****

OCCUPATIONAL HEALTH AND SAFETY SMALL EMPLOYER CERTIFICATE OF RECOGNITION (SECOR)

AUDIT TOOL

**VERSION 1A**

**(FEWER THAN 20 EMPLOYEES)**

**AUDIT YEAR:**

# Methodology of Audit

Every audit must be based on evidence that is collected using, at a minimum, the following methods:

• documentation review to determine extent of the written program   
• interviews or questionnaires to determine if the program has been communicated to employees   
• workplace observations to verify systems are being used

# The Audit Process

1. Submit Notice of Audit Activity to go2HR
2. When audit scope has been approved by go2HR, you may proceed with audit activities
3. Using the go2HR audit tool for small employers, the certified internal auditor must audit their programs utilizing all three verification techniques (document, interview, observation) to accurately assess their program
4. When audit is completed, submit completed audit tool and all supporting documents to go2HR for Quality Assurance Review
5. When all audit requirements have been met, go2HR will inform WorkSafeBC of the company's certification eligibility
6. WorkSafeBC will process audit report, and generate a Certificate of Recognition (COR) certificate to the employer
7. go2HR will present certificate to the employer

# Submission Documents

* Executive summary
* Completed audit tool
* Completed Score Card
* Supporting audit documentation

# Guidelines for Completing the Audit Tool

All scoring is based on an all-or-nothing system of compliance – no partial points will be awarded for incomplete documentation or answers.

All interview questions require a full answer from the internal auditor. Enter your answers for each question in the Notes / Findings section.

For Interview questions you must list how many workers, managers, and supervisors (e.g., 8/10) were interviewed and the percentage of positive responses (e.g., 80%). The overall positive response must be 80% or higher to be awarded points. All Review documentation categories will require a description of document compliance by the auditor in the (Notes/Findings) section, including an electronic submission of the supporting document to be sent along with this report.

# Element A: Management (Owner) Commitment

***Score: 10% of total audit score***

An effective occupational health and safety (OHS) program must demonstrate management leadership and commitment to the program and a willingness to improve the workplace safety culture. The audit will measure the level of leadership and commitment toward OHS within the organization by assessing the following items.

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| **Question A.1** | Auditor Guideline | D | O | I |
| Does the business have a written OHS policy? | ***Review*** ***documentation***: of your company OHS policy.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question A.2** | Auditor Guideline | D | O | I |
| Are the aims of the policy clearly stated and does it clearly outline the roles and responsibilities of the employers, managers, supervisors, and workers as it relates to section 3.3 of the Occupational Health and Safety Regulation (the Regulation) and section 115(2)(c) of the Workers Compensation Act (the Act)? | ***Review documentation:***of your policy that clearly identifies the aims of the OHS policy and responsibilities of the employer, manager, supervisors, and workers. It must clearly state the aims of the OHS program, which must be consistent with the following objectives: • creating a culture of OHS in the workplace • preventing workplace injury and disease  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question A.3** | Auditor Guideline | D | O | I |
| Are managers, supervisors, and workers aware of their responsibilities when it comes to OHS? | ***Interview:*** managers, supervisors, and workers to determine if they are knowledgeable about their OHS responsibilities.  *(1 point)* |  |  |  |
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| **Question A.4** | Auditor Guideline | D | O | I |
| Are managers, supervisors, and workers aware of applicable regulations? | ***Interview:*** managers, supervisors, and workers to determine their awareness of the regulation that applies to the organization and their knowledge of the regulation that applies to their area of responsibility.  *(1 point)* |  |  |  |
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| **Question A.5** | Auditor Guideline | D | O | I |
| Is there a system of accountability for OHS roles and responsibilities at all levels of the company? | ***Review documentation***: that demonstrates there is an effective system to ensure accountability (e.g., training records, performance evaluations, and key performance indicators).  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question A.6** | Auditor Guideline | D | O | I |
| Are OHS responsibilities carried out? | ***Interview:*** managers, supervisors, and workers to determine if they are carrying out their OHS responsibilities and if their involvement is appropriate to their level in the organization.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question A.7** | Auditor Guideline | D | O | I |
| Does senior management ensure there are ongoing resources to maintain the OHS program? | ***Interview:*** managers, supervisors, and workers to determine senior management's involvement in maintaining an OHS program.  *(1 point)* |  |  |  |
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| **Question A.8** | Auditor Guideline | D | O | I |
| Does senior management demonstrate their level of commitment to the OHS culture? | ***Interview:***the most senior manager in the company to determine what he or she is doing to improve the workplace OHS culture. Under the notes section, provide some examples. *(1 point)*  ***Review documentation:*** verifying senior management's involvement (i.e., sign-off on corrective action plans, annual workplace inspections, and training).  *(1 point)* |  |  |  |
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| **Question A.9** | Auditor Guideline | D | O | I |
| Have all employees been made aware of the content of this policy? | ***Interview:*** workers to determine if the employer has informed them of the policy.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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# Element B: Policy and Procedures (Work, Emergency)

