# Strategic Objective #1: Implement a Safety Leadership Program

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Vice President, Safety & Security

METROLINX BOARD STRATEGY AND PRIORITY SETTING MEETING OCTOBER 22, 2018

# RESOLUTION

# Recommendation:

THAT the Metrolinx Board of Directors endorse the actions and initiatives described in the presentation given by the Vice President, Safety & Security on October 22, 2018. The presentation outlines the organization's plans to build its safety culture and advance its safety leadership program.

# **SAFETY CHARTER**

#### OUR CUSTOMER CHARTER. WE PROMISE:

To do our best to be on time

To always take your safety seriously

To keep you in the know

To make your experience comfortable

To help you quickly and courteously



#### OUR SAFETY CHARTER. I PROMISE:

To keep myself and everyone around me safe at all times

To act and make unsafe situations safe

To learn from safety incidents and to help others learn too

# **SAFETY CHARTER**

#### OUR SAFETY CHARTER. I PROMISE:

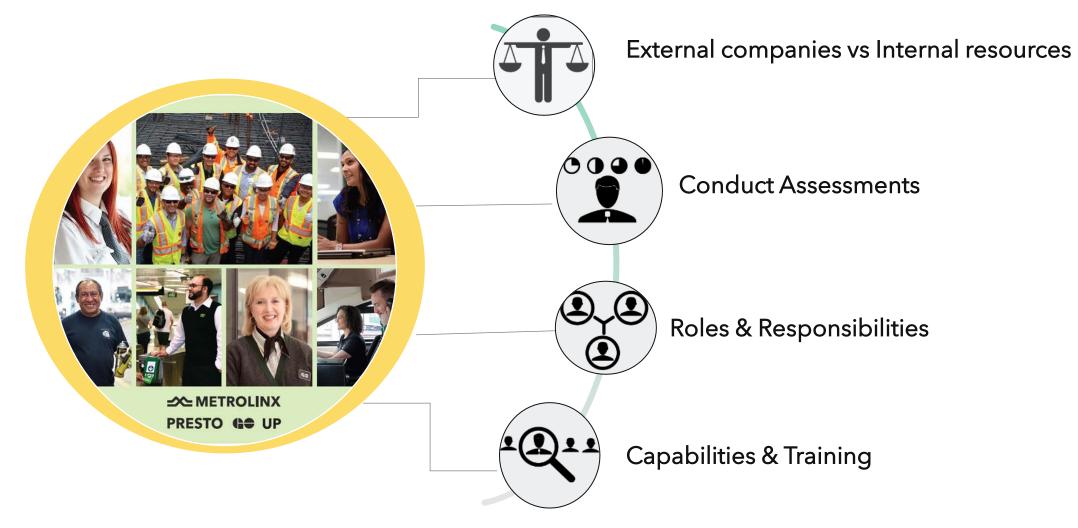
To keep myself and everyone around me safe at all times

