



Safety & Compliance Training for Frontline Teams



Introduction

Safety & Compliance training sits at the core of frontline operations in regulated industries.

In manufacturing plants, logistics networks, traffic control operations, and chemical facilities, the consequences of failure are immediate. A missed procedural step or misunderstood safety instruction can result in damaged equipment at best, and injury at worst.

For organizations operating under frameworks such as: OSHA, ISO 45001 occupational health and safety standards, ISO 9001 quality management systems, or having to abide by sector-specific certifications such as FSSC 22000 in food production or IATF 16949 in automotive manufacturing, **training is not optional**. It is part of how organizations demonstrate control, competency, and operational discipline.

But doing this effectively becomes difficult when a workforce is distributed.

You'll rarely find frontline employees rarely at desks. They are operating machines, driving vehicles, installing equipment, managing warehouse operations, or working across multiple job sites. Many begin their shifts remotely. Some may never interact with a centralized office.

At the same time, compliance functions often operate centrally. L&D teams may be responsible for training coverage, regulatory documentation, and audit readiness, while operations managers and safety leads operate on the ground, responsible for ensuring the work is performed safely in real environments.

This structural distance introduces risk.

Historically, organizations have relied heavily on in-person instruction to bridge the gap between 'information delivered' and 'behavior implemented'. Classroom training remains valuable, particularly for hands-on demonstration. But in-person instruction alone has limitations.

Digital learning platforms emerged in part to address the gap, by supporting completion tracking, and scalable and remote delivery. Yet frontline environments demand something other than what defines success in corporate training. Frontline work is not about information consumption or knowledge-having - it's about **task execution**.

And in safety-sensitive industries, failed task execution can have severe consequences. An effective safety and compliance program is therefore one that lays focus on ensuring **knowledge becomes behavior**, just as much as it does on delivering information in the first place.

In this guide we share the six unique, specific strategies that organizations who succeed in this environment are leveraging today.

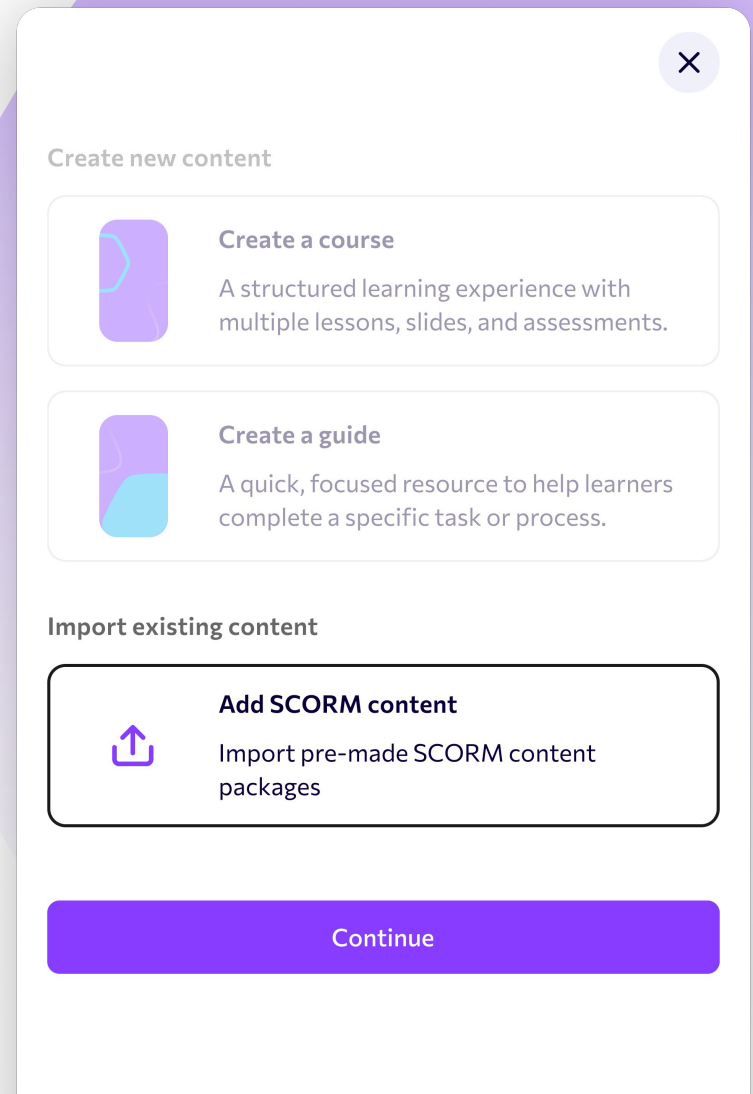
6 Essentials for Successful Safety & Compliance

1 Complement standardized training with company-specific

A central decision in any compliance training strategy is whether to rely on standardized third-party training or to build lessons internally. Both approaches play an important role.

