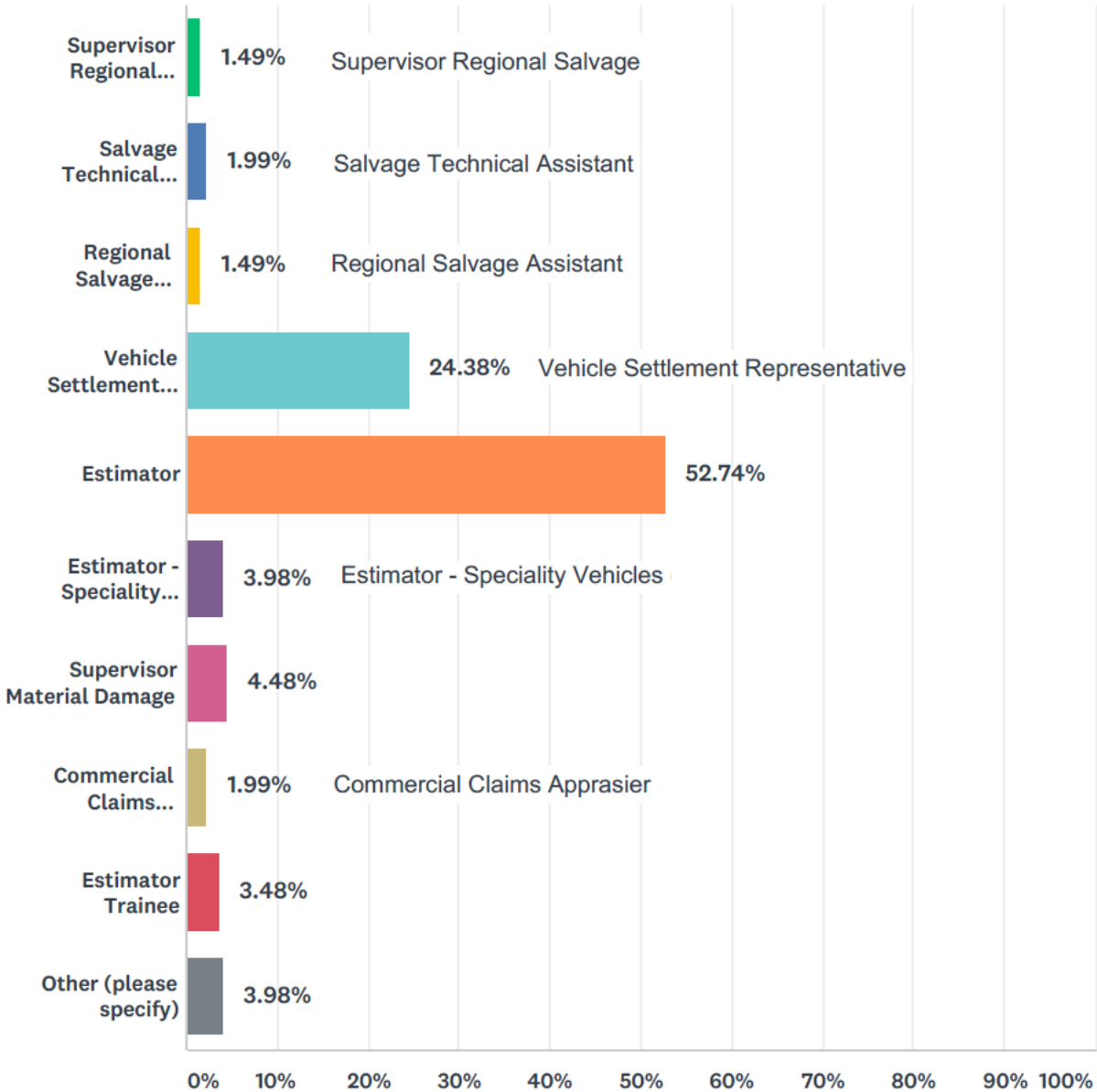


# ICBC Material Damage Survey Results

July 2018

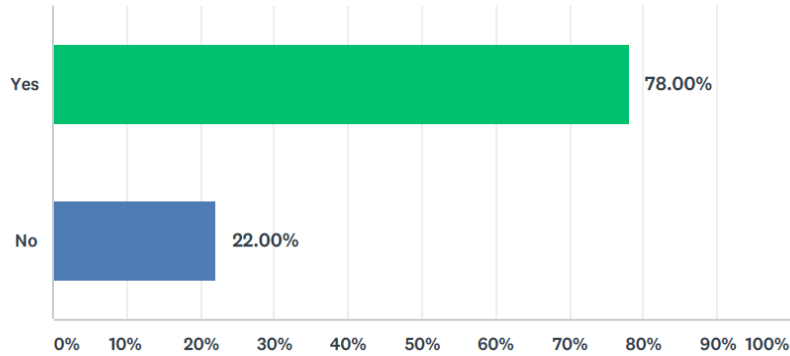


# Q1 I am a\*select one only\*

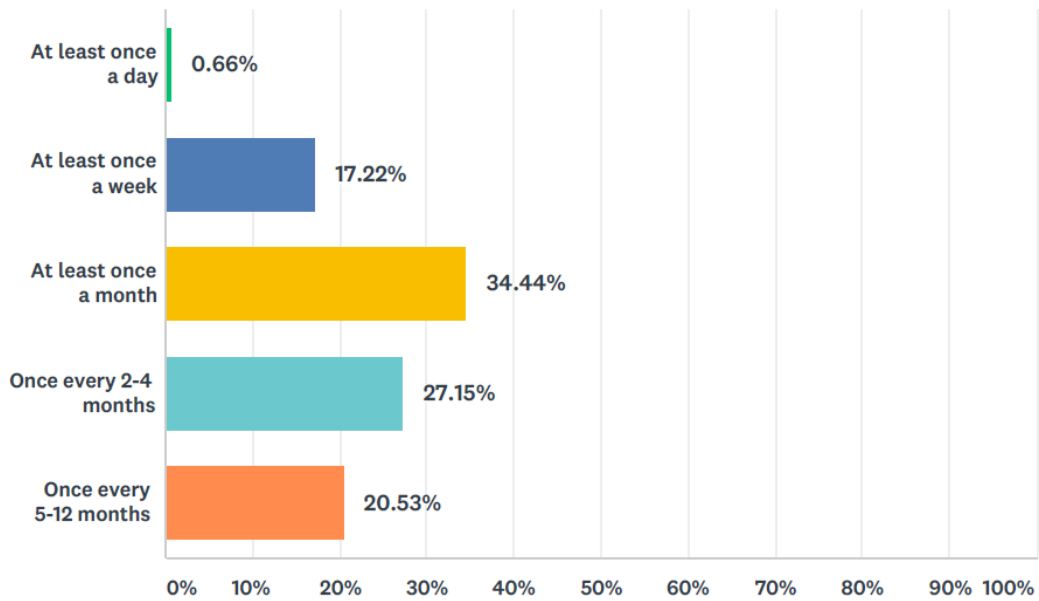


Other responses include: admin, customer service adjuster; senior injury adjuster; bagger/tagger; driver examiner; manager; labour and employment; estimator in subrogation dept; injury adjuster.

