

New Hire Safety Orientation – Box-Ticking Exercise or Vital Tool?

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Effectiveness

He and his and nearby dys-metings present

Change the Structure

The next challenge was to update the safety committee's structure. Companies should avoid a one-size-fits-all structural approach. Each organization has its own individual needs, strengths and weaknesses. A safety committee's

Photo: Kenny Szymanski



THE OSHA HAZARD COMMUNICATION STAR

1919.1206 was the second most cited standard for fiscal years 2018 and 2019, with 4,177 citations. Section 1910.1200(7)(6), relative to it was among the top five sections cited, with 352 cases (Drakey, 2019). Each case cited to a recommendation or a mandatory penalty.

Beyond the financial losses, these violations potential for human suffering (e.g., injuries, ailments, control nervous system, kidney a sterility, cancer, burns, rashes). Some chemical safety hazards and have the potential to ca and other serious incidents.

Considering these potential negative im- pacts, no matter the size, should preventive system designed to, at least, prevent the in- cidents, regardless of where the company or disposers of chemicals. The author's firm equal such a system and reap benefits via OSHA fines and promoting worker safety.



Turning Around a Problem Plant

9 Ways to Change From Severe Violator to Safety Model

SAFETY MANAGEMENT
Peer-Reviewed

By Jean Ndana

Machine Safety
Peer-Reviewed

Working Safely With Grinders

10 Proven Best Practices

By Jean Ndana

A worker's first day shouldn't be his last day on earth. I said these chilling words a few months ago when I narrated the tragic story of a 23-year-old temporary employee who did not return home from his first day at a Michigan factory. He was removing imperfections on spherical surfaces with a pedestal grinder when the abrasive wheel exploded. The father-to-be was fatally struck on the head by flying fragments. His death prompted a Michigan OSHA inspection, and the company was cited for several safety violations and received fines of more than \$100,000.

IN BRIEF
An abrasive wheel grinder is one of the most common

10 Best Practices for Using Grinders Safely

In FY2014, OSHA (2015) cited 1,014 serious violations related to grinders. Many of these hazards are preventable if employers and workers follow the best practices presented in this article.

Best Practice 1: Display a List of Persons Trained & Authorized to Operate, Mount & Dress Grinding Wheels at or Near the Grinder

In most workplaces, only employees properly trained in the safe use of equipment should operate it. Companies spend many resources preparing workers to safely use grinders, but as time passes it

health. In addition, several OSHA citations originating from embezzlement consolidations led MIOSHA to persistent OSHA fines, machine guard (paid) not only were safety and employee in turnover of OSHA's the plant's third year.

1 job, the author de- vices to turn things in making progress nice. The company ass of manufactur- efficiency, quality, it as the bottom line. g implementation, ince went from the nto the first quartile. rate dropped dram- industry average. i company reduced 'ers' compensation on to \$300,000, an i strained relation- cooperative one. 2 trust. Manage- ter understanding. d workers began mustly waiting for

STRATEGIC SAFETY GOALS

Creating Pro-Objectives Based Leading Indicators

By Jean Ndana

IF YOU THINK A SAFETY GOAL such as "reduce the OSHA recordable rate 5% by the end of the calendar year" is effective, think again. Setting such safety goals can have powerful side effects that can undermine an organization's efforts to build a solid, vibrant safety culture. The author's former employer learned this the hard way.

"The old advice to "define your goals" is applicable to both one's personal life and to the occupational world. This axiom usually gets heard nods from those who hear it. Many books and articles have been written throughout the years that support this advice. Goals are necessary for anyone who is trying to be successful in life or any business function striving for high performance, regardless of the industry or size of com-

•reducing the calendar year, •reducing the producing work. "These answers on the outcomes tors. Many times levels of the orga- OSH profession- First, such goals (Janick, 2010), From a young ag-





NEW HIRE SAFETY ORIENTATION

Box-Ticking Exercise or Vital Tool?

By Jean Ndana

Is your new hire safety orientation a box-ticking exercise, a one-person show, a 1-day event or all the above? Statistics show that new hires are more likely to be injured than their veteran counterparts. In 2020, 114,430 workers with a tenure of less than 3 months sustained an injury or illness serious enough to require time off (BLS, 2020).

