



## Short Service Employee Program

This short-service employee program is brought to you by Texas Mutual Insurance Company, the Texas Oil and Gas Association and the Oil and Gas Safety Roundtable. We encourage all businesses in the oil and gas industry to use this program as is or tailor it to fit their unique needs. Together, we can make the oil patch a safer place to work.

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## Why a short-service employee program?

Whether they are new to our company or new to the oil and gas industry, short-service employees are at increased risk - up to 40 percent, by some estimates – of getting injured on the job. There is clearly an urgent need and opportunity for employers to protect new workers from on-the-job injuries. The following information will help companies create a short-service employee program or improve an existing program.

## Purpose

To give new employees the skills they need to do their jobs safely and protect themselves and their co-workers from injury.

## Scope

This program applies to all company facilities, worksites, departments, teams and subcontractors. Each short-service employee will stay in the program at least six months. They will not leave the program until they demonstrate the knowledge and skills necessary to do their job safely.

## Definitions

Mentoring	A process of transferring skills and knowledge from one person to another in a work environment
Mentoring supervisor	The person responsible for directly supervising and overseeing an employee
Short-service employee (SSE)	A newly hired permanent employee, temporary employee or contractor with less than six months' experience in their assigned job
Short-service mentor	Person with at least six months' employment with the company who has demonstrated competent work skill/habits. The mentor will be fluent in the language the SSE best understands.

## Crew composition

Short-service employees should make up no more than 50 percent of a single crew at one time. A crew of five or fewer employees should include no more than one short-service employee at a time. Subcontractors and independent contractors are included in this program.

## Process

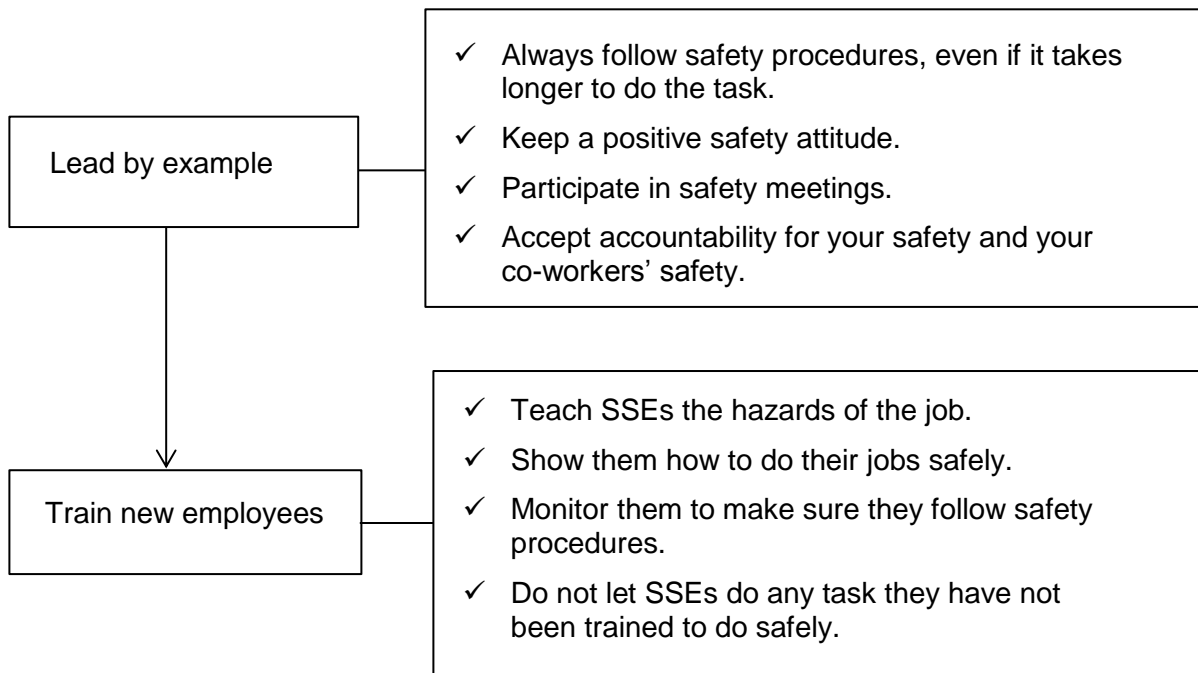
The company built its short-service employee program on four core steps. The process starts before a new hire comes on board and continues throughout their employment with the company.

