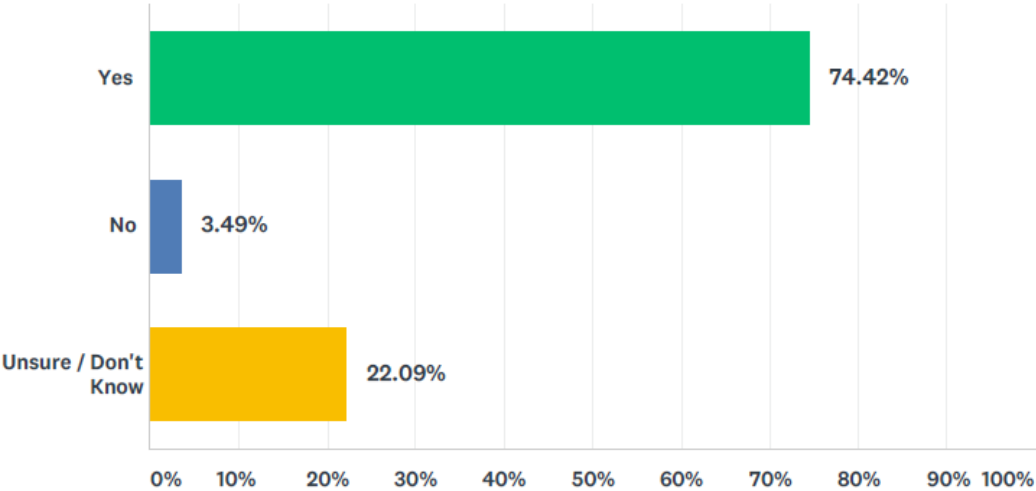
Q19 If yes, I have received specific training on what to do when I feel road conditions are unsafe to conduct road tests.



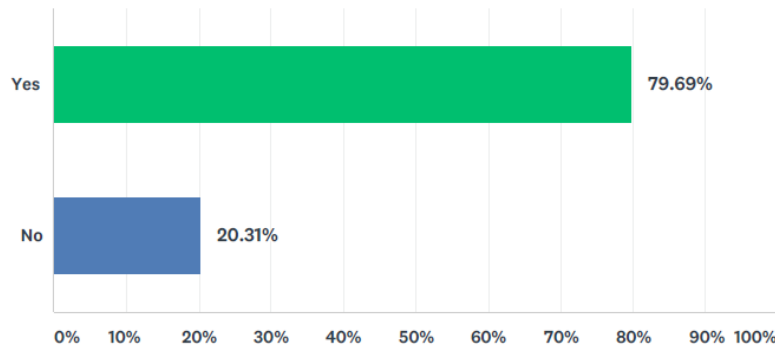
Q20 Do you believe having your first and last name on your email address and other correspondence with customers or business partners is a risk to your safety?



Q21 In my job, I have the right to refuse unsafe work.

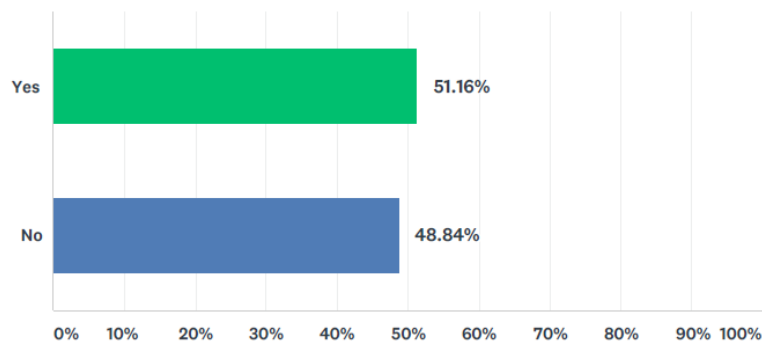


Q22 If yes, I feel comfortable in exercising my right to refuse unsafe work.



Comments left include: being new and worried about disappointing superiors; not sure how it would affect work evaluation specifically referring to ability to work under stress; concern about performance review; wanting just to do job and not have to refer person up the chain of command or bother manager; would be frowned on or held against.

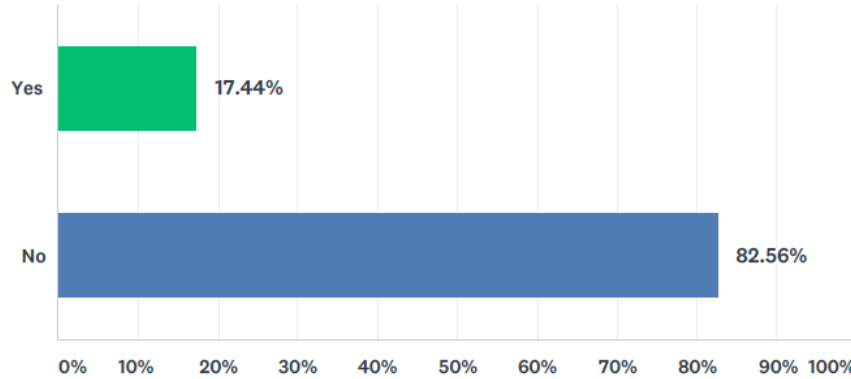
Q23 MoveUP has approached ICBC to request putting a message on their phone system asking callers to be respectful of staff and to refrain from engaging in any abusive behaviour while speaking to an employee. Do you think this will help to reduce or eliminate the amount of abuse that ICBC staff are subjected to?



