COR Toolkit:

An Employer Guide to
COR Certification

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OVERVIEW

Training and instruction are one aspect of the overall theme of communication. All workers need to know how to perform their jobs safely and understand their role in maintaining a healthy and safe workplace. Employers must ensure that workers are trained, qualified and competent to perform their tasks. Adequate instruction and supervision must also be provided to workers in the safe performance of their work. The audit will measure whether:

- A system to ensure job-specific instructions and training (including job-specific hazards and work procedures and practices) has been communicated to workers.
- Training and instruction are current, enforced and followed.
- The system assesses and ensures that all employees are qualified and are competently performing their duties in a safe manner.
- For new employees, visitors and contractors, orientation about emergency procedures, hazard reporting and health and safety policies and procedures is delivered in a timely manner.

The system for tracking this training can vary widely, from electronic databases to simple spreadsheets or wall charts. There needs to be some way to list, in an easily searchable way, who has what training. The records in the system can range from formal certificates issued by external agencies to minutes from meetings or a supervisor's journal notes and sign-offs on safe work procedures. How each company keeps the records and the system is entirely up to the company, but the policy should fit with the overall company style and culture. Records should be readily available and protected from alteration.

The method for tracking safety training should be the same as for tracking non-safety training. In other words, a course in bookkeeping is no more or less valid than a course in investigation techniques. Other elements of the audit will look at specific training topics. This element looks at the training system — how it is all linked together and tracked. Training is not just reading a manual or being shown how to do a job. It includes evaluation on an ongoing basis to verify that a worker is actually doing the job the right way every time.

KEY CONCEPTS AND IMPLEMENTATION TIPS

In order to meet the above objectives, the audit checks whether:

- The employer has a written training program that covers the items mentioned above.
- The training required in the policy, Occupational Health and Safety (OHS) Regulation and law is actually being done as required by the appropriate people for:
  - Employees.
  - Supervisors.
  - Managers.
  - Company specialists.
  - Contractors.
  - Visitors.

Evaluations of training competency can range from formal worker assessments to managers' notebooks. Feedback should be given for both positive and negative observations, leading to continual improvement in the workforce and the company.

RELEVANT REGULATION AND LEGISLATION

Searchable versions of the Occupational Health and Safety (OHS) Regulation and the *Workers Compensation Act* are available online at https://link.go2hr.ca/cor-E1-001.

Occupational Health and Safety Regulation (WorkSafeBC)

Instruction and Supervision — [Sections 3.3(g)](#)

Young or New Worker Orientation and Training — [Section 3.23](#)

Additional Orientation and Training — [Section 3.24](#)

Note: These OHS Regulation references only cover training systems. There are many other requirements pertaining to training in specific areas, topics and skills.

Workers Compensation Act (BC Gov't)

Training Workers — [Section 21(2)(e)](#)

Note: This section of the Act includes workers of any company in your workplace, not just your company.

GUIDELINES FOR USING THE COR AUDIT TOOL

Question 6.1

Does the company have a <u>program</u> to ensure employees are trained, qualified and competent to perform their tasks safely?

Auditor Guideline

Review documentation to verify there is a system to ensure job-specific instructions and training have been given to workers and that training and instruction is current and followed.

Employer Guideline

There needs to be a system in place that tracks employees through the training process, qualifying that process through to the stage where workers are competent in their jobs. This documentation is crucial. Consistent training techniques need to be seen in order to prove that everyone is receiving the same level of training and attention.

Types of Documentation to Review

A formal documented policy or procedure is required. A collection of forms and spreadsheets is insufficient to be considered a system without a guidance document showing how it actually works.

Question 6.2

Are workers trained on safe work practices and job procedures?

Auditor Guideline

- Review documentation (training records). Ensure workers receive job-specific training, including when they are transferred to a new job or are performing new tasks.
- Interview workers to verify training is occurring.

Employer Guideline

There needs to be evidence that when workers are transferred to a new job or task, they receive some kind of training before being allowed to perform the new role. This training can be in the form of an orientation checklist, a training tracking program or some other means of documenting what level or job each worker has been trained for. The auditor's interview verifies that workers have received this training. It is understood that very long-term employees may have never received formal training because they pre-date the current company system. This is not necessarily a negative finding, provided the company can show that the workers are competent.

Types of Documentation to Review

Question 6.1 should have defined what records the company keeps and where they are kept. Training records can include certificates, spreadsheet entries, meeting minutes, job description sign-offs, supervisor notes, or manager's journals.

Question 6.3

Is there a system to assess and ensure that all employees are qualified and are competently performing their duties in a safe manner?

Auditor Guideline

Interview supervisors to verify that worker skills are checked to ensure competency.

Employer Guideline

The question is looking for information from the supervisors about how workers are evaluated and judged to be competent to do the jobs that they are required to do. Examples are required. While this is an interview question, supervisors should be able to discuss how they document their assessments.

Question 6.4

Does the organization have a health and safety orientation for all new employees?

