

Stop! Discuss with your Manager - Site Safety Flag

Flag:

A new label called Stop and Discuss with you Manager - Site Safety has been added to iViis. This flag provides an identification warning of unacceptable site conditions for all personnel.

What to do when you see it:

When you see the Stop and Discuss with you Manager - Site Safety flag on a file ensure that:

- You do NOT arrange any site visits.
- Review the claim with your Team Manager and the Health and Safety team.
- All actions and conversations are clearly noted in iViis.

Rule:

This assessment is approved by the Health and Safety team.

Who can enter the flag in iViis?

The Health and Safety team is responsible for activating and deactivating the flag in iViis. Notes will be added to support the decision.

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Stop! Discuss with your Manager Flag

Flag:

This flag provides an identification warning of unacceptable level of severe abusive verbal or physical threatening behaviour to our staff or property **OR** as an alert to review the claim/file with your manger before any further payments are made.

This is a warning for any of our staff in dealing with the customer.

What to do when you see it:

When you see the Stop! Discuss with your Manager Flag on a file ensure that:

- the claim is supervised by a Team Manager or Assistant Team Manager
- all conversations are clearly noted in EMS

In discussion with Manager, consider the following:

- at least two staff must attend on site meetings
- suitability of the individuals attending, for the particular situation

If you are subjected to Aggressive/Unacceptable behaviour from a customer please complete the **form** on SouthSite. It escalates these incidents and we can decide on an appropriate response.

Rule:

This assessment may be approved by the Operations Manager.

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