



2024 WSBC COR Program Report

March 25, 2025



TABLE OF CONTENTS

1.0 Executive Summary	1
2.0 2024 Key Operational Accomplishments	2
2.1 Engagement & Workshop Program	2
2.2 Tools & Resources	2
2.3 Outreach & Communication Plan	2
2.4 Auditor Account Manager Program	4
2.5 Auditor performance management summary	5
2.6 WorkSafe BC Initiated Verification Audit (WIVA)	6
2.7 Certifying Partner Initiated Verification Audit	6
2.8 ESC Strategic Objectives	7
3.0 BC Committees	8
4.0 Priorities for 2024	9
5.0 Safety Audits & Certifications Department Structure	10
6.0 2024 Financial Statement (Unaudited)	11
Appendix A: Strategy Articulation Map 2023-2027	12

1.0 EXECUTIVE SUMMARY

Energy Safety Canada's (ESC) Safety Audits and Certifications (SA&C) department is pleased to present the following report highlighting the achievements of the Certificate of Recognition (COR) service delivery for British Columbia (BC) in 2024.

2024 highlights from ESC's COR program in BC include:

- Audit total: 1525 (865 COR, 525 SECOR, 36 Ext SECOR, 86 Action Plans and 13 ISO)
- 30 External Auditors, an 8% increase compared to 2023
- 55 Internal Auditors, a 6% increase compared to 2023
- 382 companies with an active COR status, a 16% increase compared to 2023
- 145 companies with an active SECOR status, a 23% decrease compared to 2023
- 527 COR Certificates
- \$3,304,909.80 issued in WCB rebates for 2023 through WorkSafeBC's "Partners in Injury and Disability Prevention" program

In 2024, resources were dedicated to five primary areas:

- Quality Assurance Reviews for COR, SECOR and Action Plans
- COR QA Tool Development
- COR Audit Tool Enhancements
- SECOR External Audit Tool Development
- Delivery of Workshop Program
- Delivery of Outreach and Communication Plan

ESC completed assigned WorkSafeBC Initiated Verification Audits (WIVAs) and evaluated results.

Detailed information can be found in the WSBC WIVA, CPIVA and Auditor Decertification Summary Report.

- BC CPIVA
 - 6 conducted
- WIVA
 - 3 completed

In 2024, ESC remains committed to providing support and resources to BC employers and auditors to facilitate ongoing improvement of health and safety programs.

2.0 2024 KEY OPERATIONAL ACCOMPLISHMENTS

2.1 ENGAGEMENT & WORKSHOP PROGRAM

ESC developed and delivered the following workshops to auditors and employers in 2024:

Workshop Title	# of Sessions	# of Seats Sold	BC Participants
Formal Hazard Assessments Workshop	4	213	9
Auditor Report Writing Expectations	1	21	8
COR Program Support Sessions	~75	-	33

*Other sessions held did not have any BC registrations—including Action Plan Proposal and Submission sessions and COR software updates.

2.2 TOOLS & RESOURCES

The following tools and resources were developed and implemented in 2024:

- Updates to the SECOR instructions for registration, External Audit review, and SECOR Submission.
- Update to the COR OSAR(CPIVA), Outline of Roles and Responsibilities, COR Internal Audit procedure and the Virtual Audit Observations Guideline.
- [Hazard Assessment Resources](#)
 - Hazard Management Templates
 - Standardized risk matrix
 - 4D's video
 - Energy industry-specific Formal Hazard Assessment examples
 - COR Audit QA Tool
- On-demand webinars on key areas of the small employer program
 - [COR Audit Registration Process](#)
 - <https://www.youtube.com/watch?v=nFKcaUP02p4>
 - [Employer COR Audit Registration Process](#)
 - [Element B Hazard Identification and Risk Assessment Info Session](#)
 - [Action Plan Submission](#)

2.3 OUTREACH & COMMUNICATION PLAN

ESC's annual communication plan includes targeted email communications and social media posts. In 2024 ESC delivered over 75 communications over a variety of categories:

- Small Employer SECOR Survey
- Workshop and webinar sessions
- Audit due date reminders

Deliverables included:

- Health check quiz
- Digital ads
- COR landing page on ESC's website
- Ad management on LinkedIn

COR Digital Ad Campaign

To increase awareness and drive sign-ups for Energy Safety Canada's COR (Certificate of Recognition) program in British Columbia by educating businesses on the program's benefits,

improving workplace safety, and offering financial incentives through WorkSafe BC. The January ad was our best performing ad to date. Clicks were up 14.8% in all campaigns with impressions being down. Meaning not only did we have more clicks but our ads had a high click through rate and performed better than in the previous period.