Companies often rush through new hire safety orientation (NHSO), effectively treating it as a checklist task rather than a vital component of an organization's safety and health management system. Providing an effective NHSO is key to reducing workplace injuries, increasing productivity and ensuring worker participation in the organization's safety and health program. Considering all these potential positive effects, workplaces of all sizes should prioritize the development of a robust, engaging and potent NHSO program.

The author's former employer developed such a program and, in addition to effectively promoting worker safety and health, reaped the benefits of improved communication and safety culture that went well beyond avoiding injuries, incidents and OSHA fines.

The Case

The employer was a 350-person, round-the-clock plant specializing in manufacturing steel tubes and pipes. Upon joining the organization, the author found that, like many such facilities, the plant had an NHSO program. While the intentions behind it were good, the program itself was mediocre. It was a box-ticking exercise: unengaging, inconsistent, lacking real

not relevant to the plant. The relevant information was generic and not specific to that plant's operations. The structure and delivery method made it difficult for new hires to retain the information. The result was an NHSO that was boring and left new hires feeling overwhelmed and confused, rather than armed with the knowledge necessary to help them work or navigate the plant floor safely. In addition, the plant's OSHA recordable incident rate was 3.5 times higher than the industry average. Incidents that involved new hires contributed to about 60% of the plant's OSHA recordable incidents. Not surprisingly, the plant had a high turnover rate. How can a manufacturing plant achieve its safety and financial goals if it is constantly in the cycle of hire-lose-hire?

The underperforming NHSO program was later revamped. Tailor-made initiatives were developed and implemented to turn the program around. The program transformed from a box-ticking exercise to become a vital component of the plant's safety management system. Formerly indigestible, the program became not only digestible, but engaging, effective and fun. Bite-sized, relevant and specific safety information delivered

a poorly designed, low performing NHSO? This article presents three strategies used to revamp the plant's program with demonstrable results: conducting employee interviews; rebranding; and changing the structure.

1. Employee Interviews

The first action was to conduct two sets of interviews. The first set of interviews was with recent hires (< 1 year) and other employees willing to share their experience with those in the orientation. The second set of interviews was with frontline supervisors and managers. The interview with employees sought to evaluate what they retained from the orientation and their perception of how well the orientation equipped them to remain safe and to be prepared for their job. Interview questions covered information they remembered, information that was not provided but that they wished they had learned, and information they received but was not necessary for their safety and job performance. In addition, employees were asked if they felt welcomed, valued and supported when they arrived, and whether they were introduced to the plant's safety culture during their orientation.

Presentation Objectives



THE NHSO THAT I FOUND: HIGHLIGHTS



NHSO AFTER THE TRANSFORMATION: HIGHLIGHTS



**14 Proven Tactics and Practices to make
it impactful, stick and fun**

SITUATION I FOUND: SOME HIGHLIGHTS

- Box ticking exercise
- Incidents that involved new hires contributed to about 60% of the
- plant's OSHA recordable incidents.
- High turnover rate
- Download of information via slideshows and off-the-shelf safety videos
- Delivery method made it difficult for new hires to retain the information
- NHSO that was boring and left new hires feeling overwhelmed and confused, rather than armed with the knowledge necessary to help them work safely

NHSO AFTER: HIGHLIGHTS

- The NHSO became a vital component of the plant's safety management system
- The NHSO became not only digestible, but engaging, effective and fun
- Incidents involving new hires dropped dramatically from 60% to 1%.
- NHSO was not only about safety anymore.
- NHSO also became an environment for fostering human connection, commitment to excellence and effective teamwork

IS IT POSSIBLE



Tactic 1: Define Objectives

What are the objectives of your NHSO program?

