




Don't Sabotage Your Safety Record!

Best Practices for Training Temporary Workers


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Celerity Staffing is a 100% locally owned staffing agency with nine locations throughout Wisconsin. With over 30 years of experience, the Celerity group employs a team of professional recruiters and has offices in Beaver Dam, Eau Claire, Janesville, Madison, Oshkosh, Shawano, Sun Prairie, Watertown and Wauwatosa.



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Benefits of Temporary workers:

- Flexibility
- Cost Savings
- Evaluate Performance & Attendance
- Risk Mitigation

How many of you currently use Temporary workers?

- How many?
- % of overall staff?

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Temporary Workforce Usage




**2022 AT A GLANCE:
Wisconsin Staffing Statistics**

- Average temporary help workers each week: 67,300
- Annual employment: 297,200
- Annual payroll (2021): \$2.3 Billion
- Estimated number of offices (2021): 1,000

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Temporary Workforce Usage



Top 5 Temporary Help Occupation Groups—WI



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OSHA Expectations:

- Temporary worker must be provided with the same training as internal workers for their task assignments.
- Host Employer must provide site and task specific safety and health training.
- Staffing company is responsible for providing general safety and health awareness training.
- In most cases, Host Employers must report temporary worker injuries on their own OSHA 300 logs.

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Just how much training do your temporary workers get?

Contingent vs. Internal



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Why does that matter?

- Added risk of incidents involving Temporary workers
- Higher turnover / retention challenges
- Potential for increased risk to Internal employees
- Non-compliance with OSHA Training Mandate

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Planning & Preparation: Identify the *Immediate* Need

Is it realistic to expect them to fill the full range of the position?

- How long is the temporary work anticipated to last?
- Can Temporary employees be trained - *equivalent to an internal employee* - in *all* aspects of the job?
- What are the *key* tasks to be performed by the Temporary employees?

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- Tasks that require specialized training or greater responsibility should be limited to Internal employees.
- Get feedback from Supervisors and Internal employees using contingent labor. Carve out a specific subset of the duties.
 - Access to a larger pool of potential employees.
 - Effective and cost efficient training to temporary staff.
 - Immediate impact, while leveraging the expertise of Internal staff.
- Engage Internal employees.
 - Subject matter experts.
 - Build buy-in and support.
 - Training and Leadership opportunities.

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Planning & Preparation: Training Resources & Responsibilities

Temporary Workers have a right to the same training and safety considerations as Internal employees for the tasks they perform - both for their own safety and the safety of those around them.


- Do you have Internal employees to guide Temporary staff through training the job duties? Who on your internal team is available for training and leadership?

Do NOT have Temporary Staff or New Employees conducting training.

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Planning & Preparation: Training Resources & Responsibilities

- How much time is required to train the Temporary employees to the required standards?
- What is the best way to provide this training?
 - Group tour/ Overview of the facility.
 - Smaller Group on the job training lead by Internal employees.
- Administer and document training the same way you would for Internal employees.

If it's not documented - it didn't happen.

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Planning & Preparation: YOUR STAFFING PARTNER!

Your Staffing Partner is responsible for preparing Temporary employees to work at your facility.

- Establish a clear understanding of responsibilities.
 - SP responsible for basic safety training.
 - Host Employer responsible for site and task-specific training.
- SP can begin *Site & Task Specific* training in advance.
 - Training documents can be provided & reviewed.
 - Training videos or online materials administered by SP.
- SP should provide documentation of required training.



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Next Steps: Moving beyond Initial Training & Assignment Start

As Temporary employees demonstrate competency add further compartmentalized training to take on additional duties and responsibility - possibly even up to the full scope of the role.

- Devote additional training to those that have demonstrated required aptitudes, reliability and work ethic.
- Eliminate the need for large scale training.
- Training conducted over time, coupled with on the job activities is more effective and better retained.
- Recognition to those Temporary employees that are standout performers.

Again document all additional training for each employee.



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An Example- Profile: Plastics Manufacturer

- Variable Temporary usage- using multiple staffing partners. Typically between 10-15 temps at any one time.
- Prior reputation for low pay, hot, unpleasant work environment & lack of leadership and training.
- Very rudimentary safety training.
- History of minor burns, back strains and sprains & cut injuries.
- High Turnover.



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Changes Made:

- Full review of safety practices & training.
- Interview & tour of the facility for all Temporary employees.
- Work with Staffing Partners to confirm that duties and expectations were communicated clearly and consistently.
- Creation of a Safety & Orientation video for all new employees - Shared with Staffing Partners.
- Day One Safety Training & Orientation - followed by task-specific training.
- Follow-up: Managers & Supervisors review any safety and training concerns weekly. Additional training conducted after 4 weeks on assignment.

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Results:

- Higher retention- including Temporary employees hired into Internal roles.
- Better partnership with staffing firms - including less turnover.
- Reduction in injuries - particularly from new employees.

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