

SHORT SERVICE EMPLOYEE



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1. SCOPE

- a. This procedure provides basic guidelines for **H2 Enterprises, LLC**, Short Service Employee program. It is the objective of this program to help ensure that every employee working on the project is provided with a safe and healthy environment. All **H2** employees must comply with the project safety procedures as well as provisions of the Occupational Safety and Health Act and other federal, state and applicable safety codes.

2. Definition

- a. A Short Service Employee is any person newly hired by **H2**, who has worked less than six months, or who may be inexperienced in the work being conducted. SSE workers are those new to their duties, which may face increased risk because they are not familiar with the hazards associated with their new duties. SSE's may also include new hires, transferred workers, subcontractors, reassigned or promoted employees.

3. Purpose

- a. SSE's are defined as those new to their duties and they face increased risk because they may be unfamiliar with the hazards that are associated with their new duties. It has been found, that newer inexperienced workers have twice the workplace injuries of experienced workers and of those, the ones less than 24 years of age have a 60% chance of being injured in their first 60 days.

Note: The success of the Short Service Employee program will depend on positive management involvement and frontline supervisor support. As an experienced employee, your leadership and commitment to this purpose will ensure that SSE's are singled out for help, assistance, coaching, and guidance.

4. Identification

- a. This program is designed to help new employees through this high-risk period by assigning a mentor to them so experienced workers can assist and promote safe work behaviors. By identifying SSE's, we hope to enhance training and ensure that **H2** remains an Incident and Injury Free workplace, where every employee returns home safely, each day.
- b. New employees will have the benefit of having experienced co-workers who can help train them and teach them safe work behaviors. The mentor will assume that the new employee cannot perform tasks as efficiently as an experienced worker, such as:
 - i. Know the specific practices, procedures, and terms as well as an experienced worker

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- ii. Be familiar with **H2** Safety Policies as an experienced worker
 - iii. Be familiar with reclamation operations as an experienced worker
 - iv. Know emergency response plans as an experienced worker
 - v. Be familiar with all task hazards and how to prevent hazards as an experienced worker
- c. Removal of mentoring will be the responsibility of the employee's immediate supervisor, after determination has been made that the employee has gained adequate safety and job/task experience. This determination will be made by observing the employee at work while he/she is completing assigned tasks.

5. Procedure

- a. SSE's will be identified during New Employee Safety Orientation and will be assigned a mentor/Supervisor. SSE's will participate in the program with the mentor until they show a sufficient level of competence and experience working in their assigned duties. In certain cases, new employees may have to work with their mentor longer to complete specific orientations or safety program, or to pass job skill exam requiring extra time.
- b. For employees who are experienced, but are new to the craft or crew, the responsible Foreman will determine (with the concurrence of the Safety Manager) if participation in the Short Service Employee Program is necessary.

6. Notification

- a. Project leaders will notify host facilities or contractors of any SSE's employees working on site.

7. Mentorship and Monitoring

- a. Mentoring will be provided by co-workers. Mentors will introduce themselves and offer help through suggestions, training, or advice, and do the following:
 - i. Make sure to know where Green Hands are and what they are doing.
 - ii. Ensure that SSE's will never work alone. Please refer to Section 33-Working Alone.
 - iii. Work with them until job can be performed safely.
 - iv. Buddy up in the event of emergencies
 - v. Encourage questions and receive feedback to gauge level of understanding.

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8. Subcontractor

- a. All subcontractors who are unfamiliar with operations will also receive an assigned mentor as needed, and will be required to adhere to **H2** Safety Policies and Procedures.

9. Training and Documentation

- a. Training records shall be maintained on file the project by Project Leaders or at the home office.
- b. Noncompliance by any **H2** employee with any part of this described program will result in appropriate disciplinary action as outlined in Section 16-Corrective Actions and Discipline Procedure.