Examples NHSOT Objectives

- **New hires believe that the plant is serious about safety.**
- **New hires understand the plant's safety vision.**
- **New hires feel safe, comfortable and empowered to speak up**
- **New hires feel safe and empowered to stop work for any safety concerns.**
- **New hires feel safe, comfortable, empowered and capable of reporting unsafe conditions, near-misses, at risk behaviors**
- **New Hires know what to do in case of emergency evacuation**

Create a Welcoming Environment

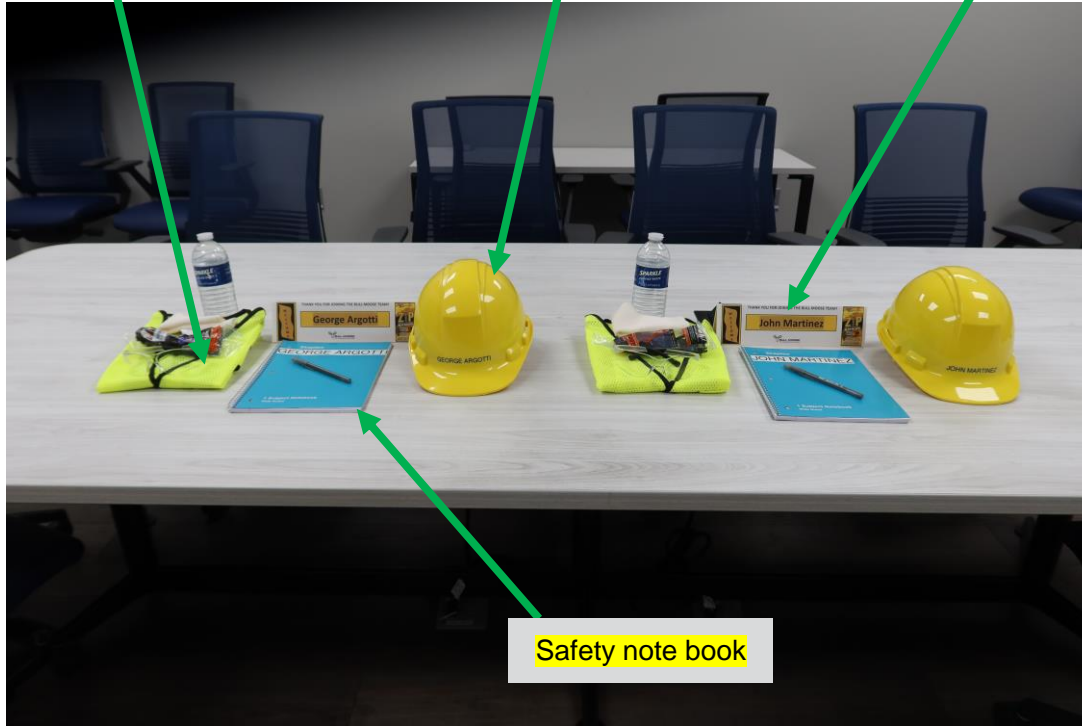
Tactic 2: Room Set up

NHSOT: Step 1: Room Set Up

Hight visibility vest and
Safety glasses

Hard hat with the
new hire name on it

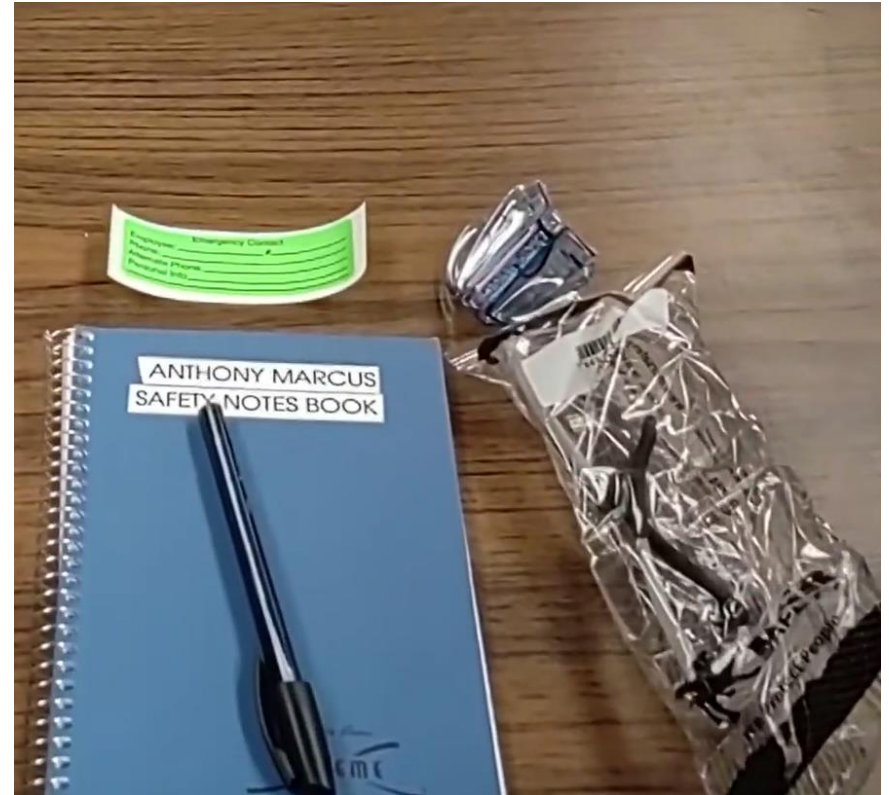
Tent name tag



Safety note book

**Room setup is the
starting point**

NEW HIRE SAFETY ORIENTATION: Preparation



Tactic 3: **Welcome Music**



vevo

Tactic 4:

Ask new Hire to share what they consider a win

It can be anything:

- 1) My daughter soccer team won their game yesterday
- 2) Went to a movie yesterday with friend
- 3) Read a nice book
- 4) Had my favorite meal yesterday
- 5) My daughter has been admitted to her dream university with a full ride

Tactic 5

MAKE IT A CO-OWNED PROCESS

- **An effective NHSOT is NOT a “one-person show”**
At a minimum include other people such as:
 - HR
 - Hiring Manager or Supervisor
 - Hourly employee

New Hire Safety Orientation: KICK OFF

The site HR Personnel touches on the following points:

1. Precedence of Safety over production
2. Reporting hazards, safety related concerns are encouraged and even rewarded
3. Minimum PPEs
4. Absenteeism and safety
5. ASK, ASK, ASK
6. STOP WORK AUTHORITY (SWA)
7. Cell phone use on the production floor
8. Speak Up
9. Cardinal safety rules
10. Etc..

Hourly employee talking to a new Hire