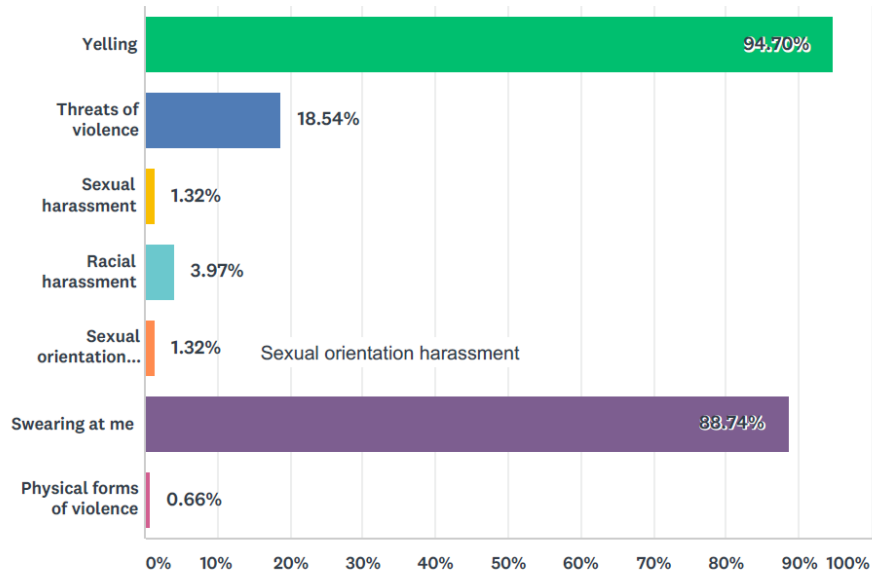
Q2 In the past 12 months, I have been verbally abused by a customer and/or business partner (abuse can include, but is not limited to: swearing, yelling, threats of violence, sexual and racial harassment, etc.)



Q3 How frequently has this happened to you?

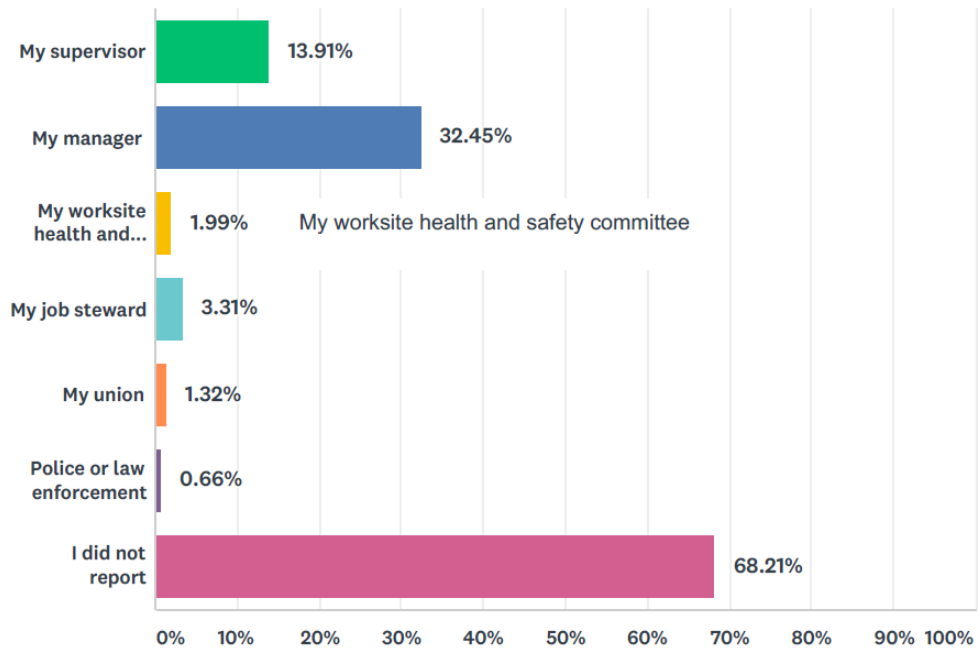


Q4 Please check all forms of abuse that you have personally experienced in the last 12 months from customers and/or business partners?