### Step 1. Assign SSE program responsibilities

A proactive short-service employee program requires collaboration among multiple departments. Everyone must understand and embrace their responsibilities.

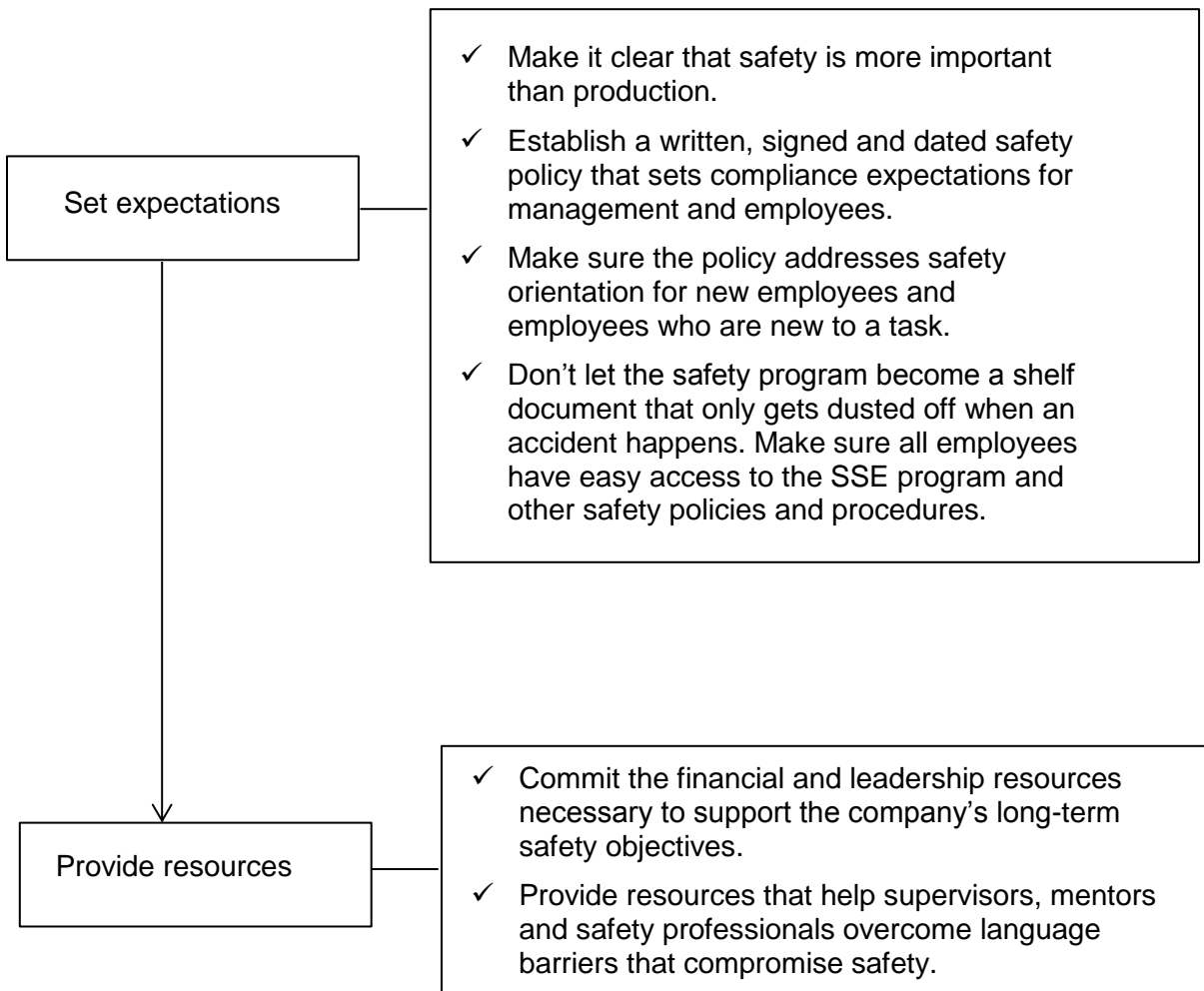
### Shared responsibilities

We all bring unique perspectives and skills to the company's safety program. But some responsibilities are so important that we all share them.



