



2021 COR PROGRAM REPORT TO WORKSAFEBC

March 23, 2022

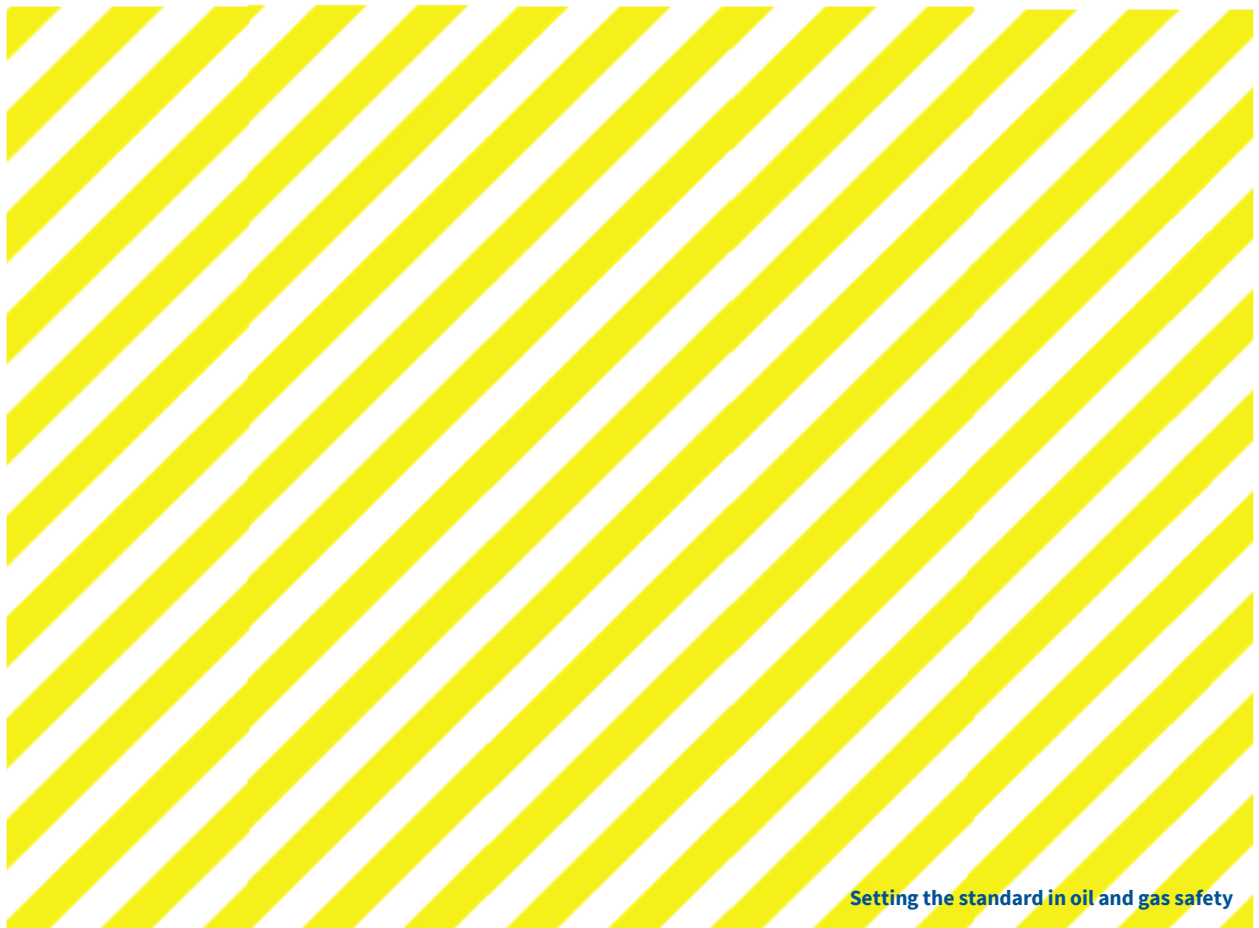




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1.0 EXECUTIVE SUMMARY

The Energy Safety Canada Safety Audits and Certifications (SA&C) department is pleased to present the following report highlighting the Certificate of Recognition (COR) service delivery achievements in British Columbia (BC) in 2021.

Energy Safety Canada's 2021 COR program highlights include:

- 32 BC-based external auditors
- 345 companies with an active BC COR status
- 158 companies with an active BC SECOR status
- \$2,904,212.00 issued in WCB rebates for 2020 through WorkSafeBC's "Partners in Injury and Disability Prevention" program

In 2021, resources were dedicated to four primary areas:

- Workshop Program
- Developed tools and resources
- Outreach & Communication Plan
- Pilot of Auditor Account Manager Program
- Completed assigned WorkSafe BC Initiated Verification Audits (WIVAs) and evaluated results. View the WSBC OSAR, WIVA and Auditor Decertification Summary report for details.

Moving forward in 2022, Energy Safety Canada will continue to provide support and resources to BC employers and auditors to continue the ongoing improvement to health and safety programs.



2.0 2021 KEY OPERATIONAL ACCOMPLISHMENTS

2.1 WORKSHOP PROGRAM

Energy Safety Canada developed and delivered the following workshops to auditors and employers in 2021:

Workshop Title	# of Sessions	# of Participants Total	# of BC Participants
COVID-19 - Auditing Updates Sessions	6	174	40
Competency and Training	1	11	4
Accountability vs Discipline Systems	1	19	5
Hazard ID & Control - Holistic Approach	1	10	4
Long-term Impacts to Auditing, Post-COVID-19	1	9	2
Auditor-Focused Training - D, I & O	3	14	1
SECOR Online Audit Submission Sessions	4	30	8

Table 1 - Workshop Program

A high level of focus continued in 2021 to support employers and auditors with auditing during COVID-19. This included the development of resources and tools to assist stakeholders with challenges related to the completion of audits.

2.2 TOOLS AND RESOURCES

Energy Safety Canada developed and implemented the following tools and resources in 2021:

- Safety Audits & Certifications [Frequently Asked Questions](#) (FAQs) - See Figure 1.
- Continued to grow library of [Industry Examples](#) on the Formal Hazard Assessment resource page. This was communicated to stakeholders in [November 2021](#).
- Developed and communicated the auditor/student auditor resource page in the Auditor Portal. This was communicated to stakeholders in [August 2021](#).



2.3 OUTREACH & COMMUNICATION PLAN

Energy Safety Canada delivered approximately 72 communications in 2021. The categories of these communications include:

- General audit reminder communications
- Seasonal communications
- Notices of upcoming webinars
- COVID-19 communications
- Targeted communications

All communications are posted to the [COR News](#) webpage. The following table outlines information on the targeted communications:

Targeted Communications	Targeted Audience	# of Audience Reached
WorkSafeBC Return-to-Work (RTW) COR Discontinued	BC Only Employers	513
WorkSafeBC COVID-19 Auditing Update	Employers / Auditors	1736
Checking Audit Status Online	Employers / Auditors	1659
BC COR Printing Update	BC Only Employers	513
Auditor/Student Resource Page	Auditors	693
Team Audits Guideline	Auditors	693
Executive Summary Guideline	Auditors	693
Writing Quality Auditor Notes Guideline & Recorded Webinar	Auditors / Employers	1628
Resource Update: Formal Hazard Assessment Library	Auditors / Employers	1628

Table 2 - Targeted Communications

2.4 PILOT AUDITOR ACCOUNT MANAGER PROGRAM

In 2021, Energy Safety Canada identified 19 auditors who perform between 5 - 23 audits per year that are BC only or multiprovincial audits. The auditors were chosen based on the following criteria:

- Conducts large complex audits as a lead auditor on a regular basis
- When there have been multiple corrections in a single audit



- When multiple cycles are required to correct deficiencies identified through QA Review
- Identified through the complaint process
- Identified through the On-Site Audit Review Process

Formal meetings are planned with the auditor and cover the following:

- Discuss with the auditor strengths of their audit reports and any Quality Assurance issues discovered through the audit review process in the audits they conducted, such as:
 - Auditors' strengths
 - Company specific details
 - Scoring inconsistencies
 - Contradictions
 - Sampling concerns
 - Any other concern raised through the Quality Assurance process
 - Ideas or concerns raised by the auditor
 - Suggestions for improvement shared by the Account Manager
 - Any concerns or praise provided to the auditor by the Account Manager

The results are documented in a tracking system and follow up meetings are schedule to ensure improvement, if necessary, is made. Follow up meetings are also held to continue building the relationship with the auditor.

The Auditor Account Manager program will continue in 2022, where further auditors will be added based on an assessment at the start of the year.

2.5 COR VISION

Energy Safety Canada continues to support the COR Vision Document (Figure 1) and actively work towards meeting its objectives. We work closely with Alberta and BC provincial bodies in the audit protocol and training areas.

VISION			
COR is a respected nationally recognized program proven to drive efficiencies and improve safety performance			
STRATEGIC OBJECTIVES			
Standardization	Beyond Compliance	Scalable Options	Continuous Improvement
<ul style="list-style-type: none"> One common standard for all provinces and industries H&S Registry accreditation through COR to eliminate duplication of effort 	<ul style="list-style-type: none"> Introduction of a new enhanced COR that denotes excellence in health and safety Incorporate performance components such as: regulatory compliance, process safety, safety culture, etc. 	<ul style="list-style-type: none"> Recognition of national and international standards Enhanced small business certification 	<ul style="list-style-type: none"> Safety intervention system to support poor safety performers Decertification of persistent poor performers
TACTICS			
<ul style="list-style-type: none"> Single audit protocol & software including consistent QA/QC and continuous improvement identification Standardized training and programs 	<ul style="list-style-type: none"> Measurements that satisfy owners and regulatory compliance Evidence and percentage-based scoring 	<ul style="list-style-type: none"> Audit protocols and options adjustable based on size, complexity and risk profile of the company 	<ul style="list-style-type: none"> Joint-industry strategic steering committee to steward continuous improvement Enhanced auditor requirements, skills and performance management

