

Timeframe	Comment	Board	Ministerial	Action Taken	External links
March 2013	<p>Media reports that ACC has recently stripped logos from staff cars after some were rammed off the road and employed a fulltime security adviser to "mitigate risk", while EQC had spent thousands of dollars on extra security to protect its 700 staff after threats and verbal abuse from homeowners.</p> <p>Staff have reported aggressive behaviour by customers, abusive letters and emails, as well as comments in social media which threaten staff members' privacy and safety when they are publicly named in this manner.</p> <p>The Board at its recent meeting reaffirmed that safety of the staff is of paramount importance and empowered the management to take any steps necessary to protect it. Work is currently underway to document appropriate procedures for dealing with threatening and abusive correspondence, phone calls and behaviour from customers.</p>	22 March 2013 (minutes, p.11)	Q3 2012-13 report (section 6.2.5)		http://www.stuff.co.nz/national/8372157/EQC-workers-bullied-by-angry-homeowners
August 2013	<p>Recent incident discussed by the Board involving threatening behaviour by a customer. Management was considering an emergency dispute mechanism for addressing disputes which cannot be resolved through the usual process due to the customer's particular circumstances. The Board discussed the security arrangements at the Show Place office and requested that security cameras be installed in the Level 1 and Level 2 foyer areas, with appropriate signage, to protect the security of the staff.</p>	19 August 2013 (minutes, p. 7)			
September 2013	<p>The Board noted the update on various security measures in place, discussed the specific security needs of Directors and requested that State Services Commissioner's guidelines be researched to inform further discussion on the matter.</p> <p>An action arising from the September Board meeting was for management to progress the initiatives to protect the personal safety of staff and Directors.</p> <p>H&S Committee of the Board was set up, its inaugural meeting held on 8 November 2013. Further work and reporting in relation to personal safety was provided through that channel.</p>	13 September 2013 (minutes, p. 6) CEO Report "Security arrangements – Southern Response" – Agenda item 9(c) 20 November			

Timeframe	Comment	Board	Ministerial	Action Taken	External links
		2013 – CEO Report “H&S Update” – Agenda item 19			
December 2013	Customer protest – 16 December 2013				http://www.stuff.co.nz/the-press/business/the-rebuild/9520655/Protesters-swamp-Southern-Response http://www.rebuildchristchurch.co.nz/blog/2013/11/southern-response-mass-protest https://www.steveturney.co.nz/southern-no-response-protest-information
December 2013	The Board discussed the issue of correspondence containing threats to individuals, and requested that CEO consult with ACC and EQC on their experience and protocols on staff, management and Director safety.	18 December 2013 (minutes, p. 7)			
January 2014	TCIL had been identified as being able to potentially assist with review of company’s security and TCIL’s proposal to Southern Response dated 15 January 2014, advised amongst other things: <i>“Thompson & Clark Investigations Limited is New Zealand’s leading private investigation and corporate intelligence agency. Founded in 2003, Thompson & Clark operate nationally and have a significant client base which is represented by global and local New Zealand companies, private organisations, banks, Government Departments, State Owned Enterprises and Crown Research Institutes some of which were mentioned during our meeting. Most of our companies are</i>	17 & 18 February 2014 (minutes, p. 5)		TCIL Security Review recommendations adopted: - Security Guard added - Additional security cameras -	