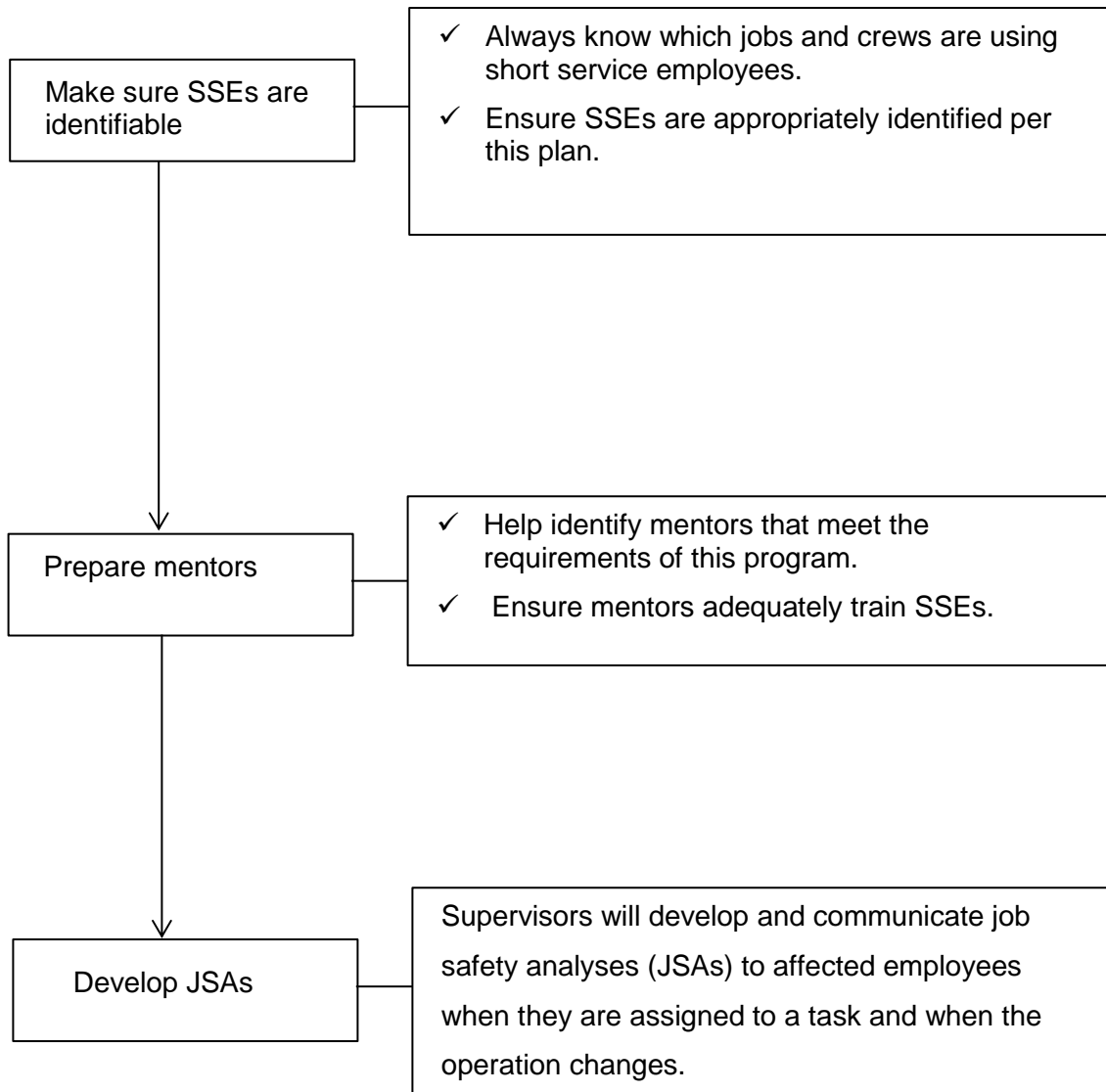
## Management responsibilities

Management support is critical to every aspect of our safety program, including our SSE program. Management is responsible for providing a workplace free from recognized hazards and ensuring employees receive safety training in a language they understand.