Campaign Components

1. 3 part email series
2. Retargeting ads
3. Landing page

Target Audience

1. Business Owners and Safety Managers:

- Primarily small to medium-sized businesses across construction, manufacturing, and energy sectors.
- Focus on companies looking to improve safety records and reduce injury claims.
- Interested in financial incentives from WorkSafe BC.
- ESC-supplied, targeted BC employers
- BC oil and gas health and safety roles

2. Human Resource Managers:

- Looking to enhance company safety culture.
- Seeking compliance with safety regulations and improve safety certification.

Ad 1: Dec - Jan



Ad 2: January



Ad 3: Feb - Mar



Examples from the COR digital ad campaign

All communications are posted to the [COR News](#) webpage.

2.4 AUDITOR ACCOUNT MANAGER PROGRAM

The **Auditor Account Manager program** aims to support auditors through semi-annual one-on-one interactions to:

- Build and maintain relationships between the SA&C department and auditors.
- Exchange ideas and suggestions related to audit standards and processes.
- Identify mentoring opportunities.

Program Elements

1. Auditor Selection:

- Potential candidates include student candidate auditors, certified internal and external auditors, and those conducting a minimum of 5 audits per year or large complex audits.
- Candidates may also be identified through the Quality Assurance (QA) COR review process or request participation for additional support.

2. Communication:

- Initial contact is made via a call using a script.
- Semi-annual meetings are scheduled to discuss issues or concerns.
- Follow-up emails are sent after conversations, including the date of interaction.

3. Preparation and Planning:

- Annual review and updating of the approved list of auditor candidates.
- Logging planned auditor interactions.
- Familiarization with candidates' auditing history.
- Identifying timely resources, strategies, or concerns.
- Participating in training or refresher training.

4. Student Candidate Auditors:

- Introduction to SA&C, providing relevant resources, and reviewing audit report writing requirements and QA processes.

5. Internal/External Auditor Relationship Building:

- Mentorship to improve auditor notes, formal report writing, QA, audit timelines, and process/system functionality.
- Reviewing auditor strengths and QA issues discovered through audit reviews.
- Program Administration
- Interactions and key indicators are tracked.
- Annual reports identify auditors conducting multiple audits.

- The list is narrowed down based on resources, assigning up to 5 auditors to each Account Manager.
- Account Managers document planned interactions and update logs with highlights and action items after each interaction.

Candidates for the Auditor Account Manager Program are selected based on the following criteria:

- Students in the 5-day Certified Health and Safety Auditor Course (Focus for 2024)
- Audits submitted with multiple corrections in a single audit.
- Audits requiring multiple cycles to correct deficiencies identified through quality assurance (QA) review.
- Identified through the complaint process.
- Self-nominated through sign-up during 5-day auditing course or Instructor Recommendation.

Interactions are documented, providing a clear record of communication and follow up actions to help maintain consistency in the support provided to auditors.

The results were documented in a tracking system and follow-up meetings were held to bridge auditor competency gaps, ensure auditors' progress, and continue building relationships.

The Auditor Account Manager program will continue in 2025 and will include student candidate auditors.

2.5 EMPLOYER REVIEW PROGRAM

Employer's holding a Certificate of Recognition (COR) that are found to have systemic deficiencies in their health and safety management system through the selection process, they must successfully initiate and complete corrective actions to address these deficiencies. Failure to complete the assigned corrective actions will result in the loss of the employer's COR.

Employer Selection Employers are selected for the program using the OHS Index, which is calculated as follows:

- 0.3 x Disabling Injury Rate
- 0.3 x Serious Injury Rate
- 0.4 x Fatality Rate

In 2024, five companies participated in the Employer Review Program. The ID&S and SA&C teams worked collaboratively with these employers to address gaps in their Occupational Health and Safety Management Systems (OHSMS). An action plan was developed with each employer, detailing system improvements to be completed within a set timeframe. The program began in October 2024 and is expected to continue until August 30, 2025, for each of the five employers.

2.6 AUDITOR PERFORMANCE MANAGEMENT SUMMARY

Year end summary.

- 31 Auditors under Auditor Performance Management
- 6 Auditors with multiple audits affected

- 2 Appeal
- 1 Arbitration

Discipline Summary	# of Auditors
Permanent Suspension	2
6-month Suspension	2
1-2 Year Suspension	3
Education Letters	13
Note to File	7
Warning Letter	2
Student Invalid	2

2.7 WORKSAFE BC INITIATED VERIFICATION AUDIT (WIVA)

In 2024, there were 3 companies selected by WSBC to have a WIVA conducted:

- Paradox Access Solutions Inc. (Stratum) - L1 (Management, Leadership and Commitment) scoring below 80% but greater than 50%.
- Tara Energy Services Inc. - L6 (Program Admin, specifically Emergency Response and Health and Safety Committee) scoring below 80% but greater than 50%.
- 4 Evergreen Resources Inc. - L1 (Management, Leadership and Commitment) scoring below 80% but greater than 50%.

