

To: OH&S Committee  
From: Andrew Peat  
Date: 17 January 2017  
Subject: WCB Partnership Program COR Certification

The (WCB) Partners Program is a voluntary program offered by Worksafe BC that recognizes and provides incentive payments to an employer who goes beyond the legal requirements of the Workers Compensation Act and the OH&S Regulations, and takes a best-practices approach to implementing the health and safety program.

In addition to savings on WCB premiums (approximately \$1,300/annum) a COR certificate makes a strong statement that an employer values their workers and strongly committed to ensuring they and the workplace are, safe and secure from injury.

The District is classified as a large employer – having more than twenty employees (career, admin & POC members) and as such the certification process is required to be done by a third-party auditor. For WCB purposes the District is considered “local government” and the BC Municipal Safety Association (BCMSA) would be the certifying partner. The BCMSA provides a list of several individuals that provide this service and I have made enquiries as to the possible cost.

The BCMSA website provides a wealth of material including questions that the auditor will address during the certification process. The audit questions to be answered are attached – note Return to Work (RTW) questions 9.1.1 through 9.4.5 are not applicable to COR Certification. While I am not familiar with all the District’s health and safety practices, I believe the District would be considered deficient in several areas which would have to be corrected.

Recommendation:

1. That the OH&S Committee recommends that the Board of Trustees adopt as a policy objective that Salt Spring Island Fire Protection District take a best-practices approach to implementing health and safety programs that would meet or exceed standards for Worksafe BC Partners Program Certificate of Recognition (COR). The OH&S Committee will report at least annually to the Board on progress towards meeting these standards.
2. The OH&S Committee will systematically self assess current policies and practices against the COR program benchmarks identifying deficiencies and recommend changes to policy and/or operational guidelines.

Material

- I. BCMSA “Local Government Certificate of Recognition Program for Small Employers”
- II. BCMSA “Large Employer COR Audit Process”
- III. BCMSA COR audit questions
- IV. BCMSA “Certificate of Recognition (COR) Toolkit: An employer guide to COR certification.”



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

BCMSA. COR Program for  
Small Employers

ACTIVITY and VERIFICATION METHOD	SCORE ON A SCALE, FROM 0 (DOES NOT EXIST) TO 6 (EXISTS AND IS COMPLETE)						Score (out of 6)
	0	1	2	3	4	5	6
<b>MANAGEMENT/OWNER COMMITMENT</b> Written safety policy which identifies the employers aims, and the responsibilities of the employer, managers, supervisors and workers and awareness of these individual responsibilities at all levels in the organization (Documentation)	Does not exist	<ul style="list-style-type: none"> <li>▪ No statement of safety policy or knowledge of the need for one</li> </ul>	<ul style="list-style-type: none"> <li>▪ A general understanding of safety responsibilities and accountability, but not in written format</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safety policy and responsibilities in writing but not distributed to supervisors or workers</li> <li>▪ Supervisors have a general understanding of safety responsibilities and accountability</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safety policy is written, signed by management/owner, and communicated to all staff</li> <li>▪ Responsibility and accountability for safe culture is emphasized in supervisory performance evaluations</li> </ul>	Exists and is complete	6
Awareness and availability of applicable legislation and safety resources (Interview Supervisors and Managers)	<ul style="list-style-type: none"> <li>▪ Supervisors/Managers have no knowledge or awareness of Workers Compensation Act, OH&amp;S Regulations, or other applicable legislation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supervisors are aware of the need to provide a safe workplace but cannot identify the legislation requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supervisors/Managers can identify legislated requirements but have limited access to resources</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supervisors and Managers have access to resources and know how to access them</li> <li>▪ Workers have access to, and know how to access appropriate resources</li> </ul>	Exists and is complete	6	



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Does not exist						Exists and is complete	Score (out of 6)
	0	1	2	3	4	5		
<b>PROGRAM AND PROCEDURES</b>								
<b>Safety Instructions for hazardous tasks (Documentation)</b>	<ul style="list-style-type: none"> <li>▪ No written instructions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written instructions for some hazardous tasks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written instructions are available for all hazardous tasks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written instructions available at all workplaces</li> <li>▪ Management ensures that employees follow the instructions</li> <li>▪ The instructions are regularly updated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Possible emergencies are identified</li> <li>▪ Workers are trained in the procedures</li> <li>▪ Effectiveness of the procedures is tested and any deficiencies are corrected</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid assessment completed for each workplace</li> <li>▪ First Aid attendants and supplies in place as required</li> <li>▪ Employees are aware of how to contact first aid attendant</li> </ul>		
<b>Emergency procedures developed and workers trained (Documentation and interview workers)</b>	<ul style="list-style-type: none"> <li>▪ No emergency procedures developed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Procedures developed but not for all situations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Procedures developed, but effectiveness is not tested</li> </ul>	<ul style="list-style-type: none"> <li>▪ Possible emergencies are identified</li> <li>▪ Workers are trained in the procedures</li> <li>▪ Effectiveness of the procedures is tested and any deficiencies are corrected</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid assessment completed for each workplace</li> <li>▪ First Aid attendants and supplies in place as required</li> <li>▪ Employees are aware of how to contact first aid attendant</li> </ul>			
<b>First Aid Services are provided as required by Regulation (Documentation and interview workers)</b>	<ul style="list-style-type: none"> <li>▪ No first aid services available</li> <li>▪ Not aware of minimum first aid requirements that must be provided.</li> </ul>	<ul style="list-style-type: none"> <li>▪ First Aid services are available but inadequate</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid services are available but staff do not know how to contact first aid attendant</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid assessment completed for each workplace</li> <li>▪ First Aid attendants and supplies in place as required</li> <li>▪ Employees are aware of how to contact first aid attendant</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid assessment completed for each workplace</li> <li>▪ First Aid attendants and supplies in place as required</li> <li>▪ Employees are aware of how to contact first aid attendant</li> </ul>			



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	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>TRAINING, EDUCATION AND CERTIFICATION</b>							
Workers receive training and education in job-specific hazards, work procedures and practices (Documentation and Interview workers)	<ul style="list-style-type: none"> <li>No training or education provided to workers</li> </ul>	<ul style="list-style-type: none"> <li>Some training and education is provided but not to everyone who needs it, and is not current</li> </ul>	<ul style="list-style-type: none"> <li>Some training and education has been provided to everyone who needs it, but is not current</li> </ul>	<ul style="list-style-type: none"> <li>There is a tracking system in place to ensure workers receive training and education to do their job safely.</li> <li>Workers are corrected if not following established procedures</li> <li>Supervisors can identify how they ensure workers are qualified to perform their duties</li> </ul>	<ul style="list-style-type: none"> <li>There is a tracking system in place to ensure workers receive training and education to do their job safely.</li> <li>Workers are corrected if not following established procedures</li> <li>Supervisors can identify how they ensure workers are qualified to perform their duties</li> </ul>	<ul style="list-style-type: none"> <li>There is a tracking system in place to ensure workers receive training and education to do their job safely.</li> <li>Workers are corrected if not following established procedures</li> <li>Supervisors can identify how they ensure workers are qualified to perform their duties</li> </ul>	
Orientation is provided to new workers and contractors, covering issues such as emergency procedures and general safety hazards, and designation of Prime Contractor Status (if appropriate) (Documentation)	<ul style="list-style-type: none"> <li>No orientation procedure in place</li> <li>No designation of Prime Contractor in documents</li> </ul>	<ul style="list-style-type: none"> <li>Orientation procedure is available for workers but is lacking key elements</li> <li>No orientation is available for contractors or visitors</li> <li>No designation of Prime Contractor in documents</li> </ul>	<ul style="list-style-type: none"> <li>Orientation procedure is available for workers but not provided within their first week of work</li> <li>Prime Contractors are identified in contract language but hazards are not identified</li> <li>Emergency procedures are posted for visitors but not pointed out to them</li> </ul>	<ul style="list-style-type: none"> <li>Orientation procedure is provided to new employees within one week of starting work; tracking system in place to ensure this occurs</li> <li>Contractors receive information on known or foreseeable hazards</li> <li>Prime Contractors are always designated in writing</li> <li>Visitors are made aware of emergency procedures</li> </ul>	<ul style="list-style-type: none"> <li>Orientation is provided to new employees within one week of starting work; tracking system in place to ensure this occurs</li> <li>Contractors receive information on known or foreseeable hazards</li> <li>Prime Contractors are always designated in writing</li> <li>Visitors are made aware of emergency procedures</li> </ul>	<ul style="list-style-type: none"> <li>Orientation is provided to new employees within one week of starting work; tracking system in place to ensure this occurs</li> <li>Contractors receive information on known or foreseeable hazards</li> <li>Prime Contractors are always designated in writing</li> <li>Visitors are made aware of emergency procedures</li> </ul>	
Workers have appropriate certifications for their jobs (Documentation)	<ul style="list-style-type: none"> <li>No certification requirements are identified</li> <li>Review not completed to see if certifications are required</li> </ul>	<ul style="list-style-type: none"> <li>Certification requirements are identified for some positions</li> </ul>	<ul style="list-style-type: none"> <li>Certification requirements are identified for all applicable positions but there is no verification system in place</li> </ul>	<ul style="list-style-type: none"> <li>Certification requirements are identified</li> <li>Tracking system is in place to ensure certification is up to date as required</li> </ul>	<ul style="list-style-type: none"> <li>Certification requirements are identified</li> <li>Tracking system is in place to ensure certification is up to date as required</li> </ul>	<ul style="list-style-type: none"> <li>Certification requirements are identified</li> <li>Tracking system is in place to ensure certification is up to date as required</li> </ul>	



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	Exists but is missing something						Score (out of 6)		
	0	1	2	3	4	5		6	
<b>HAZARD IDENTIFICATION, RISK ASSESSMENT, AND CONTROL</b>									
<b>Hazards to which workers or contractors could be exposed have been identified (Documentation and Interview workers)</b>	<ul style="list-style-type: none"> <li>Hazards have not been identified</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>Process is in place to analyze job, equipment and conditions for hazards</li> <li>Risk assessments completed for identified hazards</li> <li>Control procedures established following the hierarchy of controls</li> <li>Workers are aware of the hazards, risks, and controls</li> </ul>	
<b>Controls to hazards have been implemented (Documentation and Interview Workers)</b>	<ul style="list-style-type: none"> <li>Hazards not identified so no controls are in place</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified but no controls in place</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>Controls to hazards have been implemented in a timely manner</li> <li>Workers are aware of the hazards and follow established controls where required</li> </ul>		
<b>Personal Protective Equipment provided to workers as required (Interview workers and supervisors)</b>	<ul style="list-style-type: none"> <li>PPE needs not identified</li> </ul>	<ul style="list-style-type: none"> <li>PPE needs identified but PPE not always provided</li> </ul>	<ul style="list-style-type: none"> <li>PPE needs identified but workers are not aware of what is required</li> </ul>	<ul style="list-style-type: none"> <li>PPE needs identified but workers are not aware of what is required</li> </ul>	<ul style="list-style-type: none"> <li>PPE needs identified but workers are not aware of what is required</li> </ul>	<ul style="list-style-type: none"> <li>PPE needs identified but workers are not aware of what is required</li> </ul>	<ul style="list-style-type: none"> <li>PPE needs identified</li> <li>PPE requirements communicated to workers</li> <li>Supervisors enforce the need to use PPE</li> </ul>		



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>INSPECTIONS</b>							
<b>There is an inspection program in place (Documentation)</b>	<ul style="list-style-type: none"> <li>There is no program in place and inspections are not being conducted</li> </ul>	<ul style="list-style-type: none"> <li>There is no written inspection program but some inspections are being done on an infrequent basis</li> </ul>	<ul style="list-style-type: none"> <li>There is a written inspection program but inspections are not always being done as stated in the program</li> </ul>	<ul style="list-style-type: none"> <li>There is a written inspection program that states the intent of inspections, who is to inspect, what is to be inspected, and inspection frequency</li> <li>Inspections are occurring as detailed in the written program</li> </ul>	<ul style="list-style-type: none"> <li>Inspection personnel always receive training</li> </ul>	<ul style="list-style-type: none"> <li>There is a system in place to ensure that unsafe or harmful conditions and work procedures are identified, reported, corrected and followed-up without delay</li> </ul>	
<b>Training is provided for personnel responsible for inspections (Interview other)</b>	<ul style="list-style-type: none"> <li>No personnel are identified for inspections</li> </ul>	<ul style="list-style-type: none"> <li>Personnel responsible for inspections are identified</li> </ul>	<ul style="list-style-type: none"> <li>Inspection personnel are sometimes trained</li> </ul>				
<b>Unsafe or harmful conditions are corrected (Documentation and Interview supervisors)</b>	<ul style="list-style-type: none"> <li>Harmful conditions are not identified</li> </ul>	<ul style="list-style-type: none"> <li>Harmful conditions are identified but are seldom corrected without delay</li> </ul>	<ul style="list-style-type: none"> <li>Harmful conditions are identified and are usually corrected without delay</li> </ul>				



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	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>INVESTIGATION OF INCIDENTS/ACCIDENTS</b>							
<b>Incidents and accidents are promptly investigated (Documentation)</b>	<p>Does not exist</p> <ul style="list-style-type: none"> <li>Incidents and accidents are not investigated</li> </ul>	<ul style="list-style-type: none"> <li>Incidents and accidents are usually investigated</li> <li>Investigations don't often point to root causes</li> <li>WorkSafeBC is not notified of reportable incidents in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Incidents and accidents are investigated and WorkSafeBC is notified in a timely manner</li> <li>Investigations sometimes find root causes</li> <li>Recommendations to prevent recurrence are not made or not followed up on in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>There is a written investigation program which is followed</li> <li>Incidents are investigated, WorkSafeBC is notified</li> <li>Recommendations to prevent recurrence are made, responsibility is assigned, and recommendations are followed up on promptly</li> </ul>	Exists and is complete	6	
<b>Staff conducting investigations are trained in investigation techniques and procedures (Documentation)</b>	<ul style="list-style-type: none"> <li>No personnel are identified for investigations as they do not occur</li> </ul>	<ul style="list-style-type: none"> <li>Personnel responsible for investigations are identified</li> </ul>	<ul style="list-style-type: none"> <li>Investigation personnel are sometimes trained</li> </ul>	<ul style="list-style-type: none"> <li>Investigation personnel always receive training</li> </ul>			



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	0	1	2	3	4	5	
<b>PROGRAM ADMINISTRATION</b>							
<b>Records and statistics of incidents/accidents are maintained (Documentation and interview supervisors and workers)</b>	<ul style="list-style-type: none"> <li>▪ No records are maintained</li> </ul>	<ul style="list-style-type: none"> <li>▪ Records and statistics are maintained for some incidents or accidents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Records and statistics are maintained for all incidents or accidents</li> <li>▪ The statistics are not used to analyze trends</li> </ul>	<ul style="list-style-type: none"> <li>▪ Records and statistics are maintained</li> <li>▪ Incident/Accident trends are analyzed at least once a year to determine program deficiencies</li> <li>▪ Trends are communicated to staff as a means to improve knowledge and safety culture</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Owner/ Manager regularly communicates safety items with staff</li> </ul>		
<b>Staff are aware of the health and safety program (Interview supervisors and workers)</b>	<ul style="list-style-type: none"> <li>▪ Staff have no knowledge of any aspect of the program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff have some knowledge of the health and safety program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Most staff are aware of the health and safety program</li> </ul>				



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	0	1	2	3	4	5		
<p><b>Does not exist</b></p> <p>0</p> <p>Prime Contractor takes no responsibility for the safety of adjacent workspaces</p>	<p>1</p> <p>Prime Contractor keeps an eye on adjacent workspaces</p>	<p>2</p> <p>Prime Contractor has a plan to ensure worksite health and safety but does not communicate with other affected employers</p>	<p>3</p> <p>Prime Contractor has a plan to ensure worksite health and safety which was developed in conjunction with other employers</p>	<p>4</p> <p>Prime Contractor regularly meets with designated staff on adjacent workspaces</p>	<p>5</p> <p>A plan or system is in place to ensure worksite health and safety which was developed in conjunction with other employers</p>	<p>6</p> <p>Prime Contractor regularly meets with designated staff on adjacent workspaces</p>		
<b>INTEGRATION OF HEALTH AND SAFETY MANAGEMENT SYSTEMS (if Prime Contractor)</b>								
<p>If acting as the Prime Contractor, the employer takes responsibility for leading the health and safety plan development (Documentation and interview Other)</p>								

<b>ACTION PLAN (IF RECERTIFICATION AUDIT)</b>				
<p>An Action Plan has been developed for identified deficiencies from last Audit (Documentation)</p>	<p>0</p> <p>No action plan in place</p>	<p>1</p> <p>Action plan developed but does not address all deficiencies identified in previous audit</p>	<p>2</p> <p>Action plan developed but there are no clear timelines for completion or responsibility assigned</p>	<p>3</p> <p>Action plan developed which contains clear timelines for completion and has identified who is responsible for implementing required changes</p>



**LOCAL GOVERNMENT  
CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS**

**Small Employer Audit Score Sheet**

Company: \_\_\_\_\_ Date of Audit: \_\_\_\_\_

Element #	Element Name	Possible Score	Actual Score	% for Element
1	Management/Owner Commitment	12		
2	Program and Procedures	18		
3	Training, Education and Certification	18		
4	Hazard Identification, Risk Assessment, and Control	18		
5	Inspections	18		
6	Investigation of incidents/Accidents	12		
7	Program Administration	12		
8	Integration of Health and Safety Management System (If Prime Contractor)	6		
<b>Total</b>		<b>114</b>		
***	Action Plan (Only if Re-Certification Audit)	6	**	**

**Minimum Standard = 80% overall score and 50% each section**

Reviewed: \_\_\_\_\_  
Senior Manager signature

Actual Score \_\_\_\_\_ x 100 = \_\_\_\_\_ %  
Possible Score \_\_\_\_\_  
Auditor signature

Standard Achieved: **YES** \_\_\_\_\_ **NO** \_\_\_\_\_  
Goal for Next Audit: \_\_\_\_\_ Percentage

**The goal for the next audit must be set by the senior manager.**



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SCORE ON A SCALE, FROM 0 (DOES NOT EXIST) TO 6 (EXISTS AND IS COMPLETE)									
ACTIVITY and VERIFICATION METHOD	Does not exist	0	1	2	3	4	5	6	Score (out of 6)
<b>MANAGEMENT/OWNER COMMITMENT</b>									
<p>Written safety policy which identifies the employers aims, and the responsibilities of the employer, managers, supervisors and workers and awareness of these individual responsibilities at all levels in the organization (Documentation)</p>	<ul style="list-style-type: none"> <li>▪ No statement of safety policy or knowledge of the need for one</li> </ul>		<ul style="list-style-type: none"> <li>▪ A general understanding of safety responsibilities and accountability, but not in written format</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safety policy and responsibilities in writing but not distributed to supervisors or workers</li> <li>▪ Supervisors have a general understanding of safety responsibilities and accountability</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safety policy is written, signed by management/owner, and communicated to all staff</li> <li>▪ Responsibility and accountability for safe culture is emphasized in supervisory performance evaluations</li> </ul>				
<p>Awareness and availability of applicable legislation and safety resources (Interview Supervisors and Managers)</p>	<ul style="list-style-type: none"> <li>▪ Supervisors/Managers have no knowledge or awareness of <i>Workers Compensation Act</i>, OH&amp;S Regulations, or other applicable legislation</li> </ul>		<ul style="list-style-type: none"> <li>▪ Supervisors are aware of the need to provide a safe workplace but cannot identify the legislation requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supervisors/Managers can identify legislated requirements but have limited access to resources</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supervisors and Managers have access to resources and know how to access them</li> <li>▪ Workers have access to, and know how to access appropriate resources</li> </ul>				



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	0	1	2	3	4	5	
<b>PROGRAM AND PROCEDURES</b>	<b>Exists and is complete</b>						<b>6</b>
<b>Safety Instructions for hazardous tasks (Documentation)</b>	<ul style="list-style-type: none"> <li>▪ No written instructions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written instructions for some hazardous tasks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written instructions are available for all hazardous tasks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Written instructions available at all workplaces</li> <li>▪ Management ensures that employees follow the instructions</li> <li>▪ The instructions are regularly updated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Possible emergencies are identified</li> <li>▪ Workers are trained in the procedures</li> <li>▪ Effectiveness of the procedures is tested and any deficiencies are corrected</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid assessment completed for each workplace</li> <li>▪ First Aid attendants and supplies in place as required</li> <li>▪ Employees are aware of how to contact first aid attendant</li> </ul>	
<b>Emergency procedures developed and workers trained (Documentation and interview workers)</b>	<ul style="list-style-type: none"> <li>▪ No emergency procedures developed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Procedures developed but not for all situations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Procedures developed, but effectiveness is not tested</li> </ul>				
<b>First Aid Services are provided as required by Regulation (Documentation and interview workers)</b>	<ul style="list-style-type: none"> <li>▪ No first aid services available</li> <li>▪ Not aware of minimum first aid requirements that must be provided.</li> </ul>	<ul style="list-style-type: none"> <li>▪ First Aid services are available but inadequate</li> </ul>	<ul style="list-style-type: none"> <li>▪ First aid services are available but staff do not know how to contact first aid attendant</li> </ul>				



