



# Airswift

## HSE Management Program

### Short Service Employees and New Employees

Important Notice:

- 1. This procedure is a Controlled Document and shall not be amended without the authority of the HR & Contractor Services Director – North America and the Quality Department.
- 2. Any queries or feedback concerning the contents of this Procedure should be addressed to the HR & Contractor Services Director – North America and the Quality Department.
- 3. This procedure is reviewed annually or when there is a change to business practices.
- 4. This document should be retained indefinitely and only removed should the procedure become obsolete.

Prepared	Reviewed	Approved	Effective Date	Issue Number
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## 1.0 PURPOSE

This procedure provides guidelines for a Short Service Employee Program to appropriately supervise, train inexperienced employees, and monitor new experienced employees.

## 2.0 SCOPE

This document is applicable to all Airswift employees who are Short Service employees or who work with Short Service employees. Airswift employees working at a client (host) facility will follow the SSE procedure of the Client (host) site.

## 3.0 DEFINITION

Short Service Employee - SSE is a person who has less than six months with the company (regardless of the amount of industry related experience the employee may possess) or less than six months in the current operating environment.

This definition is based on recognition of the following:

- New hires/Interns, whether coming from school or another line of work, do not have the knowledge base to immediately recognize and understand the hazards in their workplace.
- An individual coming to work from within our industry may not have the safety focus expected of employees at our facilities. Many years working in an unsafe manner may be worse than having no experience at all.
- When a change in work environment occurs, the ability of an individual to fully recognize all the hazards in the new workplace is diminished due to their unfamiliarity. Time is required, along with coaching and training, for the SSE to safely acclimate to the new environment.

Short Service Mentor: Person with at least six months' employment with the company who has demonstrated competent work skills/habits. The mentor will be fluent in the language the SSE best understands.

## 4.0 RESPONSIBILITIES

### **Management/HR:**

Management/HR support is critical to every aspect of the safety program, including the SSE program. HR will set the expectations of the SSE program and will liaise with the relevant department managers/supervisors to assign a

mentor to follow the requirements of the SSE program. Supervisors will sign off on competence checks throughout the 6-month program.

HR will be responsible for completing the SSE notification form and forwarding to the Supervisor to select the appropriate mentor. Once the SSE has completed their mentorship the Supervisor will hold the final review meeting and sign off that the SSE is competent to complete their assigned tasks without mentorship. The completed SSE form will be sent to HR to retain in the employees' files.

**Mentor:** A mentor will be assigned to each short-service employee for the duration of the six-month program. The mentor, an experienced/knowledgeable employee, will be assigned by the supervisor to work closely with the SSE to provide guidance on safe behaviors and safety and environmental programs and policies. The mentor will monitor the SSE on the job. The mentor should have a firm understanding of their role and responsibility for the SSE. The SSE checklist will be provided as a tool to train the SSE and monitor their progress. The mentor will review the progress with the SSE at regular intervals throughout the 6-month period.

**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 should include:

1. Experience with the new worker's tasks
2. Track record for working safely
3. Clear communicator who can explain the hazards of the job
4. Speaks the SSE's primary language
5. Knows how to build the SSE's confidence
6. Committed to staying current on trends and technology in the industry
7. Patient and eager to devote the time necessary to help new workers succeed

**SSE:** As the employer is responsible for providing a safe workplace, employees are responsible for their own safety and that of their co-workers. Follow instructions and guidance from your mentor, supervisor, and management. Ask for help if you do not understand safety procedures for any reason, including language barriers. Exercise your stop work authority if you feel like a task is unsafe. You will not be reprimanded for exercising your stop work authority.

## 6.0 REQUIREMENTS SSE Program

The Short-Service Employee Safety Program will consist of the following elements:

## 6.1 Training:

A minimum level of orientation training will be provided for all short-service employees regardless of job assignment, or duration of work assignment. In addition, workplace specific training will be necessary based on the hazards at each location and the tasks the individual is expected to perform.

The Client (host) facility will be responsible for managing Airswift employees into their SSE program as they are aware of hazards at their site and provide supervision of their site. The Client (host) is responsible for onsite training, including their SSE training, providing a suitable mentor, the visible identifier which falls in line with their site policy and sign off by the site supervisor once the SSE program has been completed.