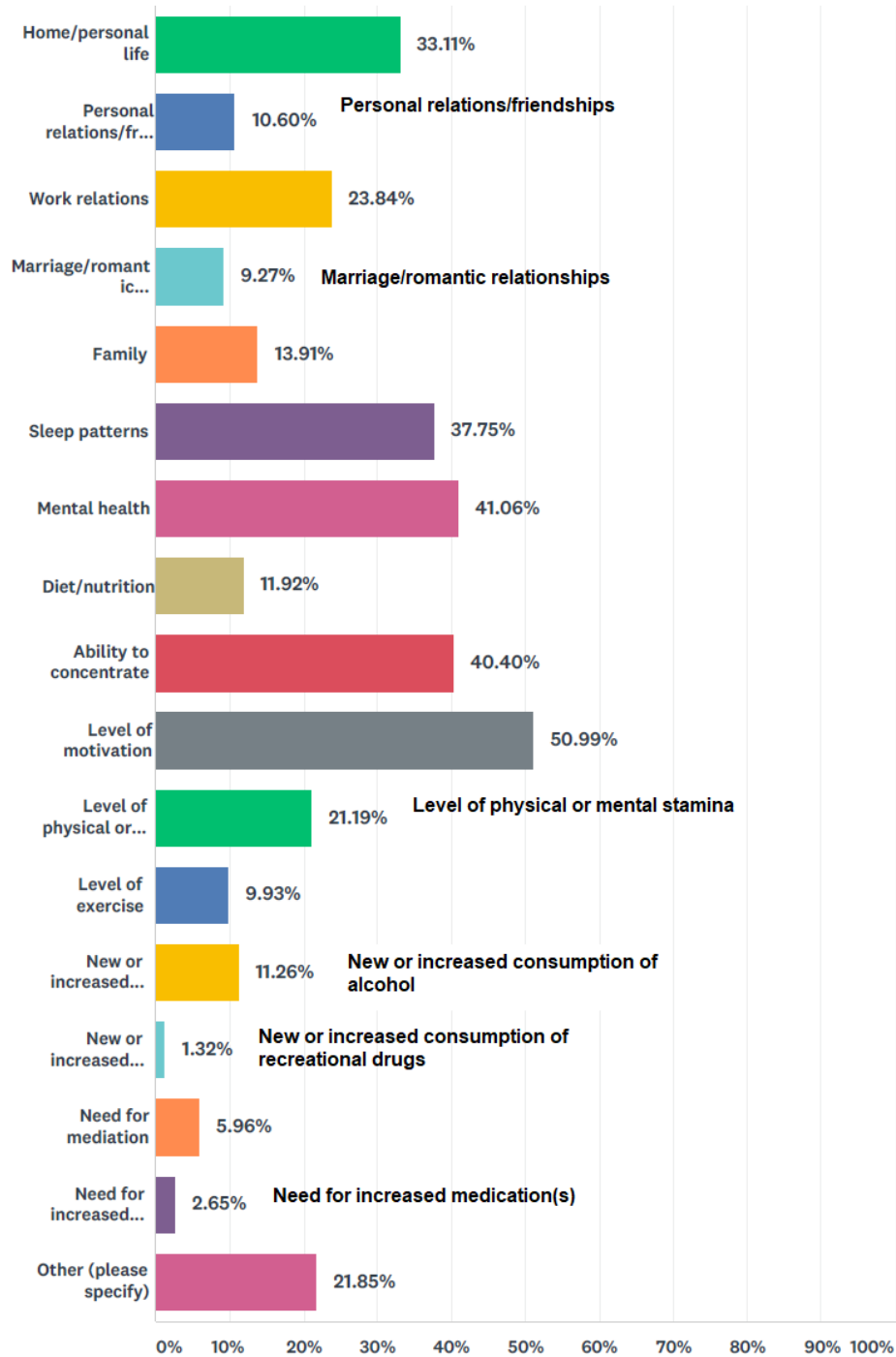


Other responses include: belittling, rude or aggressive behaviour; bullying; venting about ICBC; threat to make injury claim or hire lawyer; threatened by claims of being looked up online and threats to family; accusations of race and gender discrimination; use of 'F word'; being told 'I hope you die'; being single person in shop where the other party has multiple people; threatened to harm third party.

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



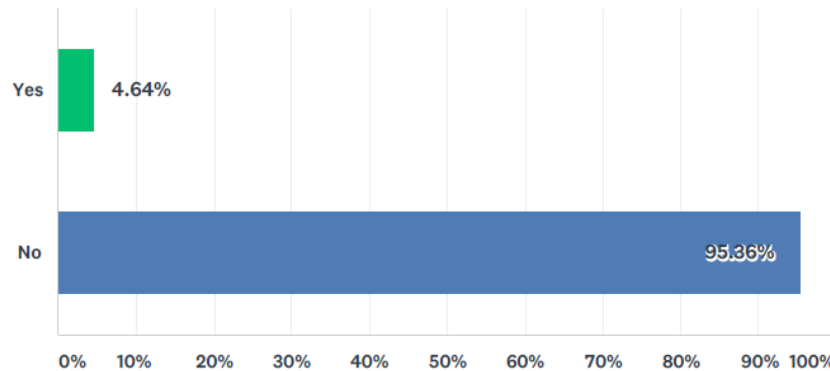
Q6 The abuse I have experienced had a negative effect on my (please select all that apply):



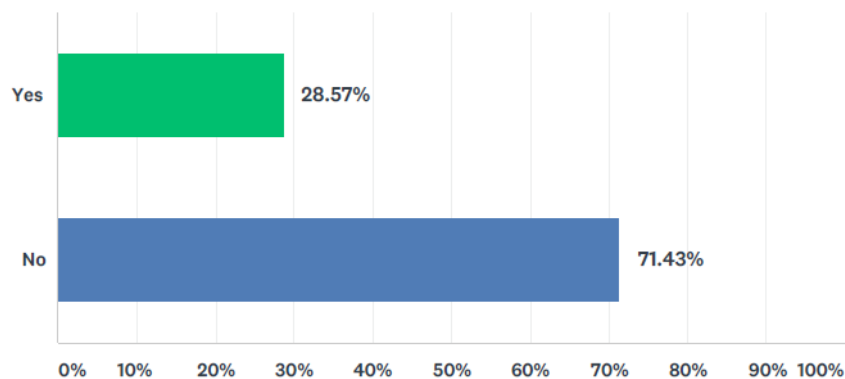
Other responses include: none, part of the job; didn't appreciate it; used to it now; affected concentration; angry but got over it; fear of contacting further

customers or other parties involved; blood loss in stool, increased pain and muscle spasms; creates deeper distrust and disappointment with people; stress level, distraught, uneasy feeling; does not make me enjoy my job as much as I should; blood pressure issues.

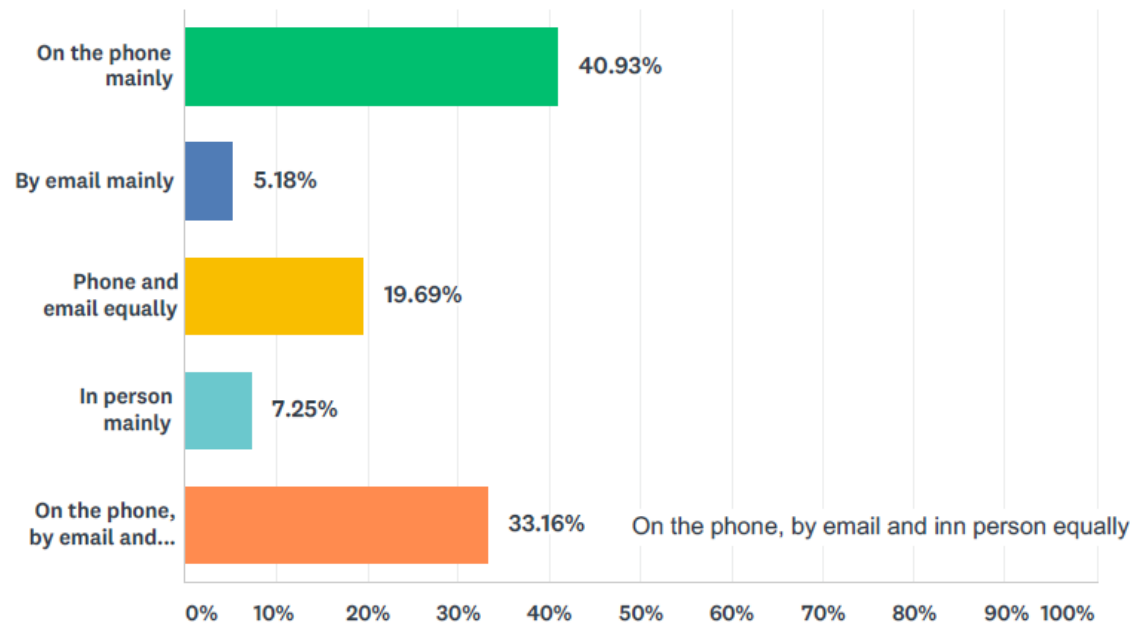
Q7 Have you missed any work as a result of workplace abuse?



