## Short Service Employee (SSE)

1. **Purpose**

The purpose of this policy is to ensure that employees with less than six months’ experience or who have significantly changed their job responsibilities are identified, adequately supervised, trained and managed to prevent injury, property damage, and environmental harm.

1. **Responsibility**

The Supervisor shall:

* Verify that the SSE has completed all required training.
* Ensure the SSE receives SSE identification and is assigned to an experienced mentor.
* Ensure that the customer is notified before an SSE is sent to any of their locations.

The Mentor shall:

* Ensure job specific requirements are clearly defined and that the SSE understands the scope of work being performed.
* Review with the SSE known hazards of the work being performed and advise them on safe work practices to follow.
* Lead by example while demonstrating a positive safety environment.
* Be available and assessable to answer questions from the SSE at all times.

The SSE shall:

* Obtain assistance and guidance from their mentor when uncertain about any part of a job or task.
* Adhere to all policies and procedures taught or shown to them.
* Work in a safe and environmentally sound manner.

1. **SSE Identification**

* SSE’s will be identified with an orange hard hat.
* It is the responsibility of the SSE and their mentor to enforce this policy and to notify the HSE department when more identifiers are necessary.
* The method used to identify SSEs shall be communicated to the on-site supervisor.

1. **Management of SSE’s**

* Prior to the start of a job, the on-site supervisor must be notified of SSE personnel.
* A single person crew cannot be an SSE.
* Crew sizes of less than five shall have no more than one SSE.
* The SSE will be assigned SSE identification and attend a site-specific safety orientation prior to the start of work.
* The SSE will be assigned to an experienced mentor who will coach, observe, teach job skills and demonstrate safety leadership during the first six months of the job.
* A mentor can only be assigned one SSE per crew and the mentor must be onsite to monitor the SSE.
* The on-site supervisor will monitor the progress of all SSE’s.
* All Contractors will be managed in alignment with this process.

1. **SSE Performance**

* A performance evaluation shall be conducted by the mentor in conjunction with the supervisor, and safety coordinator to determine if the employee can be removed from the SSE program.
* The performance evaluation will be documented using the SSE Performance Evaluation Form in Appendix
* SSE’s performing at their expected level will have their Short Service designation removed after 6 months of continuous service.
* SSE’s with any infractions will remain in the SSE program for an extended time to be determined by the mentor.
* Any safety related incident will require the SSE to re-attend New Hire Training. Based on the severity of the safety incident, the SSE may be rendered Un-Fit for Duty.
* Upon completion of the SSE program, the proper color hard hat is issued to employee.

**SSE Performance Evaluation**

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| --- | --- | --- |
| **First Name:** | **Last Name:** | **Title:** |
| **Mentor:** | **Reporting Period: From To** | |

**Duties**

|  |  |  |  |
| --- | --- | --- | --- |
| **Duty:** | | **% of Job:** | **Essential Function: Yes No** |
|  | Exhibits understanding and mastery; needs minimal supervision. Exercises good judgment in dealing with non-routine work situations | | |
|  | Performance is highly competent; working toward mastery. Needs direction only in non-routine work situations. | | |
|  | Competent performance. Needs occasional supervision on some routine aspects of this job function. | | |
|  | Needs improvement. Requires continuing supervision to complete routine tasks in this job function. | | |
|  | Unsatisfactory performance. (Narrative comment required - give examples.) | | |
| Narrative Comments: | | | |
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|  | Performance is highly competent; working toward mastery. Needs direction only in non-routine work situations. | | |
|  | Competent performance. Needs occasional supervision on some routine aspects of this job function. | | |
|  | Needs improvement. Requires continuing supervision to complete routine tasks in this job function. | | |
|  | Unsatisfactory performance. (Narrative comment required - give examples.) | | |
| Narrative Comments: | | | |

**Behavioral Factors**

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| --- | --- |
| **Attendance. Consider absences, times arriving late, length of lunch/breaks, and use of leave time.** | |
|  | Arrives on time and begins work promptly. Pre-arranges time-off with appropriate notice; does not extend breaks or lunches. |
|  | Occasionally absent, late or leaves early without appropriate notice. |
|  | Problems with attendance, punctuality or misuse of leave time. (Narrative comment required - give examples.) |
| Narrative Comments: | |
| **Dependability. Consider degree of supervision required, and ability to follow instructions and complete tasks.** | |
|  | Anticipates and prioritizes work, clarifying directions and timelines. Tracks and completes tasks in a timely manner, without reminder. |
|  | Tracks and completes assigned work independently after initial instruction and feedback. |
|  | Requires only occasional supervision to adhere to goals and timelines. |
|  | Needs frequent supervision or reorientation on job goals, timelines or procedures. |
|  | Needs constant supervision in order to produce adequate work. (Narrative comment required - give examples.) |
| Narrative Comments: | |
| **Customer Service. Consider attitude, helpfulness, knowledge, and communication skills towards the company and customers.** | |
|  | Represents the company well, consistently giving courteous, knowledgeable and thorough service. Communicates clearly and appropriately. |
|  | Positive and supportive of company mission. Gives accurate information. Exhibits patience with customers. |
|  | Does not convey a positive image of the company. May be impersonal or unprofessional in dealings with the public. |
|  | May give confusing or inaccurate information. (Narrative comment required - give examples.) |
| Narrative Comments: | |
| **Productivity. Consider quality (accuracy/appearance) and quantity of work and use of work time.** | |
|  | Extraordinary volume of work completed with exceptional quality. Looks for ways to improve productivity of position. |
|  | Organized and in control of tasks. Consistently completes a high volume of work in a timely and accurate manner. |
|  | Knows status of tasks. Makes efficient use of time. |
|  | Sometimes loses track of process or tasks. Needs to improve quantity and/or quality of work. |
|  | Work is of unacceptable quality and/or quantity and much must be redone. Requires continuous help in completing assignments. (Narrative comment required - give examples.) |
| Narrative Comments: | |
| **Safety. Consider employee’s awareness of and efforts to maintain a healthy and safe working environment.** | |
|  | Actively promotes safety in the workplace. Works in compliance with federal, state, and company safety rules. Makes full use of safeguards, and does not use defective tools or equipment. Identifies and helps prevent potential work hazards and advises co-workers and the public of unsafe conditions or behavior. Reports unsafe conditions to supervisor and/or appropriate personnel. |
|  | Based on training received, completes work in accordance with federal, state, and university safety rules. Maintains proper care of tools and equipment. Reports work hazards and/or unsafe conditions to supervisor and/or appropriate personnel. |
|  | Works or displays behavior that is not in compliance with federal, state, or company safety rules. Does not make full use of safeguards and/or uses defective tools or equipment. Fails to identify known or suspected work hazards and/or fails to report unsafe conditions or behavior to supervisor and/or appropriate personnel. (Narrative comment required – give examples.) |
| Narrative Comments: | |

**Employee Development**

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| Identify and evaluate the results of employee development experiences during the last appraisal period. |
| Identify development goals for employee and how they will be achieved during the next evaluation period. |

**Should employee be removed from SSE program \_\_ YES \_\_ NO**

**If No, How much additional time on SSE Program \_\_ 1 MONTH \_\_ 3 MONTHS \_\_ 6 MONTHS**

**Employee Response**

Employee’s signature confirms only that the Mentor has discussed and given a copy of the evaluation to the employee. The employee’s signature does not indicate agreement or disagreement with the contents of this evaluation. This response will be attached to the appraisal in the official personnel file.

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| --- | --- | --- | --- |
| Employee Signature: | Date: | Mentor Signature: | Date: |
| Supervisor Signature: | Date: | HSE Manager Signature: | Date: |

**SSE Completion Record**

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| **SSE First Name:** | **SSE Last Name:** | **SSE Title:** |
| **Mentor:** | **Reporting Period: From To** | |

**Acknowledgement of Successful SSE Program Completion**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The employee has acquired and demonstrated a good working knowledge of the company’s HSE policies/procedures, has adhered to all HSE policies, and has completed six calendar months of service without a recordable incident.

The employee has successfully completed the Company’s SSE Program.

Supervisor’s Name (print):

Supervisor’s Signature:

Employee’s Name (print):

Employee’s Signature:

Original: Employee File

Copy: HSE File