Examples of topics which may be covered are:

- New Hire Safety Orientation
- Fire Safety
- Alcohol and Substance abuse policy
- Hazcom (general and site-specific)
- LOTO
- Emergency Response
- Fall Prevention
- Job Safety Analysis Training
- Confined Space Entry
- Personal Protective Equipment
- Manual Handling
- Hearing Conservation
- Respiratory Protection
- Fire Extinguisher Training
- Motor Vehicle Safety

## 6.2 Visible Identifier:

Short Service Employees based at an Airswift internal office will be identified by wearing a distinctive colored lanyard which will stand out and ensure they are easily identified.

Short-Service Employees based at a client site will follow the clients site SSE program and must wear a distinctive hard hat and/or a hard hat decal stating, "New on Job", or a high visibility vest whenever they are in the field, depending on the Client (host) facility procedure.

This allows quick and sure identification of the SSE by other team members and serves as a reminder of each person's responsibility for the safety of others.

### **6.3 Progress Meetings:**

Formal meetings between the SSE, their supervisor and mentor will take place one month and three months after the hire or transfer date (more frequently if necessary). The purpose of these meetings is to provide performance feedback to the SSE and document their progress in understanding workplace hazards, HSE policies and competency to complete their tasks.

### **6.4 Graduation:**

A final documented meeting will be held at the six month point for the purpose of making a formal determination whether the SSE can work without posing a hazard to themselves or others. When the supervisor and mentor have agreed to this, the employee is removed from the SSE program. If concerns remain about the employee's ability to work safely after six months, the supervisor will evaluate the situation and develop a plan forward for the employee in consultation with Human Resources.

There will be situations when a new hire or transferee has the knowledge and experience to properly recognize and prioritize potential workplace hazards. Under these circumstances, the Supervisor and Mentor may reduce the six-month SSE period at their discretion.

### **6.5 Additional Requirements:**

A short service worker should never work alone.

For SSE programs managed by the Client (host) facility a Short Service Employee cannot be a part of a single person crew, and crews with less than five crew members shall have no more than one SSE. The appropriate people, such as the project coordinator, contractor contact, or the on-site supervisor, shall be notified before mobilization of all jobs containing SSE personnel in order to receive approval of the crew makeup. A Short Service Employee may not work alone. A work crew of less than 5 employees may not have more than one Short Service Employee.

Prior to starting work, Airswift shall notify the host facility (project coordinator, contractor contact, and/or on-site supervisor) if Short Service Employees are present on work crews.

#### **6.5.1 Subcontractor Requirements:**



Subcontractors must manage their Short Service Employees in accordance with the requirements of the Short Service Employee program.

## Attachment A

### Company Short Service Employee (SSE) Notification Form

#### SSE information (completed by HR specialist)

Employee name (Print)	
Employee hire date	
Current job title	
Time in present position	
Years of experience	
Types of experience	

#### SSE mentor information (completed by supervisor)

Employee name (Print)	
Employee hire date	
Current job title	
Time in present position	
Years of experience	
Types of 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 required safety training other than items listed on the following attachment (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

### Attachment B Short Service Employee (SSE) Checklist

Mentor's initials, as completed	SSE initials, as completed	
<b>SSE demonstrates an understanding of company expectations for safe behaviors and...</b>		
		Asks for help when needed
		Does not try to lift or handle too heavy of a load.
		Raises awareness of possible hazards.
		Understands his/her "stop work" authority and responsibility
<b>Short service employee demonstrates ability to do job required:</b>		
		Has clear understanding of job to be done.
<b>New employee can identify the following at the work site:</b>		
		Burn and scald hazards
		Sharp objects and precautions
		Trip hazards and precautions
		Electrical hazards and precautions
		Fall hazards and precautions
		Chemical hazards and precautions



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		Emergency procedures
		Emergency communication
		Any additional hazards specific to the job site
<b>SSE exhibits compliance with:</b>		
		General safety rules and policies
		Safety rules and policies specific to the job being performed
		Housekeeping policies
		PPE requirements if applicable

\_\_\_\_\_

Mentor (printed name)

New employee (printed name)

Today's date \_\_\_\_\_

New hire date \_\_\_\_\_

Review dates: 30 day review \_\_\_\_\_ 60 day review \_\_\_\_\_ 90 day review \_\_\_\_\_  
 120 day review \_\_\_\_\_ 150 day review \_\_\_\_\_ 180 day review \_\_\_\_\_

DISTRIBUTION: Send to HR to maintain in employee's file.