

New and Young Worker Orientation/Mentoring Program

1.0 Purpose/Application

The following description is intended as a stand alone program or as a supplementary resource for and a means to determine completeness of area specific (local) orientation and mentoring programs.

The objectives of new worker and young worker orientation and mentoring programs are to ensure the safe integration of "new workers" and "young workers" and to ensure the necessary training is given to the new or young worker prior to and during entry into the work place.

Cenovus sets expectations with contractor companies to have orientation/mentoring programs for new and young workers either on site or during the contractor qualification process (ISNetworld prequalification criteria). In some cases Cenovus may work with the contract company to implement either the Cenovus program or support the company's program.

Cenovus Operations Health and Safety is responsible for the periodic evaluation of the new and young worker orientation and mentoring programs to ensure that they are effective.

New and young worker orientation and mentoring is a key consideration for new and young workers who are Cenovus employees, contract employees, contractor employees or consultants of Cenovus.

2.0 Definitions

A new worker is defined as:

- New to the workplace or new to the position at the existing workplace,

A young worker is defined as:

- Any worker who is under 25 years of age.

Competency is defined as adequately qualified, suitably trained and with sufficient experience to safely perform assigned work without supervision or with only a minimal degree of supervision.

3.0 Worker Competency and Training – Minimum Requirements

Worker competency, an end-product of training and mentoring, is an essential component of workplace injury reduction. Workers need to know how to do their jobs safely and without risk to their health.

- Critical information must be covered on the first day and training needs assessed and planned going forward
- Records of competency assessment and training must be maintained by the supervisor and available for review by a Cenovus representative for the time the contract company and their supervisors and/or new/young worker is on the Cenovus work site
- New/young workers must be under supervision until such time as their supervisor deems them competent and no longer governed by this program

- The supervisor shall provide the new/young worker with any additional training (formal/informal) required to enable the new/young worker to perform work tasks or work processes safely
- The supervisor of the new/young worker is responsible to identify additional or supplemental training to improve the mentor's effectiveness

4.0 New/Young Worker Identification and Mentoring

- New/Young workers will be identified by either a *green hands hard hat sticker* or a *green coloured hard hat*. Identification occurs during the Site orientation. Identification can be removed once the supervisor deems the new/young worker to be competent (documentation is required)
- The supervisor shall assign a mentor to work with the new/young worker
- The proposed mentor must have completed Safety Leadership Training (like SEFSAM) before a new/young worker is assigned to mentor
- The mentor should be a competent employee experienced with the tasks assigned to the new/young worker to be able to offer guidance and answer any questions the new/young worker may have
- The supervisor shall monitor the activities of the new/young worker and the mentor to ensure they are performing the assigned tasks in a safe manner and in accordance with acceptable safe work practices and procedures for that site.
- The contractor must have a mentoring program, for new/young workers, that aligns with the intent of this program
- The effectiveness of the mentoring process will be monitored using current Contractor verification tools (i.e. snap shot).

5.0 New/Young Worker Mentoring Program Quick Reference Chart

ACTION	BY WHOM	DESCRIPTION
Orientation and communication of Safe Work Practices	Cenovus Site Representative Supervisor	All new/young workers will be given the applicable orientation required of the work site. Identification of new/young worker by green hand sticker or green hard hat.
Introduce the new/young worker's mentor	Supervisor	A mentor having complete knowledge of the work site, safe work practices for the activities being performed, the health and safety requirements of the site and possessing strong coaching skills will be selected to mentor the new/young worker.
Identifying the tasks of the new/young worker with emphasis on those tasks requiring direct supervision due to their inherent risk	Supervisor Assigned Mentor Safety Advisor	e.g. Forklift,, Off-road driving, Lock-out/Tag-Out, working from heights, working with pressurized equipment, erecting and securing scaffolding, entering confined space, operating motor powered equipment, handling, moving and storing toxic, flammable and combustible materials.
Recording of the new/young worker's competencies and training	Supervisor Assigned Mentor	As the new/young worker develops task competencies it shall be recorded in the appropriate competency record maintained for that worker. The level of competency, as indicated by the training record, must be reviewed by both the contract company supervisor and the mentor before assigning tasks requiring increased knowledge or skill.

Identification of additional/supplemental training	Supervisor Assigned mentor	If at Any time, the need for additional training has been identified, it will be supplied and the new/young worker's competence re-evaluated. This competency re-evaluation will be recorded.
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6.0 Tips for Employers/Supervisors

Here are ten tips towards making a safe work environment for the new/young worker:

1. Spend time training young and new workers.
2. Provide regular safety training for your supervisors.
3. Lead by example – demonstrate safe work habits.
4. Regularly check that your company's safety procedures are followed.
5. Provide protective equipment and devices.
6. Encourage workers to report illnesses and injuries immediately.
7. Encourage workers to report anything that could be hazardous.
8. Keep your workplace health and safety programs up-to-date.
9. Stay aware of the hazards and look for changing hazard in your workplace and make plans to handle them.
10. Respond promptly to all health and safety concerns

7.0 Internal References

Document Ref. #	Internal Reference Documents
CEN713	Worker Orientation Checklist
CEN714	New/Young Worker Orientation

8.0 Training Records and Checklists

The frequency of the mentor/ new and young worker discussions and signoff is at the discretion of the Supervisor. The checklists found within the reference table are examples that can be used to track the training and progress.

9.0 Change Management

Proposed changes to this practice can be directed to EH&S Development and MOC; email EH&S Document Management