

Short Service Employee Program

Definitions

Mentoring - a process of transferring skills and knowledge from one person to another in a work environment.

Supervisor – The individual responsible for the direct supervision and oversight of an employee.

Short Service Employee (SSE) – A newly placed full-time or temporary employee or subcontractor with 90 working days or less experience with the Company.

Mentor Responsibilities

The responsibilities of the Mentor in the Short Service Employee Program are to:

- be an experienced and responsible person assigned by the supervisor to work with the new employee,
- be selected based on a history of safe work and policy/procedural knowledge,
- can communicate the expectations and characteristics of work tasks and their associated hazards,
- have a patient disposition, as well as the desire and willingness to devote the necessary time to succeed as a Mentor,
- possess knowledge and skills in the job tasks assigned to the SSE,
- be willing and able to effectively listen to the SSE to determine if the SSE is learning and retaining the knowledge being shared,
- be willing to watch a SSE perform a job without interfering if the SSE is not able to harm themselves, others, the environment, or the equipment,
- adopt a positive safety attitude, avoid criticism, and strive to build confidence and self-esteem in the SSE,
- can teach the SSE the proper way to create a quality JSA and to follow that JSA in performing tasks,
- keep abreast of new equipment in their field of expertise,
- refrain from taking shortcuts and doing anything else that jeopardizes health or safety,
- demonstrate a positive work ethic always
- introduce the **SSE Checklist** to the new employee. The checklist is a tool to train the new employee and monitor progress, review the checklist with the new employee periodically
- evaluate the SSE when prompted at 10, 30, 60, and 80 work days. Review evaluations with SSE and forward the information for supervisor and management review.
- follow all company policies and procedures.

Short Service Employee Responsibilities

The responsibilities of the Short Service Employee are to:

- be willing to watch and listen to the Mentor,
- establish a positive safety attitude toward assigned job tasks,
- learn how to create and follow JSAs,
- be willing to learn how to do each task in a safe and environmentally sound manner,
- stop and report unsafe conditions immediately,
- participate in safety meetings, and follow all safety rules and company policies.

Supervisor and Foreman Responsibilities

The responsibilities of Supervisors in the Short Service Employee Program are:

- know which jobs and crews are using Short Service Employees,
- ensure Short Service Employees are appropriately identified per this plan,
- develop and communicate Job Safety Analyses (JSAs) to affected personnel upon initial assignment and when the operation changes,
- ensure Short Service Employee Mentor possesses proper knowledge and skills in the job task assigned,
- ensure Short Service Employee Mentor is adequately training SSE,
- ensure Short Service Employee is gaining the necessary knowledge and skills in the job tasks, and
- follow all safety rules and company policies.