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

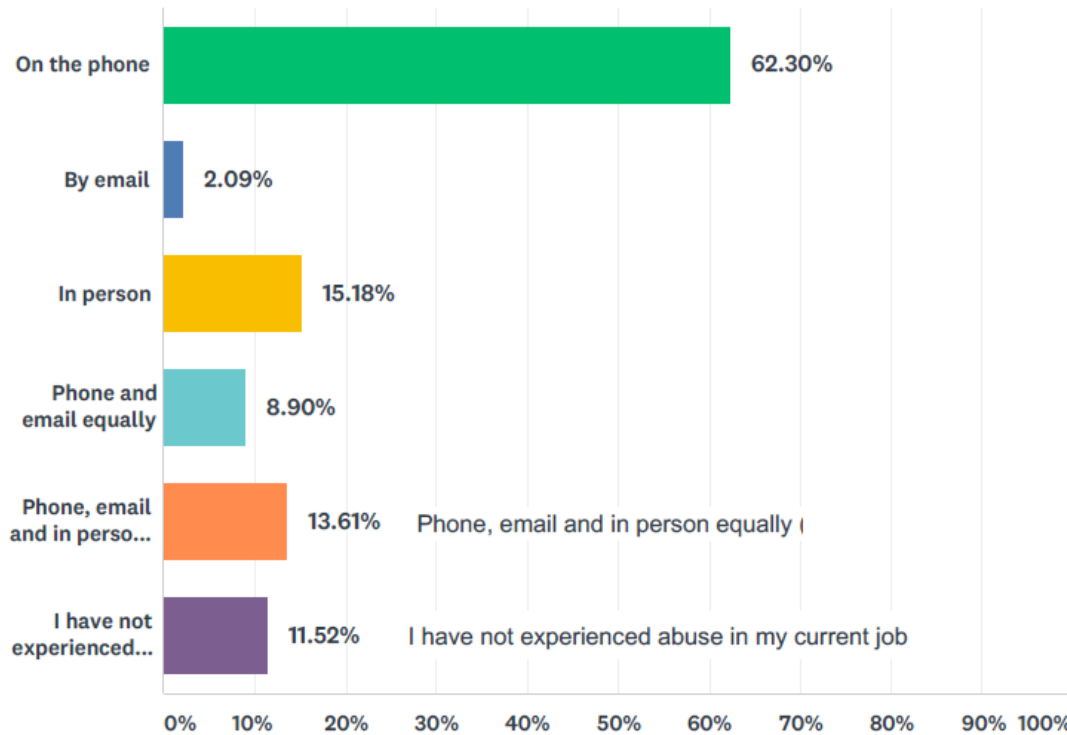


## Q9 My interaction with customers is mostly...

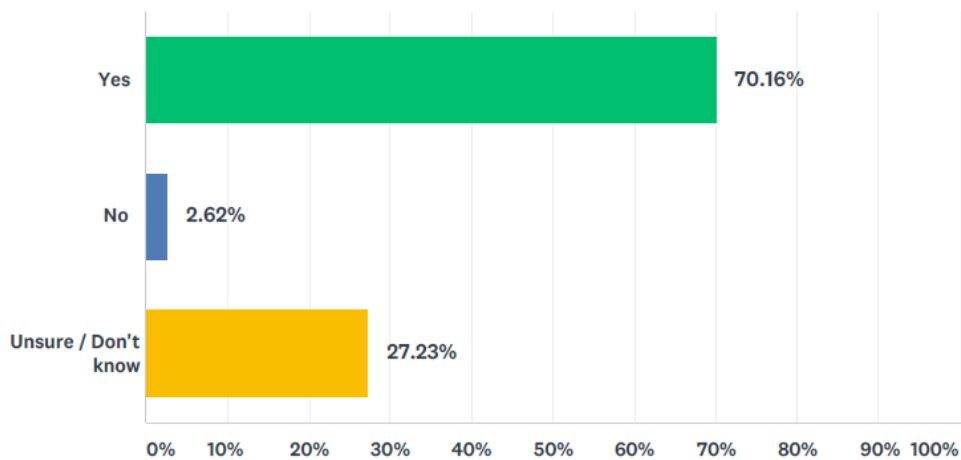




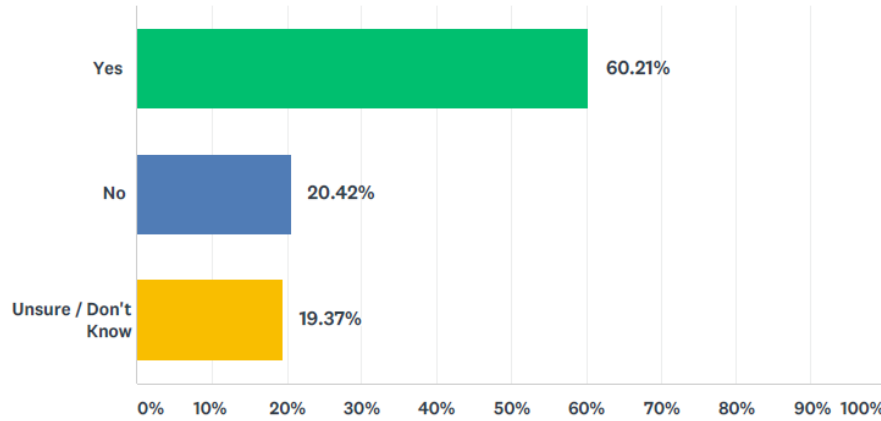
### Q10 I feel abuse occurs primarily when I am dealing with customers/business partners...