Auditor Guideline

- Review documentation to ensure all new employees receive an orientation that covers critical issues (e.g., ERP and hazard reporting) and health and safety procedures in a timely manner.
- Interview supervisors to determine their knowledge of the procedures for orienting new employees.

Employer Guideline

The company must ensure all new employees, including those transferring from other positions or returning after a significant absence, receive an orientation that covers critical issues and health and safety procedures on or before their first day of work. The orientation checklist must include all of the following applicable items:

- Supervisor name and contact information.
- Personal protective equipment (PPE) policy.
- First aid procedures, facilities, equipment and personnel.
- Reporting responsibilities for hazards, close calls and other incidents.
- Emergency response plans (ERPs).
- Training, certification and qualifications.
- Acknowledgement of the right to refuse unsafe work.

- Policy for working alone or in isolation.
- WHMIS orientation.
- Progressive discipline policy.
- Policy for workplace violence.
- Safe work procedures.
- Rights and responsibilities.
- Known hazards and how to deal with them.
- Contact information for the joint health and safety committee.
- Any other information required by a change to new and young worker orientation requirements in the OHS Regulation.

Orientation topics often include non-safety issues, such as keys, contact information and medical issues. Companies are encouraged to integrate safety and non-safety orientation as much as practical in order to reduce paperwork.

The auditor's interview determines whether supervisors understand how new employees are to be trained.

Types of Documentation to Review

Orientation checklists and records

Question 6.5

Does the organization have a health and safety orientation for all contractors?

Auditor Guideline

- Review documentation to ensure all contractors receive an orientation that covers critical issues (e.g., ERP and hazard reporting) and health and safety procedures in a timely manner.
- Interview contractors (if possible) to verify that they received an orientation.
- Interview supervisors to determine their knowledge of the procedures for contractors that come to the site.

Employer Guideline

Contractors coming on site need to receive an orientation that includes the key points that will affect them during their work. These factors include ERPs, hazards, reporting of incidents, PPE, WHMIS and any chemicals they will be bringing on to the property. As part of the due diligence process, the company should require a proof of WorkSafeBC insurance and a detailed explanation of how the contractor will handle all the safety aspects of the job. If contractors are present when the auditor is there, a quick question can be asked to see whether they have received orientation on emergency response plans and hazards. If no contractors are reasonably available, the contractor interview portion

is to be scored as not applicable and five points deducted from the available total. Supervisors are asked whether they are familiar with how to bring a contractor on board and what to do if a contractor has not been put through the orientation process.

Types of Documentation to Review

Health and safety orientation for contractors

Question 6.6

Does the organization have a health and safety orientation for all visitors?

Auditor Guideline

- Observe during site tour. Look for examples of signage in all areas, such as emergency-evacuation plans, wet-floor signs or employee-only signs.
- Interview supervisors to determine their knowledge of the procedures for visitors who come to the site.

Employer Guideline

The auditor's observation tour includes looking for evidence of safety for visitors. This could include signage for employee-only areas, directions for evacuations, wet-floor signs, no-smoking signs, adequate parking and luggage storage, non-slip strips on stairs, the availability of antibacterial hand soap and cleanliness of bathrooms. The interview will confirm that supervisors know how to manage visitor safety. It is not expected that guests at companies in the hospitality/tourism industry will receive a formal briefing unless undertaking special high-risk activities (e.g., heli-skiing or bungee jumping). High-risk activities should be preceded by formal briefings, supported by documentation when deemed necessary because of the risk involved.

SUPPORTING RESOURCES

Training

Support for Employers: Training and Orientation for Young and New Workers (WorkSafeBC)
https://link.go2hr.ca/cor-E6-005

Tools for Training Young and New Workers: A Guide to Using WorkSafeBC Resources and Industry Best Practices (WorkSafeBC)
https://link.go2hr.ca/cor-E6-006

Orientation and Training for Young and New Workers Are Essential (go2HR)
https://link.go2hr.ca/cor-E6-007

Supervising for Safety: Online Course for Supervisors (WorkSafeBC)
https://link.go2hr.ca/cor-E1-007

Young Workers (CCOHS)
https://link.go2hr.ca/cor-E6-008

FORMS, POLICIES AND PROCEDURES

go2HR has sample forms, policies and procedures you may find helpful for developing your safety management system. You can download and modify the following Word documents to suit the specific needs of your operation:

- Training and Instruction of Employees
  https://link.go2hr.ca/cor-E6-009
- Occupational Health and Safety Orientation Checklist
  https://link.go2hr.ca/cor-E6-010
- New Worker Assessment Checklist
  https://link.go2hr.ca/cor-E6-011
- Training Record for Multiple Employees
  https://link.go2hr.ca/cor-E6-012
- Safety Meeting Minutes
  https://link.go2hr.ca/cor-E6-013
- Contractor Policy, Selection and Safety Checklist
  https://link.go2hr.ca/cor-E6-014