Standardized, third-party sourced training is often essential for regulatory topics. Content covering OSHA safety requirements, food safety frameworks such as ISO 22000 or FSSC 22000, or quality and safety systems like ISO 9001 and ISO 45001 must align with established standards. The purpose of these courses is to ensure workers receive instruction that reflects recognized regulatory expectations.

These courses are often delivered through SCORM-compatible modules purchased from training vendors. Many organizations maintain large libraries of these courses through providers or content aggregators, which offer access to tens of thousands of compliance and professional development courses.



However, frontline work is rarely uniform.

Operational procedures often vary between locations, even within the same organization. Equipment models differ. Facility layouts change. Local processes evolve. A training video recorded in one facility may unintentionally create confusion in another if the equipment or environment appears different from what the learner sees daily.

When training content fails to reflect operational realities, it feels abstract and by extension, non-applicable. This is why organizations must seek to **balance standardized sets of training with company-specific operational instruction.**

Broadly, frontline training falls into the following two categories:

Process-based training focuses on how work is performed. These lessons describe operational procedures, equipment use, and location-specific workflows.

Information-based training focuses on what workers must know about regulatory frameworks, industry standards, or the company in which they operate.



Both are necessary.

A forklift operator must understand OSHA safety guidance governing safe operation. But they must also understand the exact forklift model, facility layout, and traffic flow present in their workplace.

Organizations that rely exclusively on standardized training risk producing programs that feel disconnected from daily work. Organizations that rely exclusively on internally produced training risk duplicating regulated material that is already available in validated form.

Supporting this type of **blended strategy** requires training platforms that allow organizations to both build their own training, and connect external vendors.

The goal is not to replace standardized training, but to complement it with guidance that reflects the reality of the workplace.

Forklift Driving Tips



Case Study: Flagger Force



Short-term **traffic control company** Flagger Force manages more than 1,000 active job sites with approximately 2,000 field employees and more than 1,000 trucks. Because many workers travel directly from home to job sites, traditional supervisor-led reinforcement is limited.

To address this, Flagger Force combines structured classroom instruction with **field-accessible digital guidance**, via eduMe. Workers can review operational procedures and safety instructions while in the field rather than relying solely on classroom sessions.

“You would think that with the growth in the amount of jobs we’re working, there may be an increase in safety issues that would come with that. In fact, we’ve seen a trend downward in workers’ compensation and liability.



TAMARA PALMER
Internal Communications Manager
Flagger Force

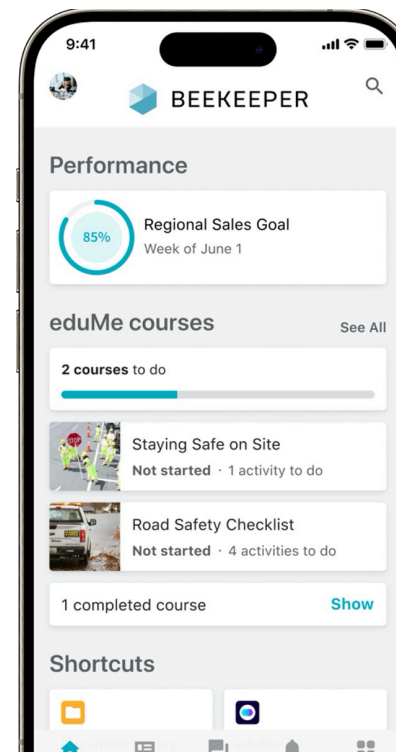
[Read their story](#)

The results have been measurable:

11%
performance safety
ratings

60%
heat illness injury
reduction

\$250k
saved on claims



2 Make content creation scalable, and relevant

96% of frontline workers report being asked to complete training covering topics they already understood - and understandably, they report frustration about being shown the same content over and over.