All 3 WIVA audits were completed between July and October 2024 and received a pass with no non-conformances.

The audits were completed by Jaqueline Tolsma and Erin Fairservice, ESC Contracted external auditors in good standing.

8 Companies have been selected by WSBC for WIVA for 2025. To date all 8 Companies have been contacted to initiate conversation around their 2025 audit expectations.

2.8 CERTIFYING PARTNER INITIATED VERIFICATION AUDIT

Energy Safety Canada completed a total of 19 regulatory audits in 2024, Six (6) were BC based CPIVAs. Notable findings through the 2024 CPIVA audits performed included:

- Auditors note not satisfying the question criteria completely
- Company specific examples missing, or non-specific
- generating an Audit report based on a pre-crafted template report that is not original and specific to the Employer at the time of the Audit

- perform an External Certification Audit for an Employer that has any contractual relationship with the Auditor's employer, other than a contract for the performance of Audits or related health and safety services

2.9 ESC STRATEGIC OBJECTIVES

Building on its previous Strategy Articulation Map (SAM) that provided organizational guidance for the past five years, ESC developed SAM 2023-2027 (see Appendix A).

Referencing the 2024 Funding Application Workplan, the SA&C department will continue focusing its operational activities on supporting ESC's strategic objectives. The COR program touches on each of the 4 objectives, but its activities fall primarily into the category of Support Employers to Improve Safety Performance.

3.0 BC COMMITTEES

ESC receives direction and guidance on the COR program from the following committees:

ESC BC Advisory Committee

As the national safety association for Canada's energy industry, ESC develops and supports common industry safety standards, delivers effective learning systems, shares data analysis and safety expertise with workers and employers, and advocates for worker health and safety. ESC's work is guided by a Strategy Articulation Map as supported by its Board of Directors.

The ESC BC Advisory Committee assists in advising on ESC's activities and operations within British Columbia. ESC, Corporate maintains the overarching corporate responsibility for managing and directing regional office activities and operations

The ESC BC Advisory Committee met 4 times in 2024. Comprised of representatives from the 5 major energy industry associations¹, local employer representatives and ESC staff, the committee delivers industry recommendations on performance improvement and enhancing safety culture. Members collaborate to provide strategies to meet the expectations and challenges facing workers in BC's energy industry.

Summary of Activity:

- Presented COR@25 Challenges and Opportunities

[BC Advisory Committee Terms of Reference](#)

COR Program Committee

The COR Standing Committee engages ESC's industry associations and governing bodies to receive strategic updates on the COR program and provide feedback on COR audit protocol. Revisions to the protocol may be required as a result of stakeholder feedback or changes to standards for provincial governing bodies who oversee Canada's COR program. This committee met 4 times in 2024.

¹ Canadian Association of Energy Contractors (CAOEC); Canadian Association of Geophysical Contractors (CAGC); Canadian Association of Petroleum Producers (CAPP); Explorers and Producers Association of Canada (EPAC); Energy Services Canada (Enserva)

4.0 PRIORITIES FOR 2025

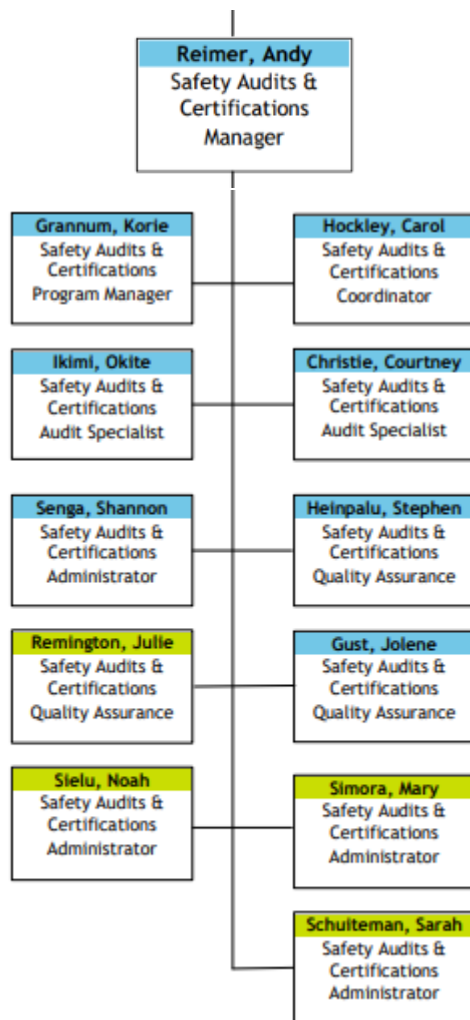
The following actions and programs are planned for the coming year:

