


# Staying Safe from the Start:

## Reducing Injury Rates through Hiring Practices and New Employee Training



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**SAIF CORPORATION SAFETYZONE**

### Reducing injuries skid loader

**Description of accident:**  
During the second lift on the job, an employee was operating a skid loader equipped with forks to move lumber material. It was raining hard and he had his only pairs of good shoes on his feet and the controls. The machine reportedly had a defective steering wheel mounted on the gun, but he did not speak English and had not been trained by the machine operator.

**How to prevent a similar accident:**

- Provide for skid loader training prior to assignment of work with equipment.
- Implement an operator preventive maintenance program with daily pre-operational checks.
- Establish a policy prohibiting equipment modification, use of equipment may present unforeseen hazards.
- Apply pipe wrap or similar protect material to sharp edges of equipment.
- Require employees to wear rain gear in inclement weather and provide good footwear.
- If you have employees who do not speak English, hire a bilingual staff management professional to assist with employee training and documentation.
- Use a training checklist to address the driver's task to be sure all key problems covered.

**Safety Quiz**  
In 2007, what percentage of injuries reported to SAIF occurred during the worker's first six months on the job?  
A. 10 percent  
B. 20 percent  
C. 35 percent  
D. 36 percent  
E. 40 percent

Source 2007 - CN 20



## 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

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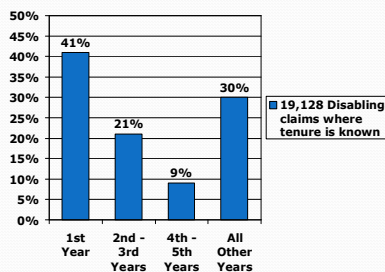
## 2007 statistical review

- 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

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## 2007 claims from Department of Consumer and Business Services



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## 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

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## 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.

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## 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



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## Model for Preventing Injuries

Safety Starts at the Top



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Safety Starts at the Top

Put it in writing with a safety policy statement.

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## 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

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## Basic loss prevention model

### 2. Set expectations for behavior

- New employee orientation
- Training
- Policies and procedures
- Job Hazard Analysis
- Safety Expectations

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## 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)

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## 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)

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## 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

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## 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

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## Effective job instruction results in....

### Efficiency

Fewer mistakes

Less turnover

Reduced waste

Better quality

### Safety

Fewer accidents

Less property damage

Reduced injuries

Safer work habits

### Productivity

Improved knowledge and skill

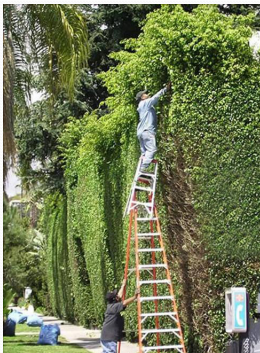
Higher morale and motivation

Less down time and lost time

Better cost control and profitability

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## 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

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## 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

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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

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



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## 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.

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Train new employees to report near-misses/close calls



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## Best practices

- Performance reviews
  - Set clear expectations - Standards
  - Productivity - Performance
  - Contribution - Compensation
- *What gets measured gets done*

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Each new employee  
immediately becomes part of  
your safety program



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Your goal is that they  
contribute positively to the  
program



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Get employees involved in  
safety from day one



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Everyone can  
contribute positively  
to your safety program



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