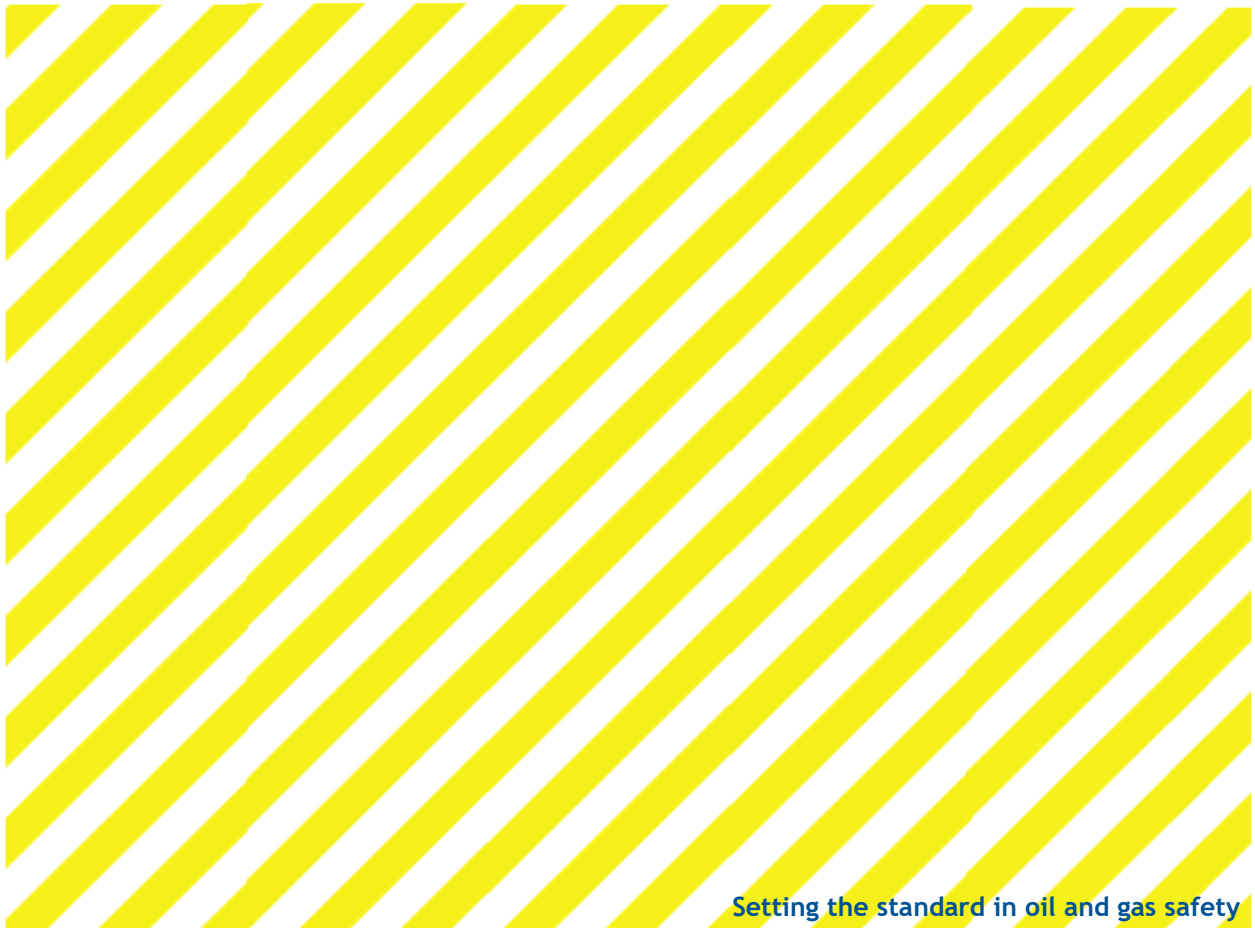




2020 Annual Report to WorkSafeBC

SUBMITTED » April 2021



Setting the standard in oil and gas safety



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1.0 Executive Summary

Energy Safety Canada (ESC) is pleased to present the following report on the 2020 delivery of activities in British Columbia (BC). The organization's office in Fort St. John serves the oil and gas industry in BC and Northern Alberta, providing the region with safety resources and training.

