



# Can Ridge Communication

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PPE REQUIREMENTS

## Tool Box Talk - Communication

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Lack of communication between coworkers is one of the single most reasons for accidents and injuries on the job-site. Many different trades and equipment are constantly performing hundreds of separate tasks around us daily, and all it takes is for a single breakdown of communication between two individuals for an accident to occur.

Sometimes a 1-minute conversation with the foreman or supervisor on site to build a good rapport and an easy working relationship to make the entire delivery go smoothly.

### When encountering a conflict:

Personality conflicts and conflicts in general are unavoidable, at times we are unavoidably late for a delivery, or an incorrect address and loading instructions can cause delays. These issues cause frustration for our customers which in turn cause communication issues going forward. Beyond upsetting a customer, these communication break downs can be serious safety concerns.

- Whenever possible take a moment to collect yourself, talk to the customer and continue on your job.
- Do your best to let go of any stress from the encounter and don't let it affect your future interactions with their team. Our momentary discomfort is never worth putting anyone at risk.
- If for whatever reason you encounter a problem that you are uncomfortable with or cannot solve on your own, call your supervisor.
- Do not engage in fights or banter back and forth, this will never create a safe space for everyone to work in.
- If you are having a tough time getting through a stressful situation and need to talk to someone, call your supervisor!

We are all responsible for the safety on site and throughout our day, it is the number one priority, no load or delivery is more important than having us all work safely another day.