

Health & Safety Culture & Engagement¹

- This document has been adapted from a resource in Safe365
- Consider using Google Forms or Survey Monkey to do the Culture Survey.
- Contact All About People on info@allaboutpeople.co.nz or 0800 023 789 for further assistance.

SAMPLE SURVEY QUESTIONS

Introduction

The purpose of this resource is to provide Safe365 users with a range of survey questions that can be used to assess and verify a range of elements relating to the health and safety culture in your organisation such as:

- The attitude of the workforce towards health and safety generally
- How important health and safety is perceived by the workforce
- The quality and quantity of health and safety engagement in the workplace
- How much confidence the workforce has in management to address their health & safety concerns
- The level of commitment to health and safety across various levels of the PCBU
- The willingness of personnel to report health and safety information
- How prepared the workforce feels for emergencies or a crisis
- The level of alignment between health and safety plans and practices
- Whether the workforce feel a sense of partnership towards health and safety

Survey Methods

There are a number of methods of surveying the workforce. Each method presents varying levels of insight and assurance. Examples include:

1. Asking one or more of the questions at face to face worker / contractor meetings or tool box talks (which is quick and easy, but some individuals may not feel comfortable engaging using this method and others may not want to raise any concerns in front of others, so the results can be skewed).
2. Conducting an anonymous internal survey where you prepare a form with the questions you wish to ask, use a measuring scale (such as 0-5 or 0-10) and ask each member of your workforce to fill out the survey and return it so you can collate all the results. There are excellent (often free) online survey tools that provide a platform to set up and conduct your survey (such as 'Survey Monkey'). The advantages of this are that your survey results are collated automatically as the responses come in so you can gain the insights you are looking for.
3. Engage an independent third party to conduct the survey similar to 2 (above) and ensure all levels of the organisation are surveyed including directors, managers and workers/contractors. This method provides the greatest objectivity and allows you to compare variations across part of the organisation and address any areas of concern.

¹ www.Safe365.co.nz

Sample Questions:

The following questions can be used individually to gain insights into a specific component of your health and safety performance and/or you may select some or all of the questions as part of regular (quarterly, twice yearly or annual) health and safety monitoring and review processes.

- (For workers & contractors) Do management personnel see health and safety as an unnecessary cost or waste of time to the organisation?
- (All) Do you think adequate resources are made available to implement health and safety initiatives at work?
- (All) Do you see health and safety as an unnecessary burden?
- (For workers & contractors) Do you feel comfortable about reporting health and safety concerns to management personnel?
- (All) Do you feel that health and safety is important to the directors of the organisation?
- (All) Do you feel that health and safety is important to all workers/contractors in the organisation?
- (All) Do you feel that health and safety is important to the management of the organisation?
- (Managers & workers) Are workers/contractors that do not behave consistently with the documented health and safety requirements held to account?
- (Managers & workers) Are workers/contractors that role-model desirable health and safety practices recognised?
- (All) How well prepared is your organisation to respond to a health and safety emergency or crisis at work?
- (All) Do you know what your role is should a major emergency or crisis occur at work?
- (All) Do you think the behaviours and practices in the workplace reflect the policies, processes, systems and expectations documented in the organisation's health and safety management system?
- (Workers & contractors) Do you feel like 'part of the solution' or 'part of the problem' when it comes to health and safety at work?
- (All) Is health and safety openly discussed at work across all levels of the organisation?
- (All) Do you feel empowered to drive continuous improvement in health and safety?
- (Workers & contractors) Do you feel that decision-makers listen to worker or contractor concerns about health and safety?
- (Workers & contractors) Are you provided with regular updates on health and safety in the workplace?
- (Workers & contractors) Do you have opportunities to openly discuss health and safety matters with your manager or supervisor?
- (Workers & contractors) Do you have confidence in your manager or supervisor to respond to concerns about health and safety at work?
- (All) Do you believe our workplace values are reflected in the way personnel behave with regard to health and safety?
- (All) How well does our organisation manage health and safety?

How to use the survey results

Once you have undertaken your survey, you need to collate the results. It is useful to understand the response rate to the survey, range of results for each question, the minimum and maximum value for each question and the mean score for each question (i.e. on average, how did the workforce rate it).

You can also further analyse by comparing the responses of different levels (such as directors' vs managers'

vs workers), departments (such as operations vs sales) or sites (store A vs store B). These are all useful in determining how status of the health and safety culture and where there may be blind spots (i.e. management rate it very positive, workers rate it much lower) or areas of improvement (average response rating is lower than other areas).

The survey results can be used to determine initiatives you may implement to improve your health and safety culture. It is good practice to report back the results to personnel with an update as to any changes in focus or new initiatives as a result. Lastly, it can be very effective to re-survey using the same questions and measures to see how the responses evolve over time.