In 2020, ESC was impacted by an unprecedented combination of two global situations: the COVID-19 pandemic and a depressed oil and gas market. The scale of the economic situation saw curtailed industry activity levels which negatively impacted ESC's training activity.

The organization navigated the financial and operational challenges of a severely strained economic situation while proactively protecting the health and safety of its employees, students and stakeholder network. ESC qualified for the Canada Emergency Wage Subsidy program which partially offset reduced revenues and allowed the organization to maintain its staff complement.

During this time, ESC continued to support workers and employers by offering new ways to access essential health and safety services, including new virtual classroom courses, expanding its online courses and offering numerous free webinars which included collaboration with other safety associations.

In 2020, Energy Safety Canada BC (ESC BC) hosted several events on key industry issues including impairment recognition, confined space, mental health, mechanical ventilation and cargo securement. The majority of these were delivered in virtual format due to the global pandemic, including a full-day virtual safety seminar.

The BC office completed 28 employer consultations to help companies improve their safety goals and performance. ESC BC also continued its support of all regional industry employers throughout the year, providing training and COR services and sharing additional safety resources and best practices.

The ESC BC office is focused on strengthening relationships with key stakeholders within industry, government, and the health and safety community. In 2020, BC staff met with regulators to stay up to date on legislative changes and issues, participated in key industry meetings, and provided numerous presentations to industry groups.

ESC BC will expand its industry awareness campaign in 2021 by addressing health and safety in the areas of confined space entry, driving best practices, and continue with its successful employer consultation program. These and other planned activities will ensure continuous improvement of safety in the Canadian oil and gas industry.

2.0 Results of the 2020 Health and Safety Association Workplan

2.1 Industry Support Service

ESC BC offers one-on-one consultations to support oil and gas companies in identifying and supporting their safety-related challenges. Support is offered in various ways, including online meetings, telephone consultations, data reports, and presentations on relevant safety topics.

Using BC injury data statistics, ESC BC identified and met virtually with 28 employers with the highest injury rates, claim duration, claim cost or experience rating within the funding classification units. The consultations provided resources, tools and advice to employers to assist in lowering and improving injury statistics.

2.2 Side Impact Head Injury Campaign

Analysis of injury and illness data confirmed a high percentage of struck by injuries to the head that were not mitigated by use of a hard hat. ESC BC identified and met with five employers with a history of side impact head injuries to raise awareness about the hierarchy of controls. Root causes as well as post incident modifications to existing controls were reviewed.

2.3 Fort St. John Safety Seminar

Providing educational opportunities to our stakeholders is a key service provided by ESC BC. A full-day virtual conference was hosted on December 15, 2020, which was attended by over 170 registrants. Sessions included WorkSafeBC's pre-drilling season update; ESC's Supervisory Competency resources; an overview of the Employers Advisers Office; and driving issues and resources from Road Safety at Work.

2.4 Supervisor/Worker Competency Awareness

This session, held at the Safety Seminar, encouraged and supported employers to improve their safety performance by raising awareness of the importance of evaluating supervisor and worker competency.

2.5 Mental Health Awareness

Workplaces must have policies in place to address bullying, harassment and violence in the workplace. ESC provides education, awareness and tools to manage mental health issues in the workplace. A mental health webinar was held in April and attended by over 95 people. Participants received mental health resources. These resources were also shared with employers in one-on-one consultations.

3.0 Organizational Capacity Activities

This section follows the required reporting elements outlined in ESC BC's approved HSA 2020 Initiatives Workplan.

3.1 Identify Trends and Opportunities

ESC BC used provincial injury data statistics and identified 28 BC employers with high injury rates, claim duration, claim cost or experience rating within the funding classification units. Section 2.1 discusses how this information was used.

3.2 Energy Safety Canada BC Advisory Committee

The Advisory Committee is comprised of representatives from industry trade associations and individual BC employers. Its purpose is to advise and support ESC BC on the HSA Workplan.

