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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:

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

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:

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

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:
  o Auditors’ strengths
  o Company specific details
  o Scoring inconsistencies
  o Contradictions
  o Sampling concerns
  o Any other concern raised through the Quality Assurance process
  o Ideas or concerns raised by the auditor
  o Suggestions for improvement shared by the Account Manager
  o 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.

**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

- Melissa Mass
  Manager
  Business Improvement

- Juliet Goodwin
  Manager
  Safety Audits and Certifications

- Carol Hockley
  Coordinator

- Shannon Gardner
  Administrator

- Divine Agboadoh
  Quality Assurance

- Julie Remington
  Quality Assurance

- Kristy McGale
  Quality Assurance

- Stephen Heinpalu
  Quality Assurance

- Courtney Christie
  Audit Specialist

- External Reviewers
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)

<table>
<thead>
<tr>
<th>COR Revenue &amp; Expenses</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Budget (12 months)</td>
</tr>
</tbody>
</table>

### Revenue:

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

### Compensation Expenses:

- **Salaries**: $268,900
- **Benefits**: $48,960
- **Consultants & Contractors**: $41,335

### Other Expenses:

- **Accounting & Legal Fees**: $1,000
- **Advertising & Sponsorships**: $0
- **Board Expenses**: $0
- **Building Maintenance & Repairs**: $3,838
- **Telecommunications & Freight**: $150
- **Conference Registration and Meeting Expenses**: $500
- **Furniture & Equipment**: $300
- **Office Supplies**: $200
- **Property Taxes & General Insurance**: $0
- **Publications & Materials**: $9,069
- **Rent - Office**: $20,000
- **Technology**: $75,000
- **Training - Staff**: $0
- **Travel**: $1000
- **Miscellaneous**: $0

### Total Expenses

- **Total Expenses**: $469,952
- **Total Expenses**: $428,258