Have recently new hires come and have an informal conversation with new hires

Share piece of advice, tips, and tricks to be

1. Familiarize themselves with the environment
2. to be safe
3. learn the jobs

Hiring Manager/Supervisor

- **safety is important to them and that it should be important to the new hire.**
- **Safety is their personal highest priority**
- **Expect everyone to observe the safety procedures and safe work practices,**
- **New hire's safe behavior is one of their primary considerations when evaluating their overall job performance.**

Tactic 6 : Use safety Punch Lines

LOTO



PUNCH LINE
If you see this tag and/or a device **DO NOT Touch** .
Somebody's life is on the line

HAZCOM

Safety Data Sheet

Section 1 Product and Company Identification

Manufacturer
Advanced Fluid Technologies, Inc.
P.O. Box 505
Jackson, MI 49204
United States of America
Phone: 517-796-9737 Fax: 517-796-9738

Recommended Usage: Water Based Lubricant
Other Identifier: Coolant, Concentrate

Product Name: Super Sol 302

Emergency Phone Numbers

847-285-1888 Normal Business Hrs.

Section 4 First Aid Measures

Eyes: Flush eyes with running water for at least 15 minutes. If redness, burning, blurred vision or irritation persists, transport to nearest medical facility for additional treatment.

Skin: Flush skin with water, wash with soap and water. If irritation occurs, get medical attention. Remove contaminated clothing. Do not reuse clothing until cleaned. If material is injected under the skin, transport to the nearest medical facility for additional treatment. If redness, swelling, pain and/or blisters occur, transport to the nearest medical facility for additional treatment.

Ingestion: Do NOT induce vomiting and obtain medical attention. Have victim rinse mouth out with water. If vomiting occurs spontaneously, keep head below hips to prevent aspiration.