The Advisory Committee meets quarterly to review injury statistics, provide insight into the HSA Workplan and budget, as well to share important updates from industry associations and BC Employers.

3.3 Enhance Industry Training/Meet Training Needs of BC Employers

3.3.1 Supporting Training Partners

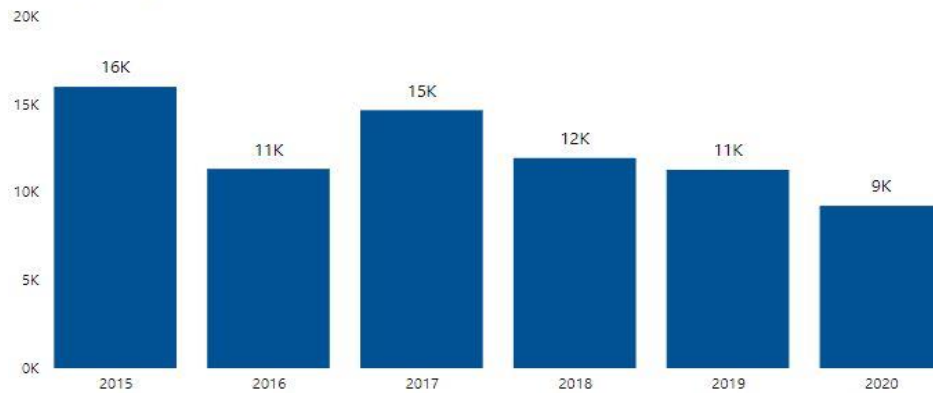
ESC BC conducted outreach visits with eight Authorized Training Partners (ATPs) in Northeast BC and Northern Alberta that provide services to BC workers. These meetings promote greater consistency amongst training delivery, early identification of improvement opportunities and increased adoption of ESC's standards.

3.3.2 Training Courses

Oil and gas workers provide an essential service to the industry and it is critical they receive the training needed to work safely. To ensure workers continued to have reliable access to safety and training services during the COVID-19 pandemic, ESC introduced virtual classrooms and offered more online sessions.

As of December 31, 2020, Energy Safety Canada and its ATPs offered over 20 different health, safety and technical training courses to more than 9,000 students in BC. The enrolment figures below reflect classroom learning only.

Figure 1: Enrolment Year-Over-Year at Energy Safety Canada BC (2015 - 2020)
Enrolment by Year



H₂S Alive[®] continued to be the most in-demand course offered by ESC BC and its training partners, with more than 8,100 students enrolled in 2020. As of December 31, 2020, the top five courses in BC based on enrolment numbers were:

1. H₂S Alive
2. Fall Protection
3. Oilfield Driver Awareness (ODA)
4. Common Safety Orientation (CSO) - classroom
5. Confined Space Entry and Monitor

3.3.3 Other Office Activities

The office supports local stakeholders by providing sales of training material, allowing individuals to utilize the student computer lab for online courses and exams, offering replacement certificates and renting out its classroom. In 2020, over 50 individuals utilized the student lab and the classroom was rented almost full-time between August and December for training purposes.

3.4 Health and Safety Practitioner Meetings

Energy Safety Canada regularly hosts meetings on emerging safety issues in BC’s oil and gas sector for those working in a health and safety role within their organization.

These meetings provide regulatory updates and information about new ESC tools, training and resources, as well as the opportunity for attendees to share their knowledge, best practices and personal experiences.

In 2020, four Safety Practitioner meetings and one lunch and learn were held virtually. Topics included:

Impairment Recognition for Supervisors - March 17, 2020

Presented by ESC, this workshop brought together 19 individuals who were responsible for dealing with possible substance use in the workplace. Attendees gained knowledge on how to deal with non-compliance issues.

Confined Spaces: Understanding the Risks - April 2, 2020

An industrial hygienist presented a webinar on the risks associated with working in or around Confined Space. Fifty-four participants learned how to identify, assess and plan for confined space work.