***Score: 15% of total audit score***

An effective OHS program needs to ensure that systems are in place for workers’ safe performance of their duties. This includes safe work procedures and practices as well as instruction for emergency situations. These policies and procedures must be developed and available to workers, as required by the Regulation. Appropriate written instructions must also be developed to supplement the Regulation. Measurement of these items in the audit will include written safe work/emergency procedures, practices and/or instructions to supplement the requirements of the Regulation.

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| **Question B.1** | Auditor Guideline | D | O | I |
| In your First Aid Policy & Procedures, are there instructions that direct first aid services, supplies & equipment to be provided? | ***Review documentation:*** that direct first aid services, supplies & equipment.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question B.2** | Auditor Guideline | D | O | I |
| Are the first aid equipment and supplies available as required? | ***Interview:***managers, supervisors, and workers to determine the condition and availability of first aid equipment and supplies.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question B.3** | Auditor Guideline | D | O | I |
| Do the employees know the procedure for obtaining first aid? | ***Interview:***employees to verify their knowledge of the procedure to obtain first aid services.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question B.4** | Auditor Guideline | D | O | I |
| Is there a procedure for rendering and reporting of first aid services and does it comply with the OHS Regulation requirements? | ***Review documentation:***of your first aid policy and procedures. Policies & procedures must comply with OHS Regulation  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question B.5** | Auditor Guideline | D | O | I |
| Are workers aware and knowledgeable of the company’s emergency policies, procedures, and safe work procedures? | ***Interview:***employees to verify their knowledge of the emergency policies, procedures, and safe work procedures.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question B.6** | Auditor Guideline | D | O | I |
| Are there written emergency response plans?   Is the emergency response plan readily available to all employees? | ***Review documentation:***of your emergency response plans. Ensure that each plan is appropriate for the worksites.  *(1 point)*  ***Interview:*** employees to determine it is accessible to all staff.  *(1 point)* |  |  |  |
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| **Question B.7** | Auditor Guideline | D | O | I |
| Have all employees been made aware of the emergency response plans? | ***Interview:*** workers, supervisors, and managers to verify training. This training could include orientation or refresher training, department meetings, job-specific training, or "emergency response" training.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question B.8** | Auditor Guideline | D | O | I |
| Are emergency response plans evaluated to identify deficiencies and revised accordingly? | ***Interview:***supervisors and managers to verify there is a method to evaluate the effectiveness of the plan. *(1 point)*  ***Review documentation:*** joint occupational health and safety committee (JOHSC) meeting minutes and emergency drill records to verify the emergency response plan was reviewed and deficiencies were corrected.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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# Element C: Training, Education & Certification

***Score: 15% of total audit score***

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.

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| **Question C.1** | Auditor Guideline | D | O | I |
| Does the company have a system to ensure employees are trained, qualified, and competent to perform their tasks safely? | ***Review documentation:***to verify there is a system to ensure job-specific instructions and training have been given to workers, and training and instruction is current and followed.  *(2 points)* |  |  |  |
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| **Question C.2** | Auditor Guideline | D | O | I |
| Are workers trained on safe work practices and job procedures? | ***Review documentation****:* to verify safe work practice and safe work procedure training has been given, including when workers are transferred to a new position or perform new tasks.  *(2 points)*  ***Interview:*** workers to verify this training is taking place.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question C.3** | Auditor Guideline | D | O | I |
| Is there a system to verify job specific instructions and training (including job specific hazards and work procedures and practices) have been given to workers, is current, enforced and followed. | ***Interview:*** supervisors to verify that job specific instructions and training (including job specific hazards and work procedures and practices) have been given to workers, is current, enforced and followed.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question C.4** | Auditor Guideline | D | O | I |
| Does the organization have an OHS orientation for all new employees? | ***Review documentation:*** of your new worker orientation. Employees should receive an orientation that covers critical issues (e.g., emergency response plan [ERP] and hazard reporting) and OHS policies & procedures in a timely manner.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question C.5** | Auditor Guideline | D | O | I |
| Does the company have an OHS orientation for all contractors? | ***Review documentation:*** showing contractors receive an orientation that covers critical issues (e.g., ERP and hazard reporting) and OHS procedures and policies prior to starting a job on your property.  *(2 points)*  ***Interview:*** supervisors to determine their knowledge of the procedures for contractors that come to the site.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question C.6** | Auditor Guideline | D | O | I |
| Does the company have a health and safety orientation for all visitors temporarily working onsite? | ***Observation***: In the notes section provide examples of what type of signage is in place throughout your property (e.g., exit signs, do not enter, fire stairwell, and evacuation routes posted in visible areas).  *(1 point)*  ***Interview:*** supervisors to determine their knowledge of the procedures for visitors that are temporarily working onsite.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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# Element D: Hazard or Risk Identification, Assessment and Control

