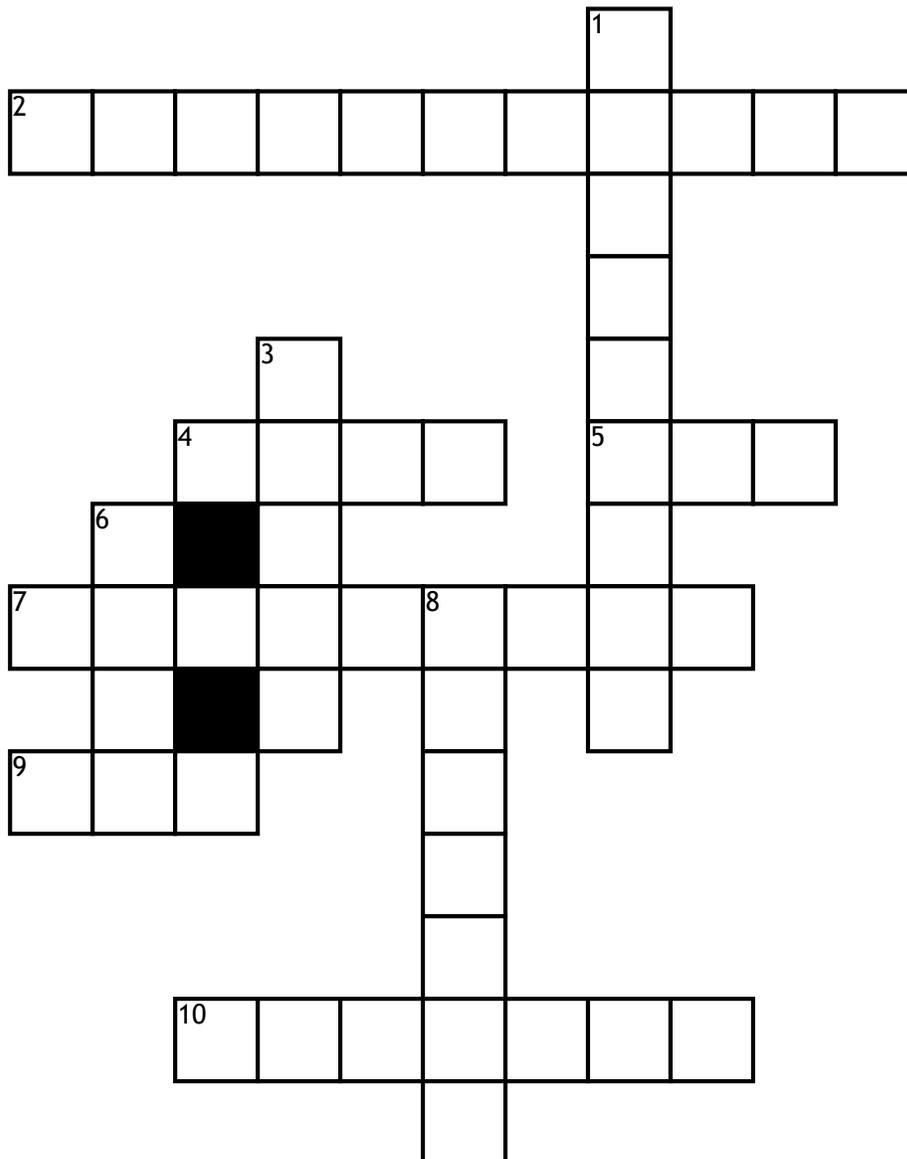


Handling Aggressive Customers



Across

2. Who has the discretion to decide on UNS listings for incidents classed as Other-non bank employees, verbal abuse and serious verbal intimidation
4. What is the code word we should all know
5. What is the flag we should look for on Commsee profile
7. Remove yourself from the threat to your designated?
9. All group emergencies should be reported to? (acronym)

10. What is the E on Rate

Down

1. What could be a common trigger in branch
3. How many categories/ classifications of aggressive behaviour are there?
6. What is the acronym to allow a situation to de-escalate during the Escalation phase
8. These are level 6 and 7, Physical and Serious Physical?