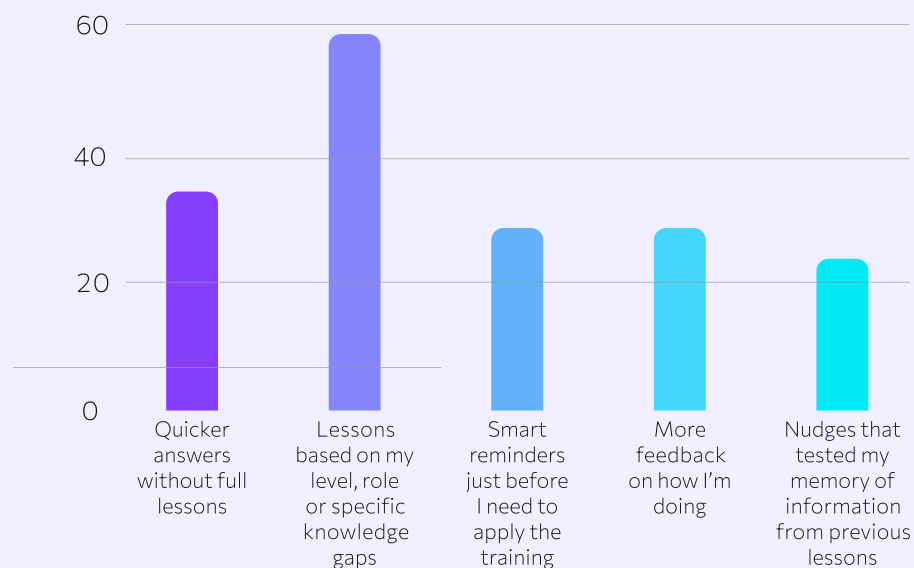
While repetition is crucial for memory formation, excessive repetition communicates impersonality ('this training is not for me'), and erodes trust long-term. If a frontline worker grows to associate the training they receive as an irrelevant distraction from work rather than a work *aid*, a negative association builds, and they become more likely to discard it and less likely to engage.

Workers are clear about what they want instead.

59% say training would improve if lessons reflected their role, experience level, or existing knowledge. 93% expressed desire for **adaptive learning experiences** that respond to what they already know.

But if the strategy must account for custom-building location or learner-specific content from scratch, how can operational teams possibly keep up with demand?

Which of these would enhance your training experience?



Source: AI in L&D Report, eduMe

Particularly as today, the most time-consuming task for training creators remains 'building the lesson' (which includes structuring content and drafting material).

'Editing or sourcing media' was cited by 31% of respondents as a major time drain. Translation and localization accounted for 22%, while 18% reported spending significant time simply reformatting content for the platform they use.

Technology is increasingly helping to reduce this burden.

Modern training tools should - at a minimum - support functionality that allow administrators to generate initial lesson drafts. Ideally, they additionally support the transformation of existing documentation into structured training, generate supporting images or media, and refine content iteratively.

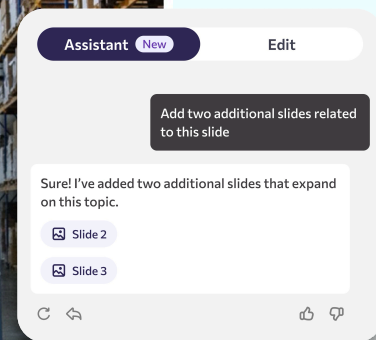
Administrators may begin by prompting an AI assistant to generate an initial lesson structure.

From there they should be able to refine the output through conversational editing - for example, requesting new images illustrating specific procedures, and localizing into two further languages in a few clicks. Such capability dramatically reduces the time - and cost - required to produce operationally relevant training.

Our customers see
70%
reduction in training
production time, with AI



Safety in the Warehouse



See what AI-assisted
frontline training creation
looks like in practice

Try eduMe

Case Study: Temco Logistics



Providing **home delivery and installation** for major retailers such as The Home Depot, Temco Logistics' workforce must manage both installation safety procedures and road safety across a distributed delivery network.

To make training more engaging and reflective of real working conditions, Temco introduced a **workforce-led content strategy**.

By highlighting experienced employees demonstrating real procedures, the company created training that felt authentic and immediately applicable.