Inhalation: Remove victim to fresh air and keep at rest in a position comfortable for breathing. If the victim has difficulty breathing or tightness of the chest, is dizzy, vomiting or unresponsive, give oxygen with rescue breathing or CPR, as required and transport to the nearest medical facility.

PUNCH LINE

❖ CHEMICAL USE

- **Before using any chemical, you must read its SDS or LABEL**

Section 2 Hazards Identification

Classification of the Mixture: Clear or slight hazy amber liquid. Oil like.
Most Important Hazards: Causes skin and eye irritation.

Hazard Classification:

Causes severe eye damage – Category 2A

Causes severe skin burns – Category 2

Signal Word: Warning

Pictograms:



Precautionary Statements:

Inhalation – Avoid breathing dust/fume/gas/mist/vapors/spray. Keep container closed.

Skin – Wash thoroughly after handling. If skin irritation occurs, get medical attention.

Eyes – Avoid contact with eyes. If in eyes, rinse with water for several minutes.

Continue rinsing and wash hands after handling.

Ingestion – Harmful if swallowed do not induce vomiting.

Classification complies with OSHA Hazard Communication Standard, 29 CFR 1910.1201.

Quantity of Ingredients with Unknown Acute Toxicity: <1.0%

Section 5 Fire Fighting Measures

Flammable Properties:

Flash point Near: 320°F (ASTM D-56) Flammable limits in air: N/A Auto ignition temperature: N/A

Extinguishing media: CO₂, dry chemical, foam

Special firefighting measure:

The material as received will not support combustion, however its residues may; therefore, procedures for an oil fire should be followed.

Use self-contained breathing apparatus. Use foam or dry chemical to extinguish fire. Water may be used only to keep surrounding containers cool. Firefighters should wear proper protective equipment and self-contained breathing apparatus with full face piece operated in positive pressure mode.

Section 6 Accidental Release Measures

- Eliminate ignition sources and ventilate area.
- Advise EPA/state agency if required.
- Absorb spillage with inert absorbent material.
- Use proper personal protective equipment for clean-up.
- Contain spill and keep from entering waterways or sewers.
- Treat contaminated absorbent same as spilled product.

Section 7 Handling and Storage

Handling and Storage Precautions: Avoid heat, open flames, including pilot lights, and strong oxidizing agents. Use explosion-proof ventilation to prevent vapor accumulation. Ground all handling equipment to prevent sparking. Avoid contact with eyes, skin and clothing. Wash thoroughly after handling. Do not eat, drink or smoke when using this product. Have appropriate fire extinguishers and spill clean-up equipment in or near storage area.

Work Hygiene Practices: Wash with soap and water before eating, drinking, smoking, applying cosmetics, or using toilet. Launder contaminated clothing before reuse. Properly dispose of contaminated leather articles such as shoes or belts that cannot be decontaminated. Contaminated leather articles including shoes cannot be decontaminated and should be destroyed to prevent reuse.

Section 8 Personal Protection/ Exposure Controls

Engineering Controls: Use adequate ventilation to keep vapors and mists of this material below applicable standards. Recommended work place control parameters – based on triethanolamine ACGIH TWA 3 mg/m³.

Respiratory Protection: If engineering controls do not maintain airborne concentrations to a level which is adequate to protect worker health, an approved respirator must be worn. Respirator selection, use and maintenance should be in accordance with the requirements of the OSHA Respiratory Protection Standard, 29 CFR 1910.134.

Skin Protection: Use protective clothing that is chemically resistant to this product. Acceptable materials for gloves and aprons are: neoprene, nitrile rubber or viton.

Eye Protection: Use safety glasses or goggles. Have suitable eye wash water available.

Other/General Protection: For mists and vapors: Air Purifying, organic vapor cartridge, NIOSH approved respirator. Use self-

CONFINED SPACE



**PUNCH LINE: IF YOU SEE THE SIGN
CONFINED SPACE, DO NOT ENTER**



Tactic 7 : Use a creative content

- 1.PPE
- 2.LOTO
- 3.HAZCOM
- 4.CRANE
- 5.FORKLIFT
6. CONFINED SPACE
7. MACHINE GUARDING
8. ELECTRICAL
9. etc..