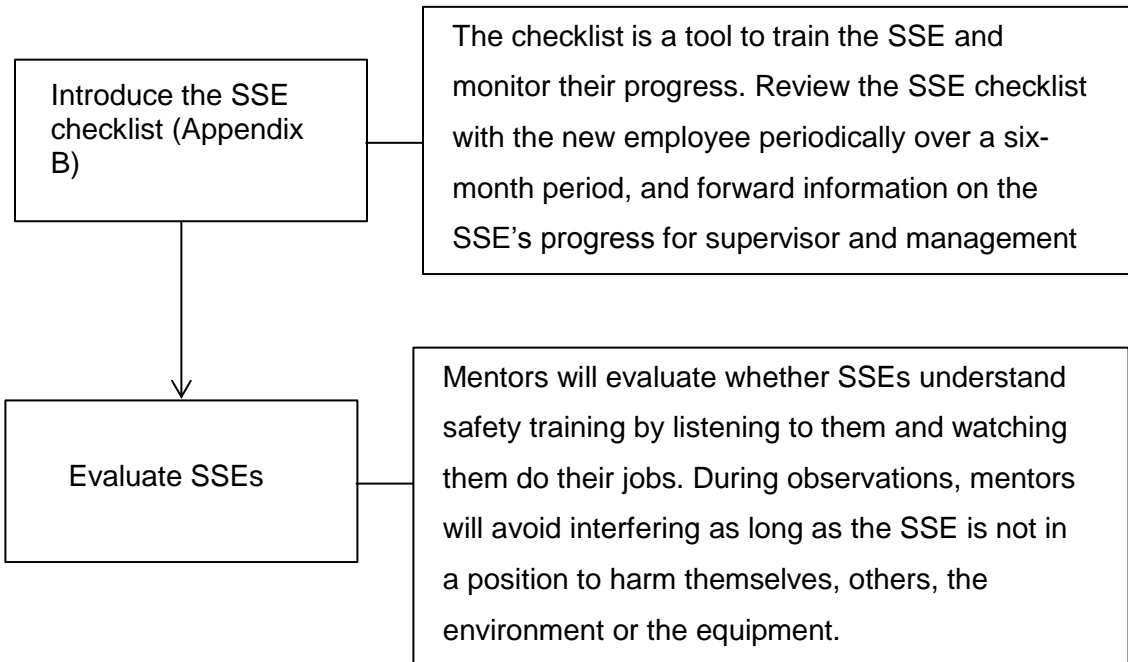
## Supervisor responsibilities

Supervisors are our boots on the ground. You are in a good position to positively influence new workers and demonstrate the company's commitment to safety.