1/3
reduction in injury
and auto accident
rate

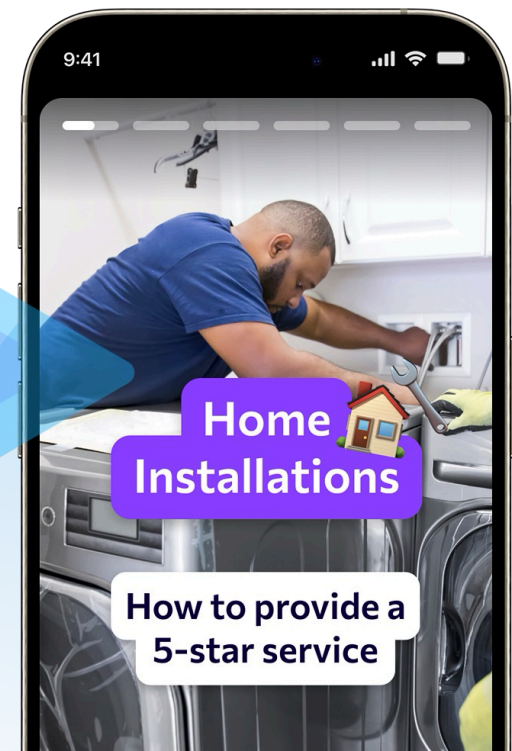
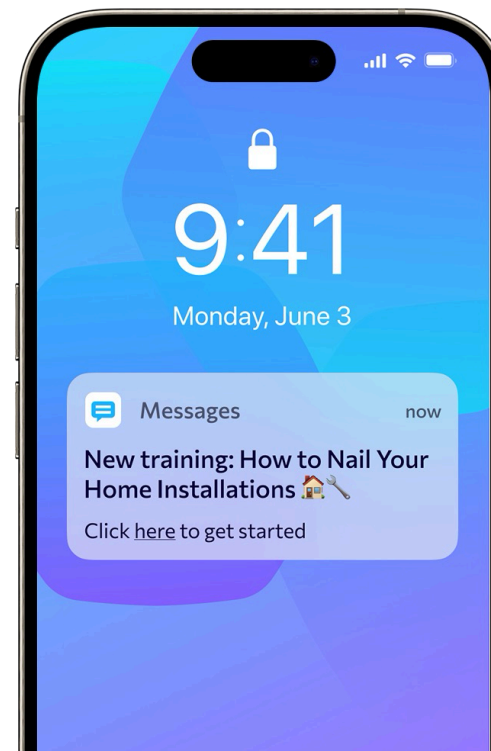
\$600k
saved on accidents

“We're trying to run an **influencer campaign** with our workforce, just that the content happens to be training. We love to give the opportunity to spotlight somebody that knows how to do something really well.



DAN DRENK
Director of Learning & Development
Temco Logistics

[Read their story](#)



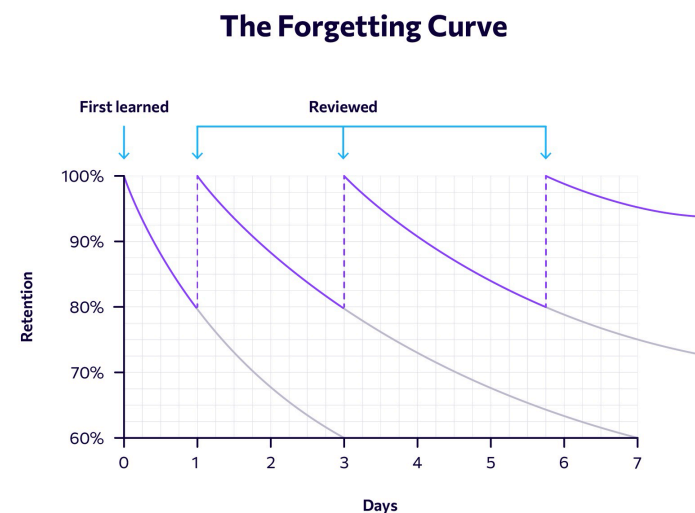
When organizations **combine vendor-provided training, AI-assisted creation** and **workforce-generated content**, they create a watertight content strategy for organizational Safety & Compliance that covers all bases - both the regulation-mandated 'musts' and the location-specific, operationally-critical that makes day-to-day performance on-the-ground possible.

3 Ensuring critical training is completed, then retained

How well do you remember what you ate for dinner last night? What about ten days ago?

Most people can answer the first question easily but struggle with the second. This pattern reflects a fundamental aspect of human cognition. **Without reinforcement, memories fade quickly.**

Hermann Ebbinghaus's **Forgetting Curve** illustrates this process. Research shows that learners can forget roughly half of newly learned information within a day and the majority within a week unless they actively revisit it.



Ebbinghaus identified **three primary mechanisms** behind forgetting:

- 1 Decay** when memories weaken over time without reinforcement.
- 2 Interference** occurs when new information disrupts or replaces previously stored information.
- 3 Retrieval failure** information is stored but can't be accessed without the right cues.

Frontline workers experience the same cognitive processes as anyone else.

Even well-delivered safety training will fade unless it is reinforced. A primary reinforcement lever exists through **knowledge checks** that appear after the original lesson has been completed.

