



New and/or Young Worker Standard

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Revision History

Version	Description	Date	Approver
3.0	<ul style="list-style-type: none"> Converted to a standard which states minimum requirements of site or function-based processes Places emphasis on completion of Onboarding Plan and Orientation & Training Checklist 	2019-09-30	Group Lead, HSER Programs

Click on the Outline of Changes to view all previous revisions.

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1.0 Purpose

The purpose of this standard is to define Cenovus’s requirements regarding new and/or young worker orientation and onboarding. The desired outcome is that Supervisors follow functional level processes for instructing new and young workers (NYW) how to perform their duties safely without direct Supervision.

2.0 Scope

This standard is applicable to all Cenovus staff and contingent workers working at our field sites.

This standard does not apply to Visitors to field locations, Calgary-based staff, or Service provider workers.

Service provider/ contractor’s new and young worker programs must meet similar requirements stated in section 12.5 of the [Contractor Health and Safety Program Requirements](#).

3.0 Roles and Responsibilities

Table 1: Roles and Responsibilities

Role	Responsibilities
Functional Leaders (Senior Business Leaders)	<ul style="list-style-type: none"> • Ensure NYW process is implemented within their function and conform to COMS 5.4 Training & Competency Management • Ensure resources are available to comply with requirements of this document • Determine function-specific criteria which deems someone as a “New Worker”
Functional Supervisors (Field Supervisors responsible for worksites and execution of work)	<ul style="list-style-type: none"> • Identify NYW’s on their team • Develop an onboarding plan for NYW’s • Complete the New employee onboarding requirements • Complete the Appendix A - New and Young Worker Orientation & Training Checklist • Assign a competent mentor to work with the NYW • Provide the necessary work instructions and training to all workers under their supervision
Mentor	<ul style="list-style-type: none"> • Support the completion of an onboarding plan • Be competent in the tasks assigned to the NYW • Work closely with the NYW to ensure hazard assessments and work instructions are understood and followed • Foster a sense of accountability and provide a safe learning environment for the NYW • Provide fair and honest feedback to the NYW on job performance

Role	Responsibilities
<p>New Workers New to the worksite or position</p> <p>Young Workers Under the age of 25</p>	<ul style="list-style-type: none"> Follow Supervisor and Mentor’s directions Refuse dangerous work and unfamiliar tasks Ask for training/ instruction if unfamiliar with task Comply with life saving rules Wear a green hardhat until deemed competent by Supervisor Use all required PPE for the job Discuss safety concerns with Supervisor & Mentor
HSER Programs Team	<ul style="list-style-type: none"> Develop and maintain currency of this standard
Field HSER Team	<ul style="list-style-type: none"> Assist Operations functions with the implementation of processes to meet the requirements of this standard

4.0 Standard Requirements

Figure 1: NYW Process Steps



4.1 Hazards related to new and/or young workers

Cenovus job sites contain hazards, that is why we do hazard assessments and assign hazard controls. The purpose of Safety Orientations is to communicate the common site hazards and tell workers how to prevent injury as a result of working with or around them.

Due to the lack of experience with particular hazards and the use of hazard controls, NYWs are more likely to be injured by them. Therefore, it is critically important for Supervisors to ensure that their NYWs understand how to perform their work safely by assigning a Mentor and completing a New and Young Worker Orientation & Training Checklist.

4.2 New and/or young worker Onboarding Plan

- The supervisor is accountable to provide an onboarding plan for the NYW that includes completion of the New and/or Young Worker Orientation & Checklist
- NYWs must be directly supervised either by their Supervisor or their assigned Mentor until assessed and deemed competent to work safely
- The Supervisor must provide the NYW with all training (formal/informal) required to enable the NYW to perform work tasks safely
- The Supervisor shall oversee the activities of the Mentor and the NYW to ensure they are performing the assigned tasks in a safe manner

4.3 Introduction to new and/or young worker program

- Supervisor to review expectations stated in the onboarding plan
- Supervisor to facilitate a meeting to discuss completion of the [new employee onboarding checklists](#)
- Supervisor to ensure that the NYW's WorkDay learnings have been correctly assigned
- Supervisor will enroll the NYW (and Mentor if applicable) into any function-specific NYW program or training
- Supervisor will introduce the NYW to their Mentor and the expectation to complete the NYW Orientation & Training Checklist
- It is expected that all NYWs will wear a green hardhat or a green hand hardhat sticker until completion of the program

4.4 New and/or young worker program completion

The worker is no longer considered a "New Worker" when:

- All onboarding plan items are completed
- All NYW Orientation & Training Checklist items are completed
- WorkDay assigned Critical HSER learnings are completed

5.0 Training

5.1 Training

Cenovus expectations related to training and competency are outlined in 5.4 Training and Competency Assurance COMS Standard.

5.2 Operating and maintenance procedures

Cenovus expectations related to development and communication of work instructions are defined within 4.5 Operating and Maintenance Procedures COMS Standard.

5.3 Cenovus staff required training

All personnel involved in the supervision or mentoring of NYWs are of the requirements of this standard, have completed Workday training, and received training related to any functional or site-specific programs associated to NYW onboarding.

6.0 Program Compliance

6.1 Compliance measurement

Business functions impacted by this standard must include compliance and program effectiveness verifications in their business assurance plans. Use Appendix B - New and/or Young Worker Audit Checklist to assess standard compliance within your function.

7.0 References

7.1 Definitions and acronyms

Table 2: Terms and Definitions

Term	Definition
New Worker	New to the worksite or new to the position at the existing worksite where unfamiliar tasks present new hazards.
Young Worker	Any worker who is under 25 years of age.

Table 3: Abbreviations

Acronym	In Full
HSER	Health, Safety, Environment & Regulatory
NYW	New and/or Young Worker
PPE	Personal Protective Equipment

7.2 Related information

The following references support this standard.

- [BC OHS Regulation Part 3](#)
- COMS Standards
- Contractor Health and Safety Program Requirements
- [Energy Safety Canada - Green Hands for Green Hands](#)
- HSER Program Revision Process
- Checklist for new employees
- New and Young Worker green hand hardhat stickers
- New and Young Worker Training (*Workday training*)
- New employee onboarding
- [Worksafe Alberta - Young Workers](#)

Appendix A: New and Young Worker Orientation & Training Checklist

Worker, Supervisor and Mentor are to complete the New and Young Worker Orientation & Training Checklist to ensure that new and/or young worker understands how to perform their work safely.

Appendix B: New and/or Young Worker Standard Audit Checklist

Business functions to complete the New and/or Young Worker Standard Audit Checklist to validate compliance to the requirements stated in this standard.