

3 steps to getting everyone on the same page:

- 1 Get Ready**
– agree how the job will be done, including how to manage critical risks – one that can kill or permanently injure.
- 2 Get Set**
– check in immediately before the work gets underway to ensure everyone is on the same page
- 3 Go**
– make sure the work is getting done safely and any changes to the plan are agreed

These steps make good sense, we need to make them more common.

Finish

What's the goal?

To review the work and continually improve the business relationship, by looking at what worked and what could be done differently next time.

When would this conversation take place?

Before the bill is paid.

Where would this conversation take place?

Over the phone, email, face to face either on or off site.

What needs to be discussed?

This is a conversation to drive safety and business performance on farm. It is an opportunity for the farmer and the contractor to share the learning.

It needs to be open, honest and two-way. Questions that could be useful to ensure the conversation focuses on the right things include:

- 1. Are we happy with the job?**
- 2. Was the job completed safely, as per the plan?**
- 3. Would we work together again?**
- 4. What would we do differently?**

making farms safer

A GUIDELINE FOR WORKING WITH OTHERS TO

KEEP PEOPLE SAFE ON FARM

Making good sense more common

AGRICULTURAL LEADERS'
HEALTH & SAFETY ACTION GROUP

making farms safer

READY

SET

GO

What is this toolkit about?

Farms are dynamic businesses with lots of moving parts. That's why very few things on farm happen in isolation. Successful farms are supported by lots of people providing services, advice and products.

Working safely and efficiently means everyone being on the same page. Not being on the same page can mean people get hurt, disruption on the home front and at work, as well as being unproductive and inefficient.

This toolkit has been developed to help farmers and contractors set clear expectations of what needs to be discussed, shared and agreed to keep people safe and healthy. It is to be applied once you have selected a contractor who has the qualification and experience to complete the job safely.

This toolkit is about starting the right conversations between farmers and the businesses that support them to be productive. Safety instructions and manuals can only help us so far – it's the conversations and agreed expectations that put these into action that make all the difference.

Not only do these conversations help farmers be productive and safe, they can also help farmers meet their legal responsibilities to work safely with other businesses and managing risk effectively.

This toolkit is about starting the right conversations between farmers and the businesses that support them to be productive.

READY

What's the goal?

To agree how the job will be done safely.

For farmer and contractor to clarify and agree on the risks associated with the job. How can these be managed, and by who? Discuss how could someone get hurt and how will we reduce the risk of this happening?

When would this conversation take place?

Getting ready needs to happen before the work begins. The easiest and most effective time to make sure the right approach, people and gear are in place is before the work is happening.

The type of job will impact when this discussion happens. The more complex or higher risk a job is, the earlier you want to get ready. That gives everyone time to ensure the right approach, gear and people are in place.

For regular services (such as fertiliser spreading and cultivation) this could be an annual discussion. For some jobs this conversation could be a few weeks before the work starts (such as clearing of drains). For more reactive jobs (such as responding to pump break down) it might be days or hours before.

Where would this conversation take place?

Getting ready happens as part of the normal conversation between the farmer and contractor when the work is being initially discussed. Consequently, this happens where it happens – on the phone, over email, or face to face.

What needs to be discussed?

What do you need to talk about before you get set? These questions will help ensure the discussion to get ready covers the right things:

1. **What's the job?** Clarify what work needs to be done e.g. John Bull is coming on site to install a water tank.
2. **Who is coming on farm?** Clarify who is the actual person doing the work, and whether they have the right skills and experience to do the job.
3. **When is the work happening?** Clarify the date and time, so you can let your team know, and identify if it clashes with any other farm activities.
4. **Where will the work be happening?** Clarify exactly where the work will be done, so you can identify any specific hazards in that area, and identify if it clashes with any other farm activities.

SET

What's the goal?

Make sure that both the person doing the job and the people on farm are clear on the approach for the work, any key risks and how they'll be managed.

When would this conversation take place?

This conversation is a check-in before the work gets started. So it needs to happen on the day of the job or just prior to work starting.

Where would this conversation take place?

This check-in happens at the worksite – so the conversation could be at the office, in the drive way, over the phone, or via text.

What needs to be discussed?

What needs to be discussed before you get started? These questions will help ensure the discussion to get set covers the right things:

1. **What's the plan again, any changes?** Clarify joint understanding of how the work will be done.
2. **What are the hazards and no-go zones?** Cover off local hazards and anything that may have changed since the get ready conversation, such as buried cables, live wires, or boggy ground.
3. **Have we got the right gear and people here today?** Make sure that all the gear and skilled people are available and the gear is in working order.
4. **What happens if something goes wrong?** Clarify that there is a plan if something goes wrong, such as emergency equipment, a "working alone" plan, a way to communicate, information on who to communicate to and a way to record any incidents.
5. **How will we check in during the job?** Agree when, how often and how you will check in to monitor the work once it's underway.

If something doesn't feel right or you feel uneasy, don't start the job until any issues have been fixed.

What do I need to document/record?

Make a simple diary note or text confirming the discussion has occurred and noting any practical content from the discussion. Just make sure you can find it in the future if you need it.

Who else needs to know?

Everyone on the farm while the work is happening should know about the work, including the who, what, where, when and how about the job.

GO

What's the goal?

Ensuring that the work being done is going to plan and being done safely, or that the plan can be adapted if changes are needed.

This step creates the opportunity to spot issues before they become problems, as often the actual conditions differ from what was planned, or can change during the day, such as a weather change.

When would these conversations take place?

These conversations take place as often as required while the work is happening, as appropriate.

More complex or long duration work may require more regular check-ins, while simple, short jobs may require none.

Where would these conversations take place?

They need to happen alongside the job. Practicalities mean this could be via 2-way radio, phone or by driving by.

What needs to be discussed?

What needs to be discussed while the work is happening? These questions will help ensure the go discussion covers the right things:

1. **What's going well?** Identifying what helps good performance is useful for future work to improve productivity and safety, such as identifying the right gear choice, or the right people.
2. **Has anything changed?** Clarify if any changes to the conditions or the job create subsequent problems or risks, and how they will be managed, such as the need for additional gear, a change of approach or more people.
3. **Have you struck any problems or had any incidents?** Identify if anything has gone wrong so you can learn, and agree how to prevent the issue happening again. Stay aware of any new hazards that others may need to be aware of.
4. **Do you need any help?** If something feels wrong, or the conditions have changed so much that it's unsafe to continue, stop the job.

What do I need to document/record?

A diary note of any issues could be useful so that you can capture any important lessons for next time. You could use your phone to take photos as evidence of safe work in action – or anything that needs fixing. Just make sure you can find it in the future if you need it.

If something doesn't feel right or you feel uneasy, speak up and don't continue until it's sorted.