Rather than testing workers immediately after training, these questions reappear later, sometimes weeks after knowledge is first shared.

When a worker encounters a resurfaced question, they must **retrieve the answer from memory** rather than rereading the material. That act of retrieval strengthens retention and slows decay.

The image shows a mobile application interface. At the top, there are two tabs: 'For you' (which is underlined) and 'All content'. To the right of these tabs is a magnifying glass icon. Below the tabs is a question: 'Which one of these options best describes the correct way to clock off for shifts?'. There are four answer options in rounded rectangular buttons: 'This one', 'That one', 'Hello 🙌', and 'Submit'. The 'Submit' button is highlighted in purple. Below the options, there is a link that says 'From lesson Clocking on and off for shifts Link'. At the bottom right, there is a separate white box with a purple border that says 'Correct' in bold, followed by 'Thanks for answering!'. At the bottom of this box is another link: 'From lesson Clocking on and off for shifts Link'.

Because these prompts appear unexpectedly during the workday, they also help **reconnect training content with real operational contexts**. Workers are reminded of procedures at the moment they are most likely to apply them.

While reinforcement mechanisms such as knowledge checks are powerful, they only work if workers actually complete the original training.

Systems designed for frontline environments therefore combine memory reinforcement mechanisms with completion controls. This avoids a situation where content ends up being treated as optional, even when it covers role-critical procedures.

One common strategy is to **mark content as mandatory**. Training marked as such remains top-of-feed, only disappearing once completed. Its prominent position within the learning interface continually re-alerts the learner to its importance, driving completion urgency.

It is often the case that frontline workers are not always available to complete guidance at point of receipt - a technician may be in the flow of work on the shop floor when training lands, for example. **Automated reminders** act to support mandatory content that has been assigned.

These reminders re-notify the recipient on a week-before, day-before basis. This removes the need for supervisors to constantly monitor completion or chase workers manually.

Automatic reminders for mandatory content

Off ☒ On

Learners who haven't completed the content will receive automatic reminders 7 days before the due date and again 1 day before if still incomplete.

9:41



← Mandatory

 1 course due soon



Health and Safety

Due 8th Sept

🕒 12 mins

Mandatory



Food management

Due 28th Nov

🕒 7 mins

Mandatory



Storage procedure

Due 1st Dec

🕒 5 mins

Mandatory

Together, these mechanisms serve complementary purposes. Knowledge checks reinforce memory and strengthen knowledge retention over time. Mandatory assignments and automated reminders ensure that the foundational training is completed in the first place.

Both are necessary if safety and compliance training is expected to **translate into consistent behavior** in the workplace.

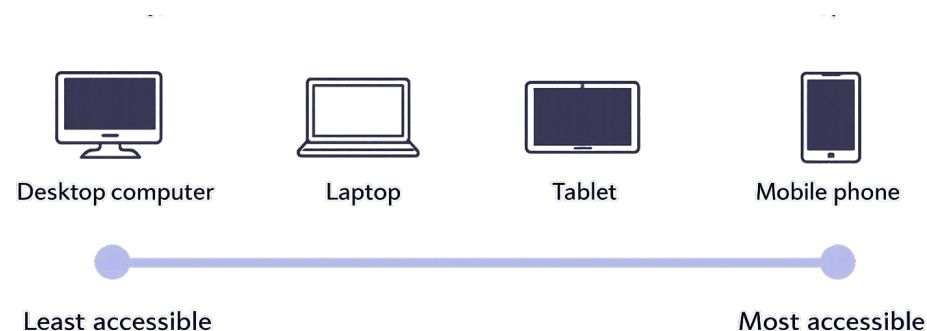
4 Maximize training visibility and access

Training cannot influence behavior if workers fail to get to it. Visibility depends on three practical considerations: the **devices workers have access to**, the communication **channels used to distribute** training, and the **number of steps required** to access the material.

Device access is the first factor.

Frontline environments often lack reliable desktop access. Workers may spend their day in vehicles, warehouses, production lines, or field environments. Organizations frequently address this by enforcing a '[Bring Your Own Device](#)' (BYOD) policy, allowing training access through mobile devices.

This type of strategy can also reduce equipment costs, with some estimates putting savings at [\\$341 saved per employee](#).



Though mobile - being a 1-to-1 rather than 1-to-many device - **remains the gold standard** in ensuring training accessibility, not all organizations can support personal devices in operational environments. In those cases, shared devices such as tablets or specialized handheld devices are often deployed.

Device optimization, while a key consideration is only the first of three - organizations must also **evaluate channels at their disposal**.