1. **DO NOT RUSH**
2. **ASK ASK ASK**
3. **SITUATIONAL AWARENESS/ BE AWARE OF YOUR SURROUNDINGS**
4. **STOP WORK AUTHORITY (SWA)**
5. **NEAR-MISSES REPORTING**
6. **LOOK OUT FOR ONE ANOTHER**
7. **Etc.**

Tactic 8 : Include Hands-On Activities

Hands On activity



Identification of frayed straps or damaged chains, hook,

Hands-on activities allow new hires to become active participants

What's wrong with this picture?



As new hire what's wrong with this picture?

Their answer may be something along the following lines:

A conduit that is on a walkway which poses a tripping hazard.

Ask them: any idea how we can solve this issue?

Their answer may be

I suggest that we re route it, we put a cable cover over it or we bury it

- Always remember to remind them to suggest if possible, ways the issue can be corrected. If they don't know how the issue can be corrected, that is OK. Someone else may know

Hands On activity: Practice filling out near-miss form



|

Hands-on activities allow new hires to become active participants.

After talking about near-miss reporting, make new hires practice how to fill out a near-miss form.

Make them involved in their own training and learning

Tactic 9 : **Make It fun**

Make it fun - A world without fingers



To drive home the importance of taking care of our hands, using athletic tape, employees' thumb were taped off and they were asked to lace their shoes .

It was hilarious to see how employees were struggling to do simple tasks that we take for granted.

Make it fun: fingerpainting



After the portion of the new hire orientation about hands injuries, make new hires print their hands on pain paper as a commitment to take care of their hands and sign their names

Blend physical activities and emotion(fun, happiness, joy) to increase new hire's retention

Tactic 10 : Use repetition Creatively

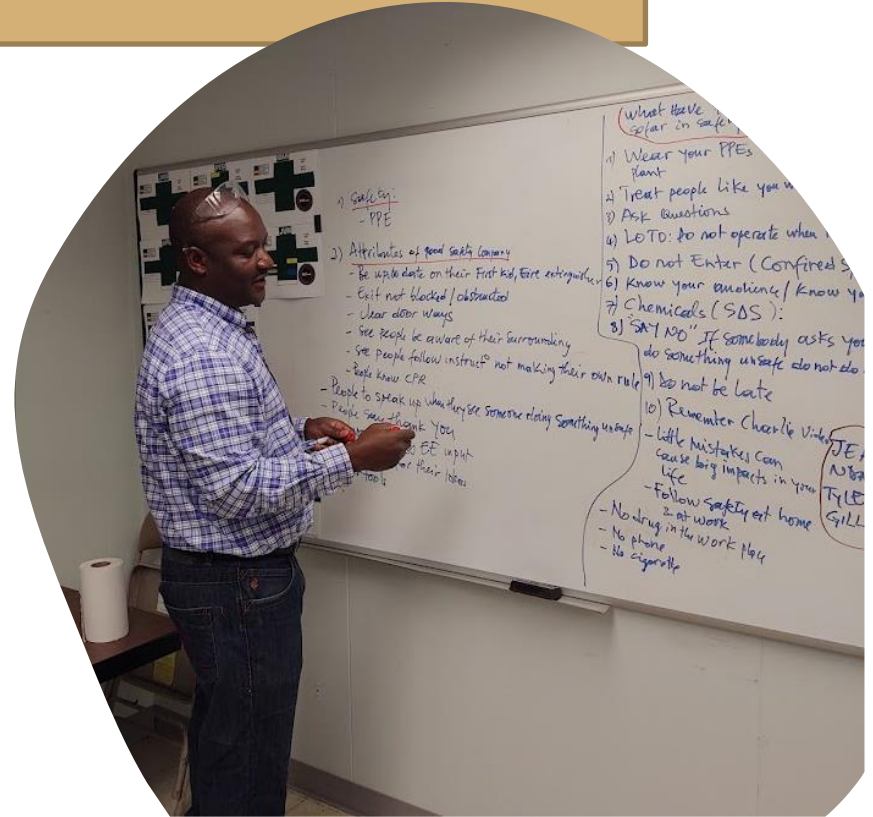
Use repetition creatively

Make sure new hires become active participants.

