



SHORT SERVICE WORKER PROCEDURE

Short Service Worker Procedure

January 2023

Short Service Worker (SSW) Program

1. Short Service Worker Definition

An employee is generally considered a "Short Service Employee" if they have less than 6 months experience with his/her present employer, or in his/her present role.

2. How Short Service Workers Get Hurt

All employees shall understand their role to observe SSW work and intervene when SSWs need help. SSWs are vulnerable and are injured when:

- They're more interested in fitting in than listening.
- They think it won't happen to them
- They really want to do a good job
- They're afraid to step on experienced workers toes
- They learn at different speeds
- They're overwhelmed
- They quickly forget safety training when not applied consistently
- They don't have experience with safety issues
- They have experience with poor safety programs
- They 're not used to thinking about safety
- They're getting conflicting messages
- They aren't a good fit for the job
- They're not in it for the long haul

Note: To support Safety assimilation of new IPS★ITCS Employees to site, the following has been for review by SSW's:

- Site Specific Expectations
- Unit Specific Expectations
- IPS★ITCS SSW Expectations
- SSW Overview
- SSW JHA Overview

3. Short Service Worker & Mentor Identification

- IPS★ITCS shall identify their personnel in the field by visually recognizable colored stickers on both sides of their hardhat.
- SSW's have **Orange** hardhat stickers
- All IPS★ITCS craftsmen, except qualified Supervisors and Mentors initially start the event with the **Orange** SSW sticker.
- The experienced craftsmen new to the site who "graduate" per IPS★ITCS★ITCS guidelines will have no sticker on their hard hat.
- During the event many craftsmen will work the entire event with the **Orange** sticker.
- 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, the contractor shall notify the host facility (project coordinator, contractor contact, and/or on-site supervisor) if Short Service Employees are present on work crews
- Short Service Employees shall be monitored for compliance with health, safety, and environmental policies and procedures. Once the Short Service Employee has demonstrated competency and compliance with HSE policies and procedures, the contractor may remove the hi-visibility identifier.

4. Supervisor Role & Expectations

The Supervisor of the SSW shall be responsible and accountable for SSW's competency, safety behavior, and performance. The Supervisor shall:

- Set a high example for compliance with general safety rules and wearing of PPE
- Make interventions, when necessary, to correct poor work practices and recognize and encourage safe behaviors
- Ensure that unsafe acts, conditions, incidents, and injuries promptly reported
- Deliver toolbox talks
- Participate in Safety Walkarounds and TA Audit programs
- Co-Develop risk assessments and communicated them to the workforce

- Develop a specific plan and be responsible for vulnerable workers (assign SSWs perform tasks which they can perform based on potential hazards/risks)

Supervisors are to manage the ratio of SSW's in crew in line with IPS★ITCS Management expectations (one Mentor/Coach for 5 SSW's)

5. Mentor Expectations w/TA SSW workers

Mentors/Coaches guide, monitor, and steward SSWs

- A Mentor/Coach can be another person than the SSW's Supervisor/Foreman.
- A Mentor/Coach shall be assigned to a SSW daily.
- Mentors/Coaches are trained for the role by IPS★ITCS.
- The Mentor/Coach is responsible for monitoring and coaching the SSW in the field on the safety behaviors and safe work practices required throughout the work shift.
- A trained Mentor/Coach shall be present in the field where SSWs are working and be responsible for a maximum number of SSWs depending on the potential hazards and nature of the task.
- SSWs perform tasks which they can perform based on potential hazards/risks.

6. Mentor/Coach Qualifications

Mentors/Coaches shall have satisfactory experience with Company and have demonstrated his/her capability to act as Mentor/Coach for an event on site.

They shall:

- Have Safety Leadership skills
- Be able to verbally communicate with the SSW.
- Guide and monitor safety performance of the SSW(s) under his/her mentorship.
- Meet with & track SSW's progress and report status to his/her Supervisor regularly.
- Provide information to Contractor supervision/management in order to help validate the SSW program through the Buddy Manager or equivalent process.
- Assist Contractor company management/supervision with SSW graduation process (If applicable).

7. Buddy Manager Validation of Contactor Mentor & SSW workers

Training/Mentoring and Graduation plan the IPS★ITCS management established is being carried out as expected (field observation and documentation discussion).

Buddy Managers are to monitor/steward:

- Supervisor and Mentors/Coaches ratio versus SSWs is in line with IPS★ITCS expectations,
- SSWs are performing tasks which they can perform based on potential hazards/risks (field observation and discussion),
- SSWs behavior as expected in field activities and contributions to field-based last minute risk assessments (JHA's & standing JHA Addendums) and in safety meetings (e.g., Tool box talks) can be validated.
- The Contractor Company Graduation plan is being carried out as expected.

8. Subcontractors

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

9. Audit of Mentors & SSW Field Validation

Name & Company of SSW	
Is the SSW identified (i.e., hard hat TA Orange sticker)?	
Can the SSW identify who is their mentor?	
Can the SSW describe training have provided ?	
Is the SSW Mentor in the field with them?	
Is the SSW Mentor identified?	
Can the Mentor describe their SSW the roles and responsibilities?	
Can the Mentor describe training they have provided for SSW?	

