

MEMORANDUM

[CONFIDENTIAL AND COMMERCIALY SENSITIVE]

To	Southern Response Board
Subject	Risk management recommendations – Claimant behaviour
From	Linda Falwasser, Southern Response Strategic Communications Manager
Date	20 July 2015

Context

Southern Response Earthquake Services Limited (SRES) is currently managing a claimant whose behaviour has become increasingly threatening and intimidating towards staff and Board members.

Examples of this behaviour include:

- Advising staff repeatedly that our approach to managing this claim was “not going to end well”
- Alleging, on numerous occasions, that staff have intimidated the claimant and his family, sought to destroy their reputation and attempted bullying
- Making repeated unsubstantiated accusations of staff breaking the law.

Southern Response remains committed to settling all claims as quickly as circumstances allow, including the claim in question. However, due to the challenges posed by the claimant’s behaviour, we have no option but to implement a correspondence strategy specific to this claim, which also addresses correspondence to the Board and requests for information. This will ensure the progression of this claim without distraction, whilst also mitigating any potential risks to our people (Board, Southern Response and Arrow staff, customers, contractors and visitors).

The guiding principles with which we will approach this issue are:

- We remain committed to settling claims fairly and as quickly as circumstances allow
- The wellbeing of our people is paramount
- We maintain a ‘zero tolerance’ attitude regarding threatening behaviour to our people
- We recognise the importance of advice received from other Crown entities, particularly around recognising and acting upon warning signals of threatening and intimidating behaviour.

Notwithstanding, we treat our customers with respect and take their privacy seriously.

In the interests of full disclosure, the following briefing outlines to the Board our strategic approach and risk management recommendations:

Area of interest	Action required
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Area of interest	Action required
<p>1 Security</p>	<ul style="list-style-type: none"> • A full security review of #6 & #10 Show Place by specialists – w/c 20/07/15 • Scenario training with security guards and key staff – w/c 20/07/15 • Staff members at risk offered a residential security review and security response plan – w/c 20/07/15 • Letter and face-to-face briefing to be provided to NZ police. This will be to outline the nature of the issue which could develop into a legitimate threat, in particular regarding assistance for key staff and local Board members. Discuss development of a code/alert in case of an emergency – w/c 20/07/15 • Psychologist to be engaged to review correspondence to date, and be available to give an affidavit if a restraining order is required – w/c 20/07/15 <p>Notes</p> <ul style="list-style-type: none"> • <i>Staff are not to hold meetings at this claimant's house. All meetings should be held at the Southern Response office</i> • <i>Any technical experts needing to conduct inspections at this claimant's house need to be briefed and have Southern Response's lawyer present</i>
<p>2 Implementation of correspondence strategy</p>	<ul style="list-style-type: none"> • Wynn Williams to confirm point of contact for claimant and establish periodic correspondence – 24/07/15 • IT to implement a generic email address for the Legal Risk Manager, for the purpose of OIA and Privacy Act requests for information - 24/07/15 • IT to 'block' the claimant's email addresses from reaching all Southern Response email addresses (with the exception of the Legal Risk Manager), with an automated response to be implemented – 24/07/15 • IT to organise a copy of all blocked emails to be sent to a monitored email inbox – 24/07/15 • Letter to be formally issued to claimant by registered courier only, to be signed by the Chairman of the Board, outlining the implementation of an alternative service arrangement to manage correspondence – 27/07/15

Area of interest	Action required
3 Internal and external communication	<ul style="list-style-type: none"> • Scenario communication plan to be prepared – 24/07/15 <p><i>Internal</i></p> <ul style="list-style-type: none"> • Key information and advice to be prepared for staff. To be presented at Friday training and also issued via email – 24/07/15 • If a media enquiry is received, our reactive statement is to be issued to staff before the enquiry is responded to • Board are to be kept informed on the progress of these actions on a regular basis, including the date of the letter being sent, a copy of the reactive media statement, and key messages <p><i>External</i></p> <ul style="list-style-type: none"> • Seek advice from Wynn Williams regarding Southern Response alerting (face to face) other Crown entities of the safety concerns and risks this claimant may pose – w/c 20/07/15 • Reactive media statement to be prepared and confirmed – 24/07/15 • Briefing to be prepared and issued to Minister’s office under “no surprises” communication approach – 24/07/15 • If a media enquiry is received, our reactive statement is to be issued to Minister’s office before the enquiry is responded to

Action Required

This paper is noted and formal confirmation to proceed with recommendations is given.

PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD