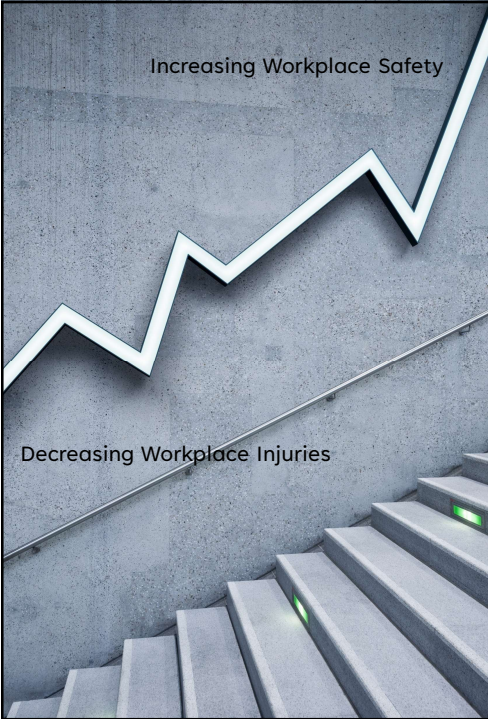




EMPLOYEE ONBOARDING: THE IMPORTANCE OF SAFETY FROM THE START

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Presented for Heffernan Insurance Brokers



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DISCLAIMER

The information presented is general in nature and is intended to present an overview of the topic presented. The written and verbal contents of the presentation are not intended to constitute consulting and/or advice, and no client relationship is established between the presenter and attendees.

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TODAY'S OBJECTIVES

- The presentation will highlight the importance of establishing a culture of safety from the beginning of the onboarding process,
- We will discuss the ways in which this can improve employee retention, job satisfaction, and overall workplace morale.
- We will use real-world examples so that attendees can gain a clear understanding of the benefits of prioritizing safety in the onboarding process, as well as the potential risks and consequences of failing to do so.
- By the end of the presentation, attendees will have a better understanding of the importance of safety in the workplace, and how it can be effectively integrated into the onboarding process to create a safer, healthier, and more productive work environment.

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THE WHO, WHAT, WHY AND HOW



The Who: Each of you, your employees and me!

The What: Employee onboarding and safety from the start

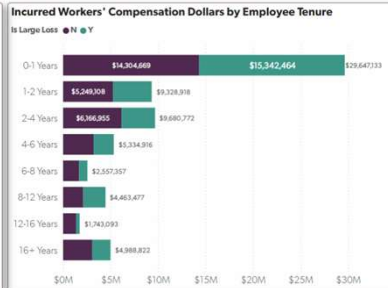
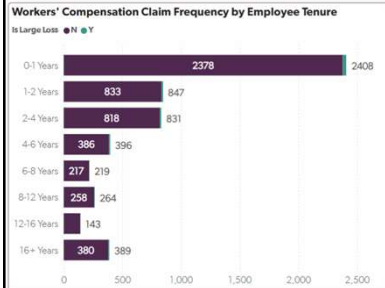
The Why: Benefits of effective onboarding which includes linking safety from day one

The How: Partnering with hiring managers, safety department, human resources and building a strong foundation.

**SAFETY FIRST.
JUST KIDDING,
COFFEE FIRST.
SAFETY'S LIKE
THIRD OR
FOURTH.**

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LOSS SNAPSHOT, WHAT IS THE TREND? HOW DOES IMPROVED EMPLOYEE ONBOARDING HELP CONTROL THESE?

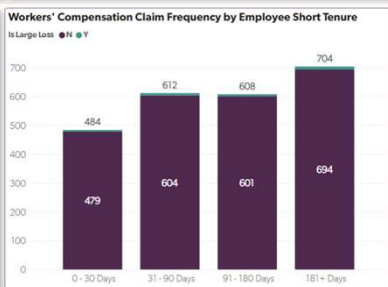
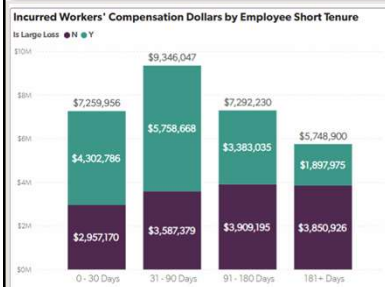


Claims (Jan 2024-Dec 2024):

By Service Year (# of claims). 0-1 yr months has a total of 2,408 claims.

The first year also has the highest incurred with \$13,026 average per claim. Compared to the lowest year of 1-2 at \$11,014 (interesting shift in a short period).

Avg per Claim	Years on Job
\$11,014.07	1-2 yrs
\$11,649.55	2-4 yrs
\$13,472.01	4-6 yrs
\$11,677.43	6-8 yrs
\$16,907.11	8-12 yrs
\$12,189.46	12-16 yrs
\$12,824.74	16+ yrs



Days on Job	# of Claims	Total Incurred	Avg per Claim
0 - 30 Days	461	\$7,259,955.80	\$15,748.28
31 - 90 Days	572	\$9,346,046.71	\$16,339.24
91 - 180 Days	571	\$7,292,230.05	\$12,770.98
181+ Days	672	\$5,748,900.36	\$8,554.91
Grand Total	2276	\$29,647,132.92	\$13,025.98

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LOSS CONVERSATION WHO IS GETTING INJURED?

Who's getting injured?

35% of workplace injuries occurred during a worker's first year on the job, resulting in more than **6 million** missed workdays.

First-year injuries made up **32%** of all workers compensation claim costs.



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**EMPLOYEE ONBOARDING WHAT IT IS
AND WHY IT IS IMPORTANT.**

SETTING EXPECTATIONS
FACILITATING A SMOOTH
TRANSITION
PROMOTING ENGAGEMENT

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Polling Question

HOW MANY OF
YOU HAVE AN
ONBOARDING
PROCESS?

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BENEFITS OF EFFECTIVE ONBOARDING

Reduced Turnover	_____	Lowers costly recruitment cycles by securing long-term employee commitment early.
Increased Productivity	_____	Decreases time-to-competence so new hires contribute effectively much faster.
Improved Job Satisfaction	_____	Builds immediate trust and confidence through clear communication and support.
Enhanced Safety Performance	_____	Drives down first-year incident rates by establishing standard safety habits on day one.

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LINKING ONBOARDING TO SAFETY PERFORMANCE

Improved Safety Outcomes	Improved Accident & Incident Prevention	Improved Hazard Awareness	Increased Safety Mindset
Safety programs and processes are more engrained in the employee from early on and become "second nature".	With improved safety knowledge employees are better informed and can aid in accident prevention.	Advanced understanding of the workplace and the ability to recognize potential hazards (this can help reduce incidents).	It's a bit of that see something say something concept. When employees understand more about the how and why they are more likely to pay attention to it. Building an improved safety culture overall.

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THE ROLE OF SAFETY IN ONBOARDING

Safety as a foundational element of onboarding

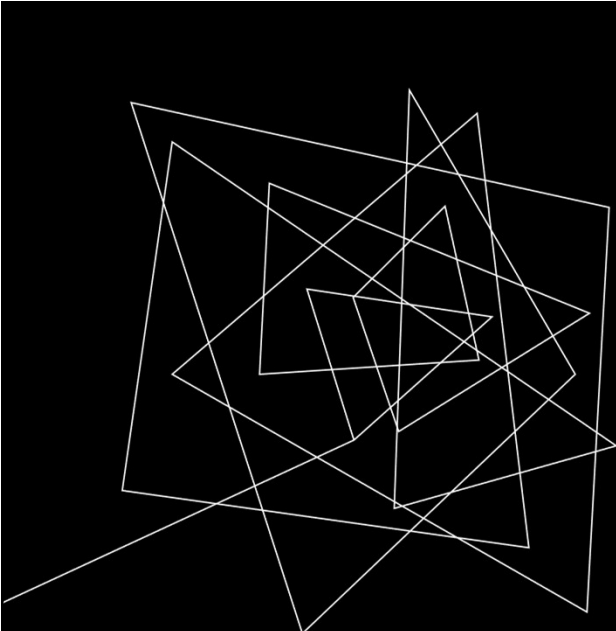
- No matter the building, item or concept the foundation matters.
- With a strong foundation a better long-term outcome is far more likely.
- The better the foundation then the better the safety culture.

Legal and regulatory requirements

- Compliance is the bare minimum; however, it is also an expectation.
- Working within regulatory requirements is not an option it is an expectation.
- Reduced fines as well as reduced exposure for injuries.

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Polling Question

DO YOU FEEL LIKE SAFETY CAN POSITIVELY IMPACT PRODUCTIVITY, PROFITABILITY AND RETENTION?