Channel strategy varies vastly by organization depending on a company's pre-existing tech stack - is an HRIS in use? How are communications cascaded presently? Is email used, or is there dedicated tooling?

Are work messengers - such as Microsoft Teams - utilized organizationally? By whom - corporate, frontline?



By and large, training is best surface in one of the three following categories:

Proprietary software. E.g. Uber delivered [Covid-19 Safety Training](#) to millions of drivers worldwide, by embedding access into their Uber Driver App

Third-party software. E.g. Workforce Management Tools (Beekeeper, Staffbase), HRIS/HRM (Workday, Dayforce, ADP) and Communications Tools (Microsoft Teams)

External channels. E.g. SMS, email, QR codes, WhatsApp

Though the 'right' channel may vary by organization, the following rule of thumb does not: the more channels into which training is embedded within or shared from, the higher the likelihood workers will autonomously engage with material, and the higher engagement rates are.



Crate&Barrel

International home furnishings retailer Crate & Barrel **leverage shared tablets** already used in-store to power associate performance on shift.

[Read their story](#)

Once device and channel have been addressed, the final hurdle to access is simplifying the 'entry process'.

The **more steps** a user needs to take to reach a screen - whether their journey is being complicated by app download, account creation or password reset - **the less likely** they are to get there.

[92% of users](#) would rather abandon a login process than reset a password.

Other studies show that even if they persist, switching between applications can reduce productivity by [up to 40%](#), and that it takes [over 20 minutes](#) to return to a flow state.



Case Study: DrinkPAK



Canned beverage manufacturer DrinkPAK engineered its training distribution strategy specifically to eliminate this type of friction.

The company opted for a **multi-channel distribution strategy**, embedding training directly into its Staffbase-hosted company intranet as a single tile. One click takes workers into a personalized learning environment internally branded as “PAK U.”

The content displayed reflects unique user attributes such as their role, tenure, and location - data fed into eduMe via DrinkPAK’s HRIS, Workday. Secondary training distribution touchpoints include training shared via **Microsoft Teams** and through **Workday Learning** - another digital interface technicians are known to access daily.

The company bolstered this multi-touchpoint digital strategy with a **physical-into-digital layer** as well, using QR codes placed directly on equipment like palletizer machines.

This empowers workers to scan the code and access knowledge contextually and in-the-moment, while totally avoiding navigating a digital interface to get to material.

Even though entry-via-QR requires no user log-in, activity is still tracked by employee, ensuring that simplified access does not compromise reporting.

By embedding training into existing workflows and physical environments with proven high-use, DrinkPAK maximizes training engagement opportunities.

“We needed to build a platform combining hands-on and digital training. eduMe is a key piece of our strategy.”



HOLLY SCHROEDER
VP External Affairs
DrinkPAK

[Read their story](#)

5 Verify competency in the real world

Training completion alone does not prove competence.

Many compliance programs **focus heavily on documentation**. Courses are assigned, employees complete them, and quiz scores are recorded. From an audit perspective, the requirement has been satisfied.

But completion data does not necessarily indicate whether workers can perform tasks correctly in real operational environments.

“The real test of competency lies in **performing tasks in the correct context**. Knowledge retention from quizzes or written tests does not prepare employees for the realities of the job.



ANDREW WILSON
Food Safety & Training Consultant

[In our industry research](#), frontline managers repeatedly flagged that headquarters over-indexes on completion metrics while overlooking whether training translates into real performance.

Managers described situations where there is *“too much focus on passing a quiz than applying learning in real life”*, where *“HQ sometimes overlooks the team’s need for personalized, hands-on training relevant to their specific roles”*, and where *“what workers see on paper doesn’t always translate to success on the floor”*.



A worker who forgets a sales technique may lose a customer.
A worker who forgets a safety procedure may damage equipment or injure themselves.

For this reason, it's important organizations incorporate **observational assessments** into their safety training programs, where supervisors, operations leaders or safety specialists observe workers performing tasks and **confirm correct execution**.

Verification of skills in this manner means immediate feedback also becomes possible. If a worker performs a task incorrectly during observation, supervisors can intervene immediately and provide corrective guidance while the task is still being performed - corrective action being essential for behavioral modification.

In some regulatory environments this approach is already embedded in formal training frameworks.

Australia's Vocational Education and Training system, for example, makes observational assessment mandatory for verifying practical competence.

9:41

← Sarah Mahon

Keyholder Certification
Date completed: Jan 14 2025

Pass ✓

Summary notes
This learner did a great job and really cares about the team but missed an important step.