To act and make unsafe situations safe

To learn from safety incidents and to help others learn too



# SAFETY LEADERSHIP PROGRAM



# **MEASURING SAFETY CULTURE**

### Stage 1: Reactive



## Stage 2: Dependant

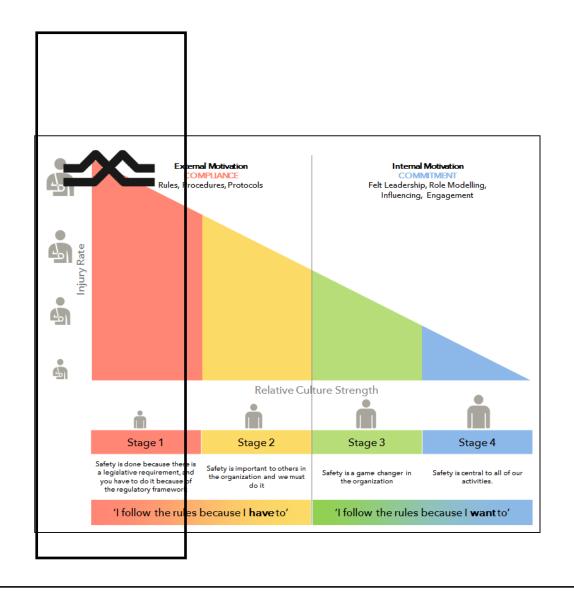


#### Stage 3: Independent



### Stage 4: Interdependent





# **MEASURING SAFETY CULTURE**

#### COMMUNICATION

units



#### SAFETY DISCUSSION Processes for formal safety

discussion require greater consistency across business



#### **SAFETY TRAINING** received enough training to safely



Employees expressed interest in greater knowledge and awareness of safety incidents and accidents



#### REPORTING SAFETY CONCERNS

Safety Reporting processes requires revision to provide a consistent method of reporting for employees

TRAINING

7 in 10 employees felt they had perform their job duties



#### JOINT HEALTH & SAFETY

Employees require further education and awareness of their Joint Health & Safety Committee structure and function



#### INCIDENT INVESTIGATIONS Incident investigation and follow

up procedures vary across business units and require alignment

#### **LEADERSHIP**

#### SAFETY RECOGNITION

People leaders require resources to formally recognize employees who are living the Safety Charter

promises

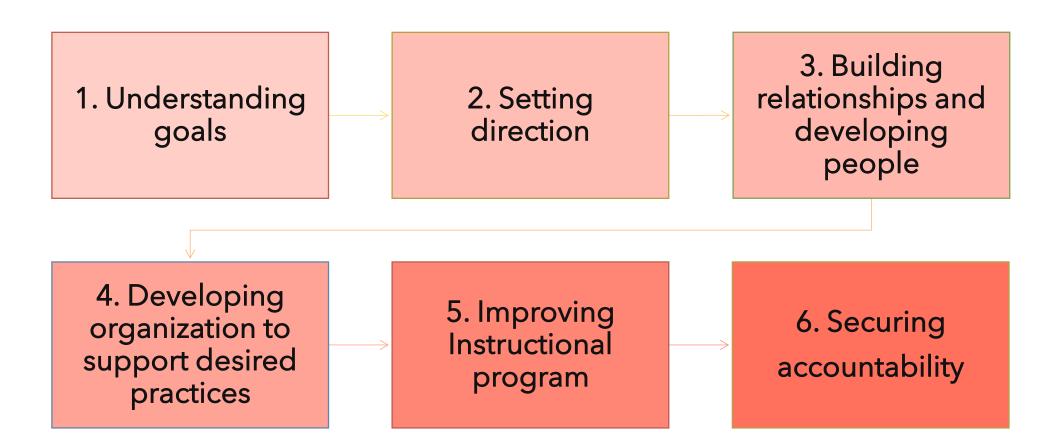
**PERCEPTION OF** SAFETY VS. SAFETY PERFORMANCE

**ENGAGEMENT** 

Many employees want us to help them understand how safety performance is measured or demonstrated in their respective area(s)

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# SAFETY LEADERSHIP PROGRAM FRAMEWORK



# WHAT WE'VE DONE SO FAR

Safety Leadership Council

Charter Training

First Aid Training

Safety Observation Reporting

**Contractors Coordination Committee** 

Incident Investigation Training

JHSC Restructure

**Emergency Exercise Program** 

Safety Recognition Program

# **FUTURE STATE: DEVELOPING LEADERSHIP**



#### ->>> METROLINX

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### Together, we must:

- Empower those around us to be Safety leaders and hold others accountable to being leaders
- Grow our partnerships with Communications and Marketing teams, as well as external stakeholders
- Foster closer alignment with Human Resources to deliver training
- Obtain budget approval to roll out required programs and initiatives
- Refine our organizational structure to support implementation of Safety Leadership

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