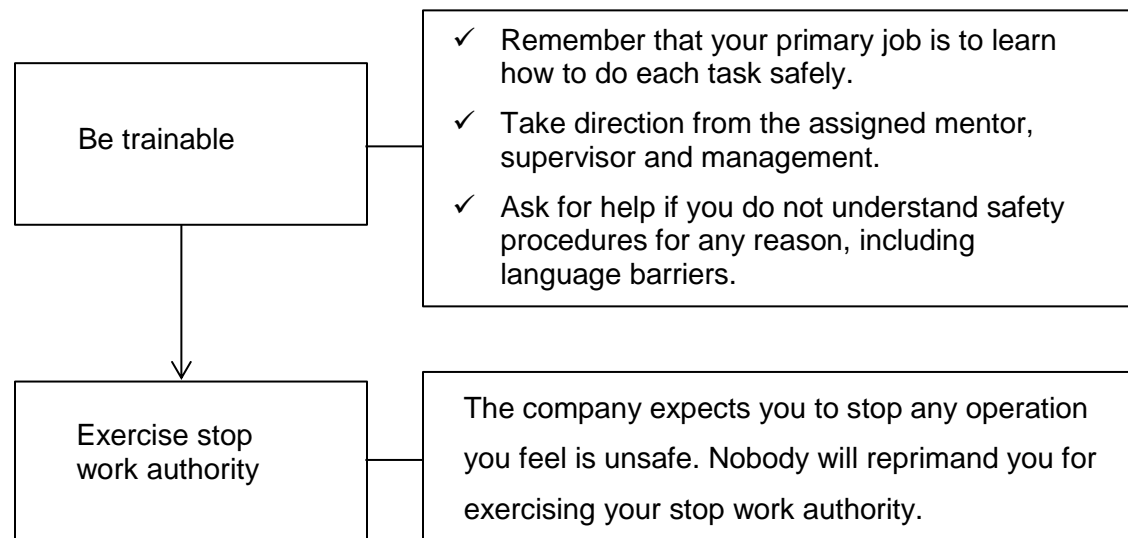
## Mentor responsibilities

There is no substitute for on-the-job experience. The company relies on seasoned veterans to pass on their knowledge and skills to the next generation of workers.



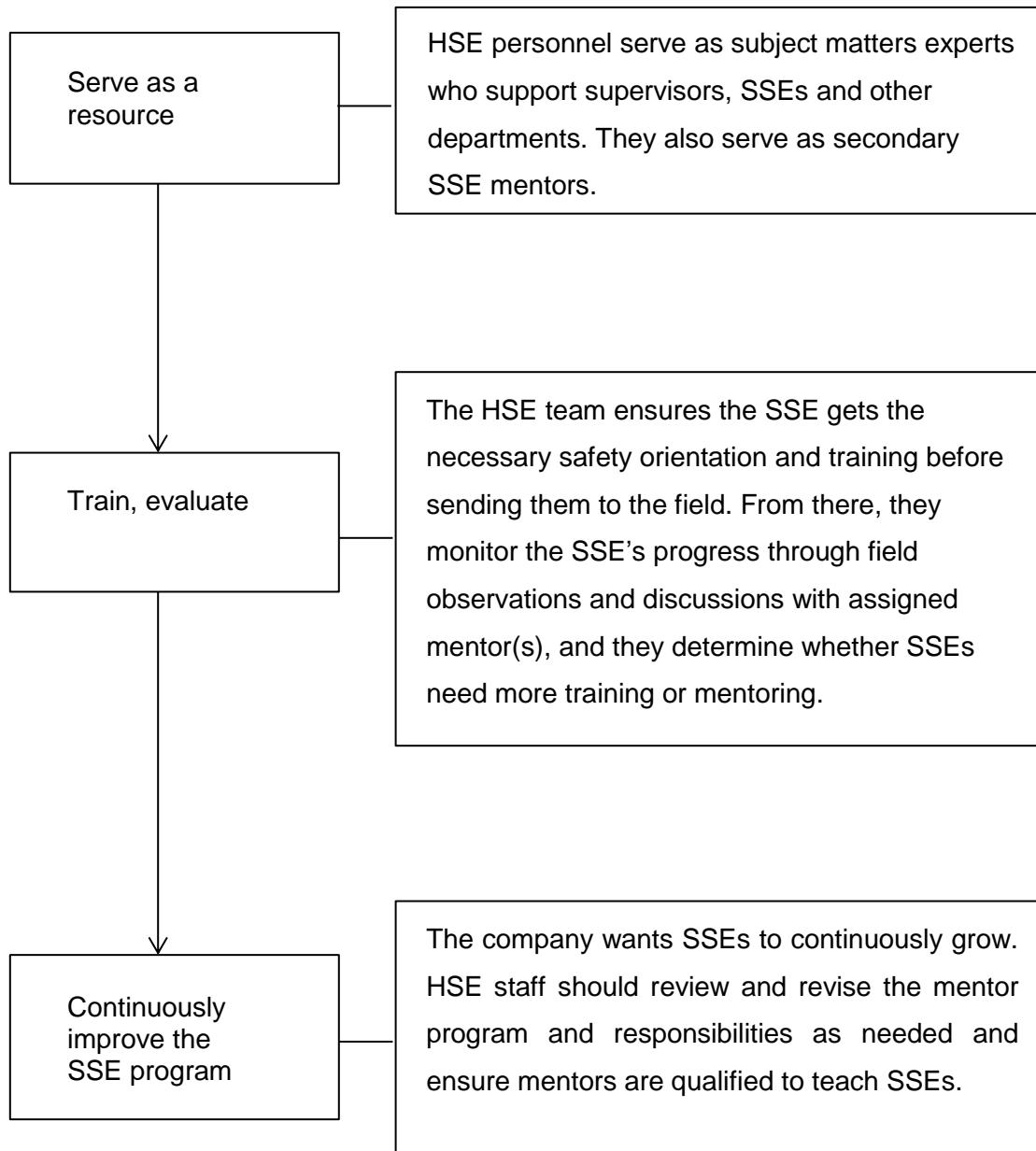
## Short service employee responsibilities