***Score: 15% of total audit score***

A process to identify and control workplace hazards or risks is critical in order to eliminate, minimize, or prevent unsafe or harmful conditions and work procedures. All work, equipment, tools, machinery, work practices, and conditions need to be included in the hazard recognition process.

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| **Question D.1** | Auditor Guideline | D | O | I |
| Is there a process to analyze jobs, equipment, and conditions for hazards according to risk? And are they reviewed regularly? | ***Review documentation:*** Risk Assessment, including your (hazard identification process/policy) to verify hazards are reviewed as per the process/policy. This question requires a policy outlining how often risk assessments are reviewed and proof that the policy has been followed. This can be verified with creation and revision dates on the risk assessments, safety meeting minutes showing a review of the risk assessments, a safety schedule showing when the review is to be done, and any changes that have been made.  *(4 points)* ***Interview:*** your managers and supervisors to determine if the process is reviewed regularly.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.2** | Auditor Guideline | D | O | I |
| Are the safety controls identified in the hazard identification process available and in use? And do they follow the proper hierarchy of the regulated control measures? (i.e.; eliminate, engineering, administrative, PPE) | ***Observation:*** in the notes section list the types of safety controls identified in your hazard assessment and observe to confirm they are in use. (examples: workers using PPE, engineering guards are in place for all equipment, etc.)  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.3** | Auditor Guideline | D | O | I |
| Are hazards and controls communicated to workers? | ***Interview:*** workers to determine whether or not hazards and controls have been effectively communicated to them.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.4** | Auditor Guideline | D | O | I |
| Are you reviewing potential hazards whenever changes are made? | ***Interview:***workers to determine if management reviews potential hazards whenever new changes are made.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.5** | Auditor Guideline | D | O | I |
| Do qualified individuals participate in the hazard identification process? | ***Interview:***supervisors and workers to verify qualified individuals participate in the hazard identification process.  *(1 point)* |  |  |  |
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| **Question D.6** | Auditor Guideline | D | O | I |
| Does the employer have a method to ensure employees compliance with the proper use of Engineering controls, OHS rules, safe work practices for hazardous jobs, and procedures? | ***Submit documentation:*** showing the employer is holding workers accountable for working safely. This can come in the form of a disciplinary policy or worker evaluations. *(1 point)*  ***Interview:*** supervisors and managers to determine the methods used to enforce this policy.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.7** | Auditor Guideline | D | O | I |
| Is personal protective equipment (PPE) identified in the hazard identification process made available to the workers and being properly maintained? | ***Observation:*** in the notes section list the types of PPE workers are using throughout the workplace and how it's being maintained.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.8** | Auditor Guideline | D | O | I |
| Have all the workers been properly trained in the use of PPE for their job tasks? | ***Review documentation:*** of your PPE training records. Training records should include names of participants, dates, who facilitated the training, and the topic.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question D.9** | Auditor Guideline | D | O | I |
| Is there a system to ensure workers are wearing appropriate PPE and using it as required? | ***Review documentation:*** that shows there is a system to ensure workers are wearing appropriate PPE.  *(1 point)*  ***Observation:*** In the notes section list the methods used to ensure workers are using PPE when required and how is it enforced.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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# Element E: Inspections

***Score: 10 % of total audit score***

Regular inspection of the premises, equipment, work methods, and work practices must be included in an effective OHS program. The audit must ensure for the provision of formal inspection activities.

