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Staying Safe from the Start:

Reducing Injury Rates through Hiring Practices and New Employee Training

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Today's Objective:

- Introduce participants to best practices that will reduce injuries in the first weeks and months of employment.

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Agenda

- Statistical overview
- NEO/NET defined
- Basic loss control model
- Best practices
- Helping new employees become positives in the system.
- Staying safe from day one!

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2007 statistical review

- Of all disabling claims where tenure is known (19,128):
  - 11% occurred in the first month
  - 29% occurred in the first six months on the job
 - 41% occurred in the first year

2007 statistical review

- Of all fatality claims where tenure is known (28):
  - 25% occurred in the first month
  - 35% occurred in the first six months on the job
  - 39% occurred in the first year

2007 claims from Department of Consumer and Business Services

Bar chart (19,128 Disabling claims where tenure is known):
- 1st Year: 41%
- 2nd – 3rd Years: 21%
- 4th – 5th Years: 9%
- All Other Years: 30%
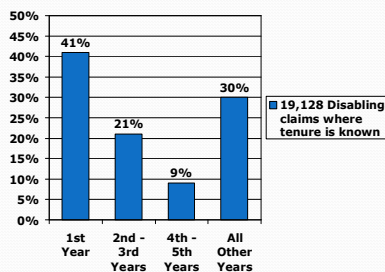
N.E.O. defined

- N.E.O. = New Employee Orientation
- Generally considered by most employers to mean the first day on the job
  - I 9
  - W2
  - Employee manual (if there is one)
  - Exit and fire extinguisher locations

What does OSHA say?

- 437-001-0760 (1)(a)
  - The employer shall see that workers are properly instructed and supervised in the safe operation of any machinery, tool, equipment, process, or practice which they are authorized to use or apply.

Safety N.E.T.

- N.E.T. = New Employee Training
- This encompasses all the necessary job training from the first day forward.
- Depending on the complexity of the job, this may be one month or one year

Model for Preventing Injuries

Safety Starts at the Top

Hiring

Accountability

Training

Hazard Identification & Control

Safety Starts at the Top

Put it in writing with a safety policy statement.

Basic loss prevention model

1. Hire the best employees available
   - Recruitment
   - Pre-employment screening
     - Background checks
     - Formal Applications
     - Reference Checks
     - Drug Screens
     - Physical Capacity Testing
   - Task assignment

Basic loss prevention model

2. Set expectations for behavior
   - New employee orientation
   - Training
   - Policies and procedures
   - Job Hazard Analysis
   - Safety Expectations

Basic loss prevention model

3. Follow-up on expectations
   - Observations
     - Consider 3 and 6 month safety follow up interviews
     - Ask questions about safety knowledge
     - Helps determine focus of future training and education
   - Motivation
   - Coaching
   - Leading By Example
   - Supervision
   - Consequences (Safety Accountability Systems)

Basic loss prevention model

4. Minimize physical hazards
   - Engineering
   - Administrative controls
   - Work practices
   - OSHA compliance

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Best Practice:

At the date of hire, have every new employee write out three things he or she will do to remain safe on the job. By doing this, people are pulled quickly in the direction of these commitments.

(Workplace Safety: A Guide for Small and Midsized Companies)

Employees tend to remember…

- 10% of what they READ
- 20% of what they HEAR
- 30% of what they SEE
- 50% of what they SEE and HEAR
- 70% of what they say as they talk
- 90% of what they say as they do it

For effective job instruction…

- Let the employees read the policy and/or procedures
- Then tell the employees
- Have the employees explain to you
- Then show the employees
- Demonstrate and explain the job
- Have the employees explain the job and show you

Effective job instruction results in….

Efficiency	Safety	Productivity
Fewer mistakes	Fewer accidents	Improved knowledge and skill
Less turnover	Less property damage	Higher morale and motivation
Reduced waste	Reduced injuries	Less down time and lost time
Better quality	Safer work habits	Better cost control and profitability
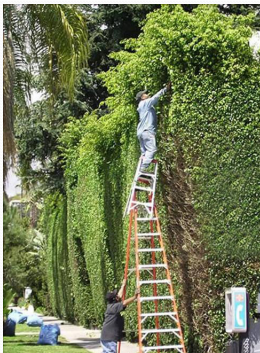
Best practices

- Job description format
  - A brief summary of job duties
  - Description of knowledge, skills and abilities required to perform the job
  - Americans with Disabilities Act (ADA) elements
    - Physical Requirements

Best practices

- Basic steps to a Job Hazard Analysis
  - Select the job to be analyzed
  - Break the job down into successive steps
  - Identify the hazards and potential for accidents
  - Develop ways to eliminate the hazards identified
  - Use as new employee training tool
  - Reevaluate annually to determine if hazards have changed

Sequence of Basic Job Steps	Potential Hazards	Cause of Potential Hazards	Preventative Measure
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

Best practices

- Safety observations
  - Primary purpose: identify safe, positive employee behaviors and conditions
  - Daily and during quarterly inspection process
  - Secondary purpose: identify unsafe behaviors and conditions
  - Opportunity to correct a Job Hazard Analysis
  - Provide immediate feedback (both positive and negative – more positive)
    - Reward positive behaviors you want to employee to repeat in the future

If a new employee sees this will they think it's ok?

Best practices

- Mentor programs
  - Observations should be an on-going part of the operations.
  - During future employee observations be alert for safe behaviors, especially if an employee has changed a previous unsafe behavior.
  - Provide positive reinforcement by recognizing the employee for his/her safe actions and express appreciation.

Train new employees to report near-misses/close calls

Best practices

- Performance reviews
  - Set clear expectations - Standards
  - Productivity - Performance
  - Contribution - Compensation

- *What gets measured gets done*

Each new employee immediately becomes part of your safety program

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Your goal is that they contribute positively to the program

Get employees involved in safety from day one

Everyone can contribute positively to your safety program