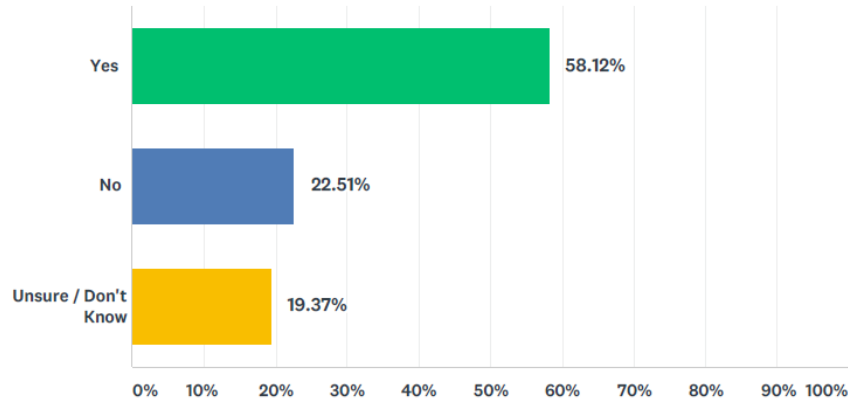
### Q11 ICBC has a policy and procedure on how to handle abusive customers and business partners.



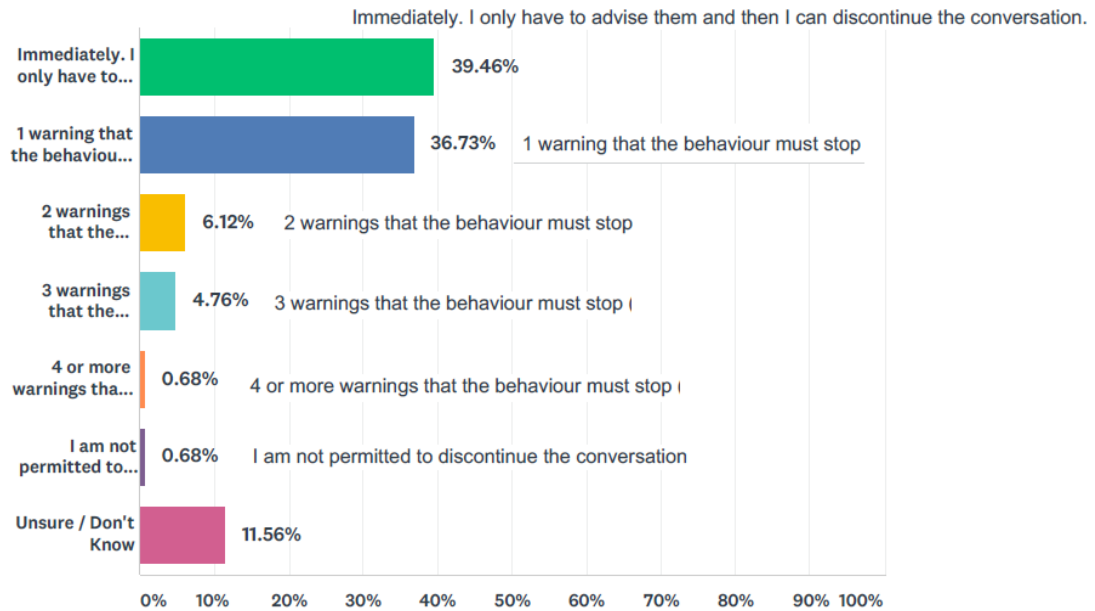
Q12 I have received specific training on what to do and who to report to when I am faced with abusive customers or business partners.



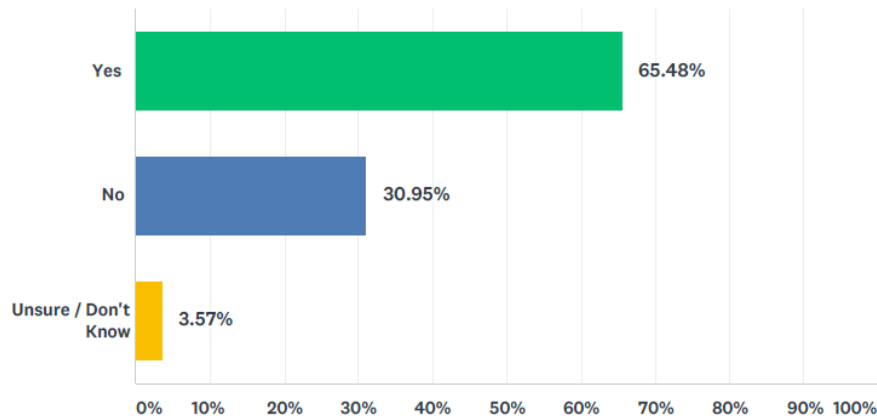
Q13 I have received specific training on what to do and who to report to if I witness my coworker(s) being exposed to abusive behaviours by customers or business partners.