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<b>TRAINING, EDUCATION AND CERTIFICATION</b>							
Workers receive training and education in job-specific hazards, work procedures and practices (Documentation and Interview workers)	<ul style="list-style-type: none"> <li>▪ No training or education provided to workers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Some training and education is provided but not to everyone who needs it, and is not current</li> </ul>	<ul style="list-style-type: none"> <li>▪ Some training and education has been provided to everyone who needs it, but is not current</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is a tracking system in place to ensure workers receive training and education to do their job safely.</li> <li>▪ Workers are corrected if not following established procedures</li> <li>▪ Supervisors can identify how they ensure workers are qualified to perform their duties</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is a tracking system in place to ensure workers receive training and education to do their job safely.</li> <li>▪ Workers are corrected if not following established procedures</li> <li>▪ Supervisors can identify how they ensure workers are qualified to perform their duties</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is a tracking system in place to ensure workers receive training and education to do their job safely.</li> <li>▪ Workers are corrected if not following established procedures</li> <li>▪ Supervisors can identify how they ensure workers are qualified to perform their duties</li> </ul>	6
Orientation is provided to new workers and contractors, covering issues such as emergency procedures and general safety hazards, and designation of Prime Contractor Status (if appropriate) (Documentation)	<ul style="list-style-type: none"> <li>▪ No orientation procedure in place</li> <li>▪ No designation of Prime Contractor in documents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Orientation procedure is available for workers but is lacking key elements</li> <li>▪ No orientation is available for contractors or visitors</li> <li>▪ No designation of Prime Contractor in documents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Orientation procedure is available for workers but not provided within their first week of work</li> <li>▪ Prime Contractors are identified in contract language but hazards are not identified</li> <li>▪ Emergency procedures are posted for visitors but not pointed out to them</li> </ul>	<ul style="list-style-type: none"> <li>▪ Orientation procedure is available for workers but not provided within their first week of work</li> <li>▪ Prime Contractors are identified in contract language but hazards are not identified</li> <li>▪ Emergency procedures are posted for visitors but not pointed out to them</li> </ul>	<ul style="list-style-type: none"> <li>▪ Orientation is provided to new employees within one week of starting work; tracking system in place to ensure this occurs</li> <li>▪ Contractors receive information on known or foreseeable hazards</li> <li>▪ Prime Contractors are always designated in writing</li> <li>▪ Visitors are made aware of emergency procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Orientation is provided to new employees within one week of starting work; tracking system in place to ensure this occurs</li> <li>▪ Contractors receive information on known or foreseeable hazards</li> <li>▪ Prime Contractors are always designated in writing</li> <li>▪ Visitors are made aware of emergency procedures</li> </ul>	6
Workers have appropriate certifications for their jobs (Documentation)	<ul style="list-style-type: none"> <li>▪ No certification requirements are identified</li> <li>▪ Review not completed to see if certifications are required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certification requirements are identified for some positions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certification requirements are identified for all applicable positions but there is no verification system in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certification requirements are identified</li> <li>▪ Tracking system is in place to ensure certification is up to date as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certification requirements are identified</li> <li>▪ Tracking system is in place to ensure certification is up to date as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Certification requirements are identified</li> <li>▪ Tracking system is in place to ensure certification is up to date as required</li> </ul>	6



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>HAZARD IDENTIFICATION, RISK ASSESSMENT, AND CONTROL</b>							
Hazards to which workers or contractors could be exposed have been identified (Documentation and Interview workers)	<ul style="list-style-type: none"> <li>▪ Hazards have not been identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hazards are identified but risk assessments not completed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hazards are identified</li> <li>▪ Risk Assessments completed</li> <li>▪ Workers are not aware of hazards or assessments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Process is in place to analyze job, equipment and conditions for hazards</li> <li>▪ Risk assessments completed for identified hazards</li> <li>▪ Control procedures established following the hierarchy of controls</li> <li>▪ Workers are aware of the hazards, risks, and controls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>▪ Process is in place to analyze job, equipment and conditions for hazards</li> <li>▪ Risk assessments completed for identified hazards</li> <li>▪ Control procedures established following the hierarchy of controls</li> <li>▪ Workers are aware of the hazards, risks, and controls</li> </ul>	
Controls to hazards have been implemented (Documentation and Interview Workers)	<ul style="list-style-type: none"> <li>▪ Hazards not identified so no controls are in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hazards are identified but no controls in place</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>▪ Controls to hazards have been implemented in a timely manner</li> <li>▪ Workers are aware of the hazards and follow established controls where required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hazards are identified, risk assessments completed, controls established but not yet implemented</li> </ul>	<ul style="list-style-type: none"> <li>▪ Controls to hazards have been implemented in a timely manner</li> <li>▪ Workers are aware of the hazards and follow established controls where required</li> </ul>	
Personal Protective Equipment provided to workers as required (Interview workers and supervisors)	<ul style="list-style-type: none"> <li>▪ PPE needs not identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ PPE needs identified but PPE not always provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ PPE needs identified but workers are not aware of what is required</li> </ul>	<ul style="list-style-type: none"> <li>▪ PPE needs identified</li> <li>▪ PPE requirements communicated to workers</li> <li>▪ Supervisors enforce the need to use PPE</li> </ul>	<ul style="list-style-type: none"> <li>▪ PPE needs identified but workers are not aware of what is required</li> </ul>	<ul style="list-style-type: none"> <li>▪ PPE needs identified</li> <li>▪ PPE requirements communicated to workers</li> <li>▪ Supervisors enforce the need to use PPE</li> </ul>	



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>INSPECTIONS</b>	<b>Exists and is complete</b>						<b>6</b>
There is an inspection program in place (Documentation)	<ul style="list-style-type: none"> <li>There is no program in place and inspections are not being conducted</li> </ul>	<ul style="list-style-type: none"> <li>There is no written inspection program but some inspections are being done on an infrequent basis</li> </ul>	<ul style="list-style-type: none"> <li>There is a written inspection program but inspections are not always being done as stated in the program</li> </ul>	<ul style="list-style-type: none"> <li>There is a written inspection program that states the intent of inspections, who is to inspect, what is to be inspected, and inspection frequency</li> <li>Inspections are occurring as detailed in the written program</li> </ul>	<ul style="list-style-type: none"> <li>There is a written inspection program that states the intent of inspections, who is to inspect, what is to be inspected, and inspection frequency</li> <li>Inspections are occurring as detailed in the written program</li> </ul>	<ul style="list-style-type: none"> <li>There is a written inspection program that states the intent of inspections, who is to inspect, what is to be inspected, and inspection frequency</li> <li>Inspections are occurring as detailed in the written program</li> </ul>	
Training is provided for personnel responsible for inspections (Interview other)	<ul style="list-style-type: none"> <li>No personnel are identified for inspections</li> </ul>	<ul style="list-style-type: none"> <li>Personnel responsible for inspections are identified</li> </ul>	<ul style="list-style-type: none"> <li>Inspection personnel are sometimes trained</li> </ul>	<ul style="list-style-type: none"> <li>Inspection personnel always receive training</li> </ul>	<ul style="list-style-type: none"> <li>Inspection personnel always receive training</li> </ul>	<ul style="list-style-type: none"> <li>Inspection personnel always receive training</li> </ul>	
Unsafe or harmful conditions are corrected (Documentation and Interview supervisors)	<ul style="list-style-type: none"> <li>Harmful conditions are not identified</li> </ul>	<ul style="list-style-type: none"> <li>Harmful conditions are identified but are seldom corrected without delay</li> </ul>	<ul style="list-style-type: none"> <li>Harmful conditions are identified and are usually corrected without delay</li> </ul>	<ul style="list-style-type: none"> <li>Harmful conditions are identified and are usually corrected without delay</li> </ul>	<ul style="list-style-type: none"> <li>There is a system in place to ensure that unsafe or harmful conditions and work procedures are identified, reported, corrected and followed-up without delay</li> </ul>	<ul style="list-style-type: none"> <li>There is a system in place to ensure that unsafe or harmful conditions and work procedures are identified, reported, corrected and followed-up without delay</li> </ul>	



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Does not exist						Exists but is missing something	Exists and is complete	Score (out of 6)
	0	1	2	3	4	5			
<b>INVESTIGATION OF INCIDENTS/ACCIDENTS</b> Incidents and accidents are investigated promptly (Documentation)	<ul style="list-style-type: none"> <li>▪ Incidents and accidents are not investigated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Incidents and accidents are usually investigated</li> <li>▪ Investigations don't often point to root causes</li> <li>▪ WorkSafeBC is not notified of reportable incidents in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>▪ Incidents and accidents are investigated and WorkSafeBC is notified in a timely manner</li> <li>▪ Investigations sometimes find root causes</li> <li>▪ Recommendations to prevent recurrence are not made or not followed up on in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is a written investigation program which is followed</li> <li>▪ Incidents are investigated, WorkSafeBC is notified</li> <li>▪ Recommendations to prevent recurrence are made, responsibility is assigned, and recommendations are followed up on promptly</li> </ul>					
<b>Staff conducting investigations are trained in investigation techniques and procedures (Documentation)</b>	<ul style="list-style-type: none"> <li>▪ No personnel are identified for investigations as they do not occur</li> </ul>	<ul style="list-style-type: none"> <li>▪ Personnel responsible for investigations are identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ Investigation personnel are sometimes trained</li> </ul>	<ul style="list-style-type: none"> <li>▪ Investigation personnel always receive training</li> </ul>					



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>PROGRAM ADMINISTRATION</b>							
<b>Records and statistics of incidents/accidents are maintained (Documentation and interview supervisors and workers)</b>	<ul style="list-style-type: none"> <li>▪ No records are maintained</li> </ul>	<ul style="list-style-type: none"> <li>▪ Records and statistics are maintained for some incidents or accidents</li> </ul>	<ul style="list-style-type: none"> <li>▪ Records and statistics are maintained for all incidents or accidents</li> <li>▪ The statistics are not used to analyze trends</li> </ul>	<ul style="list-style-type: none"> <li>▪ Records and statistics are maintained</li> <li>▪ Incident/Accident trends are analyzed at least once a year to determine program deficiencies</li> <li>▪ Trends are communicated to staff as a means to improve knowledge and safety culture</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Owner/ Manager regularly communicates safety items with staff</li> </ul>		
<b>Staff are aware of the health and safety program (Interview supervisors and workers)</b>	<ul style="list-style-type: none"> <li>▪ Staff have no knowledge of any aspect of the program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff have some knowledge of the health and safety program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Most staff are aware of the health and safety program</li> </ul>				



# LOCAL GOVERNMENT CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS

	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>INTEGRATION OF HEALTH AND SAFETY MANAGEMENT SYSTEMS (if Prime Contractor)</b> If acting as the Prime Contractor, the employer takes responsibility for leading the health and safety plan development (Documentation and interview Other)	<b>Does not exist</b> 0 Prime Contractor takes no responsibility for the safety of adjacent work sites	<b>Exists but is missing something</b> 1 Prime Contractor keeps an eye on adjacent work sites	2 Prime Contractor has a plan to ensure worksite health and safety but does not communicate with other affected employers	3 Prime Contractor has a plan to ensure worksite health and safety which was developed in conjunction with other employers	4 Prime Contractor regularly meets with designated staff on adjacent work sites	5 Prime Contractor regularly meets with designated staff on adjacent work sites	6 Prime Contractor regularly meets with designated staff on adjacent work sites

	Exists but is missing something						Score (out of 6)
	0	1	2	3	4	5	
<b>ACTION PLAN (IF RECERTIFICATION AUDIT)</b> An Action Plan has been developed for identified deficiencies from last Audit (Documentation)	<b>Does not exist</b> 0 No action plan in place	<b>Exists but is missing something</b> 1 Action plan developed but does not address all deficiencies identified in previous audit	2 Action plan developed but there are no clear timelines for completion or responsibility assigned	3 Action plan developed which contains clear timelines for completion and has identified who is responsible for implementing required changes	4 Action plan developed which contains clear timelines for completion and has identified who is responsible for implementing required changes	5 Action plan developed which contains clear timelines for completion and has identified who is responsible for implementing required changes	6 Action plan developed which contains clear timelines for completion and has identified who is responsible for implementing required changes



**LOCAL GOVERNMENT  
CERTIFICATE OF RECOGNITION PROGRAM FOR SMALL EMPLOYERS**

**Small Employer Audit Score Sheet**

Company: \_\_\_\_\_ Date of Audit: \_\_\_\_\_

Element #	Element Name	Possible Score	Actual Score	% for Element
1	Management/Owner Commitment	12		
2	Program and Procedures	18		
3	Training, Education and Certification	18		
4	Hazard Identification, Risk Assessment, and Control	18		
5	Inspections	18		
6	Investigation of incidents/Accidents	12		
7	Program Administration	12		
8	Integration of Health and Safety Management System (If Prime Contractor)	6		
<b>***</b>	<b>Total</b>	<b>114</b>		<b>**</b>
	Action Plan (Only if Re-Certification Audit)	6		<b>**</b>

**Minimum Standard = 80% overall score and 50% each section**

Reviewed: \_\_\_\_\_

Senior Manager signature \_\_\_\_\_

Actual Score \_\_\_\_\_ x 100 = \_\_\_\_\_ %

Possible Score \_\_\_\_\_

Auditor signature \_\_\_\_\_

Standard Achieved: **YES** \_\_\_\_\_ **NO** \_\_\_\_\_

Goal for Next Audit: \_\_\_\_\_ Percentage

**The goal for the next audit must be set by the senior manager.**

**Organization registers for COR by completing Application form**

- At least one person completes the SMS course online
- NAO's pay fee

**Auditor selected (External or Certified Internal)**

- Auditor submits Notice of External Audit
- Notice submitted at least two weeks prior to start of audit
- BCMSA admin issues Audit key

**Audit Commences**

- 45 days to complete the on-site audit activities
- Informal close-out meeting last day on-site
- Last day on-site is the Certification date, if successful
- 30 days after last on-site day to complete the report

**Audit submitted to BCMSA for review**

- BCMSA reviews within 2 weeks, auditor makes any changes required

**Auditor holds final close-out meeting with Organization**

- Delivers final Report
- Organization submits Action Plan within 30 days of final meeting



2.10	<p><b>Have site-specific emergency response procedures - that address health and safety emergencies for staff - been developed? (all departments)</b> Procedures need to be site-specific and address: possible emergencies; individual responsibilities; evacuation and rescue procedures; emergency contacts; communication; and transportation of an injured worker. Potential emergencies include: Fire, earthquake, highway accident emergency (if nearby), chemical release or spill, bomb threat, robbery.</p> <p>Points are awarded based on the percentage of procedures developed when compared to the number that should be in place. If procedures are developed but do not include all the above information, award 0.</p>								
2.12	<p><b>Have responsibilities been assigned to staff in the event of a health and safety emergency? (all departments)</b> Examples of these roles are first aid attendants, floor wardens for evacuation, or those responsible to contact external resources. If staff have been assigned responsibilities, award 100%. If not, award 0.</p>								
2.14	<p><b>Have the emergency response plans/evacuation procedures been tested for deficiencies and corrective action taken?(all departments)</b> Review records of an evacuation drills or other tests of emergency procedures, one per department. Ensure that any deficiencies have been noted and corrective action taken. Drills must be held at all permanent sites at least every 12 months, and records kept. If there is documentation of an actual emergency at a site in which the emergency response procedures were used, a drill is not necessary at that particular site. Points are awarded based on the percentage of positive findings.</p>								
2.15	<p><b>Is there a written first aid program? (corporate)</b> There should be documentation which directs first aid services, supplies and equipment to be provided, and procedures for rendering and reporting first aid. If there is a written program containing all of these items, 100% is awarded. Deduct 25% for each aspect not included.</p>								
2.16	<p><b>Has a first aid assessment been completed for each workplace? (all departments)</b> A first aid assessment must be completed or reviewed at least annually, for each permanent worksite, including fire halls, and for specific work processes (i.e., utilities construction sites).</p> <p>Note: the auditor is not to determine if the assessment reaches the appropriate conclusion, just that it has been completed. If the organization has completed or reviewed first aid assessments for each permanent worksite and any specific work processes within the last 12 months, award 100%. If not, award 0%.</p>								
2.17	<p><b>Are there adequate first aid attendants, supplies and facilities? (all departments)</b> Determine through a review of the first aid assessment if the organization has the correct number and level of first aid attendants at various worksites. If first aid and attendant requirements are met, award 100% for that department. If not, award 0%.</p>								

3.1	<p><b>Have processes been developed for identifying hazards and assessing risks? (corporate)</b> The documentation must include a form that is used to identify the hazards and assess the risks, as well as written procedures (instructions) on how to carry out the process.</p> <p>Note: Auditors are not looking for completed hazard identification forms, just ensuring that the framework has been established. If there is documented evidence of a hazard identification and risk assessment process, award 100%. If not, award 0%.</p>				
3.3	<p><b>Are hazards documented and communicated to workers as they become identified during operations? (all departments)</b> Review minutes of safety meetings, supervisor notes, bulletin boards, internal websites, etc. If documentation proves that hazards are communicated to workers as they become identified, award 100%. If not, award 0.</p>				
3.4	<p><b>Are controls developed for identified hazards and are they implemented? (all departments)</b> Look for a risk assessment from each department. Risk assessments must have been created or reviewed within the past twelve months on any of the procedures listed in 2.4. Review hazards identified through the formal process. In some cases, the organization may have sufficient controls already in place, so there won't be a risk assessment done in the past 12 months. However, there should be a process in place to review the assessments periodically to ensure the controls are still sufficient. Provide examples of at least one control identified from each department. Percentage is awarded for each completed risk assessment which has controls identified.</p>				
3.9	<p><b>Are fit tests performed annually? (all departments)</b> Review ten fit test records from across all departments who would need respirators to ensure fit tests have been completed within the past 12 months. Score based on the percent of positive findings, by department.</p>				
3.11	<p><b>Is there a system for workers to report unsafe/unhealthy conditions or practices? (corporate)</b> Review documentation outlining a hazard reporting process. If there is a documented hazard reporting process, award 100%. If not, award 0%</p>				
3.12	<p><b>Is there a preventative maintenance program in place for equipment and machinery? (corporate)</b> The program must include an inventory of equipment, vehicles and tools requiring regular inspection and maintenance, and schedules for their routine maintenance. If there is a program as defined above, award 100%. If there is a program but no schedule, award 50%. If neither, award 0.</p>				
3.13	<p><b>Is there evidence that the preventative maintenance program is being followed? (all departments)</b> In order to demonstrate the PM program is followed, maintenance records must be kept and be consistent with the schedules found when answering question 3.12. Points are awarded based on the percentage of positive findings.</p>				

4.1	<p><b>Has the organization determined what qualifications are required for different jobs? (all departments)</b> Review documentation (1 per department) to determine if qualifications have been established relative to health and safety. The information could be in any of the following: hazard assessments, training needs assessments, job descriptions, job advertisements or similar documents. Look for an indication of required certifications or licenses as well as training. This documentation may be stored corporately, but score it for the appropriate department. If there is evidence that qualifications have been established by the organization, award 100%. If not, award 0%</p>									
4.3	<p><b>Does the organization have a method of tracking education and training? (corporate)</b> Review training and education records. Documentation may be in electronic or written format, in simple format (class sign-in sheets, sorted by course), or complex (computerized data management programs). If there is a tracking system, award 100%. If not, award 0.</p>									
4.4	<p><b>Is training being conducted with workers on an on-going and as-required basis? (all departments)</b> Review training records to determine if the organization has identified worker training needs for high hazard tasks (see 2.4) and that those needs are being met. Training can take place in a classroom setting, in crew meetings, or on-the-job site. Points are awarded based on the percentage of positive findings.</p>									
4.5	<p><b>Is there a method within the organization to ensure that workers certifications are valid and up to date? (Corporate)</b> Review documentation to confirm that a person (manager/supervisor) in the organization is responsible for ensuring any required certification is valid and up-to-date. Examples: appropriate drivers license, First Aid, Crane Operator, Forklift Operator, TDG, TCP. If someone has been assigned the responsibility, either corporately or within the departments, award 100%. If not, award 0%.</p>									
4.6	<p><b>Are regular pre-job/pre-planning meetings held to discuss high risk safety and are they documented? (all departments)</b> Review minutes of on-the-job tailgate or pre-planning meetings where safety on the jobsite is discussed. Points are awarded based on the percent of positive findings when compared to the number of documents reviewed. If a department does not have high risk safety issues, mark N/A.</p>									