Management will give new employees the tools they need to avoid accidents. But employees are ultimately responsible for their own safety.



## HSE department responsibilities

The HSE department represents the company's subject matter experts in safety. You play a critical role in our SSE program's success.



## **Step 2. Notify relevant parties. (Appendix A)**

When the company hires or reassigns an employee, the HR department will notify management/supervision and the safety department.

### **Identifying new hires**

Supervisors, co-workers and project managers must be able to easily spot short-service employees so they can watch their backs on the job. The company's new-hire identification system tells the team the short service employee is in a transitional period. It is not a designation of inexperience or lower skill sets.

SSE identification systems can include:

- ✓ Vests
- ✓ Colored hardhats
- ✓ Recognizable clothing or PPE
- ✓ Decals

Decals should be placed on each side of the hardhat with a label under the decal indicating the date the employee will no longer be considered an SSE. The supervisor removes the decals and other identifiers upon expiration of the SSE term, and after verifying the SSE can do the job safely.



### Step 3. Train new employees to do their jobs safely.

Safety is an important business metric, equal to quality and productivity. The company's training program will prepare new hires to recognize and control the hazards of their jobs. The program includes new-hire orientation and ongoing safety training.

#### New hire orientation

Management will provide company-approved safety orientation training in a language the employee understands. Safety training will be tailored to each SSE's job, and it will include how to access company policies, standards and procedures. To facilitate the process, supervisors will review the job orientation checklist (Appendix C) with the SSE. When the SSE satisfactorily completes orientation, the supervisor and employee will sign and date the checklist.



#### Ongoing safety training

The supervisor will ensure each SSE is properly trained per federal, state and internal requirements, as well as best management practices. Ongoing safety training will be provided when an employee is hired, given a new assignment or exposed to new hazards due to changes in the substances, processes, procedures and equipment in the work area. The training will be delivered in a language the employee understands. SSEs will learn to recognize the unique hazards of their jobs. The company will teach SSEs how to protect themselves by following safety procedures and using personal protective equipment, while working efficiently.

## Selecting mentors

The company counts on its industry veterans to share their knowledge and experience with new workers. Supervisors will help select mentors and ensure they adequately train new hires.

Mentor Qualities	
✓	Experience with the new worker's tasks
✓	Track record for working safely
✓	Clear communicator who can explain the hazards of the job
✓	Speaks the SSE's primary language
✓	Knows how to build the SSE's confidence
✓	Qualified to teach the SSE the proper way to create and follow a quality JSA
✓	Committed to staying current on trends and technology in the industry
✓	Patient and eager to devote the time necessary to help new workers succeed

