

# Making Supervisor-Led Safety Training Easier to Deliver

How a food distribution company used SafetyNow ILT to give busy supervisors ready-to-use training kits they could actually deliver

## Case Story

**...safety training was never ignored.**

At HarborPoint Foods, safety training was never ignored.

That wasn't the issue.

The issue was time.

The company operated refrigerated warehouses and regional distribution routes across Ontario, Michigan and Ohio. Workers handled pallet jacks, forklifts, loading docks, delivery vehicles, cold environments, repetitive lifting and tight turnaround schedules. Supervisors knew safety talks mattered, but most of them were already stretched thin by shift coverage, late trucks, staffing gaps and production pressure.

When training had to be delivered, it usually started the same way.

A supervisor would search an old shared folder. Someone would reuse last year's toolbox talk. Another supervisor would pull together a few notes from memory. Attendance sheets were printed, signed, scanned and sometimes filed. Sometimes the material was strong. Sometimes it was thin. Sometimes it was technically accurate,

but not relevant to what workers were facing that week.

### Creating an inspection-ready rhythm

The safety director, Carla Mendes, knew the company needed more consistency.

Her concern wasn't that supervisors didn't care. They did. The problem was that HarborPoint was asking supervisors to become safety writers, trainers and recordkeepers on top of everything else they already had to do.

That wasn't sustainable.

**SafetyNow ILT gave Carla a practical way to change the system.**

## **Giving supervisors training they didn't have to build from scratch**

Carla started with the topics that created the most recurring risk: slips and falls in wet dock areas, forklift and pedestrian interaction, safe lifting, loading dock hazards, cold stress, defensive driving and incident reporting.

Using SafetyNow ILT's instructor-led safety meeting kits, she gave supervisors a ready-to-deliver structure for each talk. Instead of asking them to create training from scratch, she gave them complete materials they could use immediately: supervisor scripts, participant handouts, sign-in sheets, quizzes, discussion prompts and supporting tools.

That changed the tone almost immediately.

Supervisors were no longer opening a safety meeting by saying, "I'll keep this quick," and

then improvising through a few reminders. They had a talk that sounded planned, practical and connected to the work. They could explain the hazard, ask workers what they were seeing on the floor and document that the meeting had happened.

One supervisor, Shane, admitted that he used to dread training mornings. He wasn't uncomfortable talking to his team. He was uncomfortable trying to make safety training sound meaningful when he had been handed a topic but not the tools.

After using SafetyNow ILT for a dock safety meeting, he told Carla, "This is the first time I didn't feel like I was winging it."

That mattered.

When supervisors are confident, training feels less like a compliance interruption and more like part of the job.

## **Turning safety meetings into operational habits**

Carla didn't want SafetyNow ILT to become another library that people forgot to use. She built it into the company's operating rhythm.

Each month, supervisors were assigned a core topic tied to the season, recent incidents or known risk areas. In January, the focus was slips and falls around ice, snow and wet dock plates. In spring, it shifted to vehicle inspections and changing weather conditions. During peak summer distribution weeks, the focus moved to fatigue, lifting and heat stress for drivers and warehouse workers.

The kits helped Carla create consistency across locations without forcing every supervisor to deliver training in exactly the

same voice. The message was consistent. The examples could still be local.

In Windsor, one supervisor connected the driving safety talk to a recent near miss involving a delivery van backing into a congested customer lot. In Michigan, another supervisor used the same kit but focused on icy parking lots and spotter communication. In Ohio, the conversation turned toward distracted driving and route pressure.

The core training stayed aligned.

The delivery stayed relevant.

## **The key successes**

Within six months, HarborPoint had a more predictable supervisor-led training program across all locations.

Safety talks were delivered more consistently. Attendance records were easier to collect. Supervisors spent less time searching for material and more time talking about real hazards. Workers became more engaged because the talks were tied to the risks they saw every day.

Carla also had stronger documentation. If a manager, insurer, client or regulator asked what training had been delivered, she could show the topic, date, participants, materials used and follow-up discussion.

## From improvised talks to ready-to-deliver training

HarborPoint didn't need longer meetings.

It needed better-supported supervisors.

SafetyNow ILT helped the company remove the friction that had been weakening its training program. Supervisors no longer had to build content, invent talking points or

That gave the company better proof that training wasn't just promised. It was happening.

The biggest improvement was not just administrative.

It was cultural.

Supervisors stopped treating safety meetings as something they had to "fit in." They began treating them as a normal part of how they prepared workers for the week ahead.

guess what documentation they needed. They had structured, practical training materials they could deliver with confidence.

For Carla, the value was simple. SafetyNow ILT helped her turn scattered, inconsistent safety talks into a repeatable training system.

That made training easier to deliver, easier to document and easier to defend.

## Key Results

- Improved consistency of supervisor-led safety meetings across U.S. and Canadian locations
- Reduced time supervisors spent searching for or building safety training materials
- Created stronger attendance records, quizzes and meeting documentation
- Improved worker engagement by tying talks to real workplace conditions
- Helped safety leadership prove that training was being delivered on a regular schedule

**Your supervisors shouldn't have to build safety training from scratch.**

Visit [www.safetynow.com](http://www.safetynow.com) or call 1.800.667.9300 to learn how SafetyNow ILT gives employers ready-to-deliver safety meeting kits, talks, tools and templates that make training easier to run and easier to prove.

