Following through on commitments is fundamental to keeping a workforce engaged. When people do what they say they’ll do in relation to H&S commitments, particularly those made in a social setting or in response to feedback from others, trust and respect are built. These are critical requirements for an engaged workforce.

**Painting a picture**
- There is clarity about why H&S improvement actions are being made – they are not just generic statements
- H&S improvement actions are discussed and communicated in a language and style that suits the workplace

**Connecting the dots**
- When appropriate, leaders highlight how specific H&S improvement actions were suggested by the workforce
- Clear links are made between H&S improvement actions being completed and the commitments made previously
- H&S improvement actions make sense for this specific workplace – they don’t seem ‘soft and fluffy’ or driven by an off-worksite agenda
- Leaders talk about how individual H&S improvement actions will create a culture of Workforce Engagement
- Leaders talk about how making H&S improvement actions will enable better performance on the worksite

**Being personal and specific**
- There are explicit benefits to completing individual H&S improvement actions
- When H&S improvements actions are competed, leaders talk about exactly who did what
- Leaders make improvement in H&S ‘real’ by discussing the personal impact of improvement actions

**Doing it**
- Leaders don’t let production pressures interfere with the completion of H&S improvement actions
- Direct supervisors do whatever they can to ensure H&S improvement actions are completed
- Safety reps and workers go the extra mile to ensure H&S improvement actions are completed
- H&S improvement actions are always completed

**Saying it again**
- On a regular basis, leaders summarise the improvement actions that have been taken at the worksite
- Leaders at all levels of management on the worksite have a current understanding of progress on improvement actions

**Thanking and recognising**
- The workforce is thanked for efforts to improve H&S at work
- Anyone who has gone the extra mile for H&S is publicly recognised
- When people are recognised for their efforts, specific aspects of behaviour/efforts are linked with their benefits

---

**Good** | **Bad** | **Area for improvement**