



5-Minute Toolbox Talk Script

Working Respectfully Across Cultures in Mining & Heavy Industry

Opening (1 Minute)

"Today we're talking about working respectfully across cultures. Our crews are made up of people from different backgrounds, and clear communication is critical on site. This isn't about politics — it's about safety, professionalism and making sure everyone feels confident to speak up."

Why It Matters (1 Minute)

"In mining and heavy industry, misunderstandings can lead to mistakes. If someone doesn't understand an instruction, or doesn't feel comfortable asking a question, that creates risk. When people feel respected, they're more likely to clarify instructions, report hazards and back each other up."

Practical Behaviours (1–2 Minutes)

"On this site, that means:

- Speak clearly and avoid excessive slang.
- Confirm understanding instead of assuming it.
- Avoid jokes or comments that isolate people.
- Respect cultural or religious differences where possible.
- Step in early if behaviour crosses the line."

Crew Discussion Prompt (1 Minute)

"Quick question for the group — what makes someone hesitate to speak up on site? And what can we do as a crew to make sure everyone feels comfortable asking questions?"

Close (Final Minute)

"Respect isn't about being perfect — it's about being professional. If we communicate clearly and treat each other properly, the whole crew performs better and everyone goes home safe. Let's keep that standard high."



Harmony Week Toolbox Talk

Working Respectfully Across Cultures in Mining & Heavy Industry

Why We're Discussing This

Our workforce is made up of people from diverse cultural backgrounds. Clear communication and mutual respect improve safety, teamwork, and performance on site. Respect strengthens psychological safety — and psychological safety strengthens physical safety.

Discussion Questions

- Why is clear communication critical on our site?
- Have you seen misunderstandings caused by assumptions or language barriers?
- What behaviours help people feel comfortable speaking up?
- How can we ensure everyone feels respected in our crew?

Practical Behaviours On Site

- Use clear, simple communication and avoid excessive slang.
 - Confirm understanding rather than assuming it.
 - Avoid assumptions about skill, intelligence or background.
 - Be mindful of humour—professionalism strengthens team culture.
 - Respect cultural and religious practices where operationally possible.
 - Address disrespectful behaviour early.
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Supervisor Name: _____

Date: _____

Crew / Department: _____