Timeframe	Comment	Board	Ministerial	Action Taken	External links
	<p><i>linked together with the common thread of being targeted by issue motivated individuals and or groups.</i></p> <p><i>... Thompson & Clark has very high standards of ethics, code of conduct and are committed to producing positive results for all of our clients. All investigations are conducted in accordance with the law of New Zealand and the principles and guidelines of the Private Security Personnel and Private Investigators Act 2010 and the code of conduct for the industry.</i></p> <p>Southern Response accepted TCIL's proposal and several enhancements to existing Southern Response security measures were made as a result of the threat assessment and security review undertaken by TCIL. This included the placement of a security guard in the entryway to control visitor access to the building, installing panic alarms in all customer meeting rooms, enhancing CCTV monitoring of the office areas and additional training for staff.</p> <p>TCIL were also engaged on an ongoing basis to provide:</p> <ul style="list-style-type: none"> • residential security reviews for Board members, Chief Executive and staff considered to be at personal risk; • a risk management package that monitored social media, media and any other public outlets for any signs of protest or other direct action toward Southern Response; and • security for annual public meetings for Southern Response. 				
February 2014	Customer made threats against staff members while visiting his property.				
March 2014	<p>In early March 2014, Grant Cameron publicly announced that he intended to organise a class action against Southern Response. The announcement was covered on Campbell Live and a press release was issued.</p> <p>The developments in relation to the proposed class action were monitored by Southern Response through public outlets (media and social media) as a matter of prudent business</p>	21 March 2014 (minutes, p. 4)			<p>http://www.stuff.co.nz/the-press/business/9826565/Class-action-will-break-impasse-says-lawyer</p> <p>https://www.youtube.com/watch?v=S</p>

Timeframe	Comment	Board	Ministerial	Action Taken	External links
	<p>practice and in accordance with the security arrangements in place. As part of the ongoing risk management service in place, TCIL assisted with this monitoring.</p> <p>A public meeting to promote the class action was held in Christchurch on the evening of Thursday 13 March 2014, the meeting was attended and reported on by the media. We understand this meeting was intended to gauge the support in the community for GCA to create a class action against Southern Response. We are not aware of any Southern Response staff attending this meeting.</p> <p>From what was reported in media and social media, we understand that the meeting was emotionally charged. TCIL advised Southern Response that comments in the meeting by ██████████ could be construed as threatening and were directed at members of Southern Response's Board. As we understand it, ██████████ suggested that attendees at the public meeting contact directors at their homes in the early hours of the morning to voice their concerns about how Southern Response was managing its business.</p> <p>As directors, each member of the board has their private residential addresses publicly available through the Companies Office website. ██████████ comments, in Southern Response's view, put the directors and their families at an increased risk, noting that there had been instances of threatening mail already having been sent to the directors' private residential addresses prior to this meeting. Against this background, TCIL's recommendation was that the Police be informed in the event that an actual threat is realised, as this would result in a quicker response from Police (as the background circumstances would already be recorded in their system). This advice from TCIL would have been taken into account by the CEO in any follow up action. At the request of</p>				<p>Hbs7QWJ99g , https://www.youtube.com/watch?v=zSEK97xJP_Q – CTV regularly provided updates on the Class action including footage of the meetings</p>

Timeframe	Comment	Board	Ministerial	Action Taken	External links
	<p>Ross Butler, Chairman, Peter Rose – CEO, met with a senior Police Officer to seek advice on the situation.</p> <p>We are not aware whether TCIL attended the class action meeting in person, or how this information was obtained by them, but we acknowledge a reference in their email to a recording made of the meeting. We have not identified such a recording (or any transcript) from this meeting in Southern Response’s records. Although Southern Response does not hold any copy of a recording or a transcript from the meeting, as a general proposition we are not aware of any ethical or legal obligations that could have arisen from recording this public meeting. Southern Response also has no information to suggest that people attending the meeting were informed they could not take notes, or record the meeting. It is more than conceivable that media and other attendees at the meeting may have recorded the meeting themselves. We believe that Campbell Live may have run a story on the class action meetings, but are unable to access any archival footage.</p>				
1 September 2014	<p>WINZ Ashburton shooting. Several other incidents at other WINZ branches reported in the same month.</p>			<p>Panic alarm added - Panic alarm process developed - ‘Caution’ flag system to record aggressive and/or threatening customers developed</p>	<p>http://www.stuff.co.nz/national/crime/10446236/Work-and-Income-shooting-suspect-arrested https://www.radio.nz.co.nz/news/national/253837/arrest-after-new-brighton-winz-threat https://www.odt.co.nz/regions/north-otago/threat-winz-followed</p>