Increasing Buy in for Mental Health Policies - April 21, 2020

A mental health professional addressed 88 individuals with information on how to ensure their company policies met mental health legislated requirements. The session focused on how to increase the effectiveness of the policies by engaging employees in discussions around mental health.

Ventilation Planning for Confined Spaces - November 5, 2020

Based on feedback from the Confined Space workshop on April 2, ESC delivered a second webinar, attended by 39 people, focused on ventilation planning for confined space work.

Cargo Securement - May 21, 2020

35 participants attended a workshop presented by the Commercial Vehicle Safety and Enforcement (CVSE) branch of the BC Ministry of Transport. An overview of National Safety Code Standard 10, which outlines specific cargo securement requirements, was provided.

4.0 Outreach Activities

Many large industry events did not take place in 2020 due to the pandemic, however ESC BC ensured continued facilitation and participation in the following activities:

4.1 Outreach

Prime Contractor (Oil Producer) Round Table. Initiated in the spring of 2019, this group met virtually three times in 2020. The group is made up of key safety personnel from owner/operators operating in Northeast BC. Topics discussed this past year included COVID-19 safety plans for field work, vac truck issues, dropped objects, supervisor competency resources, ELD implementation, drug and alcohol programs, permits, and arc flash training.

Vac-Truck Task Group Initiated in Fall of 2019, this group met four times in 2020. The group discussed numerous issues that had been identified, including pressure loading, tank cleaning, fire and explosion hazards, and use of scavengers.

Ryder Logistics Group Safety Conference Calls. These bi-weekly meetings provided an opportunity for the BC team to increase its presence and share safety information with the oil and gas trucking service sector. Topics presented by ESC BC in 2020 included bonding and grounding, mind on task, driver competency, fatigue management, heat management, human performance, and vehicle recovery.

CAGC Seismic Field Visits. The CAGC requested that the BC office meet directly with workers in the field to obtain first-hand feedback about health and safety concerns. Over two days in January 2020, workers, supervisors and managers at two different locations were interviewed, and their responses were summarized in a briefing note to the CAGC. Refer to Appendix A | 2020 ESC & CAGC Seismic Field Visits.

4.2 Safety Alerts and Safety Bulletins

ESC distributes Safety Alerts and Safety Bulletins as part of its ongoing communications with industry. Safety Alerts identify hazards and provide recommendations based on incident investigations. Safety Bulletins are a proactive method of conveying safety information and preventing incidents. As an organization, ESC distributed 15 Safety Alerts and twelve Safety Bulletins in 2020 to more than 4,500 subscribers. The BC distribution lists gained 179 new subscribers in 2020, for a total of 2,096 subscribers.

5.0 Corporate Highlights

5.1 Energy Safety Canada's Response to COVID-19

ESC's business is built on keeping its staff, students and workers safe and healthy, which was made the top priority as the organization and industry collectively navigated the COVID-19 pandemic. To ensure workers had reliable access to safety and training services, ESC strictly adhered to provincial and federal guidelines to create a safe environment at its facilities.

In response to the COVID-19 pandemic, all ESC locations took a number of precautions to protect the health of staff and students:

- Followed the guidelines from all Provincial Health authorities
- Closed all ESC locations for training for a period of two months
- Offered appointments to workers requiring in-person assistance
- Extended certificates until September 1, 2020 for the following courses:
 - H₂S Alive[®]
 - Detection and Control
 - First Line Supervisor
 - Oilfield Driver Awareness
 - Second Line Supervisors
 - Well Control
 - OSSA Fall Protection
 - Well Service Blowout Prevention
 - OSSA Confined Space
 - Coiled Tubing Well Service Blowout Prevention
 - OSSA Elevated Work Platform

ESC further developed a phased re-entry plan, taking a measured approach while following all provincial guidelines to create a safe environment at all locations. Daily active screening was introduced for students before each class along with increased frequency of cleaning and sanitizing, physical distancing measures were established as well as limits on the number of staff in the building and students in classrooms.

