

# Technician Program Orientation

# Phase 0

## Phase 0 Overview

Phase 0 prepares technicians to begin the training program by ensuring administrative, safety, and system requirements are completed. During this phase, technicians complete onboarding tasks, safety training, equipment setup, and gain access to required company systems and tools.

Technicians will also review compressed air fundamentals and become familiar with the structure and expectations of the 16-week Technician Training Program. By the end of Phase 0, technicians should be equipped, compliant, and ready to begin Phase 1 technical training.

- Use the checklists below to complete all Phase 0 requirements for Weeks 1 and 2.
- After finishing each checklist, log into the DRW Learning Hub to confirm completion or request assistance.

## Week 1 Checklist

### Administrative, Safety & System Setup

#### 1. Orientation & Introductions

- Day 1 HR Mtg. : incl. intro to Pay, Taxes, I9, Direct Deposit
- Attend local Service Team Orientation
- Meet Service Supervisor
- Meet Coordination / Operations Team
- Review Role Expectations and Territory
- Benefit Training

#### 2. Safety and Compliance

- Complete all Online Safety Trainings (eg. Pure Safety)
- Holman Training & Policies (Fleet)
- Complete LOTO training and hands on demonstration
- Take and Pass LOTO Test
- Review Trainee Program (E-version)
- Review and Sign Critical Safety Rules

#### 3. PPE & Tools

- Receive required Personal Protective Equipment (PPE)
- Confirm Safety equipment + tools to be issued
- Confirm Service Vehicle issue process + guidelines

#### 4. IT Equipment

- Order/Issue phone, iPad. Issue Computer is appropriate
- Order associated accessories if needed
- Confirm IR email access
- Confirm active directory login
- Confirm access to ServiceNow Portal

#### 5. System Accesses

- Get access to: **Tech Direct**
- Get access to: **Sales Force/ CPQ**
- Get access to: **IR Now**
- Get access to: **Success Factors**
- Get access to: **PM Pro**
- Get access to: **Gensuite**

## Week 2 Checklist

### Technical Orientation & Program Readiness

#### 1. Technical Foundations

- Complete IR Air Compressor Basics (AC 101)
- Review Compressed Air fundamentals w/ Service Supervisor
- Review common equipment types in territory
- Review Services documentation standards

#### 2. Field Readiness

- Review Travel and Expense policy (T and E card)
- Review P-Card Policy
- Confirm understanding of service reporting expectations

#### 3. Training Program Overview

- Review 16-week Technician Training Program structure
- Review Phase 1-4 overview
- Ensure understanding of weekly assignment cadence
- Understand Friday Recorded Review Requirements

#### 4. Platform Access

- Log into Technician Training Platform
- Confirm profile information is correct
- Confirm access to Phase 1 materials

## Real Work. Real Results.

The Ingersoll Rand Technician Training Program is built by technicians, for technicians.

Over the coming phases, you'll work alongside experienced Service Technicians who will mentor and guide your development through real-world service work, structured learning, and hands-on experience in the field.

*Now let the real work begin.*

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

Phase Start Date: \_\_\_\_\_

**DRW**