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CREATING A SAFETY CULTURE FROM DAY ONE (ACTUALLY, BEFORE DAY ONE)

INCLUDE SAFETY-BASED QUESTIONS IN THE INTERVIEW PROCESS.

LAY THE FOUNDATION DURING THE NEW HIRE AND ONBOARDING TRAINING DAYS/MEETINGS.

SET EXPECTATIONS, REAFFIRMING COMPLIANCE WITH COMPANY POLICY IS MORE THAN ABIDING BY THE “RULES” IT IS DOING THINGS SAFELY AND CORRECTLY SO THAT EVERYONE GOES HOME EACH DAY WITH ALL THEIR DIGITS INTACT.

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IDENTIFYING ESSENTIAL SAFETY TOPICS

Hazard Recognition	Emergency Procedures	PPE Requirements	Safe Work Practices
➤ Provide hazard recognition and reporting process. ➤ Follow-up with employees on reported hazards.	➤ Evacuation routes ➤ Meeting places ➤ Fire extinguishers ➤ First Aid / CPR / AEDs ➤ Numbers to call	➤ PPE for each task/job/exposure. ➤ Variety of shapes and sizes. ➤ Reinforce PPE isn't optional, be open to the need for a different fit. ➤ PPE training and inspections.	➤ Train employees on best practices. ➤ JSA's/JHA's/SOP's ➤ Ask questions for understanding. ➤ Do Not rely upon past job history.

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WHO ARE THE STAKEHOLDERS?

Human Resources (HR)	Supervisors/Managers	Safety Professionals/Safety Managers	Employees
HR engages in the beginning hiring functions of employees and can add questions to the interview process. Conduct background checks and job history reviews.	Working with each stakeholder to improve the process and set the expectations for the positions. Aid in training development, hands on training and continued monitoring.	Develop safety programs and processes. Work directly with HR, supervisors and managers to make sure best practices are known as well as regulatory compliance (OSHA, etc.) in known.	Each employee needs to know and understand the expectations to be safe and further build on the safety culture.

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ONBOARDING PROCESS OVERVIEW

- Pre-employment safety communication and expectations
- Safety training and orientation programs
- Completion of necessary paperwork and documentation

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TIME TO DIG IN DEEPER: WHAT SHOULD BE INCLUDED AND EXPANDED ON

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KEY SAFETY TOPICS FOR ONBOARDING

Hazard Recognition and Reporting

- How to identify hazards (what is a hazard)
- How to report a hazard
- Openly discuss near misses

Emergency Response Procedures

- Protocols, what to do when an emergency happens. Muscle Memory!
- Fire
- Medical
- Weather
- Workplace Violence

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KEY SAFETY TOPICS FOR ONBOARDING – (CONTINUED)

Personal Protective Equipment (PPE) Requirements

- Conduct PPE hazard assessments to ensure the proper PPE is available for employees
- Train employees on PPE
- Provide PPE (ensure fit)
- Inspect PPE
- Continue to remind employees about the importance of PPE

Safe Work Practices and Procedures

Provide:

- Job specific training
- Equipment specific training
- Guidelines and best practices
- Each employees' safety and safe work environment matters.

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KEY SAFETY TOPICS FOR ONBOARDING – (CONTINUED)

Incident Reporting and Investigation

- Train employees on the procedures for:
- Reporting incidents/accidents
- Near Misses, Near Hits, Close Calls
- Hazards (including potential hazards)
- Reinforce the importance of timely reporting, documentation and follow-up.

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ENGAGING NEW HIRES IN SAFETY

Effective Communication Strategies

- Flexible communication styles and formats
- Regular (consistent) safety meetings
- Open communication (open door).
- Three-way communication and open to feedback.

Providing Accessible Safety Resources

- Safety programs and manuals (regularly reminded of the location and means of access)
- Posters, signage, newsletters (variety of formats)
- Current and updated.

Encouraging Participation and Feedback

- Active participation
- Feedback with and from new hires
- Involve them in safety committee
- Suggestion boxes
- Recognition programs.

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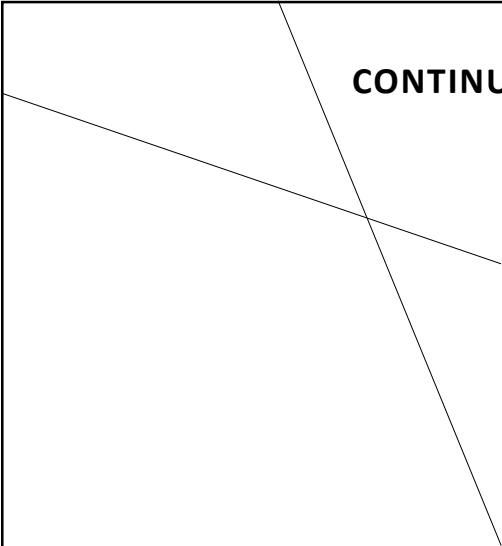
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EVALUATING ONBOARDING EFFECTIVENESS

- Assessing knowledge retention and comprehension.
- Tracking safety performance metrics.

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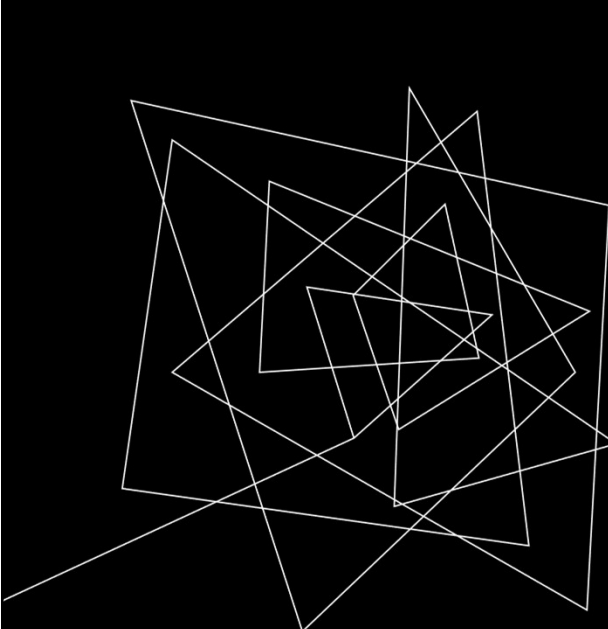
CONTINUOUS IMPROVEMENT OF ONBOARDING PROCESSES

Ongoing evaluation and improvement by utilizing:

- Feedback loops
- Analysis of data
- Lessons learned

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CASE STUDIES AND BEST PRACTICES

Engaging New Hires through Safety Mentoring:

A construction company, assigned safety mentors to new hires during their onboarding period. These mentors provided guidance, answered safety-related questions, and emphasized the importance of safe work practices. The mentorship program improved safety knowledge retention, reduced accidents, and fostered a sense of support and camaraderie among employees.

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CASE STUDIES AND BEST PRACTICES – (CONTINUED)

Leveraging Technology for Interactive Onboarding:

A technology firm, incorporated interactive and gamified elements into their safety onboarding process. New employees completed online modules, quizzes, and virtual reality simulations that simulated workplace hazards and emergency scenarios. This approach increased engagement, knowledge retention, and compliance with safety protocols.

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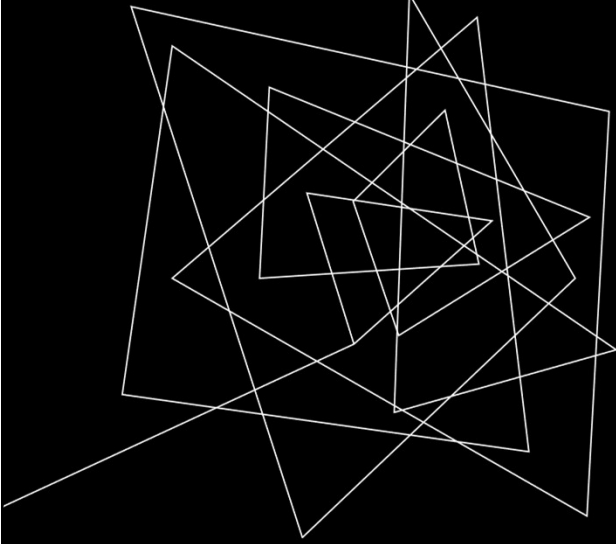


CASE STUDIES AND BEST PRACTICES – (CONTINUED)

Integrating Safety Training with Job-specific Onboarding:

A logistics company, integrated safety training seamlessly with job-specific onboarding. New hires received safety training tailored to their specific roles, such as forklift operations or material handling. By integrating safety measures directly into job-specific training, employees acquired the necessary safety knowledge while learning their job responsibilities.

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CASE STUDIES AND BEST PRACTICES – (CONTINUED)

Continuous Improvement through Feedback and Evaluation:

A healthcare organization implemented a feedback-driven onboarding system. New hires were encouraged to provide feedback on their safety onboarding experience, and their input was used to identify areas for improvement. Regular evaluations were conducted to assess the effectiveness of the onboarding program and make necessary adjustments.