5.2 Temporary Reduced Work Week

In its ongoing efforts to control expenses during an extended period of low oil and gas prices and the effects of the COVID pandemic, ESC implemented a temporary reduced

work week in 2020 (April through August). Those savings, along with effective cost management, resulted in a \$57,564 surplus for BC. The intention is to incorporate the surplus into the BC HSA reserve fund, with approval of the Board of Directors. Refer to Appendix B: Energy Safety Canada BC 2020 Unapproved Financials.

5.3 Leadership and Governance

In January 2020, ESC announced Jo-Anne Bund as General Counsel and Corporate Secretary. With a wealth of experience, Jo-Anne brings to the organization over 20 years of working in various legal roles in the energy sector.

ESC's Board of Directors remained unchanged and committed in its pursuit of achieving zero injuries and zero incidents in the oil and gas industry. [Energy Safety Canada's Board of Directors can be found on the website.](#)

5.4 Positive and Recognized Brand

Since its inception, ESC has focused on driving safe work performance to advance the safety of the oil and gas industry. This work, done in collaboration with industry, continues to build the ESC brand. Through continuous active dialogue with its stakeholders across multiple channels, ESC takes initiative, anticipates, and responds to industry's needs.

Events

In March 2020, in accordance with Alberta Health Services' guidance, ESC announced the cancellation of the 2020 Executive Summit and the 2020 Petroleum Safety Conference.

The cancellation was in response to the province's public health measures to keep communities safe from COVID-19.

Each year, ESC looks forward to hosting participants at the Executive Summit and the Petroleum Safety Conference to support industry's efforts to advance safety.

Stakeholder Survey

ESC conducts an annual stakeholder survey to understand the overall impact of the work done by ESC on worker knowledge and perceptions of safety in the industry.

Between September and November 2020, a broad spectrum of industry stakeholders across Canada—including trade associations, employers, training providers and instructors, auditors and frontline workers—were engaged in a quantitative and qualitative research study. The goal was to better understand ESC's strengths and areas of opportunity for ESC to achieve its core mandate of keeping workers in Canada's energy industry safe.

To date, ESC received over 300 responses and while many of ESC's strategic objectives remain important, providing training courses and certifications was clearly seen as the most important role of the organization in 2020 (41 per cent). Overall impressions of ESC have remained positive at 88 per cent, with 79 per cent of respondents stating ESC has contributed to an increase in their

skills and knowledge that can be applied on the job. Refer to Appendix C | 2020 Stakeholder Research Study - Results Summary

Awareness and Visibility

ESC maintains regular contact with media outlets and provides updates, information and news on a range of social media channels. As of December 31, 2020, ESC recorded 1,541 media mentions.

Followers and engagement on ESC's social media platforms have steadily increased. As of December 31, 2020, the number of followers for each is:

- Facebook: 918
- LinkedIn: 9,861
- Twitter: 629

The Petroleum Labour Market Information (PetroLMI) Division of ESC provides labour market information and trends in Canada's energy industry. PetroLMI specializes in providing oil and gas labour market data and insights, as well as resources for workforce and career planning. In 2020, PetroLMI released:

Experience the Energy: Take the Challenge

A unique series of extended reality (XR) mini-games that test aptitudes and skills and show how they align with 10 careers in Canada's oil and gas industry.

Not Your Grandpa's Energy Industry Podcast

A new podcast that takes listeners beyond conventional oil and gas to discover the ever-changing industry. The first 10-episode series explored a "day in the life" of a worker, highlighting women, Indigenous Peoples, technology-driven and emerging careers.

The LNG Opportunity in Canada: Employment Prospects and Requirements

This report shed light on the workforce required for liquified natural gas (LNG) projects in Canada, in particular, the occupations and skills that would be in demand to operate these facilities.

6.0 Priorities for 2021

6.1 BC Priorities

In the coming year, Energy Safety Canada BC will work to deliver the objectives detailed in its 2021 Workplan

One of the key HSA Workplan objectives for 2021 is a Confined Space Awareness Campaign. The goal of this initiative is to compile a list of best practices and resources to share with industry via a bulletin, for use when working in or around confined spaces within their operations.