- Audit software enhancements
 - SECOR external audit tool
 - Offline capability
- Auditor Townhall
- Auditor/employer workshops and webinars
- Increase marketing activities targeted at non-COR holders in BC
- Develop and implement a COR Program Updates Communication Plan
- Maintain the Auditor Account Manager Program
- Complete assigned WIVAs and evaluate results
- Redesign and implement ESC website including a Common Body of Knowledge

In addition to the report under section 25, the Contractor will prepare and provide to WorkSafeBC within 90 days after the expiry of the Term or termination of the Agreement a report (the “Annual Report”) setting out:

- (a) an explanation of the Certifying Partner activities during the Term.
- (b) successes in achieving intended outcomes (including any variations in results or the Budget) in the Work Plan, identifying any internal or external factors that may impact outcomes or delivery of the Services, whether during the Term or in the future.
- (c) the number of employers registered in the COR Program in the Applicable Industries.
- (d) the number of COR certificates granted to employers in the Applicable Industries during the Term.
- (e) the number of employer audits performed for the Applicable Industries.
- (f) supplemental financial reports separating the expenses and revenues for the Services, with explanations for Budget variances from actual expenses.
- (g) recommendations and proposed action plan for development of programs or activities for the Services.
- (h) an analysis of the KPIs, including which KPIs were and were not met in the Term and an explanation of remedial actions that the Contractor could take to correct unmet KPIs and will make the Annual Report available on its online information portal or website.

5.0 SAFETY AUDITS & CERTIFICATIONS DEPARTMENT STRUCTURE



■ Full-time employee

■ Term employee

6.0 2024 FINANCIAL STATEMENT (UNAUDITED)

COR Revenue & Expenses (12 months)

Revenue	Budget	Actual	Variance
WorkSafe BC Funding	484,338	\$484,338	0
Other Revenue			0
Total Revenue	484,338	\$484,338	0
Expenses			
Salaries - Head Office Support	270,000	202,960	67,040
Benefits - Head Office Support	49,000	47,377	1,623
Consultants & Contractors	70,000	28,226	41,774
Legal Fees - H.O. Allocation	1,000	1,000	0
Advertising	-	10	(10)
Building & Services - H.O. Allocation	3,838	3,838	0
Communications	-		
Conferences & Conventions	500	627	(127)
External Events & Meetings	-		
Furniture & Equipment	-	142	(142)
Publications	10,000	4,834	5,166
Rent - Office - H.O. Allocation	20,000	20,000	0
Technology	55,000	31,708	23,292
Training - Staff	-	221	(221)
Travel	5,000	10,021	(5,021)
Miscellaneous	-		
	484,338	350,965	133,373

APPENDIX A: STRATEGY ARTICULATION MAP 2023-2027

The National Safety Association for Canada's Energy Industry

**E N E R G Y
S A F E T Y
C A N A D A**

Vision

Energy Safety Canada is a globally respected and trusted health and safety authority with deep expertise to improve workplace safety.

Mission

Energy Safety Canada mobilizes industry to drive safe work performance through education, resources, and engagement.

Behaviours

Energy Safety Canada fosters an inclusive environment, is responsive to change and uses a collaborative, disciplined and proactive approach to support workers and industry.

Strategic Objectives	 Safety Centre of Excellence	 Support Workers to Work Safely	 Support Employers to Improve Safety Performance	 Communications & Engagement
	- Thought leadership and change agent to improve workplace safety - The go-to source for safety expertise with the necessary skills, resources, and network - Maintain a common body of knowledge on matters of personal safety, process safety and worker well-being - Support and promote research on emerging models that drive improved safety outcomes - Collect, analyze and synthesize industry incidents and data to identify trends, derive meaning and guide interventions - Cultivate a global network of partner organizations and industry experts to deepen impact and alignment - Facilitate collaboration across industry amongst owner/operators, service providers, regulators, trades and labour	- Fit-for-purpose training, resources and tools that are easy to access and adopt - Enable worker mobility across sites through standardized training and verifiable digital credentials	- Identify opportunities for standardization to reduce complexity and increase efficiencies - Reliable and easy-to-use system for worker identification and credential verification for ESC students - Drive safety management capability by developing and sharing resources, programs and tools - Facilitate safety management system assessments through a national Certificate of Recognition program - Targeted direct support to companies to identify system gaps and opportunities to improve safety performance - Facilitate focused Communities of Practice to engage, share learnings and exchange best practices - Support companies to attract and retain a skilled and productive workforce through research and resources that increase awareness and understanding of the energy industry and its career opportunities	- Ongoing, regular communication with stakeholders to support a positive and recognized brand for ESC and industry - Engage in marketing and public relations activities with industry-wide presence and worker focus - Host conferences and events to facilitate knowledge transfer and enable global networking - Support regulatory change to promote standardization and improved workplace safety performance