

Personal Security

Efficacy of communication, education and process to ensure the personal security of Southern Response, Arrow, Contractors and Subcontractors

There is a need for those in contact with customers (or other external parties) to

1. be aware of the risk,
2. comprehend the risk,
3. be trained to manage an incident if it eventuates.

This includes contractors and subcontractors.

Southern Response's current processes
How this links with Arrow processes

Caution Flags

Where you are dealing with a customer who has acted in a hostile manner, been aggressive or made threats, it is important that you consider using the 'caution' flag in EMS. That way others who may interact with the customer, including Arrow staff, are aware of the situation.

It is also important that we have good notes in EMS to outline the behaviour of the customer and what further steps are required to ensure staff wellbeing. This may include holding all meetings with the customer at the Southern Response offices, or not meeting with customers at all. [Click here](#) to find out how to add these flags under the customer screen section of the EMS training material.

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.

If customers are abusive over the telephone, please advise Victor or [REDACTED] as they generally have a record of these calls.

Controlled Documents?

<ul style="list-style-type: none"> ▪ Abusive and Threatening Customers Procedure [SR] ▪ Serious Threat to Life or Property Procedure [SR] ▪ Panic Alarm Procedure [SR] ▪ Aggression Procedure [SR] ▪ Working Alone Out of Office Risk Assessment Form [SR] 	
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Commented [AJG1]: these are existing Southern Response documents that could be broadened beyond staff

Commented [AJG2]: there is an existing Southern Response document that could be broadened beyond staff

Commented [AJG3]: in draft by Contract Performance Manager

Abusive and Threatening Customers Procedure [SR]	
Aggression Procedure [SR]	
Serious Threat (Life or Property) Procedures [A]	http://systems-intranet.arrowinternational.co.nz/index.php?option=com_content&view=article&id=941&Itemid=480
Aggressive / Unacceptable Behaviour Witness Statement Form [A]	http://systems-intranet.arrowinternational.co.nz/index.php?option=com_content&view=article&id=941&Itemid=480
Aggressive / Unacceptable Behaviour Event Report [A]	http://systems-intranet.arrowinternational.co.nz/index.php?option=com_content&view=article&id=941&Itemid=480
Working Alone Out of Office Risk Assessment Form [SR]	To be finalised
Panic Alarm Response Procedure [SR]	