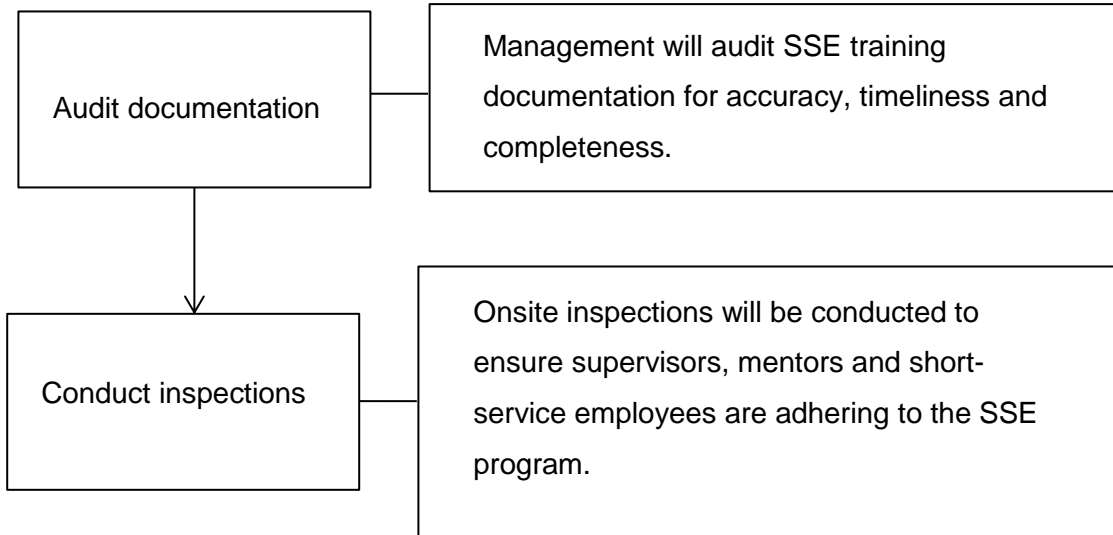
## Making safety a universal language

The Occupational Safety and Health Administration requires employers to train workers in a language they understand. Language differences can affect our ability to effectively communicate safety messages to employees. Seemingly minor misunderstandings can lead to fatal consequences. Here are some tips for making safety a universal language.

✓	Use more pictures and fewer words.
✓	Keep training simple.
✓	Provide hands-on demonstrations
✓	Use OSHA's free material ( <a href="http://tinyurl.com/nfk329h">http://tinyurl.com/nfk329h</a> )

#### Step 4. Continuously evaluate and improve the SSE program

Like any part of our safety program, our SSE program must continuously evolve to meet our changing needs. The company will review the SSE program's effectiveness at least once per year.



# Appendix A

## COMPANY SHORT SERVICE EMPLOYEE NOTIFICATION FORM

### Short Service Employee Information (completed by HR Specialist)

Employee Name (Print)	
Employee Hire Date	Change Date:
Current Job Title	
Time in Present Position	
Years of Oilfield Experience	
Types of Oilfield Experience	

### SSE Mentor Information (completed by Supervisor)

Employee Name (Print)	
Employee Hire Date	
Current Job Title	
Time in Present Position	
Years of Oilfield Experience	
Types of Oilfield Experience	

### Supervisor Sign-Off (Send to Project Manager)

Print Name:	Print Job Title:	Signature:
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### Send to Safety and HR Directors and retain in employee's files.

Employee has received the required Safety Orientation	Yes		No	
Employee has received all required Safety Training *	Yes		No	
Employee has received the required safety training except (Attach list of any exceptions)	Yes		No	

\* Safety training shall be determined and conducted by individual company policies and procedures, in compliance with all regulatory requirements.

**APPENDIX B**  
**SHORT SERVICE EMPLOYEE CHECK LIST**

Mentor's Initials as Completed	SSE Initials as Completed	<b>Short service employee understands company expectations for safe behaviors.</b>
		Does not take unnecessary risks.
		Asks for help when needed.
		Does not try to lift or handle too heavy of a load. Gets mechanical help when needed.
		Raises awareness of possible hazards.
		Intervenes with unsafe behaviors.
		Understands his/her "stop work" authority and responsibility
		<b>Short service employee demonstrates ability to do job required:</b>
		Works in a craftsman-like manner.
		Has clear understanding of job to be done.
		<b>The new employee can use tools safely by:</b>
		Communicating safe work practices for assigned tools
		Demonstrating safe use of assigned tools
		Observing tool use of others and noting safe and unsafe behaviors
		<b>New employee can identify the following at the work site:</b>
		Struck by hazards
		Crushed by hazards
		Burn and scald hazards
		Sharp objects and precautions
		Trip hazards and precautions
		Electrical hazards and precautions
		Fall hazards and precautions
		Hot and / or cold surfaces, piping and equipment
		Chemical hazards and precautions
		Emergency procedures
		Emergency communication
		Respiratory hazards and precautions
		Toxic substance hazards and precautions (ex. Bromide)
		Any additional hazards specific to the job site