4.7	<p>Does the employer have a formal orientation program, including the requirement that an orientation be provided to all new or newly-transferred employees, as well as those returning after a lengthy absence? (all department) The orientation must contain the following general safety information at a minimum:</p> <ul style="list-style-type: none"> <li>- Corporate Safety Policy</li> <li>- Supervisor contact</li> <li>- general safety rules</li> <li>- Possible hazards, including robbery, assault, confrontation or other Violence in the workplace</li> <li>- Working alone or in Isolation</li> <li>- PPE</li> <li>- how to contact first aid</li> <li>- location of first aid facilities</li> <li>- emergency procedures</li> <li>- right to refuse unsafe work</li> <li>- how to report injuries and incidents</li> <li>- Instruction and demonstration of work tasks</li> <li>- WHMIS/WHMIS 2015</li> <li>- Joint Occupational Health &amp; Safety Committee</li> </ul> <p>Review documentation to see if there is an orientation program containing these items.</p> <p>If the orientation program contains all of these items, and a requirement that it be provided to all new or newly-transferred employees, as well as those returning after a lengthy absence, score 100%. If the program does not have all these elements, score 0. If the program has all the elements but no written requirement to provide to all new, newly transferred or newly returning employees, score 50%. This is an all or nothing question, less than full marks will produce no score.</p>								
4.8	<p>Is the Orientation provided in a timely manner? (corporate) If there is an orientation program containing all the items in 4.7 documentation, points are awarded based on when it is provided to employees. Auditors are to ask the organization for a list of all new or newly transferred employees within the past 12 months. Choose 10 from various departments, review orientation records.</p>								
4.9	<p>Is there an orientation checklist form that provides an area for signatures of the person giving, and the person receiving, the orientation? (corporate) Review documentation. The documentation may be circulated electronically; if there is an electronic trail to ensure all parties had access and accepted it, award points. Note to auditors: This review is to determine if there is a checklist, not to assess the contents. If there is a checklist that can be acknowledged by signature or electronically, award 100%. If not, award 0.</p>								

4.10	<p><b>Is health and safety information given to contractors (Prime and day-contractors) before they begin working for the organization? (corporate)</b>  Review RFP process, contracts or other information provided to contractors. Look for information on known or foreseeable hazards and safety rules which apply to the work the contractors are doing. Review at least four records. Points are awarded based on the percentage of positive findings.</p>							
4.11	<p><b>Is there a process in place to identify Prime Contractors in multi-employer work sites? (corporate)</b> Review documentation to determine if there is a process in place to identify Prime Contractors. Note: the process could include a statement that the organization will always maintain Owner Responsibilities and never designate a Prime. If there is a process in place, award 100%. If not, award 0.</p>							
4.12	<p><b>If there should be a Contractor Coordination process in place, and there is a process, is it followed? (corporate)</b> Review one contract to ensure the Prime Contractor is designated. If there should be a process to identify Prime Contractor and there isn't, award 0. If there is a process and it includes identifying the Prime Contractor, award 100%.</p>							
4.14	<p><b>Does the organization have a written requirement to provide an orientation to visitors? (corporate)</b> Customers and clients are excluded from the definition of "visitor" if they are restricted to those areas that are customarily used to conduct City business. For example: delivery personnel, attendees at Council or other meetings, taxpayers at the finance counter (among others) are excluded. Visitors that are entering working areas other than normal business areas, such as construction sites, should receive an orientation that identifies, at a minimum:</p> <ul style="list-style-type: none"> <li>- Hazards or site specific safety procedures</li> <li>- control measures or restricted areas</li> <li>- procedures in the event of an emergency</li> <li>- required PPE, provided by the visitor or by the organization</li> </ul> <p>Review documentation to see if there is a visitor orientation containing these items. Provide 25% for each aspect found.</p>							
5.1	<p><b>Does the organization have a Workplace Inspections program? (corporate)</b>  The written instruction should identify the intent of inspections, and who should inspect, including a member of the Joint Occupational Health &amp; Safety Committee.  If there is written instruction identifying the intent of inspections, and who should inspect, including a member of the Joint Occupational Health and Safety Committee, award 100%. Deduct 33% for each aspect missing.</p>							

5.2	<p><b>Does the inspection program outline what is to be inspected and the inspection frequency? (corporate)</b> An inspection schedule should be developed for all facilities where the employer has workers. You are not assessing if the frequency of inspections is correct, just that the schedule has been developed.</p> <p>If the inspection schedule has been developed and includes all facilities, award 100%. If not, award 0.</p>					
5.4	<p><b>Are inspections being carried out as defined in the program? (all departments)</b> Compare documented inspections to the inspection program requirements.</p> <p>Points are awarded based on the percentage of positive findings.</p>					
5.5	<p><b>Are inspection checklists or forms for workplace inspections being used? (all department)</b> There should be a pre-printed checklist that is used consistently, or at the very least, a form for use during inspections which identifies hazard levels and assigns responsibility for corrective action.</p> <p>Scoring: Checklist used that identifies hazard levels and assigns responsibility: score 100%. Checklist used that doesn't have all aspects: reduce by 33% for aspect missing. No checklist used: score 0.</p>					
5.6	<p><b>Is there a process in place to ensure that someone is assigned responsibility to correct any deficiencies found during inspections? (all departments)</b></p> <p>Review documentation to determine if deficiencies found during inspections are brought to the attention of the people or departments who would be responsible for the correction of deficiencies.</p> <p>Evidence may be found on the actual inspection forms, or in memos or other proof of communication to those responsible for correcting deficiencies. If there is documented evidence, award 100% for the individual department. If not, award 0.</p>					
5.7	<p><b>Is there a system to ensure that any deficiencies are corrected in a timely manner? (all departments)</b> Review several consecutive checklists or inspection reports within each department.</p> <p>If a hazard rating system for prioritizing hazards is in use, and if identified hazards are rectified before the subsequent inspection, award 100% for that department. If not, award the percentage of positive findings. Auditors should go back as many months as necessary to ensure hazards are rectified, starting with high hazards. If there have been no high hazards, look for moderate hazards.</p>					
6.1	<p><b>Is there a written policy or procedure for investigation of hazards, accidents and near-miss incidents? (corporate)</b> This document may be in a formal written safety program document, or as a stand-alone document. If it exists, award 100%. If not, award 0.</p>					

6.2	<p><b>Does the written policy or procedure clearly direct what types of incidents are to be reported to WorkSafeBC? (corporate) Incidents which must be reported include:</b></p> <ul style="list-style-type: none"> <li>- Any incident that kills or seriously injures a worker</li> <li>- A major leak or release of a toxic substance</li> <li>- A major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary support system or excavation</li> <li>- Any incident requiring medical aid or time loss from work; these must be reported within 3 days and include: <ul style="list-style-type: none"> <li>- work-related injuries</li> <li>- every disabling occupational disease, or claim for occupational disease or allegation of an occupational disease</li> </ul> </li> </ul> <p>If the written instruction includes all of these, award 100%. Deduct 20% for each aspect missing.</p>				
6.3	<p><b>Is the policy or procedure being followed? (all departments) Review ten reportable workplace injury claims from the past year to determine if the incidents were reported to WorkSafeBC within the 3 business days. If the organization has not had ten reportable incidents, review however many there have been in the past year.</b></p> <p>Points are awarded based on the percentage of incidents that were reported as required, in the department in which the incident occurred. (In some cases this documentation may be filed corporately; score in the department in which the injury occurred)</p>				
6.6	<p><b>Are appropriate staff involved in investigations, and have they received training in investigation procedures, and in the organizations policy/procedure for investigations? (corporate) Review the incidents identified for question 6.3, assess whether appropriate employees are participating in the investigation. The investigation should be done by persons knowledgeable in the work, and should include an employer and a worker representative.</b></p> <p>Points are awarded based on the percentage of positive findings.</p>				
6.8	<p><b>Are recommendations for prevention or remedial action assigned and are the recommendations implemented? (all departments) Review the incidents identified in question 6.3, determine if recommendation for prevention or remedial action is assigned.</b></p> <p>Points are awarded based on the percentage of positive findings.</p>				
6.10	<p><b>Are investigation reports reviewed by management? (all departments) An indication that management is reviewing investigations may be evidenced by signatures on the investigation reports or by minutes of meetings where incidents are reviewed.</b></p> <p>Points are awarded based on the percentage of positive findings.</p>				



7.7	<p><b>Are annual statistics analyzed and needs or trends identified? (Corporate)</b>  <i>Look for evidence in minutes of Safety Meetings, posted on bulletin boards or communicated in some other fashion.</i>  <i>If there is evidence that an analysis takes place, award 100%. If not, award 0.</i></p>									
8.1	<p><b>Has a Joint Health and Safety Committee been established? (Corporate)</b>  <i>Determine through documentation if there is a Joint Health and Committee with either equal representation from workers and management, or at the very least, no more management representatives than worker representatives, and that the JOHSC has been in place for at least one year. Further, if the organization has a Fire Department, determine if there is a separate committee for the Fire Department.</i>  <i>If the organization has a fire department and has at least one JOHSC for the organization and one for the fire department (minimum 2 committees), 100% is awarded. If the organization does not have a separate JOHSC for the fire department, 70% is awarded. If the organization does not have a fire department and has at least one JOHSC, 100% is awarded.</i></p>									
8.2	<p><b>Is the function of the Joint H&amp;S Committee clearly defined in the Health and Safety Management System? (Corporate)</b> <i>Review safetymanagement system documentation, the function may be listed there or in a Terms of Reference document.</i>  <i>If the function is clearly defined, award 100%. If not, award 0.</i></p>									
8.3	<p><b>Are members of the Joint H&amp;S Committee actively involved in health and safety program activities? (Corporate)</b> <i>Review minutes of the Joint OH&amp;S Committee meetings to see if the Committee is actively included in safety activities as noted in the Terms of Reference for that Committee.</i>  <i>If the minutes indicate active involvement, award 100%. If not, award 0.</i></p>									
8.4	<p><b>If the Joint H&amp;S Committee has made recommendations for improvement, have they been acted upon? (Corporate)</b> <i>Recommendations may have come directly from the Committee, or the Committee may have adopted recommendations from another source such as the Safety Advisor/Manager. If the Committee makes a formal recommendation, it must receive a written response from Management.</i>  <i>If there is documented evidence that the JOHSC has made recommendations (formal or informal) and they have been acted upon, award 100%. If they have made recommendations that haven't been acted upon, award 50%. If they haven't made any recommendations, award 0.</i></p>									

8.7	<p>Have committee members been offered and/or received any training in how to carry out their duties, within the past year? (Corporate) Committee members should be knowledgeable in the committee responsibilities they carry out. Review training records to see how many members have been offered and/or received any safety training in courses which would apply to their role on the safety committee Points are awarded based on the percent of positive findings.</p>								
8.8	<p>Are committee members performing or reviewing and incident/accident investigations and workplace inspections? (corporate) Committee members should be conducting or reviewing workplace inspections, and should be conducting or reviewing incident and accident investigations. Review documentation. If members are fulfilling these responsibilities, award 100%. Deduct 50% for whichever aspect they are not fulfilling.</p>								
9.1.1	<p>Is there a written policy or statement regarding the Stay at Work/Return to Work Program? (corporate) Review policy or letter of intent. If there is a policy or letter of intent 100%. Note: Some employers may include their SAW/RTW policy as part of their overall Safety Management Policy or as a component of an Attendance or Disability Management Program.</p>								
9.1.2	<p>Does the statement or policy set the values and philosophy within which the program will operate? (corporate) Review the policy statement to see if values and philosophy are explained. Award 100% if both values and philosophy are present.</p>								
9.1.3	<p>Is there a written Stay at Work/Return to work policy that is signed or otherwise endorsed by the current CAO, City Manager or Mayor? (corporate) Review the policy, email verification, minutes from a meeting or a posting on the intranet to determine if it is signed/endorsed by current Management. If it is signed or otherwise endorsed, award 100%</p>								
9.1.4	<p>Is there a written Stay at Work/Return to Work program? (Corporate) Look for a document describing all elements of the organization's Stay at Work/Return to Work Program. At a minimum, it should include statements about Management and Leadership, Education and Training, Communication and the Stay at Work/Return to Work process. Points are awarded based on the number of elements present (25% for each)</p>								
9.1.5	<p>Is someone assigned the responsibility of overseeing the SAW/RTW Program? (corporate) Review written program to determine if program coordination duties have been assigned. If duties have been assigned to someone, award 100%</p>								



9.3.3	<p><b>Are early intervention attempts made, based on the severity of the injury? (corporate)</b> Review documentation from five RTW plans to determine if early intervention has occurred, taking into consideration the severity of the injury. For instance, with a strain or sprain, is the Occupational Fitness Assessment form provided at the time of reporting?</p> <p>If early intervention occurs, award 100% Deduct 20% for each RTW plan not showing early intervention occurred.</p>								
9.3.4	<p><b>Is there evidence that the continuum of care protocol is followed? (corporate)</b> Review documentation from five RTW plans to determine where most employees are placed, taking into consideration the severity of the injury. Determine if they are placed into alternate positions based upon the continuum of care model.</p> <p>Award 100% if the continuum of care is followed in all cases, deduct 20% for each plan not following the continuum of care.</p>								
9.3.5	<p><b>Are return to work duties transitional? (Corporate)</b> Review documentation from five RTW plans outlining the SAW/RTW process to determine if work is transitional in nature.</p> <p>Award 100% if transitional return to work programs are established, deduct 20% for each RTW plan where transitional return to work programs are not established (if appropriate)</p>								
9.3.6	<p><b>Are end dates established for all transitional work assignments? (corporate)</b> Review documentation from five RTW plans to see if end dates are clearly defined. If end dates are clearly defined, award 100%. Deduct 20% for each plan with no end date defined.</p>								
9.3.9	<p><b>Is Stay at Work/Return to Work program available to all employees? (all departments)</b> Review accident records and SAW/RTW records to see if all employees have been given the opportunity to participate in the SAW/RTW program.</p> <p>Award a percentage of points based on positive findings.</p>								
9.4.1	<p><b>Have SAW/RTW Policies and procedures been effectively communicated to all workers, supervisors and managers? (all departments)</b> Review documentation (training records, shop safety meeting minutes, safety committee minutes) to determine if policies and procedures have been communicated to all employees. Communication must also include steps in the program.</p> <p>The following methods of communication may be identified:</p> <ul style="list-style-type: none"> <li>- Staff meetings, one-on-one discussions, tool box meetings</li> <li>- Newsletters</li> <li>- Bulletin Boards</li> <li>- Memos</li> <li>- Intranet/websites</li> </ul> <p>If there is documented proof of communication to all employees, award 100%. If any department or group of employees have not received appropriate communication, award 0 in that department..</p>								

9.4.2	<p><b>Is information on the SAW/RTW program provided in the employee orientation package? (corporate)</b> Review orientation records to see if all employees have been provided the information. Award 100% if the SAW/RTW information is in the orientation package.</p>								
9.4.3	<p><b>Are regular updates provided to employees on new information or progress, as appropriate? (corporate)</b> Review meeting minutes to determine if new information related to SAW/RTW programs is communicated to employees if there is documented evidence that updated information is provided to employees, award 100%.</p>								
9.4.5	<p><b>Does the SAW/RTW package include (corporate):</b>  <i>letter to the employee outlining the "SAW/RTW" program, and defining the expectations of the employee, identifying key contact names and numbers.  A letter to the workers physician, introducing the program, identifying what work is available, providing contact names and numbers and informing the physician that the worker will be reimbursed for any costs related to completing the form  Functional capacity analysis form  Review the current SAW/RTW package.  Award a percentage of points based on how many of the above elements are present.</i></p>	A							



**CERTIFICATE OF RECOGNITION  
(COR) TOOLKIT:  
An employer guide to COR certification.**

Original: March 2015

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

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# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

## INTRODUCTION

The purpose of this document is to help employers understand the Certificate of Recognition (COR) process. Included is an overview of what is needed to succeed, detailed explanations of the audit tool's questions and practical examples of forms, policies and procedures that organizations can use or modify based on their specific needs. By following this manual, organizations can expect to improve their safety performance and reduce costs.

Common themes running through this manual include the importance of:

- a formal Safety Management System (SMS), as opposed to a random collection of safety activities
- open communication across all levels of an organization
- effective, fair, documented supervision that does not overwhelm a supervisor with paperwork
- an effective safety culture that helps all employees buy into the SMS
- promoting safety as an integral part of the business for all employees, rather than “something only a safety person does”.

The manual is divided into three main sections. First is the introduction, which summarizes setting up an SMS. The second section provides detailed explanations of each of the elements of the COR process and tips and resources to help interpret the audit tool; this section also includes various forms and templates that employers can use or modify. The third section is the conclusion.

COR consists of nine elements, eight elements pertain to the Occupational Health & Safety (OHS) audit, and one element deals with the Injury Management/Return to Work (IM/RTW) audit. IM/RTW COR is currently not available to new certifications at this time.

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Each of these sections contains:

- an overview of the element and its importance in ensuring a safe and healthy workplace
- relevant links to the OHS Regulation or the *Workers' Compensation Act*
- a list of questions from the audit tool for each element with a clear description of what an auditor looks for in each question
- a list of any relevant documentation required, as well as sample resources, such as policies, checklists, forms, etc.
- best practices from leading employers on effective and practical approaches to safety, focusing on the approaches auditors look for when on site

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Overview of the COR Program

The COR Program is a voluntary incentive program for employers in BC. Employers enrolled in the COR Program develop management systems in OHS and IM/RTW. By implementing these systems and verifying them through audits, employers can earn incentives of up to 15 per cent of their WorkSafeBC assessments, calculated from the base rate in their industry.

The COR program consists of two elements:

1. the Occupational Health and Safety Certificate of Recognition (OHS COR)
2. the Injury Management/Return-to-Work Certificate of Recognition (IM/RTW COR), which may be earned at the same time as the OHS COR, or subsequently. As noted previously, IM/RTW COR is currently not available.

The OHS COR recognizes that an employer has implemented an OHS management system that exceeds regulatory requirements, and ensures that there are comprehensive management systems in place to provide a safe work environment. This is the foundation of the COR Program.

The IM/RTW COR is awarded to employers who have built injury management/return-to-work programs into their health and safety management systems. Return-to-work programs are a proactive way for employers to help injured workers stay at work or return to productive and safe employment as soon as physically possible. These programs are based on the fact that many injured workers can safely perform productive work during the process of recovery. Returning to work is part of the workers' therapy and recovery, and workers who participate in a return-to-work program have better long-term health outcomes than those who don't.

When the organization believes it is ready to proceed with the certification audit, it selects an external auditor. Auditors are experienced in the industry and in safety culture. Through the on-site audit process they develop a comprehensive picture of the situation and can provide meaningful recommendations to help a company improve further. The auditor measures the entire company's performance using the BCMSA audit tool. For any topic that does not meet the standard, the auditor writes a clear recommendation to the organization to help meet the requirements. If the organization achieves 80 per cent, overall, and 50 per cent in each element

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

of the audit, it is awarded COR certification. If the company is not successful the first time, it can use the auditor's recommendations to improve its system and try again until it is successful.

On the first and second anniversaries of certification, the organization performs a maintenance audit using the same audit tool. This audit can be performed by either a certified internal or external auditor. In the third year after certification, an external auditor is again selected to perform a full external audit. This audit cycle repeats in subsequent years. A key thing to remember is that there is a full audit every calendar year.

### Benefits of COR certification

There are three main reasons to seek COR certification:

1. reduced injuries and illnesses, and indirect financial benefits of the program achieved through higher productivity, lower turnover rate, and overall reduction in physical and human operating cost
2. reduced assessment payments as a result of improved safety performance and experience rating
3. annual financial incentives paid by WorkSafeBC

Financial incentives are provided to employers who achieve COR certification and who are in good standing with WorkSafeBC. Employers earning the OHS COR receive incentives of 10 percent of their WorkSafeBC assessment, calculated from the base rate. Employers earning the IM/RTW COR can receive additional incentives of five percent of their WorkSafeBC assessment, again calculated from the base rate.

Even more significant than financial incentives associated with certification, however, are the costs avoided by preventing workplace injury and illness, which in turn directly results in lower claim costs and reduced WorkSafeBC assessment premiums. A safe organization can achieve up to a 50 per cent discount on the base assessment rate, compared to a 100 per cent surcharge on the base rate assessed on a company with poor safety performance. This means a top-level safety performer would only pay one quarter the annual assessment of the worst performers. Savings of this level can be substantial.

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The successful implementation of the OHS and the IM/RTW systems also contributes to a change in business culture. When employers recognize that health and safety are just as important as other critical business factors (production, quality, etc.), a safer workplace will result. Safer workplaces lead to higher employee morale.

### **Implementation and Maintenance of a Safety Management System**

Safety management systems are no more difficult to set up and maintain than any other system, be they accounting, maintenance or human resources. This resource manual is designed to help organizations with even minimal safety experience achieve COR certification in a timely and efficient manner. Reviewing this material is an important early step in the process. BCMSA is available to help organizations, both by direct consultation and by providing training and resources. An organization can achieve success in five steps:

1. The first step is for all senior managers to make an unconditional commitment to safety. They must not only say, but actually believe, that all injuries are preventable and that excellence in safety is necessary for excellence in business. Actions must always support these beliefs.
2. The second step is for managers and supervisors to be personally involved in safety activities, such as meetings, inspections and giving feedback when observing workers. This is the main component of the safety system, but cannot occur in isolation. Safety champions frequently set up easy tools for supervisors to use for this purpose.
3. The third step involves empowering employees to have a substantial voice in safety actions. They must hold themselves and others accountable for actions and take pride in achievements. If an organization responds negatively to employee concerns, this step quickly fails.
4. Fourth, an objective evaluation of actions is needed to encourage positive behaviour and reduce the negative. These systems must be fairly and consistently applied every time. This is a key that leads to continual improvement.

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5. Finally, an effective reporting system must be established that employees can and will use. It must focus on correcting issues and weaknesses before an injury or incident occurs, while helping the organization learn from experience when something goes wrong.

### Importance of Communication

There is no single factor more important than communication in a safety management system. People within an organization could build the world's best SMS, but if management and workers never know about it, it will be useless. As with all systems, management needs to communicate expectations to workers, coach them and train them. Workers need to be engaged in the company, communicating not only when things are wrong (unsafe, unusual, unexpected or unknown) but when things are going well. The communication needs to be open and without fear of reprisal. Management needs to close the loop with workers and let them know how their issue is being handled.

The most common and effective method is simple informal talk, either one-on-one or in small groups. Signs, posters and message boards are semi-formal methods. Written policies, procedures and forms are the most formal methods of communication. Each company needs a balance of these methods and also needs to establish a system of recording communication when it happens. The manager's notebook, whether paper or electronic, is a very useful tool. Simple, short notes that a particular worker was observed doing something (right, neutral or wrong) and that subsequent feedback was given can support more formal evaluation records. For minor issues, these notes may be the only record that anything even happened. They can establish patterns of behaviour by the supervisor or a particular worker that can be vital in investigations.

The best communications are not categorized as "safety" or "not safety." Each discussion about how to do a job properly is essentially a mini-safety meeting. Safety is just another part of the overall business, and open communication is critical to its success.

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### Effective Supervision

Effective supervision is an absolute key to workplace safety. In this context, supervision means someone who controls, instructs and directs someone in the workplace. It is not necessary to have the title of supervisor to be one. Most managers in local government are supervisors, as are most lead hands. Supervisors are legally responsible for the health and safety of their workers and are required by regulation to teach, train, inform, coach, watch, correct and even discipline them appropriately.

The number one trait of effective supervision is integrity. The supervisor needs always to act above the standards they are asking of their workers. They need to follow every safety rule to the letter or better and always have every required piece of personal protective equipment not only on but in good condition.

### Safety Culture

Formally, an organization's safety culture is its shared beliefs, values, behaviour and attitudes. It is what the employees will do or say; even when they know no one is watching or listening. It is the consistent belief at all levels that all injuries are preventable and that incidents cannot simply be blamed on worker negligence by default. It is the belief that safe, happy employees have a positive impact on business. Safety is not a cost-benefit calculation, but always a benefit. There can be no cutting corners, and the job must be done right the first time, every time.

Safety culture is something anyone without much industry experience can quickly spot, but even specialists struggle to define exactly what it is and how to measure it. People in the industry can usually tell within minutes of stepping onto an organizations property if a business is running a tight ship. Tight organizations are safer, have a lower environmental impact, lower costs and higher profitability and higher employer loyalty and morale. New hires quickly adopt the culture of the organization, and they rarely consciously realize what aspects of the culture have had a subtle but crucial impact on them.

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### COR Process and Continual Improvement

One of the principles of COR is continual improvement. The 80 per cent minimum standard for COR certification is only the start of the next phase of the safety journey. Organizations need to make a commitment that the only acceptable outcome is ultimately preventing any workplace injury or illness. This very lofty goal can only be approached slowly and systematically, dealing with all remaining issues identified in audits or by other company methods.

Many organizations manage to address many of the deficiencies from each audit before the next. Each year, organizations continually work on remaining issues, getting closer and closer to the final goal. Occasionally, after several years of certification, organizations realize there are safety issues they should address that are not covered in the audit. These organizations then add the extra issues to their ongoing to-do safety issue list (otherwise known as a Corrective Action Log, or CAL).

Continual Improvement also applies to the COR system itself. Organizations are actively invited to give feedback on the COR system, the audit, auditor performance, this manual and any other COR issue.

### ELEMENT 1: ORGANIZATIONAL COMMITMENT

#### *Overview*

An effective occupational health and safety (OHS) program must demonstrate effective management leadership, a firm commitment to the program and a willingness to improve the workplace safety culture. Organizations with good results in safety (or any other area) have leadership that will not allow a substandard result. While cooperation and consensus are very important in getting employee buy-in to programs, ultimately it is the leadership and commitment from management that drives the process. The audit will measure the level of leadership and commitment toward health and safety within the organization by assessing the following items:

- a current, written health and safety policy that clearly states the employer's aims; the responsibilities of the employer, managers, supervisors and workers; and awareness of these individual responsibilities at all levels of the organization
- a system for accountability of health and safety roles and responsibilities at all levels of the company. This is often one of the toughest areas for any company – what to do when a valued employee is not following the system
- the levels of senior and middle management and worker involvement in the program (where those levels exist in the organization)
- the levels of knowledge and awareness of applicable legislation appropriate to an employee's needs
- the allocation of sufficient resources for health and safety
- the level of commitment from senior management (CAO or most senior management) toward improving the workplace safety culture. This is a key performance indicator – whether the senior people walk the talk

This element has only one key document: the safety policy. Some organizations may have safety as part of an overall mission statement or may have responsibilities for safety outside of the policy. The rest of the element is about showing that the policy is actually followed.






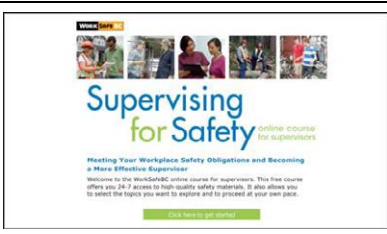
## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Key Concepts and Implementation Tips

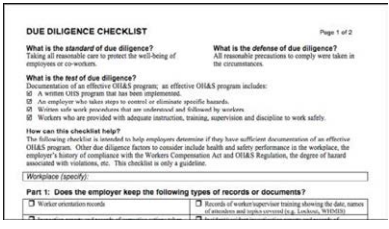


In order to meet the above objectives, the audit determines whether:

- the employer has an established safety policy that fits what the organization does and how it is organized
- employees are aware of the safety policy and their responsibilities
- supervisors and managers are aware of the applicable legal, regulatory and other requirements of their area
- senior management fully supports the safety program with real resources and makes a clear commitment through their actions
- management demonstrates a commitment to the health and safety

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<b>SUPPORTING RESOURCES:</b>		
<b>How to – Safety Policy</b>		
<p>Guide to Writing an OHS Policy (CCOHS)</p>	<p><a href="http://www.ccohs.ca/oshanswers/hsp/rograms/osh_policy.html">http://www.ccohs.ca/oshanswers/hsp/rograms/osh_policy.html</a></p>	
<p>How to prepare OHS Policy (Min. of Labour)</p>	<p><a href="http://www.labour.gov.on.ca/english/hs/pubs/ohsa/ohsag_appx_a.php">http://www.labour.gov.on.ca/english/hs/pubs/ohsa/ohsag_appx_a.php</a></p>	
<p>BCMSA Occupational Health &amp; Safety Program “shell”</p>	<p><a href="http://www.bcmsa.ca/resources/supplemental-safety-programs/">http://www.bcmsa.ca/resources/supplemental-safety-programs/</a></p>	
<b>How to – Roles and Responsibilities</b>		
<p>Safety on the Job is Everyone’s Business (WorkSafeBC)</p>	<p><a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/safetyonthejob.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/safetyonthejob.pdf</a></p>	
<p>20 Powerful H&amp;S Motivation Actions for Senior Management (WorkSafeNB)</p>	<p><a href="http://www.worksafenb.ca/docs/522t0p8a_e.htm">http://www.worksafenb.ca/docs/522t0p8a_e.htm</a></p>	
<p>Supervising for Safety (WorkSafeBC)</p>	<p><a href="http://www.supervisingforsafety.com/">http://www.supervisingforsafety.com/</a></p>	

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<b>SUPPORTING RESOURCES:</b>		
<b>How to – Due Diligence</b>		
Due Diligence Checklist (WorkSafeBC)	<a href="http://www2.worksafebc.com/PDFs/common/du_e_dil_checklist.pdf">http://www2.worksafebc.com/PDFs/common/du_e_dil_checklist.pdf</a>	
Effective Health and Safety Programs (WorkSafeBC)	<a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/ph33.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/ph33.pdf</a>	
Due Diligence (CCOHS)	<a href="http://www.ccohs.ca/oshanswers/legisl/diligence.html">http://www.ccohs.ca/oshanswers/legisl/diligence.html</a>	

<b>TRAINING OPTIONS:</b>		
<b>Training – Management Responsibility for Safety</b>		
Employers' Advisers Office	<a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a>	
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>	
BCMSA Due Diligence	<a href="http://www.bcmsa.ca/course-catalogue/due-diligence-for-supervisors-4-hour/">http://www.bcmsa.ca/course-catalogue/due-diligence-for-supervisors-4-hour/</a>	
BCMSA Health and Safety Management Systems (SMS) Online	<a href="http://www.bcmsa.ca/course-catalogue/safety-management-systems-on-line/">http://www.bcmsa.ca/course-catalogue/safety-management-systems-on-line/</a>	

<b>RELEVANT REGULATION AND LEGISLATION:</b>		
<i>Workers' Compensation Act</i> (BC Government)	<a href="http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1">http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1</a>	Section 115, 116, 117 – General Duties of Employers, Supervisors, and Workers

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### GUIDELINES FOR USING THE COR AUDIT TOOL

#### QUESTION 1.1

***Is there a written health and safety policy that is signed or otherwise endorsed by the current CAO, City Manager or Mayor? (Corporate)***

Auditor Guideline:

- Review documentation: the health and safety policy
- Look for three items: does it exist, is it signed/endorsed, and is it current?

Employer Guideline:

- Create or review health and safety policy

Types of Documentation to Review:

- Corporate health and safety policy

#### QUESTION 1.2

***Does the policy include health and safety responsibilities for managers, supervisors and workers? (Corporate)***

Auditor Guideline:

- Review documentation (the health and safety policy) and ensure it clearly outlines the responsibilities for Managers, Supervisors, and Workers. Some may include responsibilities for Contractors but this does not generate any additional points.

Employer Guideline:

- The health and safety policy needs to address the responsibilities of managers, supervisors and workers.

Types of Documentation to Review:

- Corporate health and safety policy

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 1.3**

***Is the current safety policy posted at the worksites or made available to workers? (All departments)***

Auditor Guideline:

- Observe locations where the safety policy is in evidence during observational tours. Where you may find the policy is on bulletin boards, in the employee handbook, posted on the internal website or in the safety manual. It must be accessible to all employees.

Employer Guideline:

- It is essential for the organization's safety management systems that employees can refer to the safety policy for direction on their responsibilities. The safety policy should be available at all permanent worksites.

### **QUESTION 1.4**

***Do all staff know where to find a copy of the Safety Policy? (All departments)***

Auditor Guideline:

- Interview employees to verify if they know where to locate the safety policy.

Employer Guideline:

- The auditor expects employees to demonstrate that they know how to access or locate the safety policy. Communication of the existence and location of the safety policy is key in achieving success for this question.

### **QUESTION 1.5**

***Can workers describe their health and safety responsibilities? (All departments)***

Auditor Guideline:

- Interview workers to determine their understanding of their safety responsibilities.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

Employer Guideline:

- Because the interview asks employees to cite the key points in the corporate policy, having a clear and concise policy can help workers remember the key points. The auditor doesn't expect employees to recall the policy word for word but wants to see that they understand the general terms.

### **QUESTION 1.6**

***Can supervisors describe their health and safety responsibilities? (All departments)***

Auditor Guideline:

- Interview supervisors to determine their understanding of their safety responsibilities.

Employer Guideline:

- Because the interview asks supervisors to cite the key points in the corporate policy, having a clear and concise policy can help them remember the key points. The auditor doesn't expect supervisors to recite the policy word for word but wants to see that they understand the general themes.

### **QUESTION 1.7**

***Can managers describe their health and safety responsibilities? (All departments)***

Auditor Guideline:

- Interview managers to determine their understanding of their safety responsibilities.

Employer Guideline:

- Because the interview asks managers to cite the key points in the corporate policy, having a clear and concise policy can help managers remember the key points. The auditor doesn't expect managers to recite the policy word for word but wants to see that they understand the general themes.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 1.8**

***Are managers and supervisors leading by example (wearing of Personal Protective Equipment, seatbelts, etc.)? (All departments)***

Auditor Guideline:

- During observational tour, observe managers and supervisors to see if they are following safety rules and regulations.
- Interview workers to see if they believe supervisors are leading by example.

Employer Guideline:

- Managers and supervisors need to demonstrate that they are performing their jobs safely and by leading by example. This means that safety policies, procedures and regulations are followed as outlined in corporate documents. Examples could include wearing appropriate personal protective equipment, and wearing a seatbelt while driving.

### **QUESTION 1.9**

***Are applicable health and safety regulations and other relevant resources available to supervisors and workers? (All departments)***

Auditor Guideline:

- Observe the worksite to determine if WorkSafeBC OH&S Regulation and other relevant resources are available, in paper, CD or electronic format, etc.
- Interview supervisors and workers to see if they believe they have access to appropriate safety resources.

Employer Guideline:

- There needs to be a system in place to ensure that all employees have access to safety resources such as procedures, policies etc. This needs to be demonstrated by providing electronic access or hard copies. Allowing employees the ability to access resources could potentially prevent injuries occurring in the workplace.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 1.10**

***Do managers of the organization discuss health and safety issues with workers at least once each quarter? (All departments)***

Auditor Guideline:

- Interview managers to determine if they discuss health and safety issues with workers.
- Interview workers to determine if managers have discussed health and safety issues within the past 3 months.

Employer Guideline:

- Communication is the single most important factor in a safety management system. There needs to be a system in place that holds managers accountable for discussing or communicating health and safety issues with workers. Some suggestion of this occurring in organizations could be through regularly scheduled staff or crew talk meetings, one on one discussion, memos etc.

### **QUESTION 1.11**

***Do supervisors regularly share health and safety information relevant to their operation with their workers? (All departments)***

Auditor Guideline:

- Interview supervisors and workers to determine if supervisors share health and safety information.

Employer Guideline:

- Communicating health and safety information for day to day operations is critical for all employees at every level. Sharing of information could be performed daily (if needed depending on work environment), in the office, on the jobsite, or in safety meetings.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### QUESTION 1.12

***Is safety a standing agenda item on management meeting agendas? (Corporate)***

Auditor Guideline:

- Review documentation (agendas from Senior Management Team meetings) to determine if safety is a standing agenda item, with at least safety statistics and any serious incidents reviewed.

Employer Guideline:

- Safety is an important part of business and planning. It therefore must be included as a standing item on management meetings. The auditor is looking to verify if management meetings include safety as a standing agenda item, with at least safety statistics and any serious incidents as topics for discussion. The opportunity to allow managers to engage in safety discussions at meetings demonstrates an organizations commitment to improving workplace safety.

## ELEMENT 2: PROGRAM AND PROCEDURES

### *Overview*

Making safe work procedures and practices part of standard operating procedure may seem a matter of common sense, but in fact an effective health and safety program for workers is required by the Occupational Health and Safety Regulation without a written standard to refer to, whether for respectful workplace/bullying or respirator-wearing, there is no consistent guidance for workers or supervisors. Measurement of these items in the audit will include written safe work procedures, practices and/or instructions including:

- all routine and non-routine expected operations of the organization
- a Workplace Hazardous Materials Information System (WHMIS)
- instructions that direct the first aid services, supplies and equipment to be provided and how employees receive that service
- procedures that address possible emergencies, assigning responsibilities, training in those procedures, testing their effectiveness, and evaluating and revising the procedures based on drills and actual emergencies.

The audit also measures whether the procedures are the right ones for the tasks the workers perform. The procedures need to flow from the risk assessments to ensure that hazards of the job are controlled. As with other sections, communication and supervision are underlying themes. Workers need to be told and trained in the procedures, and supervisors need to coach the workers to help ensure that the work is done the right way the first time, every time.

### **Key Concepts and Implementation Tips**


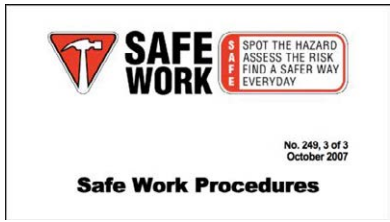
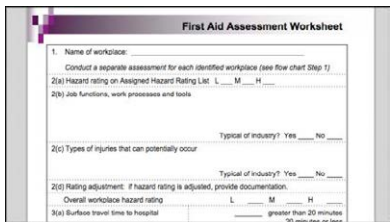

In order to meet the above objectives, the audit checks whether:

- The employer has safe work procedures based on the hazard/risk assessments done at the worksite.
- Employees participate in the hazard/risk assessment, since they are the ones most affected by the hazard or risk.

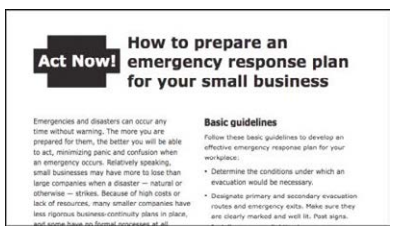
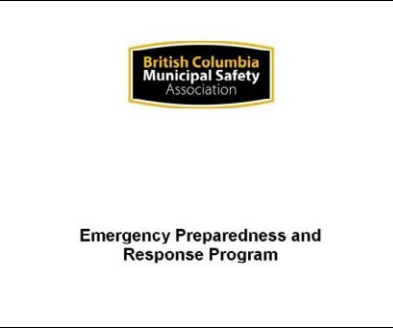


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- The employer has a written discipline policy when coaching and correction are not working.
- There is a first aid assessment done for each site that the organization operates.
- The organization has appropriate first-aid supplies, equipment, rooms and personnel.
- There is a procedure for workers to follow when they are injured (or observe an injury) and need first aid.
- There is a set of emergency-response procedures appropriate to the organization's activities and risks. Examples of risk factors include:
  - blood-borne pathogens, fire, injury, fatality, natural disasters, workplace violence, working alone, wildlife encounters, crisis management, power failure, major equipment failure, major substance spills, robberies, assaults, bomb threats, car accidents, rescue from remote locations, heights or depths, etc.
- Employees know their roles in the first aid and emergency-response plan, whether they are responders, reporters or bystanders.
- Emergency drills are held annually to test whether the various response plans actually work for the organization.
- The organization has a WHMIS program.
- Training is documented.

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

SUPPORTING RESOURCES:		
<b>How to - Safe Work Procedures</b>		
Safe Work Procedures (BCMSA) (a variety of already completed SWP's)	<a href="http://www.bcmsa.ca/resources/safe-work-procedures/">http://www.bcmsa.ca/resources/safe-work-procedures/</a>	
Safe Work Procedures (Safe Work Manitoba)	<a href="http://www.safemanitoba.com/uploads/bulletins/bltn249(3).pdf">http://www.safemanitoba.com/uploads/bulletins/bltn249(3).pdf</a>	
<b>How to – First Aid Assessment</b>		
First Aid Assessment (WorkSafeBC)	<a href="http://www2.worksafebc.com/PDFs/firstaid/First_aid_assessment_worksheet.pdf">http://www2.worksafebc.com/PDFs/firstaid/First_aid_assessment_worksheet.pdf</a>	
<b>How to – First Aid Procedures</b>		
First Aid (WorkSafeBC)	<a href="http://www2.worksafebc.com/Topics/FirstAid/Home.asp">http://www2.worksafebc.com/Topics/FirstAid/Home.asp</a>	

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

SUPPORTING RESOURCES:		
<b>How to – Emergency Response Plans</b>		
Emergency Response Plan (WorkSafeBC)	<a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/emergency_response_guide.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/emergency_response_guide.pdf</a>	 <p><b>Act Now!</b> How to prepare an emergency response plan for your small business</p> <p><b>Basic guidelines</b></p> <ul style="list-style-type: none"> <li>Determine the conditions under which an evacuation would be necessary.</li> <li>Designate primary and secondary evacuation routes and emergency exits. Make sure they are clearly marked and well lit. Post signs.</li> </ul>
Template: Emergency Preparedness and Response Program (BCMSA)	<a href="http://www.bcmsa.ca/resources/supplemental-safety-programs/">http://www.bcmsa.ca/resources/supplemental-safety-programs/</a>	 <p style="text-align: center;"><b>British Columbia Municipal Safety Association</b></p> <p style="text-align: center;"><b>Emergency Preparedness and Response Program</b></p>
<b>How to – WHMIS</b>		
WHMIS (WorkSafeBC)	<a href="http://www2.worksafebc.com/Topics/WHMIS/Home.asp">http://www2.worksafebc.com/Topics/WHMIS/Home.asp</a>	 <p>WorkSafeBC WHMIS (Workplace Hazardous Materials Information System) website interface.</p>
WHMIS at Work (WorkSafeBC)	<a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/whmis.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/whmis.pdf</a>	 <p>WHMIS AT WORK document showing hazard symbols and safety information.</p>

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

<b>TRAINING OPTIONS:</b>	
<b><i>Training - Risk Assessment and Safe work procedures</i></b>	
Employers' Advisers Office	<a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a>
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
CCOHS	<a href="http://www.ccohs.ca/products/courses/hazard/">http://www.ccohs.ca/products/courses/hazard/</a>
<b><i>Training – First Aid</i></b>	
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
<b><i>Training – WHMIS</i></b>	
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
CCOHS (online)	<a href="http://www.ccohs.ca/products/courses/whmiscourse/">http://www.ccohs.ca/products/courses/whmiscourse/</a>
BCMSA Hazard Identification and Risk Assessments	<a href="http://www.bcmsa.ca/course-catalogue/hazard-identification-and-risk-assessments-4-hour/">http://www.bcmsa.ca/course-catalogue/hazard-identification-and-risk-assessments-4-hour/</a>
BCMSA Hazard Awareness & Recognition for Municipal Inspectors	<a href="http://www.bcmsa.ca/course-catalogue/hazard-awareness-recognition-for-municipal-inspectors-8-hour/">http://www.bcmsa.ca/course-catalogue/hazard-awareness-recognition-for-municipal-inspectors-8-hour/</a>
BCMSA WHMIS Online	<a href="http://www.bcmsa.ca/course-catalogue/whmis-on-line-2/">http://www.bcmsa.ca/course-catalogue/whmis-on-line-2/</a>
BCSMA WHMIS Live	<a href="http://www.bcmsa.ca/course-catalogue/whmis-live-2-hour/">http://www.bcmsa.ca/course-catalogue/whmis-live-2-hour/</a>

<b>RELEVANT REGULATION AND LEGISLATION:</b>		
Occupational Health and Safety Regulation (WorkSafeBC)	<a href="http://www2.worksafebc.com/publications/OHSRegulation/Home.asp">http://www2.worksafebc.com/publications/OHSRegulation/Home.asp</a>	Safe Work Procedures <ul style="list-style-type: none"> <li>• Section 3.3 ( c )</li> </ul> First Aid <ul style="list-style-type: none"> <li>• Sections 3.14 – 3.21</li> </ul> Emergencies and drills <ul style="list-style-type: none"> <li>• Sections 4.13 - 4.16</li> </ul> WHMIS <ul style="list-style-type: none"> <li>• Section 5.3 – 5.19</li> </ul>
<i>Workers' Compensation Act</i> (BC Gov't)	<a href="http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1">http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1</a>	Reporting injuries <ul style="list-style-type: none"> <li>• Section 172</li> </ul>

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### GUIDELINES FOR USING THE COR AUDIT TOOL

#### QUESTION 2.1

***Is there a documented health and safety management system? (Corporate)***

Auditor Guideline:

- Review documentation describing all elements of the organization's Health and Safety Management System.

Employer Guideline:

- The organization at minimum should include statements about safety responsibilities, written procedures, training and instruction of workers, hazard identification and control, workplace inspections, investigation of incidents and accidents, responsibilities of the Joint Health and Safety Committee, and program administration.

Types of Documentation to Review:

- Corporate Health and Safety Policy

#### QUESTION 2.2

***Is there a process to address safety violations? (All departments)***

Auditor Guideline:

- Interview Managers, Supervisors, and Workers to verify the application of compliance procedures.

Employer Guideline:

- Are employees aware what will happen if someone is not compliant with the health and safety program? Typical steps could include coaching or education, verbal and written warnings, suspension and ultimately termination of employment.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 2.3**

***Are safety rules and regulations enforced? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review documentation for a method to ensure compliance.
- Interview Managers, Supervisors, and Workers to verify the application of compliance procedures.

Employer Guideline:

- This question is looking for a discipline policy with respect to safety violations. Does the organization have a clear policy that shows what will happen if someone is not compliant with the health and safety program, and is the policy documented? Typical steps include coaching or education, verbal and written warnings, suspension and ultimately termination of employment. It is acceptable to have a policy where some offenses are more serious than others and have higher disciplinary penalties, rather than an established “progressive discipline” process.
- The interview seeks to determine if the discipline policy is used consistently. Interview evidence may still be fully positive even if the documentation is negative, provided all interviewees report a standard uniform method of discipline. Interviewees who are not aware of actual discipline having been needed but have a correct expectation that it would be used if necessary, are considered to have provided positive responses.

Types of Documentation to Review:

- Discipline policy

### **QUESTION 2.4**

***Are safe work procedures written for identified hazards? (Corporate)***

Auditor Guideline:

- Review documentation to verify if the following written safe work procedures have been developed.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Employer Guideline:

- Organizations should be able to produce written documentation for the following (this is not an exhaustive list):
  1. Confined Space Entry
  2. Excavation
  3. Lockout and Tagout
  4. Working in proximity to overhead power lines
  5. WHMIS/WHMIS 2015
  6. Asbestos management
  7. Musculoskeletal Injury Prevention/Ergonomics
  8. Toxic Process Gases (ammonia, chlorine, ozone)
  9. Biohazard protection
  10. Fall protection
  11. Working Alone or in Isolation
  12. Violence in the Workplace
  13. Vehicle & Mobile Equipment use (including roll over)\*
  14. Respiratory Protection
  15. Weather Temperature Protection
  16. Hearing Conservation
  17. Respectful Workplace/Bullying

In all cases but #13, a substantial program, which includes responsibilities and safe work procedures, must be developed. In some instances, the auditor will look for additional, or fewer programs, depending on the organization being audited.

### Types of Documentation to Review:

- Corporate health and safety policy and safe work procedures

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 2.5**

***Are written safe work procedures readily available to workers? (All departments)***

Auditor Guideline:

- Observe the worksite looking for safe work procedures. They may be at individual worksites in paper format, in staff rooms, offices, posted on bulletin boards, or on an internal website.
- Interview workers to determine if they are aware of the existence and location of written safe work procedures.

Employer Guideline:

- On the observation tour, the auditor checks to see whether or not safe work procedures are readily available to employees. The organization can demonstrate this in many ways: paper format, in staff rooms, offices, posted on bulletin boards, or on an internal website.
- Interviewed employees can provide many examples such as paper format, in staff rooms, offices, posted on bulletin boards, or on an internal website.

### **QUESTION 2.6**

***Are workers following written safe work procedures? (All departments)***

Auditor Guideline:

- Observe workers engaged in work activities for which safe work practices and job procedures have been developed.

Employer Guideline:

- Observe workers performing their work. Compare the procedures they are following to programs and procedures outlined in 2.4. The intent is that workers can demonstrate knowledge and safe procedures, or describe the process if they are not actively involved in the work at the time of the audit.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 2.7**

***Have supervisors and JOHSC members had the opportunity to consult in the development or review of these procedures?***

***(Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Interview Supervisors and JOHSC members to verify their involvement in the development or review of Safe Work Practices and procedures. Review documentation of safety meeting minutes or safe work procedures.

Employer Guideline:

- The question is designed to see whether supervisors and JOHSC members have been part of the process for reviewing or developing the safe work procedures (SWP).

Types of Documentation to Review

- Safety meetings and safe work procedures.

### **QUESTION 2.8**

***Is there evidence that a WHMIS/WHMIS2015 program is in place? (Interviews: All departments)***

Auditor Guideline:

- Interview JOHSC members to determine if they are aware of the existence of a WHMIS/WHMIS2015 program.

Employer Guideline:

- This question is asked only of JOHSC members, who should be able to identify the existence of a WHMIS/WHMIS2015 program. JOHSC members should have been involved in the development of the program, and should be ensuring it is consistently applied throughout the organization.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 2.9**

***Is there evidence that a WHMIS/WHMIS2015 program is in place? (Observation: All departments)***

Auditor Guideline:

- Observe that the program is being followed. Ensure all elements have been successfully implemented including labelling and signage.

Employer Guideline:

- The auditor's observation tour includes looking at containers and noting if proper labelling has occurred, if there is appropriate signage available to guide workers in the use of chemicals, and if the MSDS/SDS' are readily available and up-to-date (no older than 3 years from issue date).

### **QUESTION 2.10**

***Have site-specific emergency response procedures - that address health and safety emergencies for staff - been developed? (All departments)***

Auditor Guideline:

- Review documentation (emergency response procedures). Ensure that each procedure is specific for the worksite(s).

Employer Guideline:

- Mandatory emergency response procedures need to be site specific and must address: possible emergencies; individual responsibilities; evacuation and rescue procedures; emergency contacts; communication; and transportation of an injured worker. Potential emergencies include: Fire, earthquake, highway accident emergency (if nearby), chemical release or spill, bomb threat, robbery.

Types of Documentation to Review:

- Emergency response plans

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 2.11**

***Have emergency procedures been posted in appropriate locations throughout the workplace? (All departments)***

Auditor Guideline:

- During observational tours, look for emergency procedures in appropriate locations (evacuation procedures in hallways, chlorine release emergency procedures outside chlorine room, etc.)

Employer Guideline:

- The entire procedure in all its detail does not need to be instantly available to every worker, but key concepts do need to be posted, including some signage and information readily available in paper or electronic version. Hard copies of the master plan need to be readily accessible in case of power and/or computer failure. Some procedures need to be posted immediately adjacent to the hazard, such as chlorine rooms or ammonia rooms. Evacuation plans should be posted in hallways of all buildings, identifying exit locations, fire pull stations, etc.

### **QUESTION 2.12**

***Have responsibilities been assigned to staff in the event of a health and safety emergency? (All departments)***

Auditor Guideline:

- Review documentation and ensure emergency procedures clearly assign the responsibilities to staff.

Employer Guideline:

- This question requires the key points to be spelled out in the actual procedure for all roles. Examples of these roles are first aid attendants, floor wardens for evacuation, or those responsible to contact external resources.

Types of Documentation to Review:

- Emergency plans

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### **QUESTION 2.13**

***Has training been given to employees who have a lead role in an emergency?  
(All departments)***

Auditor Guideline:

- Interview employees who have a lead role in an emergency to verify if they have received training. This training could be during orientation or refresher training, department meetings, job-specific training, or "emergency response" training.

Employer Guideline:

- This question is to determine whether the employees who hold an emergency role understand their roles and responsibilities. Individual auditors ask different questions of each interviewee, but typically people should know what to do in the major types of emergency (fire, injury, etc.), especially where their meeting location is in the event of an emergency and whether the plan requires them to do anything other than get to the meeting area.

### **QUESTION 2.14**

***Have the emergency response plans/evacuation procedures been tested for deficiencies and corrective action taken? (All departments)***

Auditor Guideline:

- Review documentation records of evacuation drills or other tests of emergency procedures, one per department. Ensure that any deficiencies have been noted and corrective action taken. Drills must be held at all permanent sites at least every 12 months, and records kept. If there is documentation of an actual emergency at a site in which the emergency response procedures were used, a drill is not necessary at that particular site.

Employer Guideline:

- Organizations are required to have a documented emergency drill at least annually to test the plans in place. The auditor is looking to see that a drill happened and that a debriefing followed. If there was any corrective action required to tweak the plan, or correct a procedure, the auditors are looking to see that it was documented.

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- As stated in the auditor guidelines, if there was an actual emergency event where evacuation occurred or emergency plans were enacted, the auditor will look for documentation of the event and proof of a debrief after the incident. In this instance, an emergency drill need not be conducted to satisfy this question.

Types of documents to review:

- Emergency evacuation drill records

### **QUESTION 2.15**

***Is there a written first aid program? (Corporate)***

Auditor Guideline:

- Review documentation, there should be a program which directs first aid services, supplies and equipment to be provided, and procedures for rendering and reporting first aid.

Employer Guideline:

- The first aid program should include how to get first aid and what the subsequent steps should be. Details could include how to get a worker to medical aid, what paperwork needs to be filled out, where the first aid stations are located, what supplies are available, who the on-duty first aid providers are, supervisor contact information, who needs to be notified, etc.

Types of Documentation to Review:

- First aid program

### **QUESTION 2.16**

***Has a first aid assessment been completed for each workplace? (All departments)***

Auditor Guideline:

- Review documentation to determine if a first aid assessment is completed or reviewed at least annually, for each permanent worksite, including fire halls, and for specific work processes (i.e., utilities construction sites).

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- Note: the auditor is not to determine if the assessment reaches the appropriate conclusion, just that it has been completed.

Employer Guideline:

- [http://www2.worksafebc.com/PDFs/firstaid/First\\_aid\\_assessment\\_worksheet.pdf](http://www2.worksafebc.com/PDFs/firstaid/First_aid_assessment_worksheet.pdf)
- This process is a WorkSafeBC annual requirement. It assesses the requirements of your site and determines what first aid supplies, personnel and equipment are required based on the location and level of risk. The process must be completed and dated, indicating that it has been reviewed in the past year. An organization may develop its own form, but the process of determining the correct level of attendants, equipment and services must be followed. Note that non-workers on the site are excluded from the personnel counts.
- Employers must ensure that non-fixed/non-permanent sites are also assessed, such as utility construction sites, etc.

### **QUESTION 2.17**

***Are there adequate first aid attendants, supplies and facilities? (All departments)***

Auditor Guideline:

- Review documentation to determine if the first aid assessment has the correct number and level of first aid attendants at various worksites.
- During observational tours, examine the first aid facilities and ensure that they meet the standard required, based on the assessment.

Employer Guideline:

- This review process will determine whether the first aid supplies, personnel, equipment and facilities that were identified in the first aid assessment meet the requirements.

Types of Documentation to Review:

- First aid assessments

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### QUESTION 2.18

#### ***Do workers know how to contact first aid? (All departments)***

##### Auditor Guideline:

- During observational tours, look for signs or other ways that identify how to contact first aid.
- Interview workers to determine if they know how to contact first aid.

##### Employer Guideline:

- This question tests to see whether employees are aware of how to get help if they require first aid for themselves or for co-workers, and what procedures they would follow. Visual signs or other ways that identify how to contact first aid need to be present and communicated.

### ELEMENT 3: HAZARD IDENTIFICATION AND CONTROL

#### *Overview*

A method to identify and control workplace hazards is important in order to eliminate, minimize or prevent unsafe or harmful conditions and work procedures. All jobs, equipment, machinery, worker activities and on-site conditions need to be included in the hazard-recognition process.

The audit will measure if the organization has implemented:

- a risk rating system to analyse jobs, equipment and conditions for potential hazards; this should be done once overall when building the system and then partially any time there is a change in a job, a piece of equipment or working conditions. Annual reviews of risk assessments also need to be conducted.
- a method to control the workplace hazards by
  - elimination or substitution – determine if the job must be done in a fashion that places workers at risk, or if it can be performed in an entirely different way, or not done at all
  - engineering controls — proper use of controls, such as power machinery instead of manual lifting by workers, and availability of standardized engineering controls
  - administrative controls — including having workers follow written safe work procedures for hazardous jobs, plus management enforcement of these practices
  - personal protective equipment (PPE) controls — including availability, training and maintenance of PPE and enforcement of its use, where appropriate
- a method to communicate the risk assessment and the control procedures to workers and ensure that the controls are used.




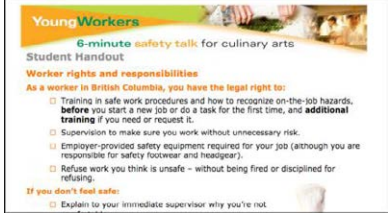


## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Key Concepts and Implementation Tips

In order to meet the above objectives, the audit checks whether:


- The employer performs hazard/risk assessments at the worksite.
- Employees participate in the hazard/risk assessment, since they are the ones most affected by hazards and risks.
- People assessing the risk are adequately qualified to do so. A qualified individual is someone who is knowledgeable about the work, the hazards involved and the means to control the hazards. This qualification can be earned through education, training or experience, or a combination of these things.
- Once hazards have been identified, they are prioritized and controls put in place to manage them, following the hierarchy of control.
- There is a process to review the effectiveness of the controls once they have been put in place.
- Employees must be aware of the requirements for personal protective equipment in accordance with the Regulation or the Organization's policy.
- When operations change or new procedures are added, an assessment of the change is performed.
- Supervisors check that workers follow the safety procedures, providing coaching and corrective feedback where necessary.
- Employees have a method of reporting unsafe conditions, hazards or problematic activities and understand the process for refusing unsafe work.
- Employees are trained in the hazards and controls that affect them and how to report problems.
- The employer has a preventive maintenance program in place.
- There is a method for workers to mark and report problem tools and equipment when discovered during their duties, so that no one is subsequently hurt by that tool or equipment.
- Training is documented.

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SUPPORTING RESOURCES:		
<b>How to - Hazard Identification and Risk Assessment</b>		
Risk assessment (CCOHS)	<a href="http://www.ccohs.ca/oshanswers/hsp/programs/risk_assessment.html">http://www.ccohs.ca/oshanswers/hsp/programs/risk_assessment.html</a>	
<b>How to - Safe Work Procedures</b>		
Sample BCMSA Safe Work Procedures	<a href="http://www.bcmsa.ca/resources/risk-assessments/">http://www.bcmsa.ca/resources/risk-assessments/</a>	
<b>How to - Reporting Unsafe Conditions/ Refusal of Unsafe Work</b>		
The Right to Refuse Unsafe Work poster (WorkSafeBC)	<a href="http://www.worksafebc.com/publications/health_and_safety/posters/assets/pdf/right_refuse.pdf">http://www.worksafebc.com/publications/health_and_safety/posters/assets/pdf/right_refuse.pdf</a>	
Worker Rights and Responsibilities (WorkSafeBC)	<a href="http://www2.worksafebc.com/PDFs/YoungWorker/ApprenticePrograms/CulinaryArts/rights_student.pdf">http://www2.worksafebc.com/PDFs/YoungWorker/ApprenticePrograms/CulinaryArts/rights_student.pdf</a>	
Getting a Job? Ask Questions about Safety (WorkSafeBC)	<a href="http://www2.worksafebc.com/PDFs/youngworker/Getting_job.pdf">http://www2.worksafebc.com/PDFs/youngworker/Getting_job.pdf</a>	
<b>How to - Personal Protective Equipment</b>		
PPE (WorkSafeBC)	<a href="http://www2.worksafebc.com/Topics/PPE/Home.asp">http://www2.worksafebc.com/Topics/PPE/Home.asp</a>	

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### SUPPORTING RESOURCES:

PPE (CCOHS)	<a href="http://www.ccohs.ca/oshanswers/prevention/ppe/">http://www.ccohs.ca/oshanswers/prevention/ppe/</a>	
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### TRAINING OPTIONS:

#### **Training - Risk Assessment**

Employers' Advisers Office	<a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a>
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
CCOHS	<a href="http://www.ccohs.ca/products/courses/hazard/">http://www.ccohs.ca/products/courses/hazard/</a>
BCMSA Hazard Identification and Risk Assessments	<a href="http://www.bcmsa.ca/course-catalogue/hazard-identification-and-risk-assessments-4-hour/">http://www.bcmsa.ca/course-catalogue/hazard-identification-and-risk-assessments-4-hour/</a>
BCMSA Hazard Awareness & Recognition for Municipal Inspectors	<a href="http://www.bcmsa.ca/course-catalogue/hazard-awareness-recognition-for-municipal-inspectors-8-hour/">http://www.bcmsa.ca/course-catalogue/hazard-awareness-recognition-for-municipal-inspectors-8-hour/</a>
BCMSA PPE Basics	<a href="http://www.bcmsa.ca/course-catalogue/ppe-basics-2-hour/">http://www.bcmsa.ca/course-catalogue/ppe-basics-2-hour/</a>

#### **Training - Safe Work Practices**

WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
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#### **Training - Refusal of Unsafe Work**

WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
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### RELEVANT REGULATION AND LEGISLATION:

Occupational Health and Safety Regulation (WorkSafeBC)	<a href="http://www2.worksafebc.com/publications/OHSRegulation/Home.asp">http://www2.worksafebc.com/publications/OHSRegulation/Home.asp</a>	Section 3.10 – Reporting Unsafe Conditions Section 3.12 – Refusal of Unsafe Work Part 8 – Personal Protective Equipment
Workers' Compensation Act (BC Gov't)	<a href="http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Dvision1">http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Dvision1</a>	Section 115, 116, 117 – General Duties of Employers, Supervisors, and Workers

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### GUIDELINES FOR USING THE COR AUDIT TOOL

#### QUESTION 3.1

***Have processes been developed for identifying hazards and assessing risks?  
(Corporate)***

Auditor Guideline:

- Review documentation, which must include a form that is used to identify the hazards and assess the risks, as well as written procedures (instructions) on how to carry out the process.
- Auditors are not looking for completed hazard identification forms, just ensuring that the framework has been established.

Employer Guideline:

- Provide a written process for hazard identification and risk assessment that identifies the tasks within all departments, then breaks down the tasks for each hazard and then says how it is going to be controlled. Each hazard needs to show that it has been analysed for frequency of exposure, potential consequences and hazard probability. These three combined provide a risk rating (low-, medium- or high-risk and up to multi-point scales). The controls need to use the order of:
  1. eliminating the hazard
  2. engineered controls
  3. administrative controls
  4. PPE

Types of Documentation to Review:

- Hazard identification and risk assessment process or policy

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### **QUESTION 3.2**

***Have the individuals who take lead roles in identifying hazards and assessing risks received training? (All departments)***

Auditor Guideline:

- Interview managers and supervisors to determine if staff who are leading the hazard identification and risk assessment process, have received training.

Employer Guideline:

- Employees involved in hazard/risk analysis must have received training in the process. This could be demonstrated by a certificate or some other record of training. Training can be done in house, but proof of completed training is still required. The questions posed to managers and supervisors are intended to show whether the people doing the risk assessments have received training to perform them adequately.

### **QUESTION 3.3**

***Are hazards documented and communicated to workers as they become identified during operations? (All departments)***

Auditor Guideline:

- Review documentation of minutes of safety meetings, supervisor notes, bulletin boards, internal websites, etc.
- During observational tours, look for communication of documented hazards on bulletin boards or available in some other format.
- Interview supervisors and workers to determine if hazards are communicated.

Employer Guideline:

- Hazards that are identified during operation have to be communicated to workers immediately to help prevent a work place injury. It is important to have a documented process to record hazards and a systemic process of communicating hazards to employees. This could be established through forms, log books, notes, emails, newsletters and as well visual signs on bulletin boards etc.

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### **QUESTION 3.4**

***Are controls developed for identified hazards and are they implemented?  
(All departments)***

Auditor Guideline:

- Review documentation to look for a risk assessment from each department. Risk assessments must have been created or reviewed within the past twelve months on any of the procedures listed in 2.4. Review hazards identified through the formal process. In some cases, the organization may have sufficient controls already in place, so there won't be a risk assessment done in the past 12 months. However, there should be a process in place to review the assessments periodically to ensure the controls are still sufficient. Provide examples of at least one control identified from each department. During observational tours, look for communication of documented hazards on bulletin boards or available in some other format.
- During observational tours, see whether or not identified controls have been implemented.

Employer Guideline:

- For this question, the auditor will look at the programs required in question 2.4, and determine if risk assessments have been completed for hazards identified in those programs. The list is verified during the observational tour. The auditor will select one risk assessment from each department (preferably more) and through all departments, ensure that controls have been implemented. The auditor should focus on significant or large controls where possible, as the employer should be following the hierarchy of controls when determining how to eliminate or minimize hazards.

### **QUESTION 3.5**

***Are workers made aware of the requirements for PPE? (All departments)***

Auditor Guideline:

- During observational tours, look for evidence of PPE communication (e.g. signs posted where hearing or eye protection would be required).

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Employer Guideline:

- Employers should ensure that any areas requiring PPE are identified with appropriate signage.

### **QUESTION 3.6A**

***Is PPE made available to workers in accordance with the Regulation or the Organizations' policy? (All departments)***

Auditor Guideline:

- Interview workers to determine if workers have access to, and know how to get, the necessary PPE.

Employer Guideline:

- Workers need to be provided with the appropriate personal protection equipment in accordance to regulation, Collective Agreements and/or organization policies. When workers are required to perform a task where personal protection equipment is required, workers need to know how or where they can access the personal protection equipment. Examples of where PPE could be accessed could be through a supervisor, manager, stores/warehouse, etc.

### **QUESTION 3.6B**

***Is PPE made available to workers in accordance with the Regulation or the Organizations' policy? (All departments)***

Auditor Guideline:

- Interview supervisors to determine if workers have access to, and know how to get, the necessary PPE.

Employer Guideline:

- Supervisors need to provide the appropriate personal protection equipment to workers who need it, in accordance to regulation, Collective Agreements and/or organizational policies. Supervisors have to ensure that workers are provided with and are aware where they can access personal protection equipment when required.

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### **QUESTION 3.7**

***Is the correct PPE used by employees when required? (All departments)***

Auditor Guideline:

- During observational tours, observe the use of PPE.

Employer Guideline:

- The observation tour is done to see if workers are following the safe work procedure requirements for PPE for the task they are performing. The auditor will look for employees in each department, wearing appropriate PPE. If no PPE is required, the auditor will look for such actions as wearing seatbelts while driving corporate vehicles.

### **QUESTION 3.8**

***Is specialized PPE available to workers when required? (All departments)***

Auditor Guideline:

- Interview managers to determine if they provide sufficient resources for the purchase of specialized PPE during the budgetary process.

Employer Guideline:

- During preparation of operational budgets, managers should consider an expense resource for purchases of specialized personal protection equipment. Specialized equipment could include respirators, high-visibility apparel, etc.

### **QUESTION 3.9**

***Are fit tests performed at least annually? (All departments)***

Auditor Guideline:

- Review ten fit test records from across all departments who would need respirators to ensure fit tests have been completed within the past 12 months.

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Employer Guideline:

- This question is asking the auditor to review documents to verify that employees who are required to wear respirators while performing a task, must ensure that fits tests are being completed within the past 12 months. In some instances, workers may not need respirators anymore; in that case, the employer should ensure this is noted somehow so the auditor does not think the annual fit test is required but not done.

### **QUESTION 3.10**

***When workers are required to use PPE, have they been trained in the use, maintenance and limitations of it? (All departments)***

Auditor Guideline:

- Interview workers to determine when they are required to use personal protective equipment, and if they have been trained.

Employer Guideline:

- Workers must be able to describe the following: when PPE should be used, how it is to be used, how to inspect the equipment, when and how it should be replaced. Note that if a worker is not required to use PPE, this question will not apply to that worker.

### **QUESTION 3.11**

***Is there a system for workers to report unsafe/unhealthy conditions or practices? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review documentation outlining a hazard reporting process.
- Interview workers to see if they know how to report hazards.

Employer Guideline:

- The process for reporting unsafe conditions must be clearly identified in writing, outlining general rules and specific responsibilities. There must also be a written form for reporting hazards, in order to track their completion. It's important that workers are familiar with the process of reporting hazards as early recognition can potentially eliminate future incidents or

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injuries. Having a defined process can also show management's commitment to providing a safe workplace.

Types of Documentation to Review:

- Policy on reporting
- hazard report form

Possible Secondary Document Source:

- Corrective action log, maintenance records

### **QUESTION 3.12**

***Is there a preventative maintenance program in place for equipment and machinery? (Corporate)***

Auditor Guideline:

- Review documentation to see if there is a preventative maintenance program in place.

Employer Guideline:

- The program must include inventory of equipment, vehicles and tools requiring regular inspection and maintenance, and schedules for their routine maintenance.

Types of Documentation to Review:

- Preventive maintenance program (written or electronic)

Possible Secondary Document Source:

- Corrective action log, maintenance records

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### **QUESTION 3.13**

***Is there evidence that the preventative maintenance program is being followed?  
(All departments)***

Auditor Guideline:

- Review documentation to see if there is a preventive maintenance program, is it being followed.

Employer Guideline:

- In order to demonstrate the preventive maintenance program is followed, maintenance records must be kept and be consistent with the schedules found when answering question 3.12.

Types of Documentation to Review:

- Preventive maintenance program

Possible Secondary Document Source:

- Corrective action log, maintenance records

### **QUESTION 3.14**

***Do workers know what they are to do if they encounter broken or defective tools or equipment? (Interviews: All departments)***

Auditor Guideline:

- Interview workers to see if they know what the process is when they encounter broken or defective tools or equipment.

Employer Guideline:

- This question is asking the auditor to see if the worker can explain the process they would follow when they encounter a broken or defective tool or piece of equipment. For example, they may be required to report the damage to someone on an Equipment Condition Report, and apply a "do not use" tag, or follow some other process that takes the equipment out of service.

### ELEMENT 4: TRAINING EDUCATION AND CERTIFICATION

#### *Overview*

Training and instruction are one aspect of the overall theme of communication. All workers need to know how to perform their jobs safely and understand their role in maintaining a healthy and safe workplace. Employers must ensure that workers are trained, qualified and competent to perform their tasks. Adequate instruction and supervision must also be provided to workers in the safe performance of their work.

Training is a task-specific orientation or set of skills shown or given to a worker so that they understand how to do a job. Education is where a worker takes a knowledge-based course to understand the process of why they do a specific thing a specific way. Many times, training and education go hand in hand. Certification is defined as recognition of having obtained certain qualifications.

The audit will measure whether:

- A system is in place to ensure job specific instructions and training (including job-specific hazards and work procedures and practices) has been communicated to workers.
- Training and instruction is current, enforced and followed.
- The system assesses and ensures that all employees are qualified and are competently performing their duties in a safe manner.
- For new employees, visitors and contractors, orientation about emergency procedures, hazard reporting and health and safety policies and procedures is delivered in a timely manner.

The system for tracking this training can vary widely, from electronic databases to simple spreadsheets or wall charts. There needs to be some way to list, in an easily searchable way, who has what training. The records in the system can range from formal certificates issued by external agencies to minutes from meetings or a supervisor's journal notes and sign-offs on safe work procedures. How each organization keeps the records and the system is entirely up to the

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

organization, but the policy should fit with the organization's overall style and culture. Records should be readily available and protected from alteration.

The method for tracking safety training should be the same as for tracking non-safety training. (In other words, a course in bookkeeping is no more or less valid than a course in investigation techniques.) Other elements of the audit will look at specific training topics. This element looks at the training system – how it is all linked together and tracked. Training is not just reading a manual or being shown how to do a job. It includes evaluation on an ongoing basis to verify that a worker is actually doing the job the right way every time.

### Key Concepts and Implementation Tips

In order to meet the above objectives, the audit checks whether:

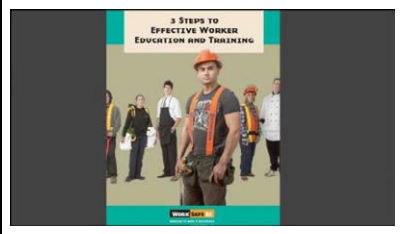
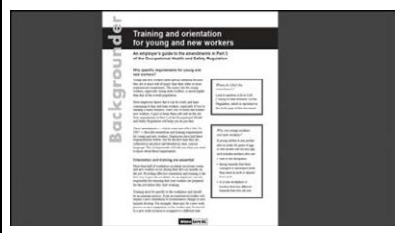



- The employer has a written training program that covers the items mentioned above.
- The training required in the written training program, Regulation and law are actually being done as required by the appropriate people for:
  - employees
  - supervisors
  - managers
  - contractors
  - visitors
- The employer has a formal orientation program.

Evaluations of training competency can range from formal worker assessments to managers or supervisors notebooks. Feedback should be given for both positive and negative observations, leading to continual improvement in the workforce and the organization.

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

## SUPPORTING RESOURCES:

### ***How to - Training***

<p>Three Steps to Effective Worker Education and Training (WorkSafeBC)</p>	<p><a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/3-steps.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/3-steps.pdf</a></p>	
<p>Training and Orientation for Young and New Workers (WorkSafeBC)</p>	<p><a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/YW_Orientation.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/YW_Orientation.pdf</a></p>	
<p>Training and Orientation (BCMSA)</p>	<p><a href="http://www.bcmsa.ca/resources/supplemental-safety-programs/">http://www.bcmsa.ca/resources/supplemental-safety-programs/</a></p>	
<p>Supervising for safety (WorkSafeBC)</p>	<p><a href="http://www.supervisingforsafety.com/">http://www.supervisingforsafety.com/</a></p>	
<p>Young Workers Zone (CCOHS)</p>	<p><a href="http://www.ccohs.ca/youngworkers/">http://www.ccohs.ca/youngworkers/</a></p>	

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### TRAINING OPTIONS:

#### *Training*

Employers' Advisers Office	<a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a>
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
CCOHS	<a href="http://www.ccohs.ca/products/courses/">http://www.ccohs.ca/products/courses/</a>
BCMSA	<a href="http://www.bcmsa.ca/category/course-catalogue/">http://www.bcmsa.ca/category/course-catalogue/</a>

### RELEVANT REGULATION AND LEGISLATION:

Occupational Health and Safety Regulation (WorkSafeBC)	<a href="http://www2.worksafebc.com/publications/OHSRegulation/Home.asp">http://www2.worksafebc.com/publications/OHSRegulation/Home.asp</a>	<p>Training General</p> <ul style="list-style-type: none"> <li>• Sections 3.3</li> </ul> <p>New Worker</p> <ul style="list-style-type: none"> <li>• Section 3.23</li> </ul> <p>Observation evaluation</p> <ul style="list-style-type: none"> <li>• Section 3.24</li> </ul>
Workers' Compensation Act (BC Gov't)	<a href="http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1">http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1</a>	<p>Training all workers (note – includes workers of any company, not just your company)</p> <p>Section 115 (e)</p>

***Note that the regulation links only cover training systems. There are many other references requiring training in specific areas, topics and skills.***

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

## GUIDELINES FOR USING THE COR AUDIT TOOL

### QUESTION 4.1

***Has the organization determined what qualifications are required for different jobs? (All departments)***

Auditor Guideline:

- Review documentation (one per department) to determine if qualifications have been established relative to health and safety for different jobs.

Employer Guideline:

- The information could be in any of the following: hazard assessments, training needs assessments, job descriptions, job advertisements or similar documents. Look for an indication of required certifications or licenses as well as training. This documentation may be stored corporately, but score it for the appropriate department.

Types of Documentation to Review:

- Job descriptions
- Job postings
- Class Specifications

### QUESTION 4.2

***How do supervisors determine if workers can do their jobs safely? (All departments)***

Auditor Guideline:

- Interview supervisors, who should be able to describe the steps they take to ensure their workers, are competent. At a minimum, supervisors should:
  - review training and certification records
  - conduct training
  - observe worker performing the work

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

- correct unsafe acts
- reconfirm competency of worker

Employer Guideline:

- The question is looking for information from the supervisors about how workers are evaluated and judged to be competent to do the jobs that they are required to do. Examples are required. While this is an interview question, supervisors should be able to discuss how they document their assessments.

### **QUESTION 4.3**

***Does the organization have a method of tracking education and training? (Corporate)***

Auditor Guideline:

- Review documentation of training and education records.

Employer Guideline:

- Documentation is crucial; remember “if it isn’t documented, it didn’t happen”. There can be many tracking methods or systems which could include; electronically or written format, in simple format (class sign-in sheets, sorted by course), or complex (computerized data management programs).

Types of Documentation to Review:

- Training records can include certificates, spreadsheet entries, electronic systems (e.g. PeopleSoft), meeting minutes, supervisor notes, manager’s journal, etc.

### **QUESTION 4.4**

***Is training being conducted with workers on an on-going and as-required basis? (All departments)***

Auditor Guideline:

- Review documentation of training and education records.
- Interview supervisors and workers to determine that on-going training is occurring.

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Employer Guideline:

- Organizations need to keep the most valuable resources, their staff, well trained, motivated and productive. Ongoing training contributes to a satisfied and efficient and safe workforce. Proof of training can be achieved by interview responses and by reviewing training records to determine if the organization has identified worker training needs (for high hazard tasks see question 2.4) and that those needs are being met. Training can take place in many different ways; in a classroom setting, in crew meetings, or on-the-job site.

Types of Documentation to Review:

- Training records can include certificates, spreadsheet entries, electronic systems (e.g. PeopleSoft) meeting minutes, supervisor notes, manager's journal, etc.

### **QUESTION 4.5**

***Is there a method within the organization to ensure that workers certifications are valid and up to date? (Documentation: Corporate; Observation: Corporate)***

Auditor Guideline:

- Review documentation.

Employer Guideline:

- The question is looking for documentation to confirm that a person (manager/supervisor) in the organization is responsible for ensuring any required certification is valid and up-to-date. There should be a system to track expiry dates of Certifications. Examples: appropriate driver's license, First Aid, Crane Operator, Forklift Operator, TDG. In the observation process, the auditor will ask to see someone actually performing the task.

Types of Documentation to Review:

- Training records can include certificates, spreadsheet entries, etc.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 4.6**

***Are regular pre-job/pre-planning meetings held to discuss high risk safety and are they documented? (All departments)***

Auditor Guideline:

- Review documentation such as minutes of on-the-job tailgate or pre-planning meetings where safety on the jobsite is discussed.
- Interview workers and supervisors to determine if on-the-job tailgate or pre-planning takes place for high risk safety issues.

Employer Guideline:

- Prior to any work commencing, discussions that include high risk work need to be communicated and shared with the worker. Documentation of minutes, crew talks or pre-planning meetings can achieve this requirement.

Types of Documentation to Review:

- Minutes of on-the-job tailgate, crew talks or pre-planning meetings.

### **QUESTION 4.7**

***Does the employer have a formal orientation program, including the requirement that an orientation be provided to all new or newly-transferred employees, as well as those returning after a lengthy absence? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review documentation to ensure all new employees receive an orientation that covers critical issues (ERP, hazard reporting, etc.) and health and safety procedures.

Employer Guideline:

- The organization must ensure all new employees, including those transferring from other positions or returning after a significant absence, receive an orientation that covers critical issues. At a minimum, the orientation must contain the following general safety information:
  - Corporate Safety Policy

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

- Supervisor contact
- General safety rules
- Possible hazards, including robbery, assault, confrontation or other violence in the workplace
- Working alone or in Isolation
- PPE
- How to contact first aid
- Location of first aid facilities
- Emergency procedures
- Right to refuse unsafe work
- How to report injuries and incidents
- Instruction and demonstration of work tasks
- WHMIS/WHMIS 2015
- Joint Occupational Health & Safety Committee

Types of Documentation to Review:

- Orientation program, checklists and records

### **QUESTION 4.8**

***Is the Orientation provided in a timely manner? (All departments)***

Auditor/Employer Guideline:

- If there is an orientation program containing all the items in 4.7 documentation, points are awarded based on when it is provided to employees. Auditors are to ask the organization for a list of all new or newly transferred employees within the past 12 months. Choose 10 from various departments, review orientation records. Findings are also verified in interview responses.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Employer Guideline:

- The auditor will be verifying this question through documentation review of completed orientations, and will need to know date of hire or date of transfer for those employees. Ideally, the orientation takes place before the worker starts work. The auditor will provide full marks as long as the orientation is started on the first day and completed in the first week.

### Types of Documentation to Review:

- Completed orientation records.
- Employee hire date records

### **QUESTION 4.9**

***Is there an orientation checklist form that provides an area for signatures of the person giving, and the person receiving, the orientation? (Corporate)***

### Auditor Guideline:

- Review documentation

### Employer Guideline:

- In order to verify that the orientation actually took place, the auditor will be looking for a “paper trail” indicating both the person receiving, and the person giving the orientation, have signed off on it. Documentation may be circulated electronically, but there needs to be an electronic trail to show that all parties have accepted the process.

### Types of Documentation to Review:

- Orientation checklists

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### **QUESTION 4.10**

***Is health and safety information given to contractors (Prime and day-contractors) before they begin working for the organization? (Corporate)***

Auditor Guideline:

- Review documentation of at least four RFP processes, contracts or other information provided to contractors prior to commencing work.

Employer Guideline:

- Contractors coming on site need to receive key information that will affect them during their job. These factors could include emergency response plans, hazards, reporting of incidents, PPE, WHMIS and any chemicals they will be bringing on to the property

Types of Documentation to Review:

- RFP contracts.

### **QUESTION 4.11**

***Is there a process in place to identify Prime Contractors in multi-employer worksites? (Corporate)***

Auditor/Employer Guideline:

- Review documentation to determine if there is a process in place to identify Prime Contractors. Note: the process could include a statement that the organization will always maintain Owner Responsibilities and never designate a Prime.

Types of Documentation to Review:

- RFP contracts
- Contractor Coordination Policy/Program

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 4.12**

***If there is a process in place to identify Prime Contractors in multi-employer worksites, is the process followed? (Corporate)***

Auditor Guideline:

- Review one contract to ensure the Prime Contractor is designated.

Employer Guideline:

- Organizations need to have a process to identify Prime Contractor and this process must be followed. This can be achieved by reviewing documentation.

Types of Documentation to review:

- Contracts

### **QUESTION 4.13**

***Is there a process in place to ensure contractors, not designated as Prime Contractors, are meeting their health & safety obligations? (All departments)***

Auditor Guideline:

- Interview whomever is responsible in the organization for project management. This may include project managers, public works managers and supervisors.

Employer Guideline:

- Employees responsible for project management need to be able to ensure that non-prime contractors are meeting their health and safety obligations. Non-prime contractors could include day contractors, and would include any contractors in multiple-employer worksites, where the organization has maintained Owner status.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### QUESTION 4.14

***Does the organization have a written requirement to provide an orientation to visitors?  
(Corporate)***

Auditor Guideline:

- Review documentation to see if there is a visitor orientation containing these items.

Employer Guideline:

- Customers and clients are excluded from the definition of "visitor" if they are restricted to those areas that are customarily used to conduct City business. For example: delivery personnel, attendees at Council or other meetings, taxpayers at the finance counter (among others) are excluded. Visitors that are entering working areas other than normal business areas, such as construction sites, should receive an orientation that identifies, at a minimum:
  - Hazards or site specific safety procedures
  - control measures or restricted areas
  - procedures in the event of an emergency
  - required PPE, provided by the visitor or by the organization
- The employer should ensure that any external auditors being hired, are provided with an orientation to confirm this question.

### ELEMENT 5: INSPECTIONS

#### *Overview*

Regular inspection of the facilities, equipment, work methods and work practices must be included in an effective health and safety management system. The audit checks for the following:

- written instructions that specify:
  - the intent of inspections
  - who is to inspect (including worker representation from the health and safety committee)
  - what is to be inspected
  - inspection frequency
- records of regular inspections carried out as outlined in the written instructions by designated personnel
- a system to ensure that unsafe or harmful conditions and work procedures are identified, reported, corrected and followed up without delay
- whether adequate training is provided for personnel responsible for inspection

This is an element where informal documentation, such as manager notebooks, can be very useful in showing that inspections have occurred and that the journal's owner participated. Inspecting the work practices (i.e., observing workers doing their normal tasks) is the most overlooked and most important part of the inspection process. The overloaded cart with the bent wheel won't hurt anyone until someone tries to use it. More likely it won't even be noticed until it is seen in use.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Key Concepts and Implementation Tips



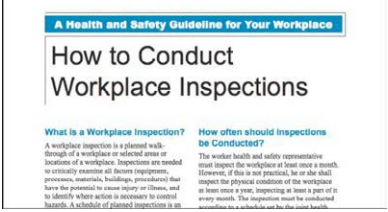
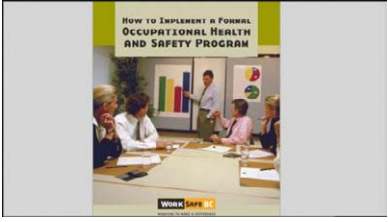
In order to meet the above objectives, the audit checks whether:

- The employer has a written inspection process in place that describes all the different types of inspections that are performed, including
  - scheduled inspections
  - annual inspections of fire and life safety equipment and elevating devices
  - routine tours by management and supervisors of the facility or work area
  - daily equipment inspections by workers
  - inspection of critical equipment prior to use
- The inspections required in the policy, regulation and law are actually being done by the appropriate people.
- A documented inspection checklist or form for workplace inspections is being used
- When problems are found, they are fixed properly in a reasonable time
- Training in inspection protocols is documented

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### SUPPORTING RESOURCES:

#### How to – Inspections

<p>Safety Inspections (WorkSafeBC)</p>	<p><a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/safety_inspections.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/safety_inspections.pdf</a></p>	
<p>Effective Workplace Inspections(CCOHS)</p>	<p><a href="http://www.ccohs.ca/oshanswers/prev ention/effectiv.html">http://www.ccohs.ca/oshanswers/prev ention/effectiv.html</a></p>	
<p>How to Conduct Workplace Inspections (IAPA)</p>	<p><a href="http://www.iapa.ca/pdf/inspect.pdf">http://www.iapa.ca/pdf/inspect.pdf</a></p>	
<p>How to Implement a Formal Health and Safety Program (WorkSafeBC)</p>	<p><a href="http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/howtoimplement_ohs.pdf">http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/howtoimplement_ohs.pdf</a></p>	

### TRAINING OPTIONS:

#### Training – Inspections

<p>Employers' Advisers Office</p>	<p><a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a></p>
<p>WorkSafeBC database of training providers</p>	<p><a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a></p>
<p>CCOHS</p>	<p><a href="http://www.ccohs.ca/products/courses/workplace_insp/">http://www.ccohs.ca/products/courses/workplace_insp/</a></p>
<p>BCMSA Worksite Safety Inspections</p>	<p><a href="http://www.bcmsa.ca/course-catalogue/worksite-safety-inspections-4-hour/">http://www.bcmsa.ca/course-catalogue/worksite-safety-inspections-4-hour/</a></p>

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

RELEVANT REGULATION AND LEGISLATION:		
Occupational Health and Safety Regulation (WorkSafeBC)	<a href="http://www2.worksafebc.com/publications/OHSRegulation/Home.asp">http://www2.worksafebc.com/publications/OHSRegulation/Home.asp</a>	<p>Inspections General</p> <ul style="list-style-type: none"> <li>• Sections 3.5-3.10</li> <li>• Section 4.3 (2)</li> <li>• Section 4.9</li> </ul> <p>PPE</p> <ul style="list-style-type: none"> <li>• Section 8.5</li> </ul> <p>Confined Space</p> <ul style="list-style-type: none"> <li>• Section 9.7</li> <li>• Section 9.24</li> </ul> <p>Fall Protection</p> <ul style="list-style-type: none"> <li>• Section 11.9</li> </ul> <p>Laundry</p> <ul style="list-style-type: none"> <li>• Section 12.150</li> </ul> <p>Work platforms</p> <ul style="list-style-type: none"> <li>• Section 13.22</li> </ul> <p>Cranes and lifting machines</p> <ul style="list-style-type: none"> <li>• Section 14.12-14.14</li> </ul> <p>Mobile Equipment</p> <ul style="list-style-type: none"> <li>• Section 16.7</li> <li>• Section 16.34</li> </ul> <p>ATV's</p> <ul style="list-style-type: none"> <li>• Section 16.53</li> </ul> <p>Transporting workers</p> <ul style="list-style-type: none"> <li>• Section 17.2</li> <li>• Section 17.24</li> </ul> <p>Emergency equipment</p> <ul style="list-style-type: none"> <li>• Section 32.5</li> </ul>

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

## GUIDELINES FOR USING THE COR AUDIT TOOL

### QUESTION 5.1

#### ***Does the organization have a Workplace Inspections Program? (Corporate)***

##### Auditor Guideline

- Review documentation of Workplace Inspection Program. The written instruction should identify the intent of inspections, and who should inspect, including a member of the Joint Occupational Health & Safety Committee.

##### Employer Guideline

- The program must include the following:
  - The intent of the inspection
  - What is to be inspected? Have checklists been created?
  - Who performs inspections? JOHSC, manager, supervisor and/or worker.
  - How often are the inspections to be done? (Monthly, quarterly, before every shift, before a piece of equipment is used?) Inspections must be done at a frequency that will prevent the build-up of hazards.
  - How are they conducted? (Formally or informally, scheduled or random, focusing on improvements rather than assigning blame?)

##### Types of Documentation to Review

- Inspection program
- Inspection checklists

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### QUESTION 5.2

***Does the inspection program outline what is to be inspected and the inspection frequency? (Corporate)***

Auditor Guideline:

- Review documentation, an inspection schedule should be developed for all facilities where the employer has workers. Note: the auditor is not assessing if the frequency of inspections is correct, just that the schedule has been developed.

Employer Guideline:

- This question checks whether the organization has documentation proving that a schedule has been developed.

Types of Documentation to Review:

- An inspection schedule.

### QUESTION 5.3

***Have persons responsible for conducting inspections received training? (All departments)***

Auditor Guideline:

- Interview persons responsible for conducting inspections.

Employer Guideline:

- Supervisors are responsible for conducting inspections on a regular basis and will always be expected to answer this audit interview question. Supervisors should be trained in the inspection of their work areas as part of their regular duties, using their regular inspection procedures. Members of the JOHSC who should be conducting inspections will also be expected to answer this question. The auditor's interview is intended to verify they have received training in conducting inspections.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### **QUESTION 5.4**

***Are inspections being carried out as defined in the program? (All departments)***

Auditor Guideline:

- Review documentation; compare documented inspections to the inspection program requirements.

Employer Guideline:

- This question checks whether the organization has documentation proving that the inspections are occurring following the rules that are defined in the program. For example, if the program states that inspections will be done monthly in each department, the auditor will be looking for proof that they have been completed each month. However, if the organization does not meet the requirements in the program, this is a negative finding. Evidence of non-compliance can never be a positive finding for any audit question.

Types of Documentation to Review:

- Inspection records for the past 12 months

### **QUESTION 5.5**

***Are inspection checklists or forms for workplace inspections being used? (All departments)***

Auditor Guideline:

- Review documentation, looking for a pre-printed checklist that is used consistently, or at the very least, a form for use during inspections which identifies hazard levels and assigns responsibility for corrective action.

Employer Guideline:

- This question checks whether the organization has documentation proving that a checklist is being used, and at the minimum identifies hazard levels and assigns responsibility for corrective action.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

Types of Documentation to Review:

- Inspection checklist

### **QUESTION 5.6**

***Is there a process in place to ensure that someone is assigned responsibility to correct any deficiencies found during inspections? (All departments)***

Auditor Guideline:

- Review documentation to determine if deficiencies found during inspections are brought to the attention of the people or departments who would be responsible for the correction of deficiencies.
- Evidence may be found on the actual inspection forms, or in memos or other proof of communication to those responsible for correcting.

Employer Guideline:

- The organization needs to demonstrate that when deficiencies are found during inspections they are brought to the attention of the people or departments who would be responsible for correcting them. Assigning responsibility identifies accountability and ensures hazards are corrected.

### **QUESTION 5.7**

***Is there a process in place to ensure that any deficiencies are corrected in a timely manner? (All departments)***

Auditor Guideline:

- Review several consecutive checklists or inspection reports within each department.
- Auditors should go back as many months as necessary to ensure hazards are rectified, starting with high hazards. If there have been no high hazards, look for moderate hazards.
- During observational tours, see if high hazard deficiencies have been corrected as shown during document review.
- Interview supervisors and safety committee members to see if high hazards are being rectified before the next inspection.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Employer Guideline:

- The organization needs to demonstrate a systematic corrective action plan for items identified during the inspection so that deficiencies are corrected in a timely manner. The plan needs to specify:
  - what needs to happen
  - who is required to either lead or perform the plan
  - what the deadline is
  - the date on which it was completed
- Action plan can be tracked in the JOHSC meeting minutes, through a maintenance program or in a corrective action log. The audit tests the system to see whether items are being assigned and corrected and also verified through observation tours.

### ELEMENT 6: INCIDENT INVESTIGATION

#### *Overview*

The objective of any investigation is to learn from the event and reduce the risk of repeating it. Only by performing an effective investigation can root causes be discovered, and only by addressing those root causes can effective changes be made. Investigating properly and effecting change is one of the most respectful ways to treat injured and otherwise affected workers. Management's failure to investigate properly or, worse, failure to follow up on the recommendations from a proper investigation is one of the surest ways to have workers disengage from the organization, fostering lower morale and trust. A good safety culture demands a thorough investigation in a blame-free setting. Investigations must not focus on blaming the worker, but rather on finding where the system prompted the worker to make a poor decision. Investigations of serious incidents are not easy to perform for many organizations, so outside assistance is perfectly acceptable in these cases.

The audit will measure whether:

- there is a procedure for the immediate investigating and reporting of incidents that identifies:
  - what to report to WorkSafeBC
  - which incidents to investigate
  - the intent of the investigation
  - the content, distribution and follow-up of reports
- there is a process to identify and record the actions necessary to prevent recurrence and to implement and follow up on those actions
- designated investigating personnel are adequately trained and knowledgeable of the type of work involved.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### Key Concepts and Implementation Tips

In order to meet the above objectives, the audit checks whether:






- The employer has a comprehensive written investigation policy or procedure.
- The investigations required in the policy, Regulation and law are actually being done as required by the appropriate people for:
  - injuries requiring medical aid, time loss or modified work duties
  - serious close calls
  - property damage involving or affecting a worker
  - first aid cases that did not result in medical aid or time loss.
- When problems are found, they are fixed properly in a reasonable time.
- There is a method for workers to report injuries, near misses, hazards and other problems, and that the workers are using it.
- Standardized incident investigation forms are readily available and used.
- Training is documented.

Not all investigations are required to be full formal investigations. Minor first aid could be investigated entirely in a manager's notebook if that is standard organizational procedure.

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

## SUPPORTING RESOURCES:

### *How to – Accident Investigations*

<p>Incident Investigation Report (WorkSafeBC)</p>	<p><a href="http://www.worksafebc.com/forms/assets/PDF/52E40.pdf">http://www.worksafebc.com/forms/assets/PDF/52E40.pdf</a></p>	
<p>Accident Investigations (CCOHS)</p>	<p><a href="http://www.ccohs.ca/oshanswers/hsp/rograms/investig.html">http://www.ccohs.ca/oshanswers/hsp/rograms/investig.html</a></p>	
<p>Incident Investigation (WorkSafe Alberta)</p>	<p><a href="http://www.employment.alberta.ca/earning/Incident/Incident.htm">http://www.employment.alberta.ca/earning/Incident/Incident.htm</a></p>	
<p>Conducting a Workplace Accident Investigation (Safe Manitoba)</p>	<p><a href="http://safemanitoba.com/conducting_a_workplace_incident_investigation.aspx">http://safemanitoba.com/conducting_a_workplace_incident_investigation.aspx</a></p>	
<p>What Does an Accident Really Cost? (WorkSafeBC)</p>	<p><a href="http://www2.worksafebc.com/sc/tours/default.htm">http://www2.worksafebc.com/sc/tours/default.htm</a></p>	

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### TRAINING OPTIONS:

#### *Training - Investigations*

Employers' Advisers Office	<a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a>
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
CCOHS	<a href="http://www.ccohs.ca/products/courses/accident_investigations/">http://www.ccohs.ca/products/courses/accident_investigations/</a>
BCMSA Incident/ Accident Investigations	<a href="http://www.bcmsa.ca/course-catalogue/incidentaccident-investigations-4-hour/">http://www.bcmsa.ca/course-catalogue/incidentaccident-investigations-4-hour/</a>

### RELEVANT REGULATION AND LEGISLATION:

Occupational Health and Safety Regulation (WorkSafeBC)	<a href="http://www2.worksafebc.com/publications/OHSRegulation/Home.asp">http://www2.worksafebc.com/publications/OHSRegulation/Home.asp</a>	<p>Investigations General</p> <ul style="list-style-type: none"> <li>• Sections 3.3</li> </ul> <p>Violence / conduct</p> <ul style="list-style-type: none"> <li>• Section 4.26</li> </ul> <p>Air Quality</p> <ul style="list-style-type: none"> <li>• Section 4.79</li> </ul> <p>Chemical exposure</p> <ul style="list-style-type: none"> <li>• Section 5.59</li> </ul>
<i>Workers' Compensation Act</i> (BC Gov't)	<a href="http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1">http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1</a>	<p>Investigating injuries</p> <ul style="list-style-type: none"> <li>• Section 173</li> </ul>

# CERTIFICATE OF RECOGNITION (COR) TOOLKIT

## GUIDELINES FOR USING THE COR AUDIT TOOL

### QUESTION 6.1

***Is there a written policy or procedure for investigation of hazards, accidents and near-miss incidents? (Corporate)***

Auditor Guideline:

- Review documentation, this document may be in a formal written safety program document, or as a stand-alone document.

Employer Guideline:

- Ensure that the incident or accident investigation procedure identifies the following:
  1. Which incidents to investigate (*Workers Compensation Act* Part 3, Division 10 Section 173): An employer must immediately undertake an investigation into the cause of any accident or other incident that:
    - is required to be reported by Section 172 of the *Act*,
    - resulted in injury that required medical treatment,
    - did not involve injury to a worker, or involved only minor injury not requiring medical treatment, but had the potential to cause serious injury to a worker
    - was an incident required by Regulation to be investigated.
  2. In addition, an employer needs to investigate all first aid cases, near misses, threats and significant property damage in a manner appropriate to the severity of the incident.
  3. The intent of the investigation (*Workers Compensation Act* Section 174): As far as possible, the investigation must:
    - determine the cause of the incident
    - identify any unsafe conditions, acts or procedures that contributed in any manner to the incident
    - recommend corrective action to prevent similar incidents.
  4. Content: This could include photos, diagrams, witness statements and contact information, events leading up to the incident, description of incident, etc.

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

4. Content: This could include photos, diagrams, witness statements and contact information, events leading up to the incident, description of incident, etc.
5. Distribution: Who is required to get copies of the investigation? This should include the JOHSC and senior management.
6. Follow-up of reports: What are the procedures for following up on the incident, and who is required to receive the updated reports?

Types of Documentation to Review:

- Accident/Incident investigation policy or procedure

### **QUESTION 6.2**

***Does the written policy or procedure clearly direct what types of incidents are to be reported to WorkSafeBC? (Corporate)***

Auditor Guideline:

- Review the documented accident / incident investigation procedure or policy to determine if it identifies what must be reported to WorkSafeBC.

Employer Guideline:

- Ensure that the incident or accident investigation procedure identifies the following incidents that need to be reported to WorkSafeBC:
  - Incidents which must be reported include:
    - Any incident that kills or seriously injures a worker
    - A major leak or release of a toxic substance
    - A major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary support system or excavation
    - Any incident requiring medical aid or time loss from work; these must be reported within 3 days and include:
      - work-related injuries
      - every disabling occupational disease, or claim for occupational disease or allegation of an occupational

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

Types of Documentation to Review:

- Accident/Incident investigation policy or procedure

### **QUESTION 6.3**

***Is the policy or procedure being followed? (All departments)***

Auditor Guideline:

- Review documentation of ten reportable workplace injury claims from the past year to determine if the incidents were reported to WorkSafeBC within the three business days. If the organization has not had ten reportable incidents, review however many there have been in the past year.

Employer Guideline:

- It is the employer's responsibility to report an injury to WorkSafeBC within three business days of the injuries occurrence or within three business days of the employer or representative becoming aware of the injury. The question asks the auditor to review if this process is followed. The auditor will be looking for reports from all departments, if available.

Types of Documentation to Review:

- Form 7's submitted to WorkSafeBC and record of incident report.

### **QUESTION 6.4**

***Are standardized incident investigation forms readily available and used? (All departments)***

Auditor Guideline:

- During observational tours, ensure they are used throughout the organization.

Employer Guideline:

- This question checks whether the organization has a standardized investigation form and is it being consistently used throughout the organization. This can be verified during the observation tours of the departments included in the audit.

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### **QUESTION 6.5**

***Are workers aware of the incident/accident reporting process? (All departments)***

Auditor Guideline:

- Interview employees to determine if they have been made aware of the incident/accident reporting process.

Employer Guideline:

- This question tests whether employees are aware of the organization's reporting process. Do they know the steps that will be followed, and what their responsibilities are during that process, if any? Their responses are measured against the organization's process. Communication of the organizations' incident/accident reporting process is crucial as it is the cornerstone of the investigation program.

