



ELEVATE SAFE

Pre-Season Safety Reminders

It's hard to believe we are already back in the thick of winter preparations. Being as such, we wanted to touch base with you on some of our expectations that though we feel are generally now a part of our culture here, we still want to be clear on.

- **Reporting** – We need to hear about all incidents (big and small) when they take place. Aside from being company policy, we want to learn from all incidents and to help prevent similar or more serious ones from taking place.
- **Safety meetings and pre-job briefings** – Every meeting is a Safety Meeting. Keeping safety top of mind, discuss daily concerns you or your team may have from your own experiences and share them with others. Conduct pre-job briefings when a job or task is out of the ordinary (ie. shoulder season or supporting a teammate). Finally, never assume that the simplest of tasks are understood and always check for understanding.
- **Train your team** – Make sure that your team is properly trained to the task or piece of equipment you are asking them to perform or use.
- **Set clear goals and expectations** – What you expect and what is communicated to your team may not be aligned. Tell them the why and the end goal. Give them guidance on how to accomplish it. Set realistic goals that can be flexible due to extenuating circumstances.
- **Stay positive** – We often overlook that we are all human. Despite our best efforts to do the right thing, sometimes things can still go wrong. If they do, be sure to ask:
 - Did the employee(s) have the appropriate training?
 - Is there something wrong with the current system?
 - What were the intentions and why might someone make the decision(s) that lead to this?
 - Would others have acted in the same way in the same situation?
- **Have FUN & Be Safe** – 2 of our company values. We work in a place where people come to have fun, so never lose sight of that. It is proven that people will do better for you when given a fun and safe environment to work. Further, it makes people want to come back. Create an environment that allows for people to speak up and look out for one another while making sure we still get to smile every day.

We have an incredible team and culture here at Heavenly and it truly does feel like a family. Let's continue to do our best to keep it up! Looking forward to a great winter season.