Ask them questions such as “ What have you learned so far from HR Manager?”

Give them 2 minutes to jot down their answers in the safety notebook they were given

Then ask them to read back their answers to you
Then write down their answers on the board



Tactic 11 :

MAKE NEW HIRES READ A SAFETY POEM

Tactic 12 :

MAKE NEW HIRES SIGN A SAFETY PLEGE

Employees Engagement: SAFETY PLEDGE



Tactic 13 :

DO NOT MAKE IT a ONE DAY EVENT

An effective NHSO is an ongoing process spread over several days

Tactic 14 :

Creating a Personal Connection

Make also your new hire safety orientation a venue to connect with new hires at a personal level.

THANK YOU FOR YOUR ATTENTION

Q&A

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 NEWSLETTER

Tools 4 Safety Titans

Proven, Effective and Cost Effective Tools, Techniques, Tactics, Routines for OHS Practitioners.

10

TIPS TO MAKE YOUR NEW HIRE SAFETY ORIENTATION EFFECTIVE

Tips provided by Jean Ndana, ASP, CSP, CIH, PMP, ASQ-SSBB, ASQ-CQE, Senior Corporate EHS Director at Bull Moose Tube, on how to make your New Hire Safety Orientation (NHSO) more effective and the best it can be. Jean can be reached at ndanafavor@gmail.com

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ROOM SETUP

- 1 Room setup is the starting point. On the table in front of each seat, put a name tent, a safety note book with the new hire's name on it, a pen, and all required PPE that the organization provides to new hires. When hourly new hires see this kind of "VIP" setup, they are positively surprised and feel welcomed, special, important, and valued.



WELCOME MUSIC

- 2 Having new hires join your company is a cause for celebration, but how often does it really feel festive? Play welcome music such as "Celebration" by Cool and The Gang.



SHARE WINS

- 3 Before starting training, ask new hires to share what they consider a win. It can be anything. Maybe they saw a great movie, read a book, went fishing, etc. When people share wins that others can relate to, it helps form connections. It also creates a positive mental state that allows us to be more receptive to what we're about to hear.



USE "SAFETY PUNCH LINES"

- 4 A NHSO is not the proper time or place to conduct lengthy safety training. It is the venue for basic awareness or what I call "safety punch lines". For example, do not conduct a detailed LOTO training during your NHSO. Instead, deliver a "LOTO punch line" such as "if you see this tag, device or lock DO NOT touch it".



INCLUDE HANDS-ON ACTIVITIES

- 5 Hands-on activities allow new hires to become active participants. For example, if synthetic straps are used at your facility, during NHSO, new hires can practice how to inspect and identify damaged straps. Make them involved in their own learning.



MAKE IT A CO-OWNED PROCESS

- 6 An effective NHSO is a co-owned process, not a "one-person show", i.e., a task solely delegated to the safety professional. At a minimum, include Human Resources and the hiring Manager or Supervisor.



MAKE IT FUN

- 7 An effective NHSO can and needs to be FUN. One idea – to drive home the importance of hand safety, use athletic tape and tape one or two fingers of your new hire together and ask them to lace their shoes. They will inevitably laugh at the difficulty of completing a simple task that we all take for granted.



MAKE IT INTERACTIVE

- 8 Make your NHSO interactive to increase retention rate. For example, trainers can ask for questions and answers and then write these on a whiteboard.



DO NOT MAKE IT A ONE DAY EVENT

- 9 If possible, do not make your NHSO a one-day affair. It is not effective to cram days' worth of information into one day (or less). A NHSO should be an ongoing process spread over several days.



INCLUDE A FEEDBACK LOOP

- 10 An effective NHSO is a work in progress. To ensure necessary evolution, it must incorporate a feedback loop, i.e., a mechanism that periodically elicits new hires' feedback as well as their supervisors' and uses it as input to improve the NHSO program.



NEWSLETTER



Tools 4 Safety Titans

Proven, Effective and Cost Effective Tools, Techniques, Tactics, Routines for OHS Practitioners.

A-Z RACE

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