### **QUESTION 6.6**

***Are appropriate staff involved in investigations, and have they received training in investigation procedures, and in the organizations policy/procedure for investigations? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review the incidents identified for question 6.3, assess whether appropriate employees are participating in the investigation. The investigation should be done by persons knowledgeable in the work, and should include an employer and a worker representative.
- Interview staff responsible for conducting investigations.

Employer Guideline:

- There needs to be evidence of training for the people responsible for investigations. This could be through the BCMSA or another recognized training institution. Certificates and training spreadsheets are the easiest way to verify this training but are not the only form of verification. Emails from the training institutes can also be used. Those who are competent to do so can also conduct internal training.

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Types of Documentation to Review:

- Review documentation (training records)

### **QUESTION 6.7**

***Are "near miss" incidents being reported? (All departments)***

Auditor Guideline:

- Interview supervisors and workers to discover if they are aware of the need to report these incidents, and if they are being reported.

Employer Guideline

- Near miss incidents are those that could have resulted in serious injury or death, but did not result in any injury or damage to equipment or facilities, are being reported. This question tests whether to see if supervisors and workers are aware how to report near miss incidents so that the cause can be investigated and a more serious incident resulting in injury does not occur. A process needs to be established and communicated to all employees.

### **QUESTION 6.8**

***Are recommendations for prevention or remedial action assigned and are the recommendations implemented? (All departments)***

Auditor Guideline:

- Review documents of incidents identified in question 6.3; determine if recommendation for prevention or remedial action is assigned.
- During observational tours, determine if recommendations found in selected incident investigations have been implemented. This may require some informal discussions with workers in the field.

Employer Guideline:

- During the documentation review in question 6.3, auditors are looking to see if recommendations for prevention or remedial action are assigned. In this question the auditor is verifying, through documentation review, that the recommendations have been complied

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with. The list is further verified during the observation tour to see if the recommendations have been implemented.

Types of Documentation to Review:

- Review Incident/Accident Investigations

### **QUESTION 6.9**

***Are corrective actions communicated to workers? (All departments)***

Auditor Guideline:

- Interview workers to determine if corrective actions are communicated.

Employer Guideline

- This question tests to see if workers can provide a positive response that corrective actions from investigations are communicated to workers. Ideally, if a worker is injured and a recommendation is made to prevent a recurrence during the incident/accident investigation process, that recommendation is made in consultation with the worker. If the worker is not part of the investigation, the recommendations made should be communicated with the worker, along with any actions taken to fulfil the recommendation. Other workers should also be apprised of the recommendations and corrective action results through safety meetings, postings on bulletin boards, distributed to workers involved in the incident, or any other appropriate means.
- Communicating the results of incident/accident investigations, and any action taken as a result of the recommendations, helps to improve the safety culture in the organization by identifying managements' positive response to preventing recurrence of incidents and injuries.

### **QUESTION 6.10**

***Are investigation reports reviewed by management? (All departments)***

Auditor Guideline:

- Review investigation reports or other documents to see if management is part of the review process.
- Interview managers to determine if they are reviewing investigations of incidents within their departments.

Employer Guideline:

- An indication that management is reviewing investigations may be evidenced by signatures on the investigation reports or by minutes of meetings where incidents are reviewed.

Types of Documentation to Review:

- Incident/Accident Investigations
- Management meeting minutes

### ELEMENT 7: PROGRAM ADMINISTRATION

#### *Overview*

The maintenance of health and safety records is necessary in order to determine the effectiveness of a health and safety program. Reports of injuries, inspections and incident investigations are required in order to determine incident trends, including their frequency and severity. Effective communication of the program is necessary in order to promote a good safety culture. Performing the COR audit annually is a major review, but the organization needs to stay on top of its own system. Think of the audit as your annual physical; as an organization you still should look in the mirror daily and step on the scales weekly.

The audit will measure the following:

- a health and safety records management system
- the analysis of records and statistics that determine incident trends (frequency, severity, type and nature of worker injury)
- effective communication of the program at all levels
- a system for program evaluation and a plan to correct deficiencies

#### **Key Concepts and Implementation Tips**

In order to meet the above objectives, the audit checks whether:

- The employer keeps records in a way that they can be retrieved.
- The records required by legislation, Regulation and the organization are maintained.
- The records are analysed on a regular basis, and shared with staff/workers, at least annually.
- Senior management has formulated a plan based on that analysis.
- Everyone in the organization knows the major themes that the plan is going to address (i.e., reducing cuts or improving return-to-work times).

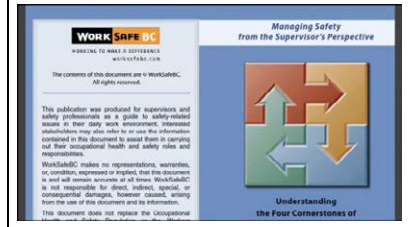
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### SUPPORTING RESOURCES:

#### *How to – Record keeping*

Managing Safety from Supervisors Perspective (WorkSafeBC)

[http://www.worksafebc.com/publications/health\\_and\\_safety/by\\_topic/assets/pdf/managing\\_safety.pdf](http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/managing_safety.pdf)



### TRAINING OPTIONS:

#### *Training*

Employers' Advisers Office

<http://www.labour.gov.bc.ca/eao/>

BCMSA Training: Due Diligence

<http://www.bcmsa.ca/course-catalogue/due-diligence-for-supervisors-4-hour/>

### RELEVANT REGULATION AND LEGISLATION:

Occupational Health and Safety Regulation (WorkSafeBC)

<http://www2.worksafebc.com/publications/OHSRegulation/Home.asp>

Statistics

- Sections 3.3 (f)

Records

All sections require that a record be kept to prove due diligence

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## GUIDELINES FOR USING THE COR AUDIT TOOL

### QUESTION 7.1

***Are workers given an opportunity to discuss current and on-going health and safety issues? (All departments)***

Auditor Guideline:

- These could be regular safety meetings, tailgate/toolbox meetings, or on-the job discussions. Ensure that as a minimum, a record is reviewed for each department/combined department.
- Interview supervisors and workers.

Employer Guideline:

- Employees need to be engaged in ongoing health and safety issues, communicating not only when things are wrong (unsafe, unusual, unexpected or unknown) but when things are going well. Communication needs to be open and without fear of reprisal. An effective method is simple informal talk, either one-on-one or in small groups. Signs, posters and message boards are semi-formal methods. Written policies, procedures and forms are the most formal methods of communication. Each organization needs a balance of these methods and also needs to establish a system of recording communication when it happens.

### QUESTION 7.2

***Is there a process to organize and manage safety management system documentation? (Documentation: Corporate; Observation: All departments)***

Auditor Guideline:

- Documentation review could include: safety minutes, inspections, investigations, safe work procedures, risk assessments, training records.

Employer Guideline:

- Organizations need a process that outlines specifically which documents are to be stored, how many years will they be kept, where will they be stored, and what security measures

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are in place to protect the private information contained within those documents. Having a good process in place helps manage safety deficiencies, goals and achievements, work plans, schedules and can provide a detailed evaluation on an organization's overall safety performance.

- In addition, the organization needs a system to track injuries, incidents, etc., so that statistics relative to health and safety can be generated. These statistics are then used to formulate goals and action plans, training needs, and other continual improvement processes.

### **QUESTION 7.3A**

***Are health and safety goals and objectives identified on an annual basis?  
(Documentation: Corporate; Interview: All departments)***

Auditor Guideline:

- Review documentation of minutes of management meetings, safety meetings, etc. for an indication of goal and objective setting.
- Interview managers to determine if Corporate and Departmental safety goals and objectives are identified on an annual basis.

Employer Guideline:

- Auditors look to see that information is being gathered and analysed, and the organization has safety goals and objectives identified on an annual basis. Examples of safety goals and objectives could come from results from COR audit, statistical information, injury rate, training, culture needs etc.
- The auditor's interview determines whether managers are aware that annual safety goals and objectives are being identified.

Types of Documentation to Review:

- HR Annual reports, Health and Safety Reports, minutes of meetings etc.

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### **QUESTION 7.3B**

***If this is a Maintenance or Re-Certification Audit: Is there evidence that effort was made to address previous action plans? (Corporate)***

Auditor Guideline:

- Review documentation to confirm previous safety audit recommendations are implemented and deficiencies corrected or acceptable information as to why they weren't completed.

Employer Guideline:

- This question is looking for any other safety audit that might have been performed. This can be a previous COR external audit or internal audit. For organizations that are undergoing their first formal COR audit, this question is not applicable. If an audit has been performed, then the auditor will evaluate the percentage of deficiencies that have been addressed to date, from the last action plan. While having a plan that is not yet enacted is better than having no plan for a particular item, this question only evaluates the percentage of items that have been completed.

Types of Documentation to Review

- Previous COR audits and action plans

### **QUESTION 7.4**

***Are records kept of lost time, medical aid, first aid and near miss incidents? (Corporate)***

Auditor Guideline:

- Review documentation to see if records are kept for time loss, medical aid, first aid and near miss incidents.

Employer Guideline:

- The organization needs to be able to produce specific records. These records may be kept in a central location or on individual personnel files. Examples of where records might be kept could include first aid rooms or office, human resources department or an identified individual, etc.

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### **QUESTION 7.5**

***Are health and safety statistical reports generated and shared on an ongoing basis?  
(Documentation: Corporate; Interview: All departments)***

Auditor Guideline:

- Review documentation to see if health and safety statistical reports are generated and shared on an ongoing basis.
- Interview managers and safety committee members to determine if statistical reports are shared.

Employer Guideline:

- “Ongoing” could be monthly, quarterly or semi-annually, but should be more frequently than once per year. These reports could be shared in JSHC meeting minutes or other management, supervisor, worker or committee minutes and meetings. The interview is to determine if managers and safety committee members are aware of health and safety statistical reports being produced and shared.

### **QUESTION 7.6**

***Does the organization compare health and safety performance from year to year?  
(Documentation: Corporate; Interview: All departments)***

Auditor Guideline:

- Review documentation to see if the organization compares health and safety performance from year to year.
- Interview managers to determine if safety performance is compared from year to year.

Employer Guideline:

- An organization needs to measure its safety performance, and one way to do so is compare annual results. During documentation review the auditor looks for proof that health and safety performance is compared from year to year, these reports could be shared in JOSHCH meeting minutes or other management, supervisor, worker or committee minutes and meetings. This interview with managers will test to see if they are aware of health and safety performance being compared from year to year.

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### QUESTION 7.7

***Are annual statistics analysed and needs or trends identified? (Documentation: Corporate; Interview: All departments)***

#### Auditor Guideline

- Review documentation to ensure records and statistics are being collected and analysed to determine incident trends (including frequency, severity, type, and nature of worker injury).
- Interview members of the Safety Committee to determine if annual statistical analysis occurs.

#### Employer Guideline

- Auditors look to see that information and statistical analysis are being gathered from recorded incidents. Are reports being examined for trend analysis, are corrective actions being put in place to mitigate the risk, and is the information shared with everyone? This analysis can be presented in graphs, through JOHSC meeting minutes, in newsletters or posted on OHS boards, etc.

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### ELEMENT 8: JOINT OCCUPATIONAL HEALTH AND SAFETY COMMITTEE

#### *Overview*

A Joint Occupational Health and Safety Committee (JOHSC) is required at every workplace where twenty or more workers are regularly employed, and is an integral part of an effective occupational health and safety program. A JOHSC is a key facilitator of communication, and its meeting minutes are often excellent documentation of larger-scale safety initiatives. Such a committee often directly interacts with inspections, investigations and system administration.

The audit will measure the following:

- a functioning JOHSC, with clearly defined committee membership, function and duties
- committee members' active involvement in health and safety activities
- a process that ensures committee minutes are maintained and communicated, with recommended actions followed up by the employer.

#### **Key Concepts and Implementation Tips**


In order to meet the above objectives, the audit checks whether:

- The employer has written terms of reference for the safety committee(s).
- The committee members have been trained appropriate to those terms of reference.
- The committee actually performs its duties to according to legislation, Regulation and organization policy.
- The committee meets monthly and then publishes minutes so that everyone knows
  - the importance of safety in the workplace
  - the names of the committee members
  - how workers can take safety issues to the committee.

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### SUPPORTING RESOURCES:

#### *How to – Joint Occupational Health and Safety Committee*

Joint Occupational Health and Safety Committee (WorkSafeBC)	<a href="http://www2.worksafebc.com/pdfs/CertificationandTraining/JHSC/JHSC_Responsibilities_Workbook.pdf">http://www2.worksafebc.com/pdfs/CertificationandTraining/JHSC/JHSC_Responsibilities_Workbook.pdf</a>	
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### TRAINING OPTIONS:

#### *Training – Joint Occupational Health and Safety Committee*

Employers' Advisers Office	<a href="http://www.labour.gov.bc.ca/eao/">http://www.labour.gov.bc.ca/eao/</a>
WorkSafeBC database of training providers	<a href="http://www.ohstrainingbc.com/">http://www.ohstrainingbc.com/</a>
CCOHS	<a href="http://www.ccohs.ca/products/courses/hscommittees/">http://www.ccohs.ca/products/courses/hscommittees/</a>
BCMSA Safety Committee Member Responsibilities	<a href="http://www.bcmsa.ca/course-catalogue/safety-committee-member-responsibilities-4-hour/">http://www.bcmsa.ca/course-catalogue/safety-committee-member-responsibilities-4-hour/</a>

### RELEVANT REGULATION AND LEGISLATION:

Occupational Health and Safety Regulation (WorkSafeBC)	<a href="http://www2.worksafebc.com/publications/OHSRegulation/Home.asp">http://www2.worksafebc.com/publications/OHSRegulation/Home.asp</a>	Committee <ul style="list-style-type: none"> <li>• Section 3.3 (f)</li> </ul>
<i>Workers Compensation Act</i>	<a href="http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1">http://www2.worksafebc.com/Publications/OHSRegulation/WorkersCompensationAct.asp#SectionNumber:Part3Division1</a>	Committee <ul style="list-style-type: none"> <li>• Section 125-138</li> </ul>

## CERTIFICATE OF RECOGNITION (COR) TOOLKIT

### GUIDELINES FOR USING THE COR AUDIT TOOL

#### QUESTION 8.1

##### ***Is there a joint occupational health and safety committee (JOHSC)?***

###### Auditor Guideline:

- Through documentation review determine if there is a Joint Occupational Health and Safety Committee with either equal representation from workers and management, or at the very least, no more management representatives than worker representatives, and that the JOHSC has been in place for at least one year. Further, if the organization has a Fire Department, determine if there is a separate committee for the Fire Department.

###### Employer Guideline:

- A JOHSC is required where there are twenty or more workers regularly employed. Further, in a municipality, the Fire Department must have a functioning JOHSC. In some instances, the organization may wish to apply for a variance to the requirement for so many Committees; the audit will then assess based on the variance provided by WorkSafeBC.
- There must be meeting minutes demonstrating that there is a JOHSC committee in place and that it is functioning. This question deals solely with the existence of a committee. Other questions in this element deal with whether the committee is properly constituted and performing useful safety duties so as to meet organizational and legal requirements.

###### Types of Documentation to Review:

- JOHSC meeting minutes

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### **QUESTION 8.2**

***Is the function of the Joint H&S Committee clearly defined in the Health and Safety Management System? (Documentation: Corporate; Observation: All departments)***

Auditor Guideline:

- Review safety management system documentation, the function may be listed there or in a Terms of Reference document.
- During observational tours, look for posted communication regarding the Joint OH&S Committee function, terms of reference, etc.

Employer Guideline:

- There needs to be evidence to verify that the committee members are aware of the function and their key responsibilities, which are a combination of regulatory responsibilities and any additional responsibilities assigned by the organization.

Types of Documentation to Review:

- Terms of Reference document

### **QUESTION 8.3**

***Are members of the Joint OH&S Committee actively involved in health and safety program activities? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review documentation of minutes of the Joint OH&S Committee meetings to see if the Committee is actively included in safety activities as noted in the Terms of Reference for that Committee.
- Interview safety committee members to see if there are actively involved in the health and safety program activities.

Employer Guideline:

- Auditors are looking for some kind of documentation to verify that safety committee members are actively involved in health and safety programs activities such as hazard identification and risk assessment, creation or review of safe work procedures,

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incident/accident investigations and worksite safety inspections. This can be shown within the JOHSC meeting minutes, documented investigations, development of safe work procedures and policies, reviewing policies and procedures annually, training, safety fair, conferences, etc.

Types of Documentation to Review:

- JOHSC meeting minutes
- Incident/Accident investigations
- Worksite safety inspections
- Safe work procedures
- Risk assessment documentation

### **QUESTION 8.4**

***Does the JOHSC have a process for ensuring recommendations are presented to and followed up with management? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review documented recommendations that have come directly from the Committee. Alternately, the Committee may have adopted recommendations from another source such as the Safety Advisor/Manager. If the Committee makes a formal recommendation, it must receive a written response from Management.
- Interview Safety Committee members to determine if they either make recommendations or adopt recommendations from others. This may include BCMSA, managers, etc.

Employer Guideline:

- Auditors are looking for some kind of tracking system for corrective actions. This can be done within the JOHSC meeting minutes, which should clearly show that action items are addressed in a timely manner or by the established due date. A separate corrective action log can track all identified deficiencies, including JOHSC meeting items, but it needs to also show the date, item deficiency, person responsible, due date and the actual completion

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date. If the JOHSC makes a formal written recommendation to the organization in writing, then the employer is required to respond, in writing, within 20 days.

Types of Documentation to Review:

- JOHSC minutes
- Written JOHSC recommendation and management responses

### **QUESTION 8.5**

***Are the last three safety committee meeting minutes posted or made readily available to all employees? (All departments)***

Auditor Guideline:

- During observational tours confirm that the last three safety committee meeting minutes are posted or made readily available to all employees.

Employer Guideline:

- Minutes may be posted on bulletin boards, on the organization's internal website, or other means. Posting minutes of JOHSC meetings is another communication tool to ensure workers are aware of the health and safety activities taking place in the organization.

### **QUESTION 8.6**

***Are committee members familiar with their duties and functions? (All departments)***

Auditor Guideline:

- Interview JOHSC members to determine their level of knowledge and understanding of their roles and responsibilities on the committee and the terms of reference.

Employer Guideline:

- The interview aims to verify that the committee members are aware of their key responsibilities, which are a combination of regulatory responsibilities and any additional responsibilities assigned by the organization. Committee members should also be able to describe their responsibilities as listed in their Terms of Reference or Program document.

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### QUESTION 8.7

***Have committee members been offered and/or received any training in how to carry out their duties, within the past year? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review training documents to see how many members have been offered and/or received any safety training in courses which would apply to their role on the safety committee.
- Interview Safety Committee members to determine if they have been offered and/or received training in how to carry out their responsibilities

Employer Guideline:

- Every member of the JOHSC must be offered at least eight (8) hours of training per year. There needs to be a system in place that shows committee members are being offered and/or received any training in how to carry out their duties. Training could be through a number of courses the BCMSA offers as well as attending conferences or other related training, provided the JOHSC has accepted that it is appropriate training. The auditor will be looking for actual proof that all JOHSC members were offered and encouraged to participate in training; providing an annual training catalogue is not sufficient.

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### **QUESTION 8.8**

***Are committee members performing or reviewing incident/accident investigations and workplace inspections? (Documentation: Corporate; Interviews: All departments)***

Auditor Guideline:

- Review documentation, incident/accident investigations and workplace.
- Interview Safety Committee members to determine if they have conducted or reviewed investigations and workplace inspections.

Employer Guideline:

- Committee members should be conducting or reviewing workplace inspections, and should be conducting or reviewing incident and accident investigations. Proof that this is taking place could be found in JOHSC minutes, by signatures on the inspection report forms or incident/accident investigation forms. Verification is followed up through interview of JOHSC members.

### **QUESTION 8.9**

***Are adequate resources provided to the Safety Committee for them to adequately fulfil their responsibilities? (All departments)***

Auditor Guideline:

- Interview safety committee members to determine if they believe they have sufficient resources.

Employer Guideline:

- Resources include time to perform their tasks, as well as documents including copies of the OH&S Regulation, *Workers Compensation Act*, safety publications, etc. Access to these resources may be in hard copy or electronically.

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### CONCLUSION

This document is to help employers understand the Certificate of Recognition (COR) process, giving an overview of what is needed to succeed, providing detailed explanations of the audit tool's questions and giving practical examples of forms, policies, procedures and resources that an organization can use or modify based on their specific needs. By following the information in this manual, an organization can also expect to improve their safety performance and reduce costs.