Timeframe	Comment	Board	Ministerial	Action Taken	External links
					http://www.stuff.co.nz/dominion-post/10504098/Lucky-pleads-guilty-after-WINZ-threat
October 2014	<p>Alleged threatening comments made by an AMI customer (policy cancelled by AMI) to a third party – Board advised that these would be investigated with the necessary steps taken to prevent the customer’s attendance at the Public meeting if justified.</p> <p>An initial customer session under the Breakthrough pilot, originally scheduled for 22 October had to be postponed due to a security threat, to address security concerns.</p> <p>Given that the meeting was soon after the Ashburton murders at WINZ, and threats then recently made to Southern Response, the company was particularly concerned and placed additional security – including Police presence - at the meeting. This is likely to be a future feature of such meetings and all similar customer engagements.</p>	17 October 2014 (minutes, p. 7)	Q1 2014-15 section 5.4 Q2 2014-15 section 3.3 and 4.1.4	Matter referred to Police by SR. Trespass Notice served.	
November 2014	Customer sent abusive emails and threatened physical harm.				
January 2015	Male customer became aggressive swearing and shouting at female claims handler.			Letter sent by CEO.	
February 2015	██████████ presentation to all staff on Managing unreasonable complainant behaviour, and managing anger and threats. The presentations were held in Auckland and Christchurch organised by the ISO, at Southern Response’s request, a dedicated session for all its staff was held.				
March 2015	Worksafe prosecution of MSD commences. MSD pleads guilty to failing to keep its employees safe by not exposing them to violent clients				
April 2015	Chair and CEO meeting with General Manager Workplace Services at Ministry of Social Development who shared their learnings in relation to the wellbeing and safety of staff, clients and visitors.				
May 2015	Customer threatened claim specialist advising he knew where			Matter referred to	

Timeframe	Comment	Board	Ministerial	Action Taken	External links
	she lived and who her children were and would 'get personal' if his claim was not settled to his satisfaction.			Police who visited customer.	
June 2015	Customer abused claims specialist calling her a 'thieving thug' accusing her of stealing from sick children and belonging to ISIL.			Letter sent by CEO.	
July 2015	Customer expressed desire to 'bash someone's face in' and described claims specialist as 'an evil, evil person'.			Letter sent by CEO.	
July 2015	Escalating customer harassment of Board members with persistent emails (over 200 in 6 months) with threats and accusations of unlawful practice.			Matter referred to Police who visited claimant.	
August 2015	Customer abused claims specialist calling her 'stupid', 'incompetent' and referring to her as a 'monkey'.			Letter sent to customer by CEO.	
September 2015	Aggressive behaviour by customer at offsite meeting.			Letter sent by CEO to customer.	
December 2015	Customer visited reception in an agitated state claiming his claims specialist was lying to him and wanted to cheat him. Further stating that he wanted to 'confront' his claims handler.			Letter sent by CEO to customer.	
February 2016	Customer made threat stating she wanted to kill someone at SR and wanted to "make them suffer, make them bleed".			Matter referred to Police who visited customer.	
April 2016	Threat made by customer to claims handler.			Matter referred to Police and letter from CEO sent.	
July 2016	Customer threatened to 'get a gun' and come to the office and 'start shooting you guys'. Customer also threatened to find where claims specialist lived and 'hunt him down'.			Matter referred to Police who visited customer. Matter also raised with customer's employer.	
July 2016	Contractor threat to Arrow PM.			Letter sent by CEO.	
October 2016	Customer became agitated during meeting and swore repeatedly during customer meeting.			Letter sent to customer by CEO.	
October 2016	Customer threatened to have Arrow PM fired through relationship with Arrow director.			Letter sent to customer by CEO and Arrow Project	

