

Turning Safety Training into Proof of Due Diligence

How a manufacturing company used SafetyNow ILT to strengthen training records, refresher schedules and supervisor accountability

Case Story

At Northline Fabrication, the training records looked better than the training system felt.

That was the warning sign.

Northline operated metal fabrication facilities in Quebec, Pennsylvania and New York. The work involved cutting, grinding, welding, machine guarding, lockout, cranes, compressed gases, powered industrial trucks, noise, PPE and hazardous materials. The company had policies. It had procedures. It had orientation records. It had a safety committee. It had supervisors who cared.

But after a hand injury involving a machine setup task, the operations VP, Marcus Reed, asked a basic question.

“When did this worker last receive training on this hazard?”

The answer took too long.

The safety coordinator found orientation records. Then a machine-specific checklist. Then an old sign-in sheet from a safety meeting. Then a supervisor note that suggested the worker had been coached on setup procedures months earlier. The pieces existed, but they were scattered.

Marcus didn't like what that revealed.

The company was doing training, but the proof was not always clean, current or connected to the task.

SafetyNow ILT helped Northline rebuild that part of its system.

Creating a clearer training and refresher rhythm

Northline started by using SafetyNow ILT to identify recurring training topics tied to its highest-risk work: machine guarding, lockout, PPE, welding safety, forklift operation, crane and hoist awareness, hazard communication, housekeeping and incident reporting.

The company then created a refresher schedule. Some topics were assigned monthly. Others were tied to incidents, seasonal risks, new equipment, maintenance shutdowns or observed unsafe practices.

The value of SafetyNow ILT was that Marcus didn't have to ask the safety team to write every refresher from scratch. The meeting kits already included structured content that supervisors could deliver, along with handouts, quizzes and documentation tools. That made it easier to turn a concern into action quickly.

Helping supervisors own follow-up

The biggest change came when supervisors were made responsible for more than attendance.

Before SafetyNow ILT, a completed sign-in sheet was often treated as the finish line. Marcus wanted a stronger standard. If a supervisor delivered a talk on lockout, they also needed to observe whether the procedure was being followed. If a talk covered machine guarding, supervisors needed to watch for removed guards, workarounds or production-driven shortcuts. If workers raised concerns during the meeting, those concerns had to be captured and followed up.

SafetyNow ILT helped create that pattern because the materials gave supervisors a more complete structure for the conversation.

One supervisor, Denise, saw the difference during a grinder safety talk. A worker mentioned that one guard was difficult to adjust, so some employees avoided repositioning it properly.

After the hand injury, for example, supervisors delivered targeted talks on machine guarding and lockout expectations. They didn't simply remind workers to be careful. They walked through the hazard, the procedure, the consequences of shortcuts and the need to stop when something didn't match the written process.

The message was clear.

Training wasn't just an onboarding event.

It was part of how the company controlled risk.

In the past, that comment might have stayed in the room. This time, Denise documented it, pulled the grinder from service and had maintenance inspect the adjustment mechanism.

The issue was not dramatic.

That was the point.

A small friction point was corrected before it turned into a larger failure.

The key successes

Within the first year, Northline had a more disciplined training documentation process across its U.S. and Canadian facilities.

Refresher training became more consistent. Supervisors had better materials. Safety meetings produced more useful follow-up. Training records became easier to connect to topics, dates, participants and workplace hazards. The company also improved its ability to show that it had taken reasonable steps to instruct workers, reinforce procedures and respond to known risks.

Marcus noticed a shift in how managers talked about safety training.

They stopped asking, “Did we cover this topic?”

They started asking, “Can we show what we covered, who attended, what was discussed and what we did afterward?”

That was a stronger question.

It was also a more defensible one.

From attendance sheets to documented prevention

Northline didn't need training for the sake of training.

It needed training that helped prove control.

SafetyNow ILT gave the company a practical way to deliver safety talks, support supervisors, create refresher schedules and strengthen documentation. It helped connect safety meetings to the hazards workers faced on the floor.

For Marcus, the value was not just convenience.

It was confidence.

If a regulator, client, insurer or executive asked what the company had done to address a known hazard, Northline could provide a clearer answer.

Not just a policy.

Not just a sign-in sheet.

A documented prevention process.

Key Results

- Created a stronger refresher training schedule for high-risk manufacturing tasks
- Improved supervisor-led delivery of safety talks and follow-up conversations
- Strengthened documentation of topics, attendance, quizzes and corrective actions
- Connected training more clearly to known workplace hazards and recent incidents
- Improved due diligence evidence across U.S. and Canadian facilities

A sign-in sheet alone won't prove workers understood the hazard or that supervisors followed up.

Visit www.safetynow.com or call 1.800.667.9300 to see how SafetyNow ILT helps employers deliver practical instructor-led safety training, strengthen documentation and build proof of due diligence across their workforce.

