

Loss Prevention Standards

Induction Training

Introduction

The main aim of an induction programme is to welcome new employees into the company to enable them to settle into their roles as quickly as possible and ensure that they understand basic company procedures and rules. The process usually extends over the first few weeks and months of employment and supports employees as they become integrated into their new organisation. Although the majority of inductions apply to new recruits, an element of induction training may be required for those individuals who are returning to work following a long period of absence.

A good structured induction programme:

- Assists individuals in understanding their role, the division in which they work and the organisation as a whole
- Enables them to become familiar with their new workplace (including colleagues), its culture and systems/procedures
- Ensures they are aware of their responsibilities and what the company expects from them

The production and retention of adequate staff training records often form a vital element of a company's claims defensibility process. Induction training is the first part of what is generally an ongoing development and training programme; the points raised when employees first join may need to be reinforced or refreshed over time. As with any training provided, the induction programme will need to be periodically reviewed and evaluated.

An induction programme is often fairly general in content and may need to be supported by tailored job/task specific training which is designed to meet the needs of the individual. It is important to ensure that any training provided by managers and supervisors is consistent.

Induction Programme

The following general issues should be considered:

Terms and Conditions of Employment:

- contract
- payment and holidays
- absence and sickness procedures
- disciplinary procedures
- staff handbook/welcome pack
- conduct
- confidentiality/data protection
- whistleblowing
- next of kin
- meal and refreshment breaks

Welfare:

- pensions and sickness
- welfare facilities
- medical services

The Company:

- background
- products and markets
- who's who/roles and responsibilities



- Introduction to the Workplace:**
 - meet supervisors and fellow employees
 - geography of workplace
 - brief details of role
 - organisation and department structure

- Safety Procedures:**
 - hazard areas
 - fire safety and evacuation procedures
 - first aid
 - incident and accident reporting safety policy and rules
 - security systems/ID badges
 - rules on smoking/alcohol/drugs

- Training and Development:**
 - persons responsible/mentor
 - content of programmes
 - personal development
 - performance reviews
 - mandatory training
 - study leave
 - sources of information

- Pay System:**
 - pay slips
 - overtime and incentive payments expenses
 - pension scheme

- Trade Union or Staff Association:**
 - identity of trade union or staff association representative

Induction Training Records

It is important that employers can prove that induction training has been given, e.g. to assist in defence of claims or to demonstrate systems to external auditors. Where possible, training should be in accordance with a template, which can be used as evidence of the content of the training, if required.

Employee records should show the content and date of training, and employees should sign to indicate they have both received and understood the training provided.

Checklist

A generic Induction Training Checklist is presented in Appendix 2 which can be tailored to your own organisation.

Additional Information

Further risk management information can be obtained from [Aviva Risk Management Solutions](#)

Please Note

This document contains general information and guidance and is not and should not be relied on as specific advice. The document may not cover every risk, exposure or hazard that may arise and Aviva recommend that you obtain specific advice relevant to the circumstances. AVIVA accepts no responsibility or liability towards any person who may rely upon this document.



Appendix 1 – Induction Training Checklist Content

Safety Policy

Explain the policy and highlight areas that apply to the employee's role.

Safety Information

Provide copies of other relevant safety documentation such as risk assessments, health surveillance and safety arrangements, and explain their purpose.

Key Safety Personnel

Introduce key personnel or provide details of their names and locations (in writing). Describe their functions.

Prohibited Areas

Advise of any prohibited or restricted areas and explain why.

Prohibited Plant or Machinery

Outline any plant or machinery that is prohibited to the employee and explain why. Make it clear that only trained operators are allowed to drive equipment such as forklift trucks (if applicable).

Machinery

Explain the hazards and procedures for working with machinery including use of display screen equipment, if appropriate. Emphasise safety precautions.

Dangerous Substances

Describe the hazards and precautions for working with dangerous substances or processes. Use any relevant Control of Substances Hazardous to Health (COSHH) assessments to highlight safety precautions.

Manual Handling

Demonstrate safe lifting techniques and stress the requirement to obtain assistance.

Housekeeping

Outline areas of particular concern in housekeeping such as storage procedures or hygiene, as appropriate.

Safe Systems of Work

Explain safe systems of work in operation and their importance, such as loading and unloading vehicles, lone working, etc.

Hygiene

Confirm the location of washing and toilet facilities. Explain the purpose and operation of any hygiene rules, including smoking controls.

Emergency Procedures

Explain the fire precautions, fire alarm and fire drill procedures, including location of all fire exits and assembly points.

Accident and Incident Procedures

Explain the reporting procedures and first aid facilities. Provide the names and details of first aiders/appointed persons.



Appendix 2 – Induction Training Checklist

Name of Employee:	Job Title:
Employment Start Date:	Date Induction Completed:

Induction Training Element	Date Received	Employee's Signature
Safety Policy		
Safety Information		
Key Safety Personnel		
Prohibited Areas		
Prohibited Plant or Machinery		
Machinery		
Dangerous Substances		
Manual Handling		
Housekeeping		
Safe Systems of Work		
Hygiene		
Emergency Procedures		
Accident and Incident Procedures		

I confirm that I have been provided with and understood the above information: employee's signature

The above employee has received induction training as outlined in the checklist:

Name of Manager/Supervisor:	Date:
Signature:	