The other major initiative is to gather data on driving related incidents into one dataset and share that with industry to assist employers with their own fleet and journey management programs.



6.2 Corporate Priorities

ESC's purpose is to drive the Canadian oil and gas industry to achieve zero worker injuries and incidents. To meet that mandate, an industry-wide, impactful presence is required. In 2021, ESC will look to deliver its mandate by executing on the Strategy Articulation Map and the 2021 Operational Plan. Refer to Appendix D | Strategy Articulation Map and 2021 Operation Plan.

Background

On January 13 and 14, 2020 Energy Safety Canada (ESC) in BC and the Canadian Association of Geophysical Contractors (CAGC) conducted field visits, with a leading seismic company running two programs in northeast BC. This was an extension to some previous visits completed Feb. 2019 in Alberta. One was a vibroseis program in the recording phase and the other an explosive 3D active in line preparation and drilling. The intent was to see working conditions and interview a variety of workers and we were able to interview 9 individuals between the two programs in such positions as Project Manager; Recording Manager and QC Vibe; HSE Manager; Drill Push; Pilot; Medic; Advance Party Manager; and Survey Manager. The goal was to identify safety trends and opportunities for the industry to improve or enhance safety.

The CAGC requested that ESC meet directly with workers in the field to obtain first-hand information on safety concerns, operational processes, safety controls and any other feedback, from a worker perspective. The interview group included employees, supervisors, managers. All the interviewees had 20+ years of experience in the industry. Two separate locations were visited over the two days. The CAGC coordinated access and ensured a knowledgeable guide was available to escort the group.

The Good News in the Seismic Industry

Many noted that safety has improved dramatically in the seismic industry over the past 15 years, to a much more safety structured environment. Improvements noted included increased reporting cultures and consistency in safety from program to program and employer to employer. Greatest safety hazards identified were slip/trip/falls, driving (truck/ATV/UTV/snowmobile), and tree felling. Interviewees felt it was their responsibility to identify Hazards and that issues would be immediately addressed. The crews visited were mainly comprised of mature workers. Other Positives noted included increased communication, pre-job and daily safety meetings, and procedural awareness.

All those interviewed indicated that despite the downturn they had not seen any noticeable reduction in safety focus as a result.

Opportunities for Improvement

Temperatures were extremely cold during the two days of interviews -35 to -40 but morning safety meetings stressed to dress warmly and stop and warm up when required. Efforts were made to minimize exposed skin – using touch sensitive gloves – but some of the work required bare hands resulting in a higher risk of frostbite. Some interviewees suggested that better eye protection with neck holders, slower vehicle speeds and better education on lifting techniques could benefit, particularly for new workers. It was noticed that most workers were 40+ in age and additional enforced pre-work warm up and/or stretching may minimize strains/sprains.

A new stakeless surveying technology was being used and some concerns on ability to fully identify all field hazards was mentioned but reductions in heavy lifting of equipment has resulted.

It was noticed that several staff spend a large portion of their day in a shack, in front of a computer monitor. Although no complaints were brought up in the interviews it was noticed that workstations were not always a good ergonomic fit for workers, ranging from issues such as chairs that did not provide adequate back support or height adjustments, to incorrect ergonomic positioning. No wrist supports were visible in any of the locations. An industry wide campaign to address ergonomic issues in both office and field may avoid future related injuries.

One interviewee identified that some equipment on vibes is older and requires physically climbing up on the vibe to remove the device, posing some additional risk when newer equipment could remotely access the data.

Safety was clearly a culture with those spoken with and all had mentioned that they had seen a drastic improvement over the last 15 years the despite the downturn, safety culture remains strong.

