**Interview Questions**

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| **Introduction** | The interview forms which follow are specifically designed for the AFPA Small Employer Health and Safety Audit. |
| **Question Number** | The question number to the left of each interview question refers to the section and question number in the audit protocol, and the area where the final scoring, resulting from the responses to the question, will be inserted. For auditor convenience, audit questions are noted directly above the corresponding interview questions. |
| **Question & Comments** | This is the basic question that needs to be asked and answered. Space exists for recording notable comments made by interviewees. **Keep in mind that these questions are intended to be ‘a starting point’ only.** Always cross reference interview questions with the audit protocol– you may need to probe further! |
| **Response** | This response section allows you to keep a tally as to whether the response from each interviewee was positive (+), negative (-) or non-committal (n.c.). It is important to be as objective as possible when judging which answers fall into which categories, and to ensure that you do not prompt or telegraph the answer you are looking for. Non-committal responses will be considered negative responses for the purpose of determining percentage positive indicators in each interview question. |
| **Confidentiality** | Remember that all interviews must be kept completely confidential. If interviewees have a suspicion that they may be connected to their responses, their responses will be less than candid. It is a good practice to keep these forms secure during the audit, and to destroy them as soon as the audit has been approved following quality assurance review. |
| **Interview Steps** | Introduce yourself and explain the interview purpose and process to the interviewee.  Briefly discuss the interviewee’s background to allow you to customize the questions to the individual’s role and experience. Make notes on key work-related issues in the “Background Information” space. Ask the questions on the forms. Be prepared to reword them if necessary, but take care not to change the intent or to telegraph any bias. If the interviewee does not seem to understand (different from non-committal), be prepared to expand on the question, but once again, take care not to telegraph what you are looking for. Record key words and comments from the various answers in the space under the question. Remember, these words are designed as a memory aid until you can write your report. Place a tick mark under the “Response” column that best reflects the interviewee’s opinion. Remember that you will eventually have to count all of these ticks, so ensure they are legible and separated. Continue this way for all interviewees. One set of interview forms should be sufficient to record the interview responses for a complete audit. |
| **Score** | When all interviews are completed, it is your task to evaluate the collection of responses and determine if the score should be granted. In many cases, the audit instructions provide specific guidelines (such as 80% or 90% positive) in order to award the points. In other cases, there are a range of points which can be awarded. You will need to decide how many partial points should be awarded depending on the number and the quality of responses (i.e. percentage of positive indicators). Finally, there may be questions where you will simply have to use your judgement in determining whether the responses meet the intent of the question. |

**Employees**

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| **Background Information:** |
| What areas are you responsible for? How long have you worked here? How long have you been in this position? |
| Notes: |

| **Audit Question** | **Interview Question(s)** | **Auditor Findings** | | | |
| --- | --- | --- | --- | --- | --- |
| **Response** | | | **Notes** |
| **+** | **-** | **n/c** |
| 1.2 | *Is the health and safety policy communicated to all employees?* |  |  |  |  |
| Do you know whether or not the company has a health and safety policy?  Can you list some of the key points written in the health and safety policy? |  |  |  |
| 1.4a | *Are employees knowledgeable about their workplace health and safety roles and responsibilities:*   1. *under applicable legislation?* |  |  |  |  |
| Do you have any specific health and safety responsibilities under applicable legislation? If so, please describe them. |  |  |  |
| 1.4b | 1. *under company policies* |  |  |  |  |
| Do you have any specific health and safety responsibilities under company policies? If so, please describe them. |  |  |  |
| 1.5 | *Do employees understand their occupational health and safety rights?* |  |  |  |  |
| Can you explain how the three OHS rights apply to you and the work you do? |  |  |  |
| 2.5 | *Is there a system in place whereby employees can report unsafe or unhealthy conditions and practices?* |  |  |  |  |
| How do employees report unsafe or unhealthy conditions and practices? |  |  |  |
| 3.4 | *Does the employer ensure hazard control methods are followed?* |  |  |  |  |
| What process is in place to ensure employees are using required hazard controls? |  |  |  |
| 4.2 | *Are orientations completed prior to starting regular duties?* |  |  |  |  |
| When does a new worker get told about things like evacuation procedures, first aid services, fire response, etc.? |  |  |  |
| 4.3 | *Are workers given job-specific health and safety training that includes job responsibilities, job-specific hazards and hazard controls?* |  |  |  |  |
| What kind of training about your job have you had? (*Give an example*.)  Describe the training you had and explain how useful it has been. (Looking for job responsibilities, specific job hazards and health and safety controls) |  |  |  |
| 7.2 | *Are all employees at the work site knowledgeable about the emergency response plan?* |  |  |  |  |
| If there was an emergency in your area, how would you respond and what would your specific responsibilities be?  (*Compare responses to the written plan*.) |  |  |  |
| 8.2 | *Are employees knowledgeable about the incident reporting process?* |  |  |  |  |
| Are you aware of a reporting process for workplace incidents, occupational illnesses, near misses and work refusals? How does it work? |  |  |  |
| 8.6 | *Are employees involved in incident investigations?* |  |  |  |  |
| If there was an incident on site, who would participate in the investigation, if any? |  |  |  |
| 9.4 | *Is the contact information of the health and safety representative readily available to employees?* |  |  |  |  |
| Where would you find contact information for the health and safety representative on site? |  |  |  |
| 9.6 | *Are health and safety concerns and/or complaints resolved in a timely manner?  (Note: Interview workers and the health and safety representative only)* |  |  |  |  |
| HSR: If a worker brings a concern or complaint forward, how quickly is it resolved?  Worker: Have you ever brought a health and safety concern forward to your health and safety representative? How quickly was it resolved? |  |  |  |
| 10.1b | *Is there a system in place to ensure feedback on health and safety issues is sought from employees?* |  |  |  |  |
| Management: What system is in place for workers to provide feedback on health and safety issues?  Worker: Are you able to provide feedback on health and safety issues? How would you do that? |  |  |  |

**External Work Site Parties**

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| **Audit Question** | **Interview Question(s)** | **Auditor Findings** | | | |
| **Response** | | | **Notes** |
| **+** | **-** | **n/c** |
| 5.3 | *Is key health and safety information communicated to affected external work site parties regarding work site hazards and controls?* |  |  |  |  |
| Were you provided with key health and safety information that could impact your health and safety on site? (*Probe for hazards and controls*) |  |  |  |
| 5.4b | *Where there are contracted employers involved on the work site, is there a process for dealing with non-compliance?*  *(Note: Interview contracted employers only)* |  |  |  |  |
| What happens if you don’t follow work site rules and expectations? |  |  |  |