

ENGAGEworkshop

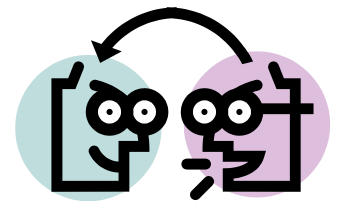
Communication is Key

Effective Toolbox Talks

Background

Key Concepts on Delivering an Effective Toolbox:

- Be on time and stick to an agenda
- Two way discussion between the supervisor and team
- If someone's talking - don't talk over them or have a separate conversation
- Listen
- Ensure "Actions" are completed
- Ask questions, give answers
- Have your say
- Make sure the discussions recorded – if you need a response - write it down
- Don't finish the toolbox until all are clear on the expectations of that day.



A good toolbox meeting is a valuable way to gain and give information

A Toolbox meeting is an IMPORTANT method to ensure that ideas, issues and information are communicated. If you want to know something or have something be actioned, then have it written in the Toolbox meeting minutes.

A successful Toolbox Meeting should be held at or near the worksite. It should include all people involved in the work and those who may be affected by it such as subcontractors, vendors and base crew.

Documentation supporting the work activities, (such as permits, hazard reviews, work instructions) should be used during the toolbox meeting to lead the team systematically through each step of the activity ahead.

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Safety Culture starts with the Conversation

General Guidelines for the Toolbox Meeting

The toolbox meeting is a critical tool and where the person in charge of the worksite ensures everything is in order and all the people involved are aware of everything required. The following prompts will help to ensure a high quality meeting is held.

INTRODUCTION

- Discuss the objectives of the specific job to be undertaken
- Identify and organise the job steps
- Identify potential hazards

PLAN AND METHODS

- Discuss the established procedure
- How each step will be handled
- Identify and discuss all hazards and controls for these steps

RESPONSIBILITIES

- Identify the person with overall responsibility
- Identify individual and group responsibilities
- Ensure understanding of these within the work group

MANPOWER AND SKILLS

- Identify the workforce required for each job step
- Discuss the skills necessary
- Emphasise that personnel only carry out their assigned steps

ACCESS AND EVACUATION

- Identify any confined space entry or difficult access hazards
- Discuss Permit To Work specific requirements, access controls, communications, etc
- Ensure understanding of evacuation and emergency procedures

WORK ENVIRONMENT

- Identify hazards caused by environmental conditions
- Discuss, if applicable, weather conditions, heat, noise, congestion, etc.
- Evaluate the effect of changes in the environment, e.g. gas leak

HAZARDS

- Summarise all the hazards identified
- Review Hazard Analysis
- Discuss the procedure for reporting additional hazards which may occur
- Emphasise personal responsibilities for reporting and acting on hazards

EQUIPMENT

- Identify the tools required for the job and associated standards
- Discuss the correct use of the tools
- Review the PPE to be deployed and its correct use

MATERIALS / CHEMICALS

- Review all materials to be used, associated specifications and standards
- Identify any chemical substances to be used and reference the MSDS

ISOLATIONS

- Discuss all isolations, mechanical and electrical, required by the task at hand
- Ensure an understanding of the need for the isolations
- Emphasise that no work is to be undertaken until the isolations are confirmed

CONFLICTING ACTIVITIES

- Identify other work which may take place in the same area
- Review the potential for conflict
- Discuss any preventative action which must be taken

All team members must be encouraged to participate in the meetings and their level of understanding shall be checked through open questioning.

Start your questions with words like: WHAT, WHY, WHEN, HOW, WHERE & WHO.

Avoid the use of "Do you understand?"