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BC Ferries

ALERT # 117

## ALL LEARNING EVENTS REPORTED TODAY

### Informing Customers of Canada Shipping Act Regulations Limiting Passenger Access to Closed Vehicle Decks



There have been some incidents in recent months of customers refusing to leave closed vehicle decks, in contravention of Canada Shipping Act, Cargo Fumigation & Tackle Regulations Article 152, and becoming angry and verbally disrespectful to employees when employees have attempted to get the customer to comply with the regulation. While the northern routes have been doing this for many years, customers on the southern routes are not accustomed to this requirement. Additionally, this is new territory for our southern route employees and there are lessons along the way to help reduce the risk of violence in the workplace. Some of the messaging to employees of what is expected of them and their approach for getting the customer to comply with the regulations appears to be confusing and inconsistent at times and could result in employees being at risk of customers reacting violently.

#### Lessons Learned:

- Customers are still not adapting to the change
- Some customers will try to engage in an argument
- Some Customers feel they have legitimate reasons, like medical conditions, for remaining on the closed deck
- Deckhands have received inconsistent messaging
- Some Employees go further than necessary in trying to persuade the customer into leaving the closed deck

#### Preventive Actions:

- Employees are only expected to approach with a smile, inform the customer of the regulation and then thank them for their understanding while moving on to the next customer
- After first contact by a deckhand, if a customer chooses to violate the regulation, the deckhand should immediately disengage and report to a supervisor.
- Supervisors do not have to force compliance and are only expected to inform the customer and note the location of remaining customers in case of emergency and advise the bridge team.
- If an employee needs to gather information, like recording a license plate number, attempt to do so discreetly. If customer escalates, the employee should immediately disengage and return with support.
- Any crewmember who is uncomfortable with engaging the customer may ask for assistance from another Deckhand or Officer to accompany them (stand close by during discussion) as a means of support

***If you see something, say something, do something!***