

NEW EMPLOYEE ORIENTATION

ALLIANZ RISK CONSULTING



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Think about your first day on the job. Do you remember the anticipation of starting with a new employer? How about all of the new sights and sounds of your new place of work? Or how about all of the forms that you had to complete? And then, you have your safety orientation. How much of your safety orientation did you really retain by the end of the day?

OSHA HCS Standard 1910 indicates employers are responsible for training new employees. The employee training is industry and job duty specific and could be extensive according to the OSHA requirements listed. Thus, the new employee orientation program should be more than a first day program. The work place can be hazardous and training could be more than a few

web-based training modules. One on one supervisor review of the rules and warnings may not be enough to protect your employees. By using a graduated orientation program, you can build your employees knowledge base and have them operate safely on the job.

THE FIRST DAY

The first day program should be the point where you begin instilling the safety culture of your organization. It is important to cover the variety of OSHA HCS 1910 required training specific to your operations and other safety information, although it is also important not to overwhelm employees before they understand how this information applies to their job.

Keep in mind that under the stress of a new job, most employees will retain very little of their first day of training. That is why the new employee orientation only begins on the first day. You should consider assigning a trusted and knowledgeable supervisor or employee as a mentor to the new employee. This should be someone who helps translate the general safety information into on-the-job safety practices. This person can help point the new employee in the right direction and keep them from making a dangerous error.

THIRTY-DAY FOLLOW UP

Most employees have established a basic comfort level with their new job and the people around them. We suggest that now is the time to follow up on some of that first day training that may have not been absorbed. As you discuss your safety program and key elements of your organization's safety rules and practices, the employee is now more able to understand the relevance of this information. The discussion of your company's lock out/tag out program or the Personal Protective Equipment makes a lot more sense now that the employee has actually operated the equipment. This is also the time to discuss these issues in a bit more depth, if necessary, since the employee is now much more capable of retaining this vital information.

NINETY-DAY FOLLOW UP

OSHA's Workers Rights & Protection Standard requires employers to be responsible in providing a workplace free from serious recognized hazards and comply with standards, rules and regulations. It is also stated that employees must understand the safety training provided by their employer. At the 90-day mark, employees have settled into a routine and they are comfortable with their job. This is the best time to review the materials presented on the first day and thirty day training to reinforce your organization's safety culture. Chances are that employees will be much more willing to ask questions and provide feedback on what they have learned. You don't need to review all of the training in the earlier sessions, although this is a good time to question employees to see how much they understand.

SKILL LEVEL TRAINING

Skill level training should be required before an employee is allowed to complete hazardous tasks or operate a specific piece of equipment. If you review your employee's tasks, you will probably find many that require specific skills. In much the same way you would provide your employee with forklift training before turning over the lift to an employee, you should identify other tasks or equipment that require more extensive on-the-job training. This is not to say that these skills cannot be learned on the job, but that the person providing the training should also review safety procedures along with operation procedures.

A simple evaluation can confirm that the employee has attained the necessary skill level. Many employees conducting tasks beyond their skill level have been seriously injured. By formalizing this process, new employees have the knowledge and skill to complete the task safely.

TRAINING RESOURCES

For many tasks, a good web-based safety hazard module and some discussion may be adequate. Other tasks may be too specific to rely on general information. A JSA (Job Safety Analysis) program is an excellent training resource. In addition to providing procedures for a given task, a good JSA will outline the specific hazards of a task and precautions that are necessary to complete it safely.

Studying the location workplace accident history can be another means to determine what training should be updated or implemented. This can be a way to reduce the frequency of accidents. You don't need to provide names of injured employees to discuss what happened. What would be important is "how it happened" and "how to prevent the accident from occurring in the future".

Identifying causation conditions and behavior of prior loss activity could potentially identify the "root cause" and thus addressing the loss source could prevent a similar accident occurrence. Providing real-life examples of accidents and understanding their cause can allow the new employee to learn from others hard learned lessons. You can tell an employee how dangerous improper operation of a forklift can be, but discussing an actual incident with consequences and a lesson to be learned can be more valuable.

Don't forget outside resources. Your insurance agent or broker and the Allianz Risk Consultant may be able to provide your employees training resources or assist with a safety hazard policy & procedure. You may have a local resource who can discuss workplace violence prevention. Outside resources can sometimes breathe new life into a training program.

CONCLUSION

According to the Bureau of Labor Statistics, 30% of all workplace injuries are employees on the job with less than one year. New employee orientation is critical to an organization's safety culture. This may be due, in part, to an employee's lack of knowledge. By reinforcing your safety rules, policies and procedures and properly coaching an employee for safe work behavior, you can impact not only your new employee's safety practices, but other employees' safety practices as well.

On the next page is an example of a new employee orientation program.

SAMPLE NEW EMPLOYEE ORIENTATION CHECKLIST

Employee: _____ Supervisor: _____ Date: _____

GENERAL ORIENTATION (CUSTOMIZE TO SITE SPECIFIC WORKPLACE SAFETY PROGRAMS)

TRAINING ITEM	FIRST DAY	30 DAY REVIEW	90 DAY REVIEW	COMMENTS
Personnel Paperwork				
Job Description				
Employee Behavior Coaching				
Safety Rules				
Early Return to Work				
Housekeeping Practices				
Fire Prevention				
Emergency Plan				
Accident Reporting				
Lock Out/Tag Out				
Personal Protective Equipment				
GHS Hazard Communication				
Forklift Safety				
Other Workplace Safety Hazards				

SKILLED LEVEL JOB TASK

QUALIFIED FOR JOB TASK

TASK	TASK DESCRIPTION	TRAINING PROVIDED	YES	NO	COMMENTS

Supervisor:

Employee:

Date:

Design: [Graphic Design Centre](#)

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