

Employee Safety Training Program

Line of Business: Workers Compensation, General Liability

Risk Control Strategy/Key Issues: Employee training to improve job safety knowledge and reduce the number and cost of accidents and injuries.

Suggested Program Elements:

- 1. Program Statement:** The organization should clearly state its commitment to safety and health and all associated training programs. An endorsed statement from management regarding its commitment to the process should be included. The commitment should include the following elements:
 - Management should assign responsibilities and accountability for program development, implementation, enforcement, and follow-up. All policies and procedures should be written to work together to achieve the goals of the organization. Conflicting policies and procedures will negatively affect the goals of the program.
 - The program should define training requirements for all levels of management and employees. Participation in the program should be mandatory, no exceptions; i.e., top management to the line employee. All training should be considered part of the job and as paid work time.
 - A reason for safety training and what the program will encompass should be part of this section; i.e., to improve job safety knowledge and reduce the number and cost of accidents and injuries.
 - This section should include the type of training that will be provided and the training formats that will be used.
 - In the diverse culture of the workplace, training should be provided in the language that the employee understands.
 - Consideration should be given in the development of a training schedule; i.e., interferes the least with operations, most bang for the buck, gets point across quickly and effectively, etc.

Important: With the development or revision of a safety program it is always desirable to have employees, management, and the union (if applicable) involved in developing the program. This involvement will go a long way in employee acceptance of the program.

- 2. Safety Training:** Safety training should begin with the new employee and continue throughout the time the employee is with the organization. The type and frequency of training will vary with the type of occupation. All employees should go through initial and continual training regardless of previous experience.

There are six areas that the training program should concern its self with. These key areas will help the employees understand the training and help them incorporate lessons learned into their daily work activities. It is also a good idea to include as part of the training process non-work related items; i.e., hunting safety, holiday safety, poor weather driving techniques, and so forth. This will break the monotony of work related training and show that the organization is concerned about the employees' welfare away from work.

a. Training Needs: First the training needs of the organization should be identified. What rules and regulations will the organization be held to? Federal (OSHA, EPA, CDL, Law Enforcement, etc.), state (DEQ, Laws), local (codes), internal (operational guidelines)? These areas need to be researched to determine what is required for the organization to provide to the employee. The training process is the way to assure the organization that these rules and regulations are being disseminated. Some specific areas and techniques to determine training needs include:

- Department specific and job specific safety training
- Commercial drivers license requirements
- OSHA, EPA, state DEQ required training, recordkeeping, and notification
- State law enforcement requirements
- Work site traffic control
- Training for volunteers
- Hazard identification and abatement
- Job Safety Analysis
- Loss trend analysis and training response

b. Teaching and Learning Principles: Employees need proper training to do their jobs safely and effectively. In order to achieve this goal the organization will need to implement important teaching and learning principles, such as:

- Understand how to train employees in the most effective and efficient methods.
- Assure that trainees understand the purpose for the instruction.
- The order of presentation should maximize understanding of the subject.
- Most effective training involves real life examples and demonstrations where trainees can practice and apply newly acquired knowledge and skills.
- Positive reinforcement and immediate corrective action is needed to enhance motivation and encourages desirable habits.
- Recognize that individuals learn in different ways and at a differing pace, and incorporate those differences into types of training and retraining to be provided. This is especially important in the area of employee literacy.

Important: In hiring of outside consultants to train employees the organization should assure that the material being presented meets the organizations goals and regulatory requirements.

c. Common Training Medium: There are many methods and techniques for training. Each method has a particular application within and organization, and should be evaluated as to what methods and techniques would be most effective for a given application. Below are a few examples.

- Classroom instruction and testing.
- Video tapes and quizzes.
- Interactive computer training and testing.

- On-the-job-training: Hands-on training with internal and external “subject experts”, and appropriate documentation by supervisors. Best method for acquainting employees with a new job or additional skill.
- Less formal but documented “Tail Gate” training. Great way of disseminating information quickly and cheaply.
- Outside training at seminars and conferences

Important: Testing and employee observations are the best way to assure that the information presented is being retained and brought back to the operation.

d. Conducting the training: Keep in mind that employees are adults and should be treated accordingly. Also remember that employee interacting is generally the best method for teaching adults. So it is a good idea to keep class sizes small. Below are other items that should be considered when conducting training.

