

## Chartwells Unit Visit Guide for HSE Champions

### Hints & Tips

1. Introduce yourself to the whole team at start of visit, be positive, enthusiastic and punctual
2. Sign in site or equivalent at School/Unit.
3. Ensure you explain visit is confidential and only share with line manager and HSE
4. Explain exactly what you will be looking at and why
5. Tell them roughly how long you will take
6. If you need an escort confirm who it will be
7. Remind them you will be taking notes, to remind you when you are report writing
8. Explain possible outcomes, satisfactory or unsatisfactory, and how that may occur
9. If you need a space to work ask where is suitable
10. Confirm if there is any fire drill today, and fire arrangements (they may be nervous and forget to remind you)
11. Ask is there any area you can/cannot go i.e. Dining room may have assembly
12. Allow team to ask questions
13. Conduct visit NB: the purpose of the visit is to find compliance with our systems, naturally as you are going along you will see areas of non-compliance, if it's a quick fix, then fix at time. If not note it down, if you are unsure based on the level of risk and defensibility involved contact the HSE team, if you are sure carry on
14. If in the unlikely event that the visit is not going well and a number of high risk non-conformances have been found. STOP the audit and use the rest of the scheduled time to train the teams on how to correctly run our systems, agree actions and arrange a REVISIT, notifying Lead Auditor of this
15. If the above is not the case, complete visit as planned.
16. On completion, discuss with team how they thought today went, remaining positive even if you have some negative findings
17. Re affirm its confidential
18. Share result satisfactory or unsatisfactory, if you are confident that this will be reflected once entered on AIR, if not explain that scoring is weighted and AIR will work out actual score
19. Sum up your findings positive and negative
20. Take questions from team
21. Agree corrective actions
22. Explain and agree process for close out, capturing email details etc.
23. Thank them for their co-operation

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