ENERGY SAFETY CANADA
British Columbia WCB Funding - Safety Program
Year Ended December 31, 2020

(Schedule 2)

	Actual	Budget <i>(Unaudited)</i>
Funding received		
WCB Funding	\$ 610,000	\$ 610,000
Other revenue	10,543	4,800
	<u>620,543</u>	<u>614,800</u>
Expenses		
Salaries - direct	230,631	292,868
Rent	115,403	118,512
Furniture and equipment	65,721	515
Benefits - direct	42,932	48,055
Salaries - head office support	40,412	45,036
Technology	23,237	29,767
Building and services	18,316	16,500
Office Supplies	7,664	5,050
Communications	7,501	10,500
Benefits - head office support	7,322	7,390
Travel	1,564	14,630
Consultants and contractors	1,200	7,600
Miscellaneous	972	643
Advertising and sponsorships	104	1,200
Property taxes and general insurance	-	2,800
Training	-	2,060
Board expenses	-	824
Conferences and conventions	-	9,850
Publications and materials	-	1,000
	<u>562,979</u>	<u>614,800</u>
Excess of funding received over expenses	<u>57,564</u>	<u>-</u>
Unused funding from prior year (Note 5)	139,027	139,027
Other revenue recognized	<u>(10,543)</u>	<u>(4,800)</u>
	<u>128,484</u>	<u>134,227</u>
Unused funding as at year end (Note 5)	<u>\$ 186,048</u>	<u>\$ 134,227</u>

Background

In 2020, ESC conducted an online quantitative survey in addition to qualitative sessions with a cross-section of key stakeholders. The goal of the survey is to track ESC's performance and better understand how the brand and reputation have evolved. Respondents include trade associations, employers, auditors, training providers, instructors and frontline workers.

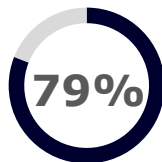
Key Findings

Research completed
Sept – Nov 20:

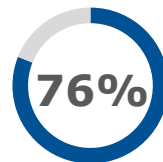
327
Online Survey
Respondents

-vs-

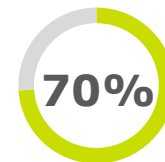
607
Online Survey
Respondents in
2019



Agree they have gained skills from ESC they can apply to their jobs (no change vs 2019)



The proportion feeling like industry is becoming safer has declined vs 2019 (78%)



Find it easy to access services and resources from ESC

Key barriers to safety at the work site include:



Safety gap between client vs company



Doing more with less

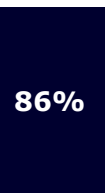


Production pressure



Weather/terrain

Ratings on ESC's impact on overall safety in the industry improved to 89% vs 85% in 2019 and 86% in 2018.



2018



2019



2020

Key Takeaways

- Participation dropped significantly in both qualitative sessions and online survey completions.
- With major macro-economic factors, ESC was able to maintain positive performance ratings, with a marked increase in awareness and usage of services and resources versus a decrease in 2019. Courses 76% (+10%), Safety Alerts & Bulletins 87% (+9%), Safety Guidelines 67% (+30%).
- Notable increase in the usage of ESC's services and resources most likely a result of more people seeking online engagement.
- 41% (+3%) of respondents feel that training continues to be the most important ESC service to keep workers safe and continues to have the most meaningful impact (32%).
- 76% of respondents agree that ESC is living its values.

Key Actions

- Continue to build out brand across multiple channels to increase online presence.
- Build targeted metric driven marketing strategy.
- Explore alternate survey delivery methods to increase participation.
- Explore opportunities to enhance stakeholder value in training delivery and accessibility.

Appendix C | Strategy Articulation Map

PURPOSE: Energy Safety Canada drives the Canadian Oil and Gas Industry to achieve zero worker injuries or incidents.

VISION	MISSION	VALUES
<p>Energy Safety Canada is a respected globally recognized authority with deep oil and gas safety expertise to improve safety performance.</p>	<p>Energy Safety Canada works on behalf of the Oil and Gas Industry to drive safe work performance through:</p> <ul style="list-style-type: none"> • Performing analysis to facilitate knowledge sharing and continuous improvement • Driving safety standardization • Delivering an effective learning system • Providing support to employers and workers • Communicating, marketing, and advocating on behalf of Energy Safety Canada and Industry 	<p>Energy Safety Canada is a trusted Health and Safety authority, responsive to change while utilizing a collaborative and disciplined approach to proactively improve safe work performance.</p>

