

# First response conversation guide for managers and supervisors

If you're approached by an employee raising a safety related concern, use the following points to help structure your conversation.



1. First ensure safety by checking if anybody is currently at risk and if the hazard is active. If someone is at risk, stop the task immediately and initiate emergency procedures if needed. Only move on to the next step once it is safe to do so.
2. Thank them for raising it and let them know you're glad they spoke up.
3. Gather the story by calmly discussing the details and giving them time to talk without interruption. Make sure you take notes and include:
  - What did they observe?
  - When did it happen?
  - Where is the concern located?
  - Who did it affect?
  - What could happen if the situation is not resolved?
4. Explain that your goal is to eliminate the risk and understand what led to it and also explain to them that any behaviour related concerns (e.g. someone pressuring others to complete work unsafely) will be addressed in a fair and consistent manner. If they are upset or anxious, reassure them and give them a few moments to calm down.
5. Agree next steps by explaining how you will document the concern, who will be involved and when you will inform them of the outcome. If you cannot give a date for the outcome, say what you can commit to and when you will next update them.

Notes