# Personal Security

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- It is our utmost to ensure your personal safety while at work

- Today we will be looking at
  – Stop! Discuss with your Manager Flag
  – Signs and Symptoms of risk behaviour
  – Behaviours to look for
  – Introduction of a pre-visit checklist

# Importance of Flags

- Flags
  - Stop! Discuss with your Manager
  - Urgent
  - Vulnerable
  - With Technical Review and Resolution

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# Stop! Discuss with your Manager

- Identifies warning of unacceptable level of severe verbal or physical threatening behaviour

- What do you need to do?
  - At least 2 staff must attend any customer meeting
  - Discuss the suitability of the individuals attending
  - Note all conversations clearly
  - Claims is supervised by a TM or ATM

- Customer Support team can load this flag

# Pre-Visit Checklist

- Checklist includes
  - Potential risks at the property
  - People attending
  - Purpose of the visit
  - Arrival and departure times
  - Checking in with office

# Spotting Risk Behaviour

# What are the Signs and Symptoms?

•Withdrawal

•Illogical Behaviour

•Physical Changes

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# Behaviour to Look for

- Engagement

- Emotion

- Physical Changes

- Unusual Ideas or Speech

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# Physical Signs of Risk

• Other Causes

When speaking to the client note any recent trauma/life difficulties they might mention they are experiencing which could be effecting their capacity or behaviour now or could do in due course.

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# What to do

- Note any unusual customer behaviour

- Raise a concern if you have a gut feeling

- Consider use of the flag system

- Note incidents carefully

- If you have concerns about a customer do not meet them alone

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# Panic Alarm and Working out of the Office Procedure/Policy

- ## Panic Alarm

  *SouthSite/wellbeing/H&S/emergency procedures*

- ## Working out of the Office Policy

  *SouthSite/about us/our policies*

- ## Customer Meeting Room Preparation

- ## Seating

# Practical Meeting Tips

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# Personal Safety

If at any point you do not feel safe, do not put yourself at further risk

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