Please read and initial the statements below if you accept the responsibilities of a Mentor.

_____ I have read and understand the roles and responsibilities of a mentor.

_____ I agree that these duties should not and will not be taken lightly.

_____ I agree to lead by example, following all safe work procedures, wearing appropriate PPE properly when required, and analyzing work areas and tasks thoroughly identifying and mitigating all of the hazards.

_____ I agree to audit any SSW that I am responsible for thoroughly and coach him/her through any unsafe findings, completing a minimum for 3 audits per week.

_____ I agree that SSW's under my supervision will not be graduated until I feel confident that they are aware of all of the hazards associated with their craft, with the facility, and has a solid understanding of the safe work and emergency procedures.

Print

Date

Signature

Competency Assessment

No.	Questionnaire	C/NYC
Q1		
A1		
Q2		
A2		
Q3		
A3		
Q4		
A4		
Q5		
A5		

Enclosed Attachments	
Risk Assessment	<input checked="" type="checkbox"/>
Environmental Aspect and Impact	<input checked="" type="checkbox"/>
Training and Competency	<input checked="" type="checkbox"/>
Measure and Evaluation Tools	<input checked="" type="checkbox"/>

Competency Checklist

To be filled out by Trainer and signed by Employee, Assessor and Supervisor before being returned to the HSEQT Manager for recording purposes.

Procedure	Competency	Date	Competent YES / NO	Employee Signature

(Please tick appropriate box)

This employee is competent in performing the job.

This employee has not attained the competency level.

*

* *If the employee has not attained all competency levels, the General Manager must assess the action to be taken, provide an extension of training or alternative action as listed below.*

Alternate action to be taken: _____

Signed By Employee: _____ Date: _____

Trainer: _____ Date: _____

Assessor: _____ Date: _____

Regional Manager: _____ Date: _____

Environmental Aspects and Impacts

Identified Environmental Aspects and Impacts

The following table is a summary of the likely environmental aspects and impacts that may be identified during site inspections. The significance of each impact needs to be assessed using the Risk Assessment Model.

Activity	Aspect	Impact
Purchasing & Administrative Work	Consumption of goods	Conservation of natural resources
	Consumption of energy (eg. Electrical equipment and facilities)	Release of greenhouse gases and atmospheric pollution; Consumption of natural resources; Habitat loss
	Generation of waste (eg. Paper)	Consumption of space for waste disposal; Habitat loss
Climate Control	Consumption of energy	Release of greenhouse gases and atmospheric pollution; Consumption of natural resources; Habitat loss
	Generation of noise	Disturbance to community; Habitat loss
Cleaning of – offices / vehicles	Storage, use and release of chemicals	Contamination of air, water or soil; Risk to human health
Transport (Fleet vehicles / staff travel)	Consumption of energy	Release of greenhouse gases and atmospheric pollution; Consumption of natural resources; Loss of habitat at all stages of generation; Light pollution
	Consumption of goods (eg. Oil)	Consumption of natural resources; Generation of waste; Habitat loss; Biodiversity impacts
	Generation of waste (eg. Oil)	Consumption of space for waste disposal; Potential contamination of water or soil; Habitat loss
	Exhaust emission	Release of greenhouse gases and atmospheric pollution
	Use of dangerous goods (eg. Batteries)	Potential contamination of air, water or soil; Risk to human health
	Generation of noise	Disturbance to community; Habitat degradation
Operations		

Sample only.
To be filled in

Risk Assessment

Risk Assessment // insert name here					
Step No: Logical sequence	Sequence of Basic Job Steps documented in the Procedure, Work Instruction and project plans. Break down Job into steps. Each step should be logical and accomplish a major task.	Potential Safety & Environmental Hazards/Impacts at the site of the Job Identify the actual and potential health and safety hazards and the environmental impacts associated with each step of the job.	Risk Rating Refer to the risk matrix or HSEQ.PRO.Risk Mgt	Recommended Corrective Action or Procedure <i>Determine the corrective actions necessary to reduce the risk to as low as reasonably practical (ALARP) refer to HSEQ.PRO.Risk Mgt. The risk must be reduced or controlled to ALARP before work commences.</i> Document who is responsible for implementing the controls to manage each hazard identified.	Risk Rating refer to the risk matrix or HSEQ.PRO.Risk Mgt
1.					
2.					
3.					
4.					
5.					

Audit



Process: insert// Procedure: Insert //		Date:		Audited by:	
		Location of Audit:		Area Mgr/Supervisor:	
Item	Question	Evidence Sited	Comments		Conformance Score 0,3,5
1.					
2.					
3.					
4.					
5.					
6.					
7.					
AUDITOR'S SIGNATURE:		CONFORMANCE SCORE: / 25		0 – Non-Conformance	
SAFETY REP'S SIGNATURE:		CONFORMANCE %:		3 – Continuous Improvement Opportunity	
				5 – Total Conformance	