

Preparing for the Inspection Before the Inspector Arrived

How a construction services company used OHS Insider to close safety gaps before they became orders, penalties or project delays

Case Story

At Summit Ridge Mechanical, safety problems rarely announced themselves as major failures.

They showed up as small signs.

A subcontractor missing documentation. A fall protection plan that hadn't been updated for a new work area. A worker using the right PPE but the wrong procedure. A supervisor who knew the rule but hadn't documented the correction. A site inspection form completed quickly at the end of the day instead of during the walk-through.

The company had a solid reputation. It worked on commercial construction and maintenance projects across Western Canada. Clients expected speed, quality and safety. Prime contractors expected documentation. Regulators expected compliance. Workers expected clear direction.

The operations manager, Steve, knew the company could not afford to treat safety as something to clean up after a problem.

One serious incident, stop-work order or failed client audit could damage more than the day's schedule. It could affect contracts, insurance, reputation and leadership credibility.

Summit Ridge joined OHS Insider because Steve wanted a practical way to stay ahead of those risks.

Creating an inspection-ready rhythm

Steve's first priority was audit readiness.

Not a once-a-year scramble.

A monthly rhythm.

Using OHS Insider resources, the company reviewed the core areas most likely to be questioned during an inspection or client safety review: hazard assessments, safe work procedures, training records, competent worker documentation, incident investigations, subcontractor coordination, PPE requirements, emergency planning and corrective action follow-up.

The review was uncomfortable in the right way.

Summit Ridge had many strong practices, but they were not always consistent from site to site. Some supervisors were excellent at documenting hazards and controls. Others relied too much on experience. Some sites had strong toolbox talk records. Others had gaps. Some corrective actions were closed quickly. Others were discussed several times before anyone could confirm they were complete.

OHS Insider helped Steve frame the issue for his supervisors.

Helping supervisors act before risk escalated

Steve began using OHS Insider tools in weekly supervisor meetings. Each week focused on one practical area: documentation, inspections, hazard controls, training verification, incident follow-up or subcontractor coordination.

The sessions were short, but they created a new discipline.

A supervisor named Erica became one of the strongest adopters. On one project, she noticed that workers were moving between two elevated work areas throughout the day. The fall protection plan covered the original setup, but the work pattern had changed. In the past, that might have been handled informally with a quick reminder.

This time, Erica paused the work long enough to update the hazard assessment, confirm the control measures and document the change.

No incident occurred. No inspector was present. No client demanded it.

That was exactly the point.

The question was not whether they cared about safety.

The question was whether the company could prove control.

That language resonated.

Supervisors understood that construction work changes too quickly for safety to live only in policies. The system had to show what was happening now, on this site, with these workers, under these conditions.

The company had acted before the gap became visible to someone else.

The key successes

Within the first year, Summit Ridge improved its site-level documentation, reduced repeat inspection findings and created a more consistent supervisor process for hazard control and corrective action.

The company also became more confident during client reviews. When asked about worker training, hazard assessments or incident follow-up, supervisors could produce records that were current and connected to the work being performed. That improved trust with project partners.

Steve also noticed a change in leadership behaviour. Supervisors stopped seeing inspections as a compliance event and began treating them as a management tool. They were more likely to ask whether a control was working, whether a worker understood the procedure and whether a corrective action had been verified.

That shift helped Summit Ridge prevent small gaps from becoming larger problems.

From inspection anxiety to operational control

Summit Ridge still works in a high-risk industry. Conditions change. Projects move. Schedules tighten. Workers and subcontractors come and go.

But the company now has a stronger way to manage that reality.

OHS Insider gave Steve and his supervisors practical tools to review the program, close gaps and document the work being done to protect workers. It helped the company move from reactive compliance to active verification.

For Steve, the biggest value was confidence.

Not the confidence that nothing would ever go wrong.

The confidence that the company had a process for seeing risk earlier, acting faster and proving what had been done.

That's what inspection readiness really means.



Key Results

- Improved site-level inspection and hazard assessment practices
- Reduced repeat corrective action issues across projects
- Strengthened supervisor documentation and verification habits
- Improved readiness for client safety reviews and regulator inspections
- Helped the company act on changing site conditions before incidents occurred

The best time to prepare for an inspection is before the inspector arrives.

Visit www.ohsinsider.com or call 1.800.667.9300 to learn how OHS Insider helps Canadian employers strengthen safety programs, close compliance gaps and build defensible proof of due diligence.

