

Visible Felt Leadership (VFL) visits should focus on observation, discussion and engagement. Periodically, we are sharing discussion topics aligned to current H&S campaigns.



SAFETY ESSENTIALS GET A GRIP

HOW TO ENGAGE DURING VFL

- Engage employees by asking open-ended questions about their practices and observations
- Reinforce positive behaviors (e.g., using handrails, wearing proper footwear)
- Discuss recent improvements and encourage suggestions for further hazard elimination
- Ensure reporting processes are clear and understood

QUESTIONS DURING VFL

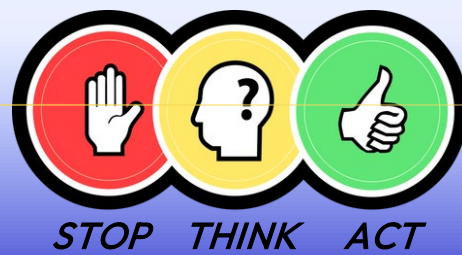
- Show me how you access the truck – what do you check first?
- If you found a damaged stair tread or handrail today, how would you report it?
- What changes in weather make truck steps or stairs more dangerous?
- What would prevent you from exiting the truck safely?
- What recent improvements have we made around stairs/walkways?

STAIRS, WALKWAYS & ACCESS

- Are all stairs fitted with handrails and are they in good condition?
- Are steps clearly visible (first/last step markings, anti-slip surfaces)?
- Are walkways and staircases free from slip/trip hazards (tools, debris, ice, spills)
- Are stair defects reported and repaired promptly? Check if workers know the reporting process.
- Do employees consistently use three points of contact
- Ask drivers: Where do slips/trips tend to happen here? to identify weak points

VEHICLE ACCESS – GETTING IN/OUT OF TRUCKS

- Are drivers using three points of contact when entering/exiting?
- Are truck steps clean, undamaged, and free of mud, ice or oil?
- Are grab handles present and solid?
- Are steps evenly spaced, non-slip and well-lit?
- Do drivers carry items properly (never in hands while climbing)?
- Ask drivers: What reminds you to maintain 3-point contact?



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DRIVING ESSENTIALS WATCH YOUR SPEED



HOW TO ENGAGE DURING VFL

- Ask open-ended questions: How do you adjust speed in poor weather?
- Praise safe behavior: e.g., slowing down near schools or hazardous areas.
- Discuss risks: Explain consequences of speeding and share statistics.
- Suggest improvements: Use telematics, route planning, and training for adverse conditions.
- Document observations and agreed actions immediately after the visit.

VFL QUESTIONS – WATCH YOUR SPEED

- What is the posted speed limit on this route/site, and how do you ensure you stay below it?
- How do you adapt your speed in rain, ice, poor visibility or busy pedestrian areas?
- Show me your approach to keeping safe distance—what cues do you use?
- What pre-trip checks did you complete today? Were any defects found and how were they handled?
- What systems (e.g., telematics, GPS) help us monitor speed and coach behavior?
- How do you manage phone calls or other distractions while driving?
- If you were tempted to “make up time” by driving faster, what would stop you?

OBSERVE AND DISCUSS SPEED COMPLIANCE

- Check if the driver respects speed limits
- Ask what devices are available for controlling speed (speed limiters, GPS, telematics) and discuss their effectiveness
- Verify if the driver adjusts speed to road and weather conditions
- Discuss reducing speed near schools or changing routes to avoid high-risk areas
- Ask if the driver knows the speed limits on public roads and on-site (e.g., 5 mph) and whether these limits are practical

(Remember: 30% of fatal accidents and 18% of all accidents are caused by speeding. Rain and ice require reducing speed by 30–60%. Every 1 km/h increase in average speed raises injury rates by 5% and fatal accidents by 7%)