- The training should be long enough to present the information and no more. The longer the presentation the less information the employee will obtain.
- Prepare employees by putting them at ease. Tell them an amusing antidote, joke, or story -- nothing off color.
- Explain the job or training topic, and determine how much the trainees already know about the subject.
- Boost employee interest by explaining the benefits in real terms.
- Pace the instruction based upon the audience’s learning speed.
- Use visual aids and hands-on appliances whenever possible.
- Present only as much information in one session as your employees can master.
- Encourage interaction and questions to keep students involved.
- Break the class into small groups or pairs and encourage employees to help each other during instruction.
- Reinforce positive behavior and explain consequences of incorrect behavior.

Important: Some of your best trainers may be employees. Recruit employees who show signs of being good trainers of their co-workers, and prepare them to conduct peer training.

e. Evaluation of Training: This is an important step which will help the organization determine the effectiveness of the training program, and determine where improvements are needed. Below are key items to be incorporated into the process.

- Before training begins, determine what areas need improvement by observing workers and soliciting their opinions.
- Ask for feedback during the training session to ensure the knowledge is being imparted and understood.
- Keep track of absenteeism, as it is an indicator of trainer performance.
- At the end of training, ask participants to rate the course and the trainer. This should be accomplished on an evaluation form, so trainees will feel free to offer their true observations.

- Analyze the forms after training and use to improve the training program.
- Compare pre- and post-training injury and accident rates to determine the effectiveness of the training.

f. Record Keeping: This is a very important aspect of the training program. Record keeping helps the organization prove that it is meeting regulatory agencies requirements; and is valuable to demonstrate the comprehensive nature of its training program in the event of a lawsuit. Some key components of record keeping are listed below.

- Orientation training checklists should be developed and maintained by Human Resources.
- Department required and job specific specialized training checklists should be developed and used as a tool to ensure that all required training is provided.
- Training files should be maintained for each person.
- Attendance sheets should be used for group training.
- Document all training and require employee sign-off.
- Develop a system for ensuring that required training is provided in a timely fashion.
- Develop a system for determining when needed refresher training is due and procedures for providing the training in a timely fashion.

Important: Recordkeeping can help determine strengths and weaknesses of the training program; as well as with developing future budgets by examining the effectiveness and cost of previous training programs.

3. Training Budget: When developing a training budget, organizations must factor in all cost of a training program, to include the cost of not doing the training: medical expenses, lost time, attorney fees, insurance cost, repair cost, down time, etc. Program cost should include physical space, employees salaries, trainers fee, training material, transportation cost, meals, and operational down time.

Common Topics of Safety Training:

1. Overall or General Training

- General safety and health training for managers
- Safety and health training for supervisors
- Orientation safety training
- Rules Enforcement
- Emergency Preparedness and evacuation training
- Crisis Management training
- Drug and alcohol abuse training
- Workplace Violence training
- Employee Handbook and Safety Manual training
- Technology Training
- Sexual harassment

2. Common Division or Department Topics

- Department safety training
- Job specific training: law enforcement, road maintenance safety, parks safety management, etc.

- Vehicle and driver safety
- Personal Protective Equipment
- Hazard Communications
- HAZWOPER
- Blood borne Pathogens
- First aid and CPR
- Lifting Procedures
- Ergonomics
- Confined Space Entry
- Lock-Out / Tag-Out
- Fire Prevention

3. More Specific Division or Department Topics (not a complete list)

- Hearing Conservation
- Respiratory Protection
- Slips, Trips, and Falls
- Electrical Safety
- Machine Guarding
- Powered Equipment and Hand Tool Safety
- Compressed Gas Cylinders
- Hot Work Permits
- Forklift Safety
- Driver Safety
- Scaffolding and Ladders
- Trenching and Excavation
- Welding Safe

Web Site Links:

- United States Department of Labor
<http://www.dol.gov/#>
- National Safety Council
<http://www.nsc.org/pages/home.aspx>
- American Society of Safety Engineers
<http://www.asse.org>
- Public Risk Management Association
<http://www.primacentral.org/>