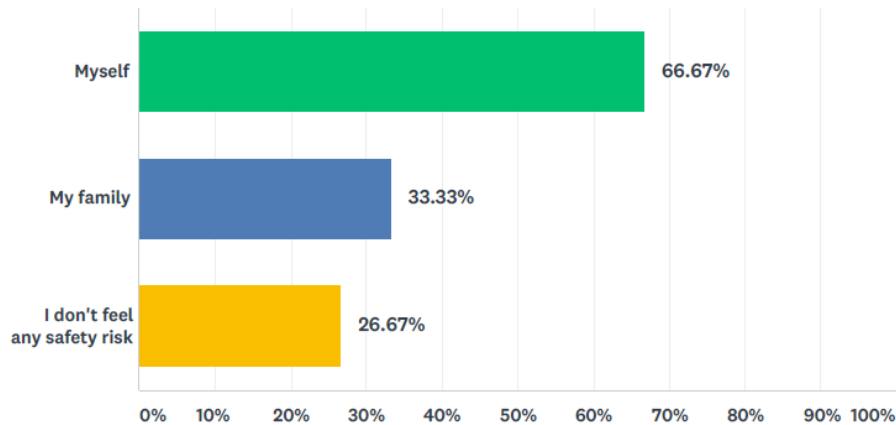
Comments left include: Have asked for sign to be put up three times at a DLO about not tolerating bad behaviour but management still has not done so, customers have dismissed request when asked to follow respectful workplace rule; clients who are already upset tend to be rude or abusive even if warned; unlikely this will influence customer; management afraid of angering customer; won't help people who can't change their ways; unless there is follow through with client leaving premises after warning; it's a culture thing;

most people don't listen to recordings or get more stressed when they can't connect with real person right away; zero tolerance needed; etc.

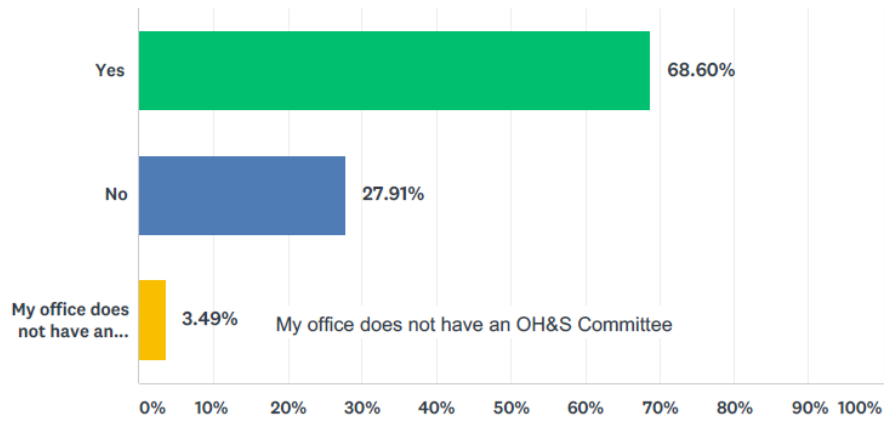
Q24 Have you ever experienced abuse related to your work at ICBC while outside of the workplace, on your time off?



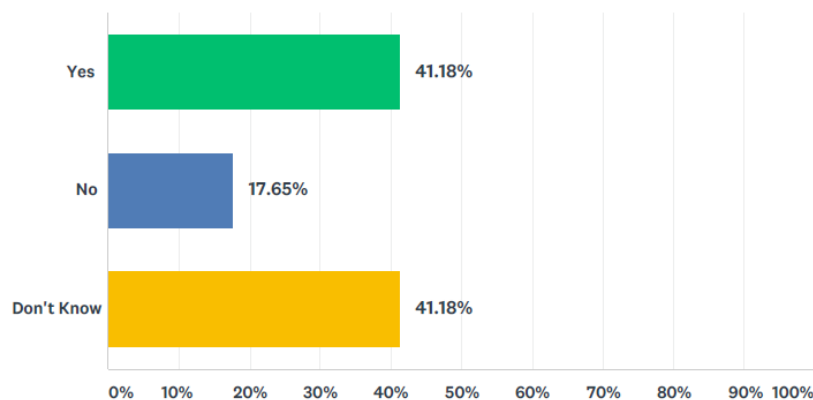
Q25 When experiencing work-related abuse outside of the workplace, I feel there is a safety risk to...



Q26 Do you know the names of the union members who serve on your Joint Worksite Occupational Health and Safety Committee?



Q27 Do you feel the Joint OH&S Committee is effective in protecting your health and safety at work?



Q28 Are there other issues facing your workplace health and safety that you would like us to be aware of? Please detail below.

Responses include: make the no abuse signage mandatory; more than just periodic cleaning/dusting of office; busy office, need more space and more staff; at closing, there are customers who feel they can get aggressive...should have security in office, mall security is useless; work schedule is very depleting, need more time to rest properly; no features at work to keep workers safe when explaining to customers why their license is cancelled; worried one day a customer will throw dangerous substances from acid to feces and nothing to prevent; no exit option at office; cleanliness of public

and office restrooms; air quality; air conditioning is too cold; dust levels unacceptable; insufficient OH&S team members on shift on Saturdays; afraid of having things thrown in face or gun violence; wish more staff could be hired as workload is issue; cleanliness of customers/personal hygiene is hard to handle; working along in isolated parking lots without a licensing office nearby or phone when conducting motorcycle skills test and higher class road tests is an issue; feel like workload has increased while staffing hasn't; staff getting photographed and videoed and put online; need more support when asking for customers to be banned.