

# >> TOOLBOX TALK – Workplace Complacency

## What is complacency?

Complacency can be defined as self-satisfaction, and a sense of security in one's own abilities, especially when accompanied by unawareness of actual dangers or deficiencies.

## Why is complacency a concern?

Complacency is extremely dangerous in the workplace. We get so used to things being done the same way that we do not always look at the hazards in our surroundings. We may also underestimate the risks associated with the tasks that we perform regularly, or fail to notice a change in our environment when we become complacent in our daily routines.

When working on the job, there is danger when an individual goes on auto-pilot. All too often we don't realize how complacent we are until we have a near miss or incident. When something like this happens, it jumpstarts our heart



Most incidents are caused by unsafe acts. We all need to help create a safe workplace. Most incidents that occur involve people being complacent about safety. If you begin to work in auto-pilot mode, and stop paying attention to what you are doing, that can lead to taking short cuts and taking risks.

## What can you, and everyone else, do to prevent complacency?

If you aren't consciously thinking about what could go wrong while you work, you are not completing the task safely. It's extremely important for you, and everyone else at work, to think ahead. As you approach each task consider the following:

- Who and what are you working with?
- What will you be doing?
- Where will you be going?
- What may have changed?
- What could go wrong?

**Always examine equipment, procedures and the hazards that may exist, and focus physically and mentally on your work, no matter how many times you may have done the same job in the past.**

**Complete and attach Toolbox Meeting Form and process as per company policy.**

Content adapted for NLCSA, with permission, from toolbox talk by the Saskatchewan Construction Safety Association.



**TOOLBOX MEETING FORM**

Date: \_\_\_\_\_ Project: \_\_\_\_\_

Supervisor: \_\_\_\_\_ No. in Crew: \_\_\_\_\_ No. Attending: \_\_\_\_\_

**Review Last Meeting:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

	<b>Names of Attendees (Signature Required)</b>
<b>Topics Discussed (policies, practices, procedures, hazard assessment):</b>	
<b>Suggestions Offered:</b>	
<b>Action(s) to be Taken:</b>	
<b>Injuries/Accidents Reviewed:</b>	

**Supervisor's Remarks:** \_\_\_\_\_

**Signature:** \_\_\_\_\_