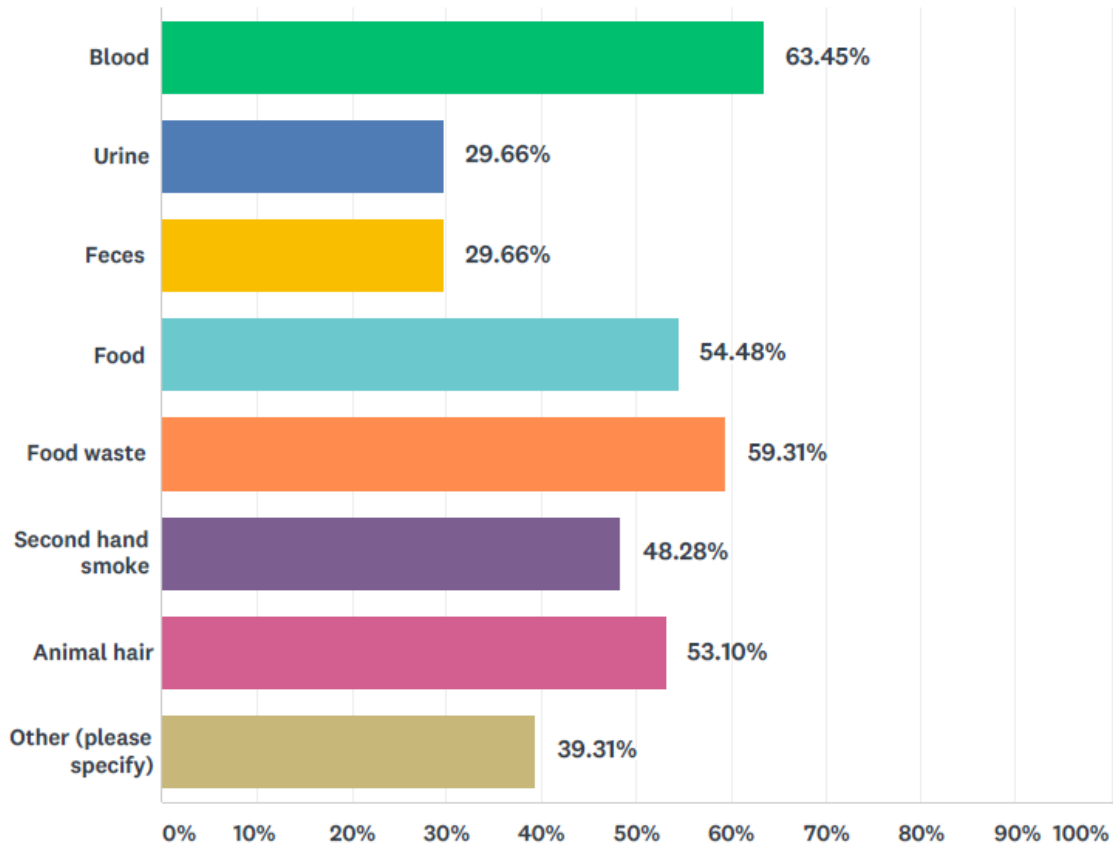
Q14 In my job, I can discontinue a conversation or phone call with an abusive customer or business partner after...



Q15 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).

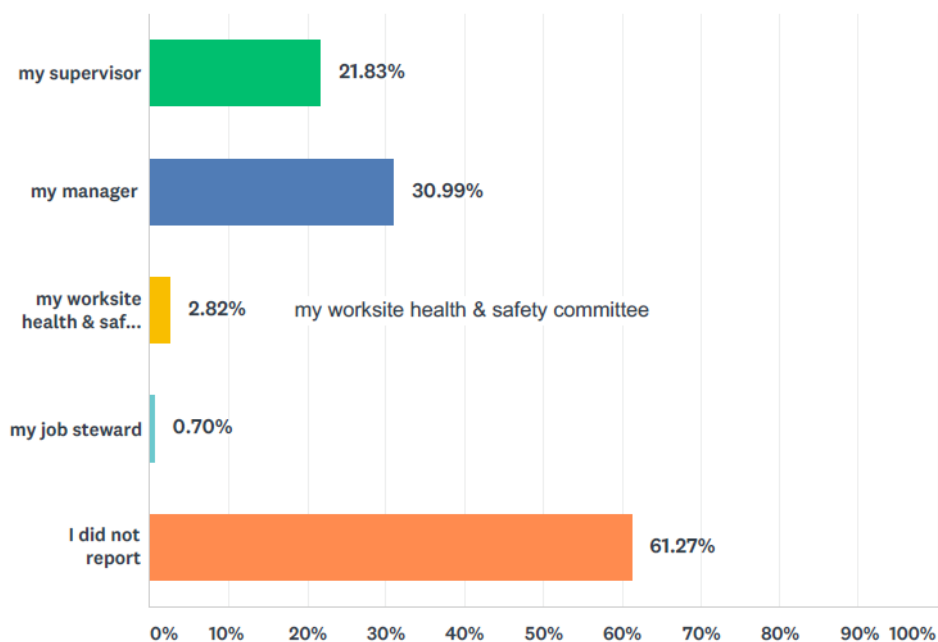


Q16 Check all that you have personally encountered.

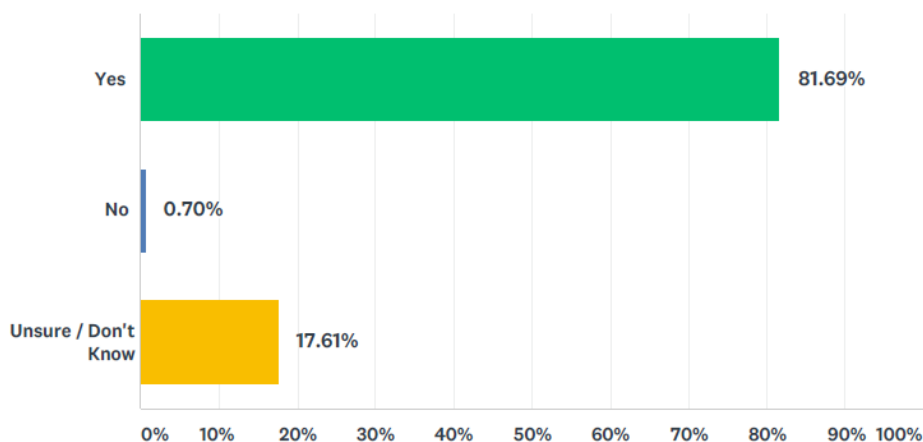


Other responses include: dangerous goods, drugs/alcohol, firearms and ammunition; mold; needles/syringes; mice, mice urine and feces; drug paraphernalia; extremely unpleasant odours; bear spray; vomit; airbag dust; burned vehicles; asbestos; broken glass; chemicals; perfumes; wasps; rats, cockroaches; gasoline/diesel fuels, /exhaust; vehicles flooded with sewage; body parts from animals and humans.