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| **Question E.1** | Auditor Guideline | D | O | I |
| Is there a written policy and procedure for workplace inspections, and does it outline the intent of the inspection? | ***Review documentation:***policy/procedure should identify who is to inspect (including a worker representative from the OHS committee), what is to be inspected, frequency of equipment inspection, workplaces, and safe work practices that are to be performed.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question E.2** | Auditor Guideline | D | O | I |
| Are inspections being performed by the individuals as stated in the policy? | ***Review documentation:*** of a current workplace inspection. Inspection documentation should reflect that the frequency of inspections are completed as stated in the policy as well as the individuals performing them.  *(2 points)*  ***Interview:*** workers to determine if inspections are being performed as per the policy.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question E.3** | Auditor Guideline | D | O | I |
| Is there a system in place to ensure unsafe or harmful conditions, work procedures, tools, and equipment are not used by the workers until the employer has repaired all conditions related to the risk? | ***Review documentation:*** that describes the type of system you have in place to immediately fix or repair unsafe conditions, equipment, tools, and work procedures. The system should identify what is in need of repair, the reporting procedure, how it will be corrected, and how it will be followed up.  *(1 point)*  ***Interview:*** managers, supervisors, and workers, to determine if systems are being followed.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question E.4** | Auditor Guideline | D | O | I |
| Has training been provided to the individuals who perform the inspections? | ***Review documentation:*** of current training records on workplace inspections. This training can either be formal or informal.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |  |
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# Element F: Incident or Accident Investigation

***Score: 15% of total audit score***

The need for prompt investigation of incidents or accidents, including instructions on what to report to WorkSafeBC, is required by the Regulation. The investigation process reveals information necessary to prevent recurrence.

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| **Question F.1** | Auditor Guideline | D | O | I |
| Does the employer have an accident/incident investigation procedure, and are the workers aware of it? | ***Review documentation:*** of your accident/incident investigation procedures. Procedures must identify what to report to WorkSafeBC, when, which incidents to investigate, the intent of the investigation, and the content, distribution, and follow-up of reports.  *(4 points)*  ***Interview:*** workers to determine if they have been made aware of the investigation procedure.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question F.2** | Auditor Guideline | D | O | I |
| Are incidents/accidents investigated as per policy? | ***Review documentation:*** of your accident investigation policy to ensure it identifies who is to investigate, what is to be investigated, when, the intent, distribution, and follow up.  *(2 points)*  ***Interview:*** managers, supervisors, and worker to determine if incidents are investigated as per policy.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question F.3** | Auditor Guideline | D | O | I |
| Is there a process to identify and record the actions necessary to prevent recurrence? | ***Review documentation:*** identifying the systems used to prevent recurrence of incidents.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question F.4** | Auditor Guideline | D | O | I |
| How is the process implemented and followed up on? | ***Review documentation:*** showing corrective and/or preventative action plans are in place.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question F.5** | Auditor Guideline | D | O | I |
| Are the persons designated to perform the investigations adequately trained and investigating personnel(s) knowledgeable of the type of job involved in the accident? | ***Review documentation***: showing persons designated to perform investigations have been formally trained on investigation techniques, and are knowledgeable of all job tasks.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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# Element G: Program Administration

***Score: 10% of total audit score***

The maintenance of OHS records is necessary to determine the effectiveness of an OHS program. Reports of inspections and incident investigations are required in order to determine frequency, severity and incident trends. Effective communication of the program is necessary in order to promote a good safety culture.

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| **Question G.1** | Auditor Guideline | D | O | I |
| Is there a health and safety records management system, and does it verify the analysis of records and statistics as part of the health and safety management system? Is there a system of record keeping (all OHS type of documentations)? | ***Review documentation:*** of your health and safety records management system. The system should indicate how OHS records and statistics are collected, verified and analyzed. Other records (incident records) must be able to determine incident trends (frequency, severity, type, and nature of worker injury).  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question G.2** | Auditor Guideline | D | O | I |
| Are records being maintained as per the policy? | ***Review documentation:*** showing records and statistics have been collected and analyzed to determine incident trends, including frequency, severity, type, and nature of worker injury.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question G.3** | Auditor Guideline | D | O | I |
| In what ways does the employer communicate this information to each level of the organization? | ***Observation:*** is there effective communication of the program at all levels? In the notes section, list all the methods your company uses to communicate this information to all levels of staff and observe if the communication methodology is effective.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question G.4** | Auditor Guideline | D | O | I |
| Is there a system to evaluate, and correct identified deficiencies? | ***Review documentation:*** samples of how deficiencies recognized in your program are analyzed and improved upon (e.g., management meeting minutes and safety minutes).  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Question G.5** | Auditor Guideline | D | O | I |
| Does senior management take an active role to ensure recommendations and deficiencies are dealt with in a timely manner? | ***Interview:*** managers, supervisors, and workers to determine if recommendations and deficiencies are dealt with in a timely manner.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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# Element H: Action Plan

(If this is your certification audit, this section is N/A)

***Score: 5% of total audit score***

All audits will have some elements which can be improved upon. The employer is expected to develop and implement an action plan to address the deficiencies identified by the audit process. The process of developing and acting on a plan to improve is referred to as continuous improvement.

