

# SAFETY LEADERS ARE...

## INVESTIGATORS

We ask many questions:  
Who?, What?, When?, and Where?

## RELATIONSHIP BUILDERS

We are skilled at building rapport with  
Our People and Our Customers.

## MENTORS

We observe, coach, and lead by example to  
preserve the company's safety culture.

## RIGHT THING DOERS

We avoid shortcuts so that safety and quality  
are not compromised.

## COMMUNICATORS

We ensure Our People and Our Customers are  
confident in our leadership and expertise.



## PROBLEM SOLVERS

We approach every situation with  
a Can-Do Attitude.

## THINKERS

We constantly pursue strategic improvement  
to ensure a safe work environment and  
Perfect Service Experience.

Investigation

Employee Information

Incident Facts

Corrective Actions

Submit

Begin your data collection  
to be able to describe the  
incident and the injury.

Continue your data  
collection with interviews to  
be able to gather details  
about the injured employee.

Gather details about  
the incident.

Review your information  
to be able to write a  
Corrective Action Plan.

Complete the incident  
Investigation Record and  
submit it. If requested,  
upload photos.