Timeframe	Comment	Board	Ministerial	Action Taken	External links
				Director	
September 2016	Elderly customer ██████ threatened to punch claims specialist.			Spoken to by H&S Manager	
December 2016	<p>MSD convicted. Safety lessons learned (from Worksafe website):</p> <p>Where there exists a reasonably predictable hazard of client-initiated violence:</p> <ul style="list-style-type: none"> • Ensure there was no physically unrestricted access by clients to the staff working area; This meant that as a minimum, a secured desk was between a client and staff member to effect delay in the event of an attack and for zones to be developed which gave a safe and rapid means of escape for the staff member; • Ensure that employees and contractors are adequately trained to respond to an emergency response incident; • Adopt and effectively embed a "zero tolerance policy" by: <ul style="list-style-type: none"> • publishing a "zero tolerance policy"; • embedding a "zero tolerance policy" in systems, standards and procedures and, in tum, in its staff; and • strategising to create a positive security culture and implementing those strategies; • Implement a client risk profiling process; • Implement a client management plan tailored to the risk assessment of that client; and • Implement effective incident investigation and incident data analysis, including by: <ul style="list-style-type: none"> • analysing the incident basis of security incidents on an annual basis and transferring the learnings to the defendant; • setting key performance indicators with respect to security incidents and reviewing these monthly/quarterly; • engaging periodically with selected frontline staff 				<p>https://www.stuff.co.nz/national/crime/87258487/msd-convicted-after-judge-says-staff-felt-unsafe-in-ashburton-office</p> <p>https://worksafe.govt.nz/laws-and-regulations/prosecutions/court-summaries/ministry-of-social-development/</p>

Timeframe	Comment	Board	Ministerial	Action Taken	External links
	<p>from selected locations to evaluate the effectiveness of security/related systems;</p> <ul style="list-style-type: none"> • instituting a comprehensive investigation process and analysis model applied to critical security/related incidents; • developing a security management plan or equivalent document at the highest level of the defendant with clearly stated context, purpose, defined accountabilities, plan owner, internal review and external audit timeframes etc; and • completing a security audit using established risk management models and standards to aid in the establishment of the security management plan. 				
March 2017	Customer became agitated and abused Arrow PM calling him 'useless' and 'disgusting' and referred to female claims handler as a 'slut'.			Letter sent from CEO.	
June 2017	Customer threat to claims specialist.			Letter from CEO to customer.	
10 September 2017	Customer advocate became agitated and aggressive during customer meeting.			Letter to advocate outlining inappropriate behaviour by Operations Manager	
21 September 2017	<p>Peter Hughes, CEO of State Services Commission comments, in relation to MSD staff :</p> <p>Threats, abuse and violence towards staff is completely unacceptable.</p> <p>These staff are loyal public servants who are working hard to give services and support to New Zealanders who need them. They should not have to face threats and abuse and need to be kept safe from violence.</p>				http://www.ssc.govt.nz/safety-ministry-social-development-staff-important
29 September 2017	<p>Peter Hughes, CEO of State Services Commission comments, in relation to DOC staff.</p> <p>Public servants deliver essential services and support to New</p>				http://www.ssc.govt.nz/no-justification-

Timeframe	Comment	Board	Ministerial	Action Taken	External links
	Zealanders every day and they deserve to work in a safe environment where threats, abuse and violence are not tolerated.				threats-against-doc-staff
October 2017	Customer abused claims specialist calling her a 'liar' and a 'moron'.			Letter sent by CEO along with personal meeting.	

<https://www.stuff.co.nz/the-press/business/the-rebuild/87979846/staff-abused-wipers-ripped-off-cars-at-canterbury-egc-offices-as-tensions-erupt>

<https://www.stuff.co.nz/national/64820550/intolerable-stresses-spill-over-into-threats-for-earthquake-victims>

<https://www.stuff.co.nz/the-press/news/73481518/Christchurch-quake-hub-in-lockdown-after-gun-threat>

https://www.egc.govt.nz/sites/public_files/Cosman%20Report%20-%20Appendix%201%20-%2025%20May%202016%20-%20reduced%20size.pdf

(page 17)

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD