



## XYZ Canada Company - Site-specific Calgary Office Audit

### Executive Summary

In this executive summary, I would like to express my appreciation towards XYZ Canada Company for allowing me to participate in this year's Internal COR Maintenance Audit and for providing me with the opportunity to obtain student auditor qualifications. I would like to thank my key contacts for their assistance in providing documentation and making the process of obtaining the supporting documents as seamless as possible. I would also like to express gratitude to the audit team members for their support during the process of report writing.

I will also provide an overview of key audit activities, identify some strengths of the Company's Health and Safety Management System, and review a few suggestions for improvement based on the findings of the audit. The present audit report is a site-specific audit for XYZ Canada Company's head office operations. The audit process consisted of 2 criteria, including documentation review and interviews. No observations were conducted, per the 2021 Auditing Requirements Guideline. The final overall score of the audit is 91%.

#### **Strengths:**

Strengths were identified in the following areas: Management, Leadership and Organizational Commitment, Hazard Control, Incident Investigation, and Emergency Response. However, only two key strengths will be highlighted.

XYZ Canada Company strives for a future of zero injuries and zero incidents by establishing an organizational culture and safety-conscious work environment for its employees. XYZ Canada Company ensures that all employees are aware of the HSE Policy through effective distribution of the policy during employee on-boarding, as well as ensuring that current employees remain aware of the content in the policy through annual refresher training and posting the HSE policy at the office and on the HSE SharePoint. improvement purposes.

With respect to Emergency Response, the Emergency Response Plan (ERP) details a list of potential emergencies and subsequent steps that should be taken in the event of an emergency. The ERP exceeds the requirements outlined within the Alberta occupational health and safety legislation. As such, XYZ Canada Company has demonstrated that emergency preparedness is a priority, and that the safety of workers is truly valued. Furthermore, the ERP is well-communicated throughout the organization and employees have been trained on their ERP responsibilities.

#### **Recommendations:**

Key suggestions for improvement were included within the following elements: Hazard Assessment, Inspections, Qualifications, Orientation and Training and Other Affected Parties.

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Some discrepancies were identified in the record keeping system for storing safety training and orientation records. It is recommended that awareness is increased among employees regarding the importance of submitting safety training and orientation records through the HSE SharePoint site. It is important that all employees are made aware that records of completed courses or training should be submitted so that they can get stored by the HSE department for inventory purposes and to ensure that all employees obtain their required health and safety training as per legislated requirements. It is also recommended that the HSE training report (located within the HSE Dashboard on the HSE SharePoint) is included in bi-monthly safety meetings for all XYZ Canada Company departments to further communicate the importance of completed required H&S training and submitting the corresponding records.

Auditor also identified a significant lack of knowledge regarding engineering controls that apply to employee tasks. As such, it is recommended that awareness is increased for all employees. Increasing awareness and providing employees with information regarding what engineering controls apply to their job tasks would benefit the company in terms of ensuring that employees understand the barriers placed between them and hazards. In a similar manner, some employees did not recall any formal PPE training. It is recommended that employees are trained on the care, use, maintenance, and limitations of any legislated PPE. Increasing employee awareness would help increase compliance with PPE, as well as increase employees' understanding of how PPE can be used to reduce or minimize exposure to hazardous agents.

With respect to the Preventative Maintenance (PM) program, it is recommended that a central storage hub of PM records is stored on SharePoint that is accessible to the HSE department and a regular schedule is developed to ensure that PM is not missed for any equipment. It is critical that the PM program is implemented per the pre-determined frequency and schedule to comply with legislative requirements and meet manufacturer's specifications.

A gap was discovered regarding the process of making other employers and self-employed persons aware of the health and safety policy and operational changes that may affect their health and safety. It is recommended that the capacity of those responsible for hiring other employers and self-employed persons is enhanced regarding the process of communicating the HSE policy and operational changes when it occurs. Office safety practices and policies may need to be refreshed to include contractor communication procedures.

### **Concluding Remarks**

I thank XYZ Canada Company again for the opportunity to conduct this site-specific audit for the Calgary head office. I hope that this audit report can be incorporated into the Company's action plan and that the recommendations enhance the company's efforts towards achieving a future of zero injuries and zero incidents.

Best regards,

Kristen O'Hara

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