Figure 1: COR Vision Document

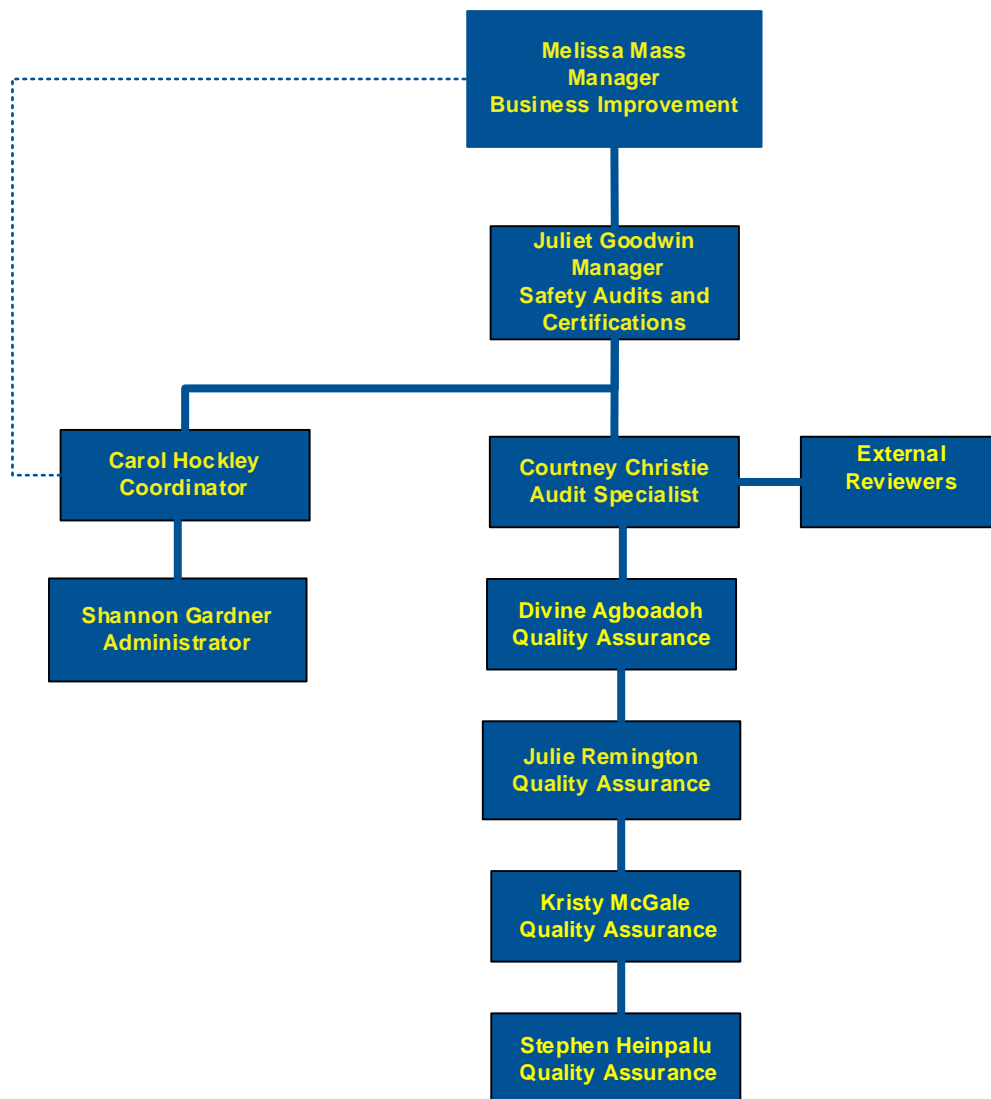


3.0 BC COMMITTEES

Energy Safety Canada receives direction and guidance on the COR program from the following committees:

- **Energy Safety Canada BC Advisory Committee**
Initially formed in 2013, the Energy Safety Canada BC Advisory Committee delivers BC-based industry recommendations on performance improvement and enhancing safety culture. The committee is comprised of local and regional representatives of the six major oil and gas associations, local employer representatives and Energy Safety Canada staff. Committee members work in collaboration to provide forward-thinking strategies to meet the goals, expectations and challenges facing workers in the upstream oil and gas industry in BC. The committee met four times in 2021.
- **COR Standing Committee**
The committee consists of industry, employer, and government representatives. It was established to guide Energy Safety Canada on important COR initiatives, including audit protocol redevelopment. This committee meets quarterly was able to meet four times in 2021.

4.0 SAFETY AUDITS AND CERTIFICATIONS DEPARTMENT STRUCTURE





5.0 PRIORITIES FOR 2022

The following are the actions and programs planned for the coming year:

- Conduct auditor/employer workshops
- Participate in the development of a Common Body of Knowledge for employer support resources
- Develop and implement the COR Program Communication Plan
- Implement Auditor Account Manager Program
- Complete assigned WIVAs and evaluate results
- Participate in WorkSafeBC's COR Proof of Concept

6.0 2021 FINANCIAL STATEMENT (UNAUDITED)

COR Revenue & Expenses	2021	
	Budget (12 months)	Actual (12 months)

Revenue:		
WorkSafeBC COR Funding	469,952	419,608
Interest Revenue		
Other Revenue (list individually)		
Total Revenue	469,952	419,608

Compensation Expenses:		
Salaries	268,900	233,427
Benefits	48,960	47,558
Consultants & Contractors	41,335	45,930
Other Expenses:		
Accounting & Legal Fees	1,000	1,000
Advertising & Sponsorships	0	0
Board Expenses	0	0
Building Maintenance & Repairs	3,838	3,838
Telecommunications & Freight	150	0
Conference Registration and Meeting Expenses	500	139
Furniture & Equipment	300	0
Office Supplies	200	76
Property Taxes & General Insurance	0	0
Publications & Materials	9,069	8,518
Rent - Office	20,000	20,000
Technology	75,000	67,772
Training - Staff	0	0
Travel	1000	0
Miscellaneous	0	0
Total Expenses	469,952	428,258