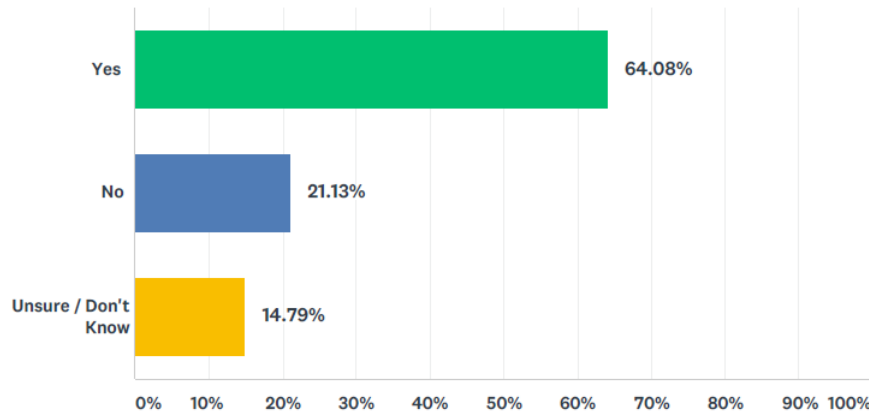
Q17 I reported this/these biological hazard(s) to \*check all that apply\*



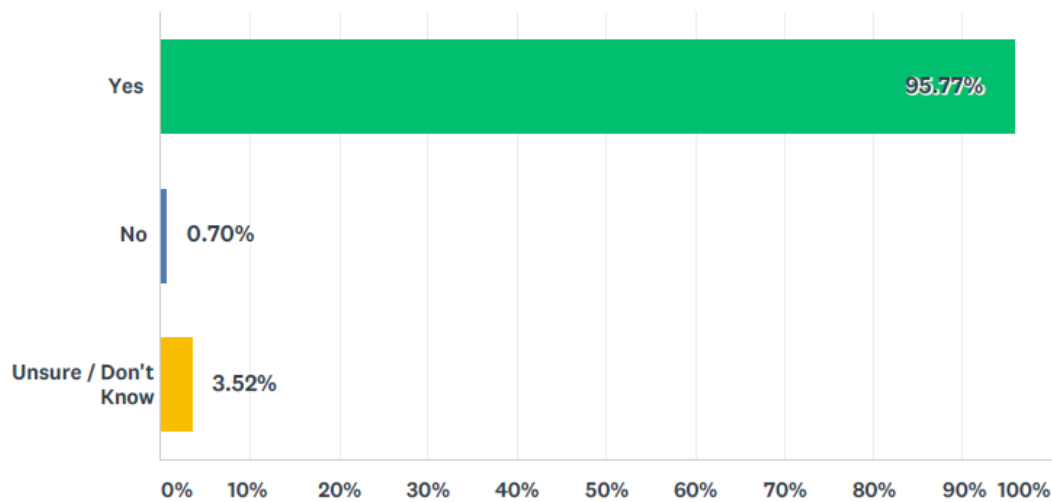
Q18 ICBC has a specific policy and procedure on how to deal with biological hazards that I encounter while performing my work.



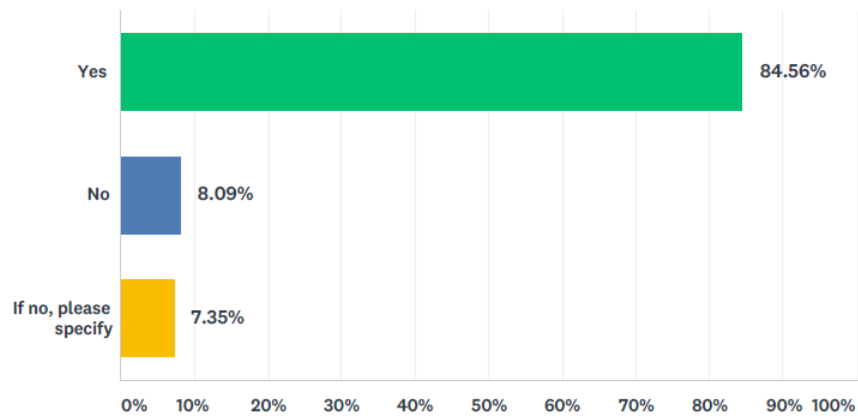
Q19 Do you believe having your first and last name on your email address and other correspondence with customers or business partners is a risk to your safety?



Q20 In my job, I have the right to refuse unsafe work

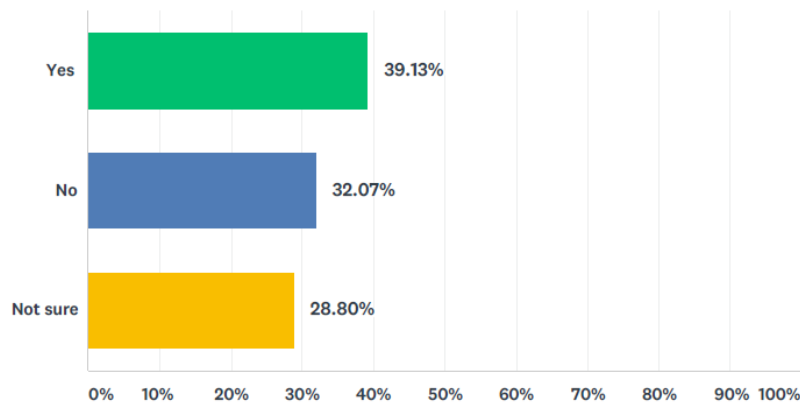


Q21 If yes, I feel comfortable in exercising my right to refuse unsafe work

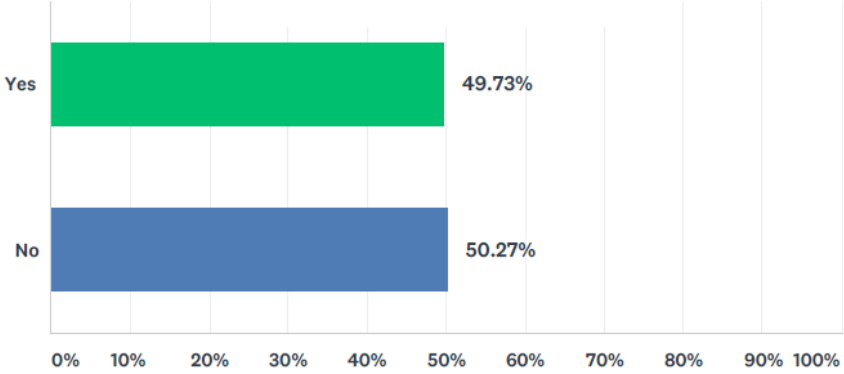


No responses include: judgement from co-workers; reflection on job performance; don't believe support exists from supervisor or manager; concern will not be taken seriously and will be ridiculed; 'they' have said it's not hazardous and it's part of job.