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THE MAIN POINTS

SAFETY ONBOARDING FROM DAY ONE (PREFERABLY BEFORE): IS CRUCIAL FOR A SAFE AND SECURE WORK ENVIRONMENT.

LEADS TO IMPROVED SAFETY PERFORMANCE, ACCIDENT PREVENTION, AND HAZARD AWARENESS.

BENEFITS INCLUDE; INCREASED PRODUCTIVITY, REDUCED TURNOVER, IMPROVED JOB SATISFACTION, AND ENHANCED OVERALL WORKPLACE MORALE.

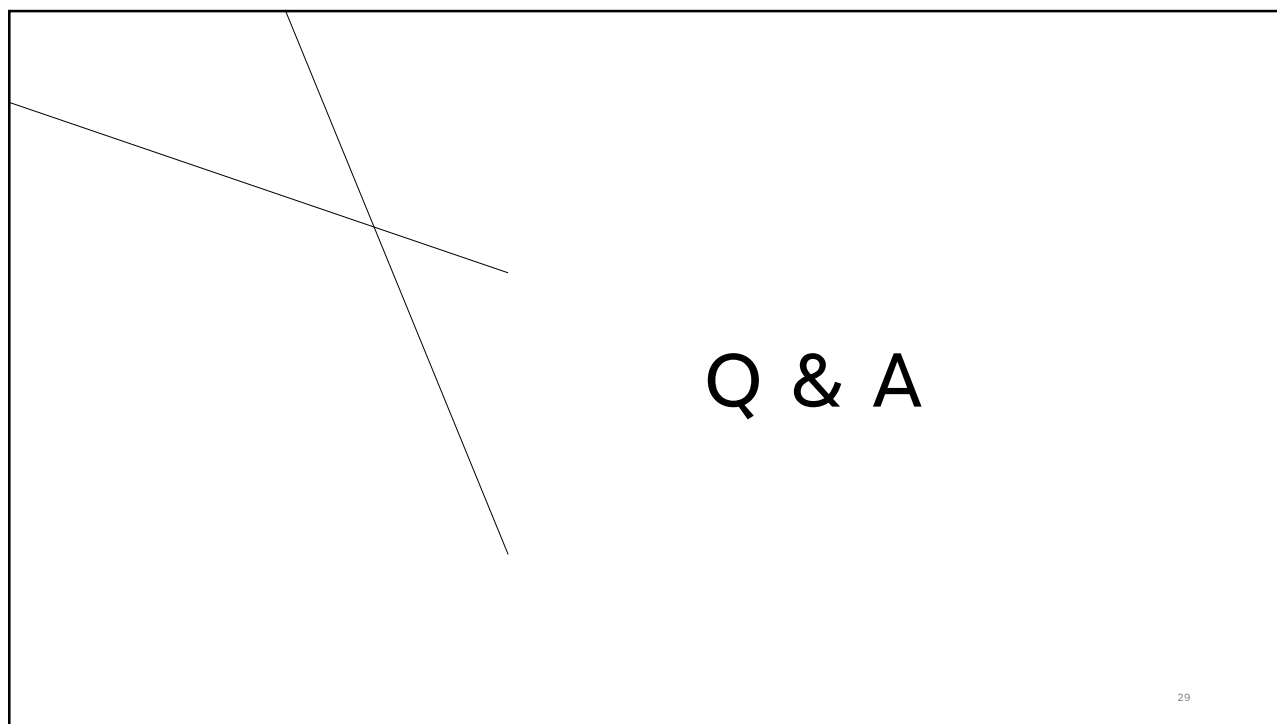
WITH A STRONG SAFETY CULTURE FROM THE BEGINNING ORGANIZATIONS CAN CREATE A SAFER, HEALTHIER, AND MORE PRODUCTIVE WORK ENVIRONMENT.

WE DISCUSSED SOME REAL-WORLD EXAMPLES WHICH DEMONSTRATE THE POSITIVE OUTCOMES ORGANIZATIONS HAVE EXPERIENCED BY PRIORITIZING SAFETY IN THE ONBOARDING PROCESS.

CONVERSELY, NEGLECTING SAFETY DURING ONBOARDING CAN RESULT IN POTENTIAL RISKS, INCIDENTS, AND NEGATIVE CONSEQUENCES.

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