

An OPEN AND HONEST CONVERSATION:  
together, we can create a safer and healthier workplace.

## The 10 most frequently asked questions (1/2)

### 1. Why should I make time available for a conversation?

An OPEN AND HONEST CONVERSATION is intended to generate conversations about work safety and the practical consequences of certain safety and environmental standards. We see it as a means of ensuring that everyone remains alert to the importance of safety at work and thereby of raising risk awareness. That is in the interest of us all.

### 2. What department do the conversation partners who engage in an OPEN AND CONVERSATION with employees come from?

Conversation partner can come from different departments. Often, they know what work is carried out at the site, but not exactly how. By talking about it at the place of work, they can gain a clear impression of the way work is performed, and of the circumstances in which it is done. Anyone can engage in an open conversation with employees, whether it is spontaneous or planned.

### 3. Do the conversation partners walk around the workplace on their own?

Conversation partner can hold an open conversation either on their own or with a colleague. They have permission to do so from the company. However, they may also be accompanied by the supervisor or a manager.

### 4. What is an OPEN AND HONEST CONVERSATION about?

The situation and the work on-site or current events determine what subjects are raised during a conversation round. The conversation could just as easily be about matters that are going satisfactorily or which have gone well as it could about problems that someone is encountering. Conversation rounds are emphatically **not** intended as a form of inspection or interrogation.

### 5. If someone is busy with his work, does he have to stop in order to take part in an OPEN AND HONEST CONVERSATION?

It depends on the type of work. The supervisor/manager accompanying the conversation partner is the person best placed to assess whether and when an employee can be approached. However, it is usually the employee or holder of the permit to work themselves who decide whether or not it is possible.

## The 10 most frequently asked questions (2/2)

### 6. What should you do if you notice that someone is not receptive to a conversation?

By choosing the right moment and the right tone, you can usually get a good and constructive conversation going. After all, the conversation is all about colleagues learning from each other's work and of course that is something that we can all benefit from.

### 7. Can every subject be raised during such a conversation?

Absolutely, as long as the conversation is about safety at work, health, and the environment. Examples of subjects include dilemmas that you sometimes face, the risks at your place of work, the preparations for work, or the practicality of procedures. The idea is to look for solutions together that actually work in practice.

### 8. May photos be taken during the conversation round?

Yes, but if a conversation partner wishes to take a photograph of a situation or of a person during a conversation round, he/she must first ask for permission from the person involved and the supervisor/manager. In addition, the face of the person photographed must not be by preference identifiable. Ask for it!

### 9. Is it possible to respond later on to what has been written down about a conversation?

The conversation findings are set down on a Report form. The form is always available for viewing. If you have any questions about it, you can speak to the supervisor/manager.

### 10. How are the results of an OPEN AND HONEST CONVERSATION processed?

Report forms are collected and delivered to the supervisor/manager and will be discussed. If any acute problems are encountered, then they will be dealt with immediately. All information gathered will of course be handled and discussed with confidentiality. Collected information will be processed and where possible implemented. The communication about this process will be in the line of an OPEN AND HONEST CONVERSATION to create a safer and healthier working environment.