

After a Fri joint meeting SR/Arrow in April 2015 Peter Rose said he had received a copy of the report into the Ashburton WINZ shooting, and he was now going to make safety no 1 priority.

I went to Peter Rose after this meeting and advised him I thought safety could be improved in a number of areas eg scopes and he asked if I would like to be part of the committee and I said yes.

I left a note on Peters desk and then followed up with an email 7.5.13, Sarah Giles followed up with an email 13.5.15 saying they were compiling external reports and when they got onto internal staff input they would ensure I was involved.

On 25.5.16 [REDACTED] gave a very moving H&S presentation – Bridging the Gap and with this talk in mind I have compiled the following notes.

Screening when booking a rescope:

Asking customers if they have dogs – must be restrained or removed

Any hazards – sink holes, falling fences or chimneys, etc

Anything we need to be aware of – health issues, security, tenants

Advising that all SR/Arrow staff will always phone before calling, will have photo id with them, will have branded clothing and cars, are all qualified

Lockdown procedure:

If a threat was received at the office a text was sent out to all by email, staff out of the office had 15 mins max. to respond their whereabouts and confirm their safety and what the procedure was eg lockdown at a hub or main office and why, and what they were to do. Staff always had cell on them and they were always turned on, never off

Keyword/ Removal:

Staff never went out alone always in pairs, and never 2 women. If staff once inside the house felt unsafe 1 would call the office and use a keyword, I would then call back on the customer landline and ask for the staff explaining to the customer they had been recalled to the office and the appointment would be rebooked and I would then instruct the staff to return to the office. Eg drug paraphanelia, p house, abuse, hoarders, squalid living conditions, poor, alcohol. If when the staff arrived outside the house and felt it unsafe eg unrestrained dogs rushing the gate, extreme untidiness of grounds & house they would leave the area and ring the office, a call would then be made to the h/o to cancel the meeting and it would be rebooked at a later time. Staff would always be debriefed when they came back from site, and support facilities contacted when required: eg Salvation Army, Police, etc.

Verbal Abuse:

Swearing – warning and end the call, form to complete.

Death threats – advise Manager, form to complete, Police advised, lockdown. Prevention rather than Cure – physical abuse rarely happened but the threat of it did.

Misc:

Park outside the house so h/o can see the car and it's a place of safety for staff.

Put folder/file in front of you at the gate in case of a dog charge.

Remove shoes at the door as a sign of respect.

Customer short on time do the inside first they can lock up and leave and then do the outside.

When staff are away all day for appointments they call in at appointed times, eg lunch and before last visit. If they finish earlier than expected they call in to advise all appointments completed and they are home for the day. If running late staff call in and the h/o is contacted to advise accordingly. All appointments are booked and put in the calendar

When I first started in the Pilot team I enquired of both [REDACTED] & [REDACTED] [REDACTED] (Arrow) about screening for rescopes and was told no we don't do it, and its worked so far so its not broke, and I was instructed not to ask questions.

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