5E - PRINCIPLES OF WORKER INTERVIEW

Information for Supplier Sites

This document gives information on the purpose and potential benefits of worker interviews. It outlines the need for a private and comfortable (for workers) space for worker interview and gives details of how the auditors will select appropriate workers.

The purpose of the interviews is to establish what workers feel about working at the site, as well as to support the documentary evidence already examined.

In our experience this type of information can be especially helpful to sites, offering an additional opportunity to understand the perspective of their employees. This can then facilitate the management making changes which can lead to increased employee satisfaction /retention.

It will be necessary to interview a cross section of workers, approximately 5-10% of the workforce. These interviews may be in groups or one to one. Management must not be present at these to safeguard the confidentiality of individuals.

The selection of workers will only be undertaken by the auditor/audit team, who will consider shift patterns, worker type and gender. The auditor will select from different areas of the site as well as from different job roles to give a representative sample of the workforce. It may also be appropriate to interview middle managers, e.g. supervisors and department heads.

The interviews will take account of production requirements and will ensure where possible a minimum disruption to work flows.

The first round of interviews is likely to take place at the beginning of the audit and will continue during the day in a mix of group and one to one sessions.

The interviews will be conducted in a place selected by the auditor and as far as possible needs to be away from the work stations in a space where workers feel comfortable. –

All information obtained in these discussions will remain confidential to the workers involved and findings will only be discussed with management in a general way. Under no circumstances will individual comments be attributed to individual workers.