Opening the Plant

Unlock the building
The supervisor unlocks the buildings, lifts the lache and puts the key in the office

✓ Yes

Confirm lockout/tagout is resolved

✓ Yes

Make sure everyone is present

✗ No

Retake assessment

Private Notes
This learner did a great job and really cares about the team but missed an important step.

Choose a person
Search by name, ...

Suggested for you

- Lisa Simpson
- Bart Simpson
- Homer Simpson
- Abe Simpson
- Marge Simpson
- Maggie Simpson

Capturing these observations digitally provides additional benefits.

Instead of relying on paper checklists or informal records, supervisors can log performance assessments within the same system that tracks training completion. This creates **a single record** showing both the knowledge a worker has received and the competence they have demonstrated.

When observational assessments are combined with training records, organizations gain a much clearer view of **capability across the workforce**. Instead of relying solely on completion data from the top down, they can see performance from the ground up, employee by employee.

This kind of observational validation ensures that safety training results in capability that can be demonstrated in real operational environments.



Pre-Shift Safety Check

The associate checks equipment and follows safety procedures before starting work.

Yes

No

Loading & Dispatch

The associate loads goods safely and follows dispatch procedures.

Yes

No

Case Study: BorgWarner

BORGWARNER



BorgWarner illustrates how this approach supports continuous improvement.

As a global Tier 1 automotive supplier serving manufacturers such as Ford, GM, and Stellantis, the company operates within rigorous quality and safety frameworks.

The company boasts **97% completion rates**, but simultaneously works to ensure that real-world application is logged completion records - and that training completion rates correlate to injury reduction.

This is done in two ways - via **shop-floor roles dedicated to reinforcing operational standards** and validating procedures directly with employees, and through **use of in-person assessments** that log verified, observed capability alongside completion in their frontline enablement platform.

97%

safety training
completion rates

“There’s a wide variety of education we have to give. Not only **completing** the training, but doing things on the shop floor, to make sure we can improve our standard work through the plant.



KEVIN BENSON

Continuous Improvement Technician
BorgWarner

[Read their story](#)

6 Equip frontline managers with the right data

Frontline managers occupy a unique position within safety and compliance programs. They observe how work is performed and where gaps appear - who struggles with procedures, who asks for help, and who consistently performs to standard.

Yet, many managers report receiving limited updates about training progress. In some cases, **managers report operating almost entirely in the dark** - 42% state they receive limited updates about training progress, must actively chase updates, or see no results at all. And rightly, they want a seat at the table - 75% report wanting more say in the training workers receive.

Dashboards that surface team performance data give frontline managers the visibility they need to act early. Rather than relying on periodic reports from headquarters, managers can access a “my team’s performance” view directly within the training interface.



“They consistently don’t get the proper information to me about what kind of tasks and completion percentages are expected of my team”



eduMe

AI IN L&D



Discover how AI is reshaping L&D - according to 1,100+ people designing, delivering and completing training.

[Read the report](#)