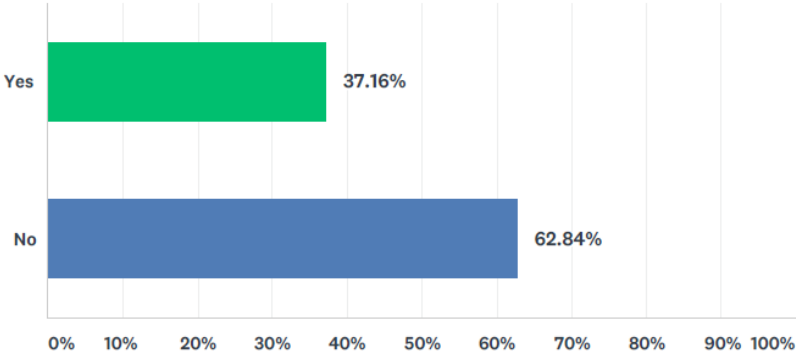
Q22 MoveUP has approached ICBC to request putting a message on their phone system asking callers to be respectful of staff and to refrain from engaging in any abusive behaviour while speaking to an employee. Do you think this will help to reduce or eliminate the amount of abuse that ICBC staff are subjected to?



Q23 Have you ever experienced abuse related to your work at ICBC while outside of the workplace, on your own time?

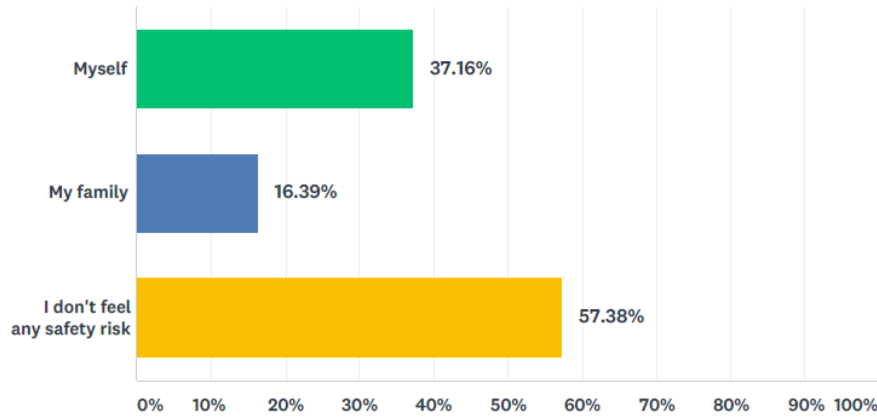


Q24 Have you ever experienced abuse while doing a site visit to a body shop or other business partner while on duty?

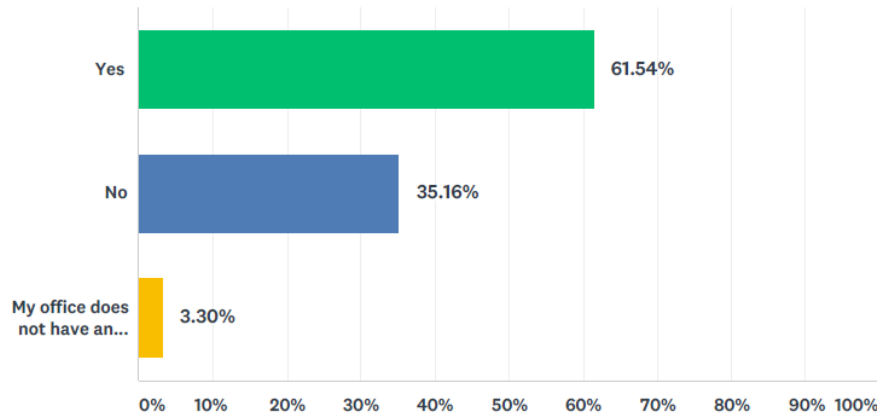




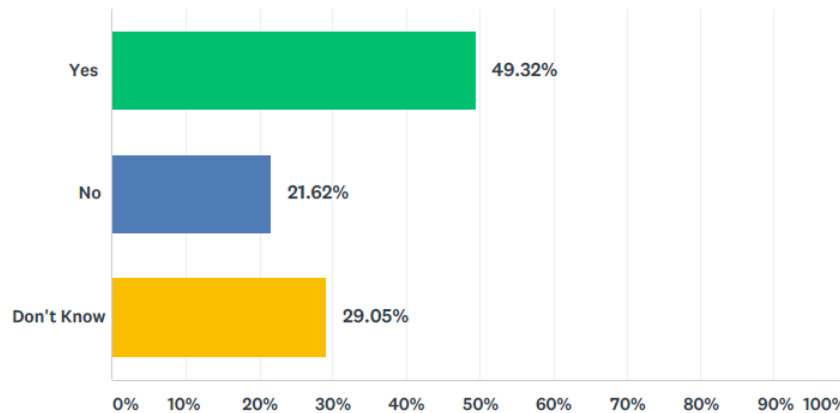
Q25 When experiencing work-related abuse outside of the workplace, I feel there is a safety risk to...



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: feel safety concerns are taken care of to best of company's ability; not enough garbage cans, vehicle exhaust, noise levels, dusty walls and ceilings; dealing with ice and deep snow during winter when estimating out in tow yard; feeling that building is unsafe; volume of files assigned; working in extreme heat in summer and then returning to AC offices while tow bays sit empty, in winter this creates uneven slippery surfaces while heated tow bays sit empty; traveling alone for multiple days on units; should have option that company pays for hepatitis and tetanus shots in case we get stabbed by needle of object; office is filthy; lack of action when employee is injured due to minor events like item in eyes, broken glass in vehicles; when someone is deemed security risk, that notice is not always circulated to all staff; smell of exhaust in building at times; people leaving drug paraphernalia and vomit outside doors after hours; no workplace safety training provided; no one explained when to call biosafety if there is hazardous waste or toxic odours; can't remember last time OH&S did a worksite inspection; excessive emissions from exhaust pipes and the time it takes for air replenishment fan to kick in; customers using excessive speeds when driving through claims centre; tow trucks idling; dead and live mice in building; being stalked through Facebook; estimators have little to no safety equipment when dealing with bio hazards, and little or no corporate policy regarding bio cleaning and detailing of vehicles before estimators enter; media-based job pressures; OH&S committee never asks people about their concerns; estimators need to go out in pairs, being intimidating, forced to lower costs; managers asking members to monitor other members.

Q29 Do you have any suggestions on how ICBC can better protect employees from customer or business partner abuse? Please detail below.

Responses include: common decency; zero tolerance policy should be mandatory; holding customers accountable; having an option to end call or refuse response to any email that's condescending or abusive; warning on telephone system; ICBC has to be upfront about supporting employees; training employees on their rights and how to deal with abusive customers; deny claims, compensation and revoke vendor numbers; eliminate travelling alone; company pay for optional hepatitis and tetanus shots; suspend abusive buyers; reorganize how reception is situated; put immediate remedial action on a business partner that has a complaint filed against it; eliminate last name on business-related material.