STRATEGIC OBJECTIVES

Data-Based Decisions to Drive Performance	Agreed Standardization	Workers Ready to Work Safely	Employer Companies Encouraged and Supported to Improve Safety Performance	Energy Safety Canada has a Positive and Recognized External Brand
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KEY CAPABILITIES

<ul style="list-style-type: none"> • Rigorous data collection, robust analysis, and continuous improvement • Assessment framework and tools • Data access, gathering from multiple sources, analytics and synthesis to identify trends and derive meaning • LEAN mindset • Safety Center of Excellence • Safety expertise and knowledge transfer 	<ul style="list-style-type: none"> • Facilitation of collaboration across industry amongst producers, owners, service providers, trades, and labour • Influence to put right people on teams to develop, continue, and make decisions • Process management and governance to drive collaboration, review process, and decision making • Industry accepted standard/practice facilitation and process (including Joint Initiative Projects (JIPs), Drilling and Completions Committee concept) 	<ul style="list-style-type: none"> • Effective and efficient learning management and delivery system • Learning objectives, curriculum development, training, delivery, and tracking • Delivery of programs that are fit for purpose and easy to adopt and use • Enable mobility across sites 	<ul style="list-style-type: none"> • Worker identification and verification • Advice, frameworks, tools, and processes to increase safety management capability • Safety System assessment and registry accreditation through Certificate of Recognition (COR) • Implementation support mechanisms • Safety culture interventions, awareness tools, and techniques • Mentorship for employers and supervisors needing help • Recognition programs 	<ul style="list-style-type: none"> • Ongoing, regular, communication with broad external stakeholder engagement • Marketing, Public Relations activities with visible, integrated industry-wide presence and worker focus • Data-driven safety performance indicators, trends, and reports • Event and conference planning to facilitate global safety networking • Responsive, proactive, and leading communication channels • Leverage peers, partners, employers, and members • Advocating for regulatory change to support standardization
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Collaborative, Effective and Efficient Operating Management System
 Forum for operating and maintaining: 1) Process, performance, and risk management / 2) Process governance / 3) Project management, change management, and discipline of execution 4) Continuous improvement enabled through assurance and consequences. Facilitating a collaborative forum amongst producers, contractors, service providers, and workers.

Objectives

Internal Delivery Systems and Infrastructure	Data-Based Decisions	Standardization	Support Workers	Support Employers	Positive and Recognized External Brand
Base Business					
<ul style="list-style-type: none"> Deliver improved IT functionality and security for external and internal stakeholders OMS continuous improvement plan Execute Nisku oil and gas decommissioning 	<ul style="list-style-type: none"> Drive data-based decisions 	<ul style="list-style-type: none"> Deliver CSO/LSR value proposition Demonstrate value from Potentially Serious Incident (PSI) Program 	<ul style="list-style-type: none"> Deliver enrollment, training and certification with consistent and high-quality service Monitor customer service response to ensure a high quality 	<ul style="list-style-type: none"> Provide industry support on emerging issues and safety improvement initiatives Conduct industry support engagements 	<ul style="list-style-type: none"> Host Executive Summit on Safety Host Petroleum Safety Conference (PSC) Build out brand across multiple communications channels Brand ambassadors support program
Improvement Initiatives					
<ul style="list-style-type: none"> Post restructure organizational change management Payment Card Industry Data Security Standard (PCI) Compliance Refresh Digital Transformation and IT Strategy 	<ul style="list-style-type: none"> Build out Safety Centre of Excellence 	<ul style="list-style-type: none"> Work with Safety Standards Council on priority standard(s) Supervisory Competency Resources 	<ul style="list-style-type: none"> Deliver new and updated training and expand virtual offerings Develop microlearning strategy and expand micro learnings safety content 	<ul style="list-style-type: none"> Partner with AB/BC to progress elevated COR program Managing Pressure Creative Sentencing Project 	<ul style="list-style-type: none"> Provide leadership in cross-sectoral/ association collaboration including AB gov't system priorities Execute engagement plan for regional/ sectoral growth and support