



TOOLBOX TALK: Standard Operating Procedure

How to Use This Safety Talk: Mental Health & Human Factors Safety Talks

1. Purpose

The purpose of this SOP is to establish a consistent approach for addressing mental health and human factors as part of the company's Health & Safety Program. These safety talks support injury prevention by improving awareness of fatigue, mental load, stress, rushing, and communication factors that can affect worker safety and performance.

2. Scope & Application

This SOP applies to all supervisors, forepersons, and lead hands, as well as all workers and crews at worksites under the control of the company.

These safety talks are intended to be used during regular toolbox meetings, pre-job briefings, or other safety discussions. Supervisors may deliver them at their discretion, based on site conditions, current work activities, or observed concerns.

Supervisors are encouraged to customize each safety talk by connecting the topic to real, workplace-specific examples. When doing so, respect privacy and confidentiality – do not identify individual workers by name.

3. Responsibilities

Employer

- Ensure supervisors are supported in delivering safety talks that address human factors
- Provide resources and training related to mental health and safe supervision
- Encourage early reporting of safety concerns, including fatigue and stress-related issues

Supervisors

- Deliver toolbox talks in a respectful, practical manner
- Observe workers for signs of fatigue, distraction, or stress that may affect safety
- Encourage open communication and early check-ins
- Take reasonable steps to adjust work, pace, or supervision when concerns are identified

Workers

- Participate in safety talks
- Monitor their own fitness for work
- Speak up when fatigue, stress, or distraction may affect their ability to work safely
- Look out for the safety of coworkers

4. Procedure

Supervisors shall select and deliver toolbox talks from the Mental Health & Human Factors 5-Pack as appropriate.

- Talks should be kept brief, practical, and relevant to current work activities.
- Supervisors are not expected to diagnose or counsel workers.
- When concerns arise, supervisors shall listen, document where required, and take reasonable steps to reduce risk.
- Follow-up conversations may occur privately when appropriate.

5. Documentation & Due Diligence

1. Delivery of toolbox talks may be documented in safety meeting records or daily logs.
2. Documentation should record that the talk occurred, not the personal details discussed.
3. Records support due diligence by demonstrating proactive supervision and communication.

6. Review & Continuous Improvement

This SOP and associated safety talks will be reviewed periodically to ensure they remain effective, relevant, and aligned with legislative requirements and workplace conditions. Feedback from supervisors and workers will be considered as part of continuous improvement.