

Auditor News & Tips

Issue 2 | September 2020



This publication is one way to stay informed and learn more about the Certificate of Recognition Program. Welcome to the second edition of our Auditor newsletter.

eCompliance License Keys

When you register an Audit, Energy Safety Canada applies to eCompliance to issue a license key. eCompliance then sends the auditor a copy of that license key (i.e., it does not come from the CORinfo email address at Energy Safety Canada).

If you misplace or do not receive the email, go to ecompliance.com and under the “Solutions” tab, click “EC Audit Tool”. At the bottom of the page, you can retrieve your license key.

Fast Facts

- » A license key will not be issued if annual dues have not been received.
- » The license keys expire one year from receipt.
- » Audit data is not linked to the license key, but rather the audit (.eca) file.

Helpful Links

- » **NEW:** [Recorded Sessions](#) - The COR Program YouTube Page includes recorded info sessions and workshops.
- » [COVID 19 Updates](#) - information regarding how COVID-19 affects your audits.
- » [COR News](#) – COR bulletins and other communications.
- » [Audit Protocol](#) – Detailed explanation of the COR audit.
- » [COR Materials & Resources](#) – Forms, audit time frames, information gathering tools, formal hazard assessment scoring guide, templates, and more.
- » [Training Courses](#) – In-class, online and virtual training options.

Provincial Differences

Provinces have different rules for COR audits during COVID-19.

Alberta

- » Documentation-only audits for the remainder of 2020.
- » **NEW:** All recertification audits will receive a three-year COR certification (retroactive for employers who were issued a one-year COR earlier this year) **not* intended for new COR holders, or for lapsed COR holders that had a break in their 2017 to 2019 COR cycle.
- » **NEW:** An internal auditor may complete the certification audit from September 1- December 31, 2020; however, this will still result in a one-year COR certificate.

British Columbia

- » All three validation methods must be completed, and a three-year certificate will be issued.
- » If the company has no field work where they would normally, they may apply for a one-year COR. They must be in a certification year to apply.
- » **NEW:** All observations must be completed on site for the remainder of the year.

All Other Provinces

Companies operating in provinces other than Alberta and BC can choose to either:

- » Obtain a three-year certificate by completing an audit with all three validation methods or with a documentation-only audit in a recertification year.
- » **NEW:** Use an internal auditor in a re-cert year to obtain a one-year COR certificate.

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Tips for Conducting Interviews with Language Barriers

Some English as a Second Language (ESL) interviewees may be nervous about speaking in English. Here are some tips to help put them at ease:

- Sit next to them or across from them, rather than behind a desk or at the head of the table.
- Start off ESL interviews with by emphasising there are no “wrong answers” and that it’s okay if they don’t know something.
- Have the exact list of document names so they know what you’re talking about. Don’t ask about hazard assessments if they call them JSAs. If they use FLHAs, find out from the supervisor if they always use that acronym and stick with using one term. If possible, have the document with you for reference.
- Use simple language and terminology. Instead of asking about hazard assessments, ask if their supervisor has told them how they can get hurt. Who they would tell if they did get hurt? Is there anything dangerous? Do they have to wear gloves?
- Take your time between asking questions and slow down your speech enough so they can think about what you’re asking.
- If they don’t understand you, or the start apologizing let them know that there is no wrong answer.

And remember, your demeanor should be friendly and open. If they’re comfortable with you, you’ll get what you need.

Tips for Improving Safety Programs

[Click here](#) to review the latest audit tip regarding Protection of the General Public. It focuses on the requirements for audit question I.1c. Does the company have a process in place to address the protection of other affected parties not under the employer’s direction?

COR Audit Element Information Sessions

Coming soon! Watch for an invitation to attend our COR Audit Element Information Sessions starting the week of September 21, 2020.

We will be offering information sessions on Element E (Qualifications, Orientation and Training), F (Emergency Response) and J (Health and Safety Committee and Representative).

Sessions on the other Elements will be offered in the future.

These info sessions will address common audit information and concerns, including:

- Discussion of the audit questions.
- Interpreting the guidelines.
- Setting your company and auditor up for success.
- Providing good auditors notes.

We’re Here to Help

Energy Safety Canada is available to assist with your Certificate of Recognition needs:

Email: CORInfo@EnergySafetyCanada.com

Phone: 1 800 667 5557 extension 3

COR Customer Support: 403 516 8072

SECOR Customer Support: 403 516 8107

Auditor Support: 403 516 8066