42%

of managers get 'limited' progress updates

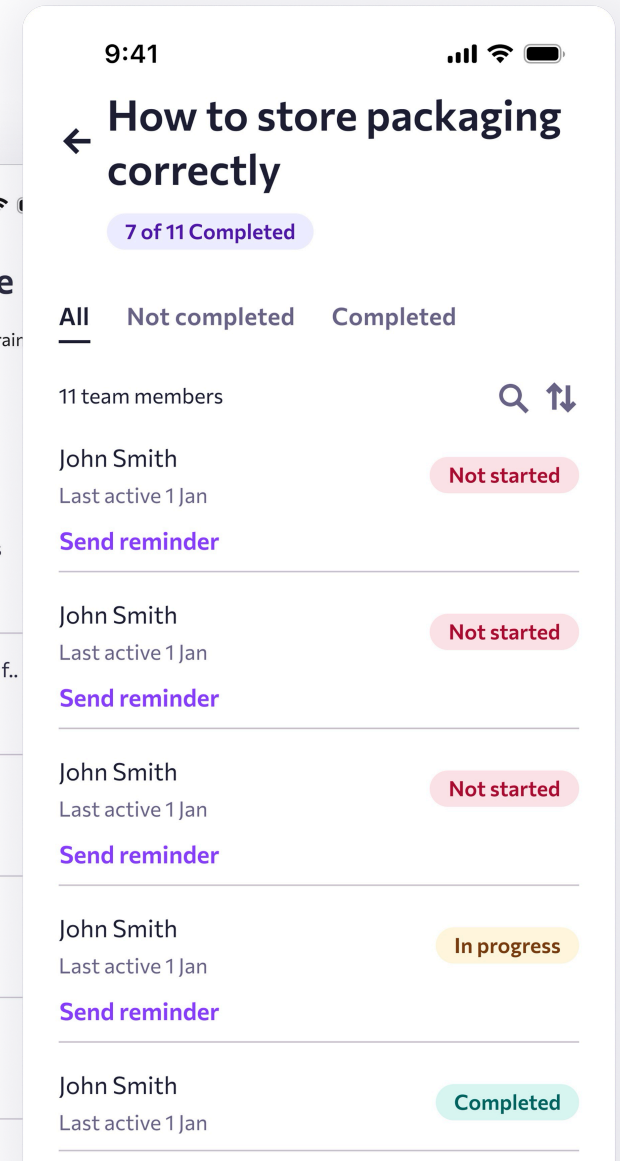
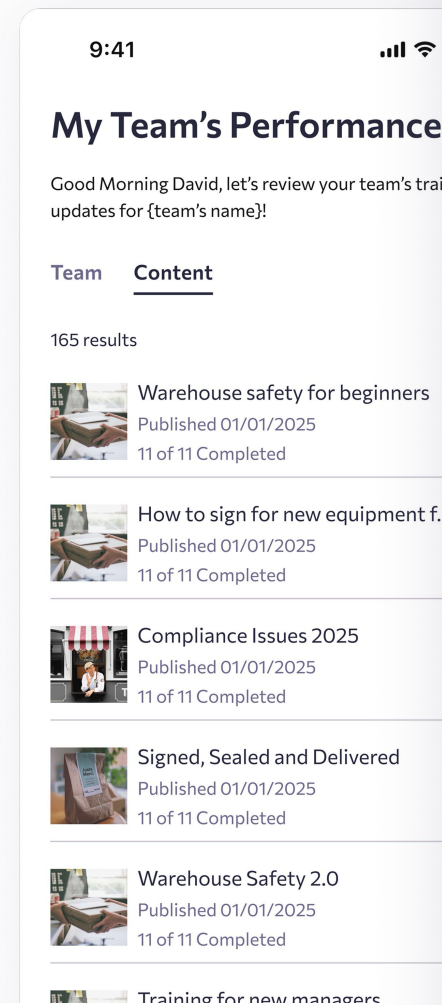
75%

want more say in training received

From this view they can see exactly how each team member is progressing through assigned training, including who has started a lesson, who is currently in progress, who has been sent a retake but has not yet begun, and who has completed the material.

This level of visibility **allows managers to intervene** quickly when progress stalls. If someone has not started required training or appears stuck on a lesson, supervisors can send reminders directly from the same interface using the communication channels already configured by the organization, such as email or SMS.

In practice, this allows managers to reinforce expectations without leaving the platform or manually compiling completion lists.



Most importantly, these dashboards allow managers to combine training data with what they observe in the workplace. They can compare lesson completion and assessment results with real-world performance on the shop floor, in the warehouse, or in the field.

When used this way, training dashboards become more than reporting tools. They become operational instruments that help managers **identify skill gaps**, reinforce procedures, and ensure that training translates into safe execution on the job.

By leveraging this on-the-ground layer that sees how work actually happens day-to-day, the entire organization benefits.

“ We use a performance dashboard to see who has done training, who is stuck on training. If I see stagnancy or lack of movement, **I'll send out reminders** to make sure the mandatory training gets done.



KEVIN BENSON
Continuous Improvement Technician
BorgWarner





Wrapping up

Safety & Compliance Training in frontline environments is fundamentally different from traditional corporate learning.

In regulated industries such as manufacturing, logistics, food production, and automotive supply chains, training programs must do more than deliver information. They must ensure that workers can perform procedures correctly in real operational environments.

Organizations that succeed balance standardized regulatory instruction with company-specific operational guidance. They create scalable systems for producing relevant training content. They reinforce learning over time rather than treating training as a one-time event.

They make training accessible through the devices and channels workers already use. They verify competency through real-world observation, not completion records alone. And, they equip frontline managers with the visibility needed to reinforce training where work actually happens.

Together, these principles **shift safety and compliance programs from passive documentation exercises to active operational systems.**

In environments where a missed step can lead to injury, equipment damage, or regulatory exposure, that shift is critical. Training succeeds not when it is completed, but when the right actions happen consistently on the job.

If you're exploring how to bring these principles into your own frontline operations, we'd love to talk.

Get in touch now



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