

CALL HANDLING DOODLE PAD

EFFECTIVE CALL MANAGEMENT

To be effective in dealing with callers you
Need to be able to handle enquiries and
Remain in control:

- Do fill in the enquiry form
- Do redirect unrelated calls
- Do call back if promised; and
- Do ask for help if you need it
- At all times you must remain in control
- Do not react in anger
- Do not answer unrelated questions or speculate
- Do not give away sensitive information
- Do not rush; and
- Do not hang up
- When dealing with relatives, always remember to
- Show concern and empathy
- Indicate action; and
- Assure the relatives that the Company is working closely with authorities

STEERING TECHNIQUES

Use callers name

Make continuity noises;

e.g. "yes", "mm", "ok"

Give Feedback

e.g. "I'm just making a note of your request"

Use the "IF" technique

e.g. "Mrs... if we are going to help you we need Your husbands name.

Take Responsibility

e.g. "Mr... I'm going to transfer you to..., in our Personnel department. I'll give ... all your details And (s)he'll be able to help you."

Stay on track

e.g. "I understand why you would be feeling that Way, but just let me ask you ..."

Closing the call

e.g. "Mrs ... as you can imagine we have lots of Callers waiting to get through. I have made a Careful note of your details and will ..., but Right now I'm sure you will understand we must Give other callers a chance to get through. Thank you for your call"

BRIDGING PHRASES

Yes ... and in addition

Just a moment ... let me explain ...

I don't know that ... but I do know ...

I understand ... that's why it's important to ...

I can't speculate ... but what I can tell you is ..

I am not the company spokesperson ... the Person you need to speak to is ...

DIFFICULT CALLERS

Hypothetical

"I can't speculate, but what I can tell you is ...

The Accuser

"I can appreciate why you would feel like that And I'd like to assure you that we are doing Everything we can."

The Hysteric

"Mrs ...Rio Tinto is doing everything it can.

Mrs ... it is important that you listen carefully To what I am saying."

The Demander

Mr ..., at this stage it is too early to say when And I don't want to promise you something We can't deliver."

The Unreasonable

"What I can guarantee is that we are doing Everything we can to ... and I'll ensure your Message gets to our response team straight Away."

The Rambler

"Mr ..., we have given you all the information We have at present. Our next lot of information Is due in ... minutes and if we have any more Information on ... we will let you know. Thank You for your call."

PROVISION OF INFORMATION TO RELATIVES

All employees should have a nominated Next of Kin for Emergency contact purposes. To check that the caller is the nominated NOK,

The caller must state their full name and phone Number, and the Date of Birth of the employee they Are enquiring about.

- Where all personnel involved in an incident are accounted for and safe all callers maybe so advised.
- All information contained in media releases is releasable and may be passed on to callers.
- Information in relation to casualties (missing or injured) may only be released to a nominated emergency contact (once the emergency contact has agreed to this). Such information may only be released when confirmed in writing from the scene of the incident and authorised by the Personnel Response Team supervisor.
- **Information relating to facilities may not be released to callers under any circumstances**

NOTIFICATION

- The DMR HR Representative will establish contact with relevant police contacts.
- In the case of employees accounted for and safe, notification may be by telephone, subject to confirmation as above. The Information Centre group may also give this information to callers.
- In the case of employees who are injured (not critically), information regarding the nature of the injuries may only be released to a nominated NOK.
- Notification to relatives involving cases of death or life threatening injury will be conducted in conjunction with Police, with available Rio Tinto officers accompanying Police personnel (where possible).
- The Response team supervisor will maintain contact with hospitals receiving casualties to ensure information obtained is accurate and up to date.