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SAMPLE EMPLOYEE SAFETY TRAINING CHECKLIST

	YES	NO	N/A
New Employee Orientation	_____	_____	_____
Rules Enforcement	_____	_____	_____
Job Site and Task Training	_____	_____	_____
Emergency Preparedness & Evacuation Plan	_____	_____	_____
Drug And Alcohol Policy	_____	_____	_____
Written Safety Program Elements	_____	_____	_____
Employee Handbook	_____	_____	_____
Personal Protective Equipment	_____	_____	_____
Weekly Safety Meetings	_____	_____	_____
Accident Investigation	_____	_____	_____
First Aider	_____	_____	_____
Blood Borne Pathogens	_____	_____	_____
Office Safety	_____	_____	_____
Slips / Trips / Falls	_____	_____	_____
Safe Lifting Procedures	_____	_____	_____
Ergonomics	_____	_____	_____
Respiratory Protection	_____	_____	_____
Hearing Conservation	_____	_____	_____
Hand and Power Tool Safety	_____	_____	_____
Equipment Use and Machine Guarding	_____	_____	_____
Forklift Safety	_____	_____	_____
Hazard Communication	_____	_____	_____
HAZWOPER	_____	_____	_____
Compressed Gas Cylinders	_____	_____	_____
Hot Work Permits	_____	_____	_____
Confined Space Entry	_____	_____	_____
Lock Out - Tag Out	_____	_____	_____
Scaffolding - Ladders / Fall Protection	_____	_____	_____
Electrical Safety / Assured Grounding	_____	_____	_____
Fire Prevention/Watch Program	_____	_____	_____
Process Safety Management	_____	_____	_____
Signaling & Rigging	_____	_____	_____
Trenching & Excavation	_____	_____	_____
Craft & Operator Training & Verification For:			
Welders'	_____	_____	_____
Instrumentation	_____	_____	_____
Electricians	_____	_____	_____
Equipment Operators	_____	_____	_____
Crane Operators	_____	_____	_____
Forklift Operators	_____	_____	_____
Hazardous Waste Operations	_____	_____	_____

SAMPLE TRAINING VERIFICATION FORM

On _____ (date), I received training on the topic of:
_____. I understand the material that was presented to me. I was given the opportunity to ask questions regarding the material and my role. I was given information for future reference.

Employee's Signature, Title / Department

Supervisor's Signature, Title / Department

SAMPLE SAFETY MEETING PROCEDURES

Safety meetings are effective means to promote safety in within the organization. During this time, management reaffirms its commitment to safety as well as reviews safety procedures and performance.

Safety meetings should include and provide for the following:

- 1) Safety meetings are scheduled on a quarterly basis (or more often as needed).
- 2) Before the safety meeting, the supervisor should perform a facility inspection for discussion at the meeting.
- 3) Attendance is mandatory.
- 4) Meetings are conducted by management, supervisory personnel, or specially scheduled speakers.
- 5) Topics are limited in nature and are geared toward training, awareness and procedures.
- 6) Safety meetings should last no shorter than thirty minutes and no longer than one hour.
- 7) Meetings are held in a quiet location and do not allow time for gripe sessions.
- 8) Accidents and near-misses are reviewed with employees.
- 9) Management solicits solutions to identified hazards.
- 10) Each safety meeting is documented on a form including: topic, date, time, speaker, attendants, and suggestions.
- 11) Safety meetings remain on file for a minimum of one year.
- 12) Take minutes of material discussed during safety meetings.

SAMPLE SAFETY MEETING MINUTES FORM

TOPIC: _____
DATE: _____
TIME: _____
LENGTH: _____
SPEAKER: _____
VIDEO: _____

DID YOU REVIEW: YES/NO
LAST MEETING MINUTES _____
ACCIDENT REPORTS _____
HAZARDS REPORTED _____
HAZARDS CORRECTED _____

ATTENDANCE

- | | |
|-----------|-----------|
| 1. _____ | 11. _____ |
| 2. _____ | 12. _____ |
| 3. _____ | 13. _____ |
| 4. _____ | 14. _____ |
| 5. _____ | 15. _____ |
| 6. _____ | 16. _____ |
| 7. _____ | 17. _____ |
| 8. _____ | 18. _____ |
| 9. _____ | 19. _____ |
| 10. _____ | 20. _____ |

ABSENT REASON

- _____
- _____
- _____
- _____
- _____

DISCUSSIONS/COMMENTS: _____

PRESENTED BY: _____