**Appendix C**  
**Job Orientation Guide**

Company: <u>(Enter your Company Name)</u>	Employee: <u>(Enter Employee Name)</u>
Trainer: <u>(Enter Name of Trainer)</u>	Hire Date: <u>(Enter Employee's Hire Date)</u>
Date: <u>(Enter Date of Orientation)</u>	Position: <u>(Enter Employee's Job Title)</u>

This checklist is a guideline for conducting employee safety orientations for employees new to (Customize by adding the name of your company). Once completed and signed by the supervisor and employee, it serves as documentation that safety orientation training has taken place.

	Date	Initials
1. Explain the company safety program, including:		
Orientation	_____	_____
On-the-job training	_____	_____
Safety meetings	_____	_____
Accident investigation	_____	_____
Disciplinary action	_____	_____
2. Use and care of assigned personal protective equipment, (e.g., hard hat, fall protection, eye protection, foot protection, FRC, etc.)	_____	_____
3. Line of communication and responsibility for immediately reporting accidents.		
A. When to report an injury	_____	_____
B. How to report an injury	_____	_____
C. Who to report an injury to	_____	_____
D. Filling out accident report forms	_____	_____
4. General overview of operation, procedures, methods and hazards as they relate to the specific job	_____	_____
5. Pertinent safety rules of the company	_____	_____
6. "Stop Work" authority and responsibility is understood	_____	_____
7. First aid supplies, equipment and training		
A. Obtaining treatment	_____	_____
B. Location of Facilities	_____	_____
C. Location and names of First-aid trained personnel	_____	_____

- 8. Emergency plan
  - A. Exit location and evacuation routes \_\_\_\_\_
  - B. Use of fire-fighting equipment (extinguishers, hose) \_\_\_\_\_
  - C. Specific procedures (medical, chemical, etc.) \_\_\_\_\_
- 9. Vehicle safety \_\_\_\_\_
- 10. Personal work habits
  - A. Serious consequences of horseplay \_\_\_\_\_
  - B. Fighting \_\_\_\_\_
  - C. Inattention \_\_\_\_\_
  - D. Smoking policy \_\_\_\_\_
  - E. Good housekeeping practices \_\_\_\_\_
  - F. Proper lifting techniques \_\_\_\_\_

NOTE TO EMPLOYEES: Do not sign unless ALL items are covered and ALL questions are satisfactorily answered.

The signatures below document that the appropriate elements have been discussed to the satisfaction of both parties, and that the supervisor and the employee accept responsibility for maintaining a safe and healthful work environment.

Date: \_\_\_\_\_ Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Employee's Signature: \_\_\_\_\_



## Appendix D

### Additional Resources and Information

Texas Mutual Insurance Company

[www.worksafetexas.com](http://www.worksafetexas.com)

Oil and Gas Safety Roundtable

<http://texasoilandgassafety.com/>

Texas Dept. of Insurance – DWC

<http://www.tdi.state.tx.us/wc/safety/index.html>

<http://www.tdi.state.tx.us/pubs/videoresource/ghsphstrainingp.pdf>

<http://www.tdi.state.tx.us/pubs/videoresource/stptrainingprod.pdf>

OSHA

<http://www.osha.gov/SLTC/etools/oilandgas/index.html>

NIOSH

<http://www.cdc.gov/niosh/>

Washington State Dept of Labor & Industries

<http://www.lni.wa.gov/Safety/Topics/AtoZ/default.asp>

Job Hazard Analysis

<http://www.osha.gov/Publications/osha3071.pdf>

Job Safety Analysis – Workbook

Oregon OSHA - [http://www.orosha.org/subjects/job\\_safety\\_analysis.html](http://www.orosha.org/subjects/job_safety_analysis.html)

Job Safety Analysis & Task Training

<http://www.tdi.state.tx.us/pubs/videoresource/essijsatasktra.pdf>