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| **Question H.1** | Auditor Guideline | D | O | I |
| Is there an action plan in place to address deficiencies from previous audits? | ***Review documentation:***of your action plan from the previous year’s audit showing that recommendations were addressed and improved upon.  *(2.5 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question H.2** | Auditor Guideline | D | O | I |
| Does your action plan show continuous improvement? | ***Review documentation:***of your action plan template. The template should incorporate clear timelines for completion and personnel accountabilities to address these goals.  *(2.5 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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# Element I: Contract Systems

***Score: 5% of total audit score***

An employer may be involved with work projects in differing roles, either as a hiring contractor or a hired contractor. Project work may be in a location other than the employer’s regular place of business. Either role requires an integration of OHS management systems with other employers to ensure worksite safety. The audit will measure the following:

* A plan or system, developed in conjunction with other employers, is in place to ensure worksite health and safety. The prime contractor is responsible for leading the plan development.
* Records of regular worksite OHS meetings with other employers.
* Employees at worksites are aware of site-specific hazards and control measures.

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| **Question I.1** | Auditor Guideline | D | O | I |
| Do you have a hiring contractor (Prime Contractor), or hired contractor, program that addresses responsibilities, written policies, training, OHS responsibilities, site orientation, and a signed agreement between the employer and contractor assigning prime contractor responsibilities? | ***Review documentation:*** of your contractor program policies and procedures.  *(2 points)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question I.2** | Auditor Guideline | D | O | I |
| Does the site orientation address OHS policies, emergency procedures, site-specific hazards, assessments, first aid, and prime contractor obligations as stated undersection 118 of the Act? | ***Review documentation:*** of your contractor orientation checklist.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question I.3** | Auditor Guideline | D | O | I |
| Have plans been developed in consultation with the prime contractor/contractor to ensure workplace safety? Plans should include identification of site-specific hazards and control measures, communication of changes to worksite conditions, review of emergency response plan, process for dealing with non-compliance, on-site supervision. | ***Review documentation:*** that confirms plans were developed with contractors (e.g., safe work permits, hot work permit, pre-job meetings addressing hazards, and control measures).  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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| **Question I.4** | Auditor Guideline | D | O | I |
| Have the plans been effectively communicated to workers? | ***Interview:*** managers, supervisors, and workers, to determine their awareness of your contractor program.  *(1 point)* |  |  |  |
| **Notes / Findings** | | | | |
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| **Continual Improvement Opportunities** | | | | |
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# Definitions

***Administrative Controls*** Measures established by an employer to eliminate or minimize the risk to workers by changing the way work is done. Examples include timing of work, policies and other rules and work practices such as standards and operating procedures.

***Alternate Duties Plan*** under which the worker is able to return to pre-injury/illness job site but not former job. Worker may act as a helper for another job or can perform work that is specifically reserved for injured workers. The objective is to keep the worker at the job site, possibly while receiving treatment at the same time. Alternate duties must be meaningful and productive.

***Audit*** A review of systems and processes within the program to determine how the program is working against the stated intentions.

***Audit Scope*** Under the standards and guidelines, the auditor must ensure that the audit covers all of the operations of the identified employer. If the operations at each terminal are the same then the auditor can audit a representative operation. If there is another terminal/location with significant differences in work practices, duties and operations, the auditor may need to visit the secondary location.

***Competent*** Properly qualified, suitably trained and with sufficient experience to perform the required task with limited supervision through education, training, experience or a combination of these.

Controls Measures that are used to eliminate the risk to workers or, if elimination is not possible, minimize the risk.

***CP*** Acronym for “Certifying Partner” (WSBC terminology).

***Due Diligence*** The reasonable level of care taken to protect the well-being of employees or co-workers. To meet the standard of due diligence, you must take all precautions that are reasonable in the circumstances so that you can carry out your work and your health and safety responsibilities.

***Early Intervention*** A process in which light or alternate duties are provided to an injured worker before any time away from work occurs.

***Education*** A process by which knowledge (theory) is conveyed.

***Effective*** Within the context of this audit document, the word “effective” means producing or capable of producing an intended result or having the intended effect.

***Employee*** Any person employed by a company.

***Employer*** All aspects of an organization, business, firm or entity that is registered under one WorkSafeBC account number.

***Engineering Controls*** Physical changes to jobs that control exposure to risk. Engineering controls act on the source of the hazard and control employee exposure to the hazard without relying on the employee to take self-protective action or intervention. Examples include: automatic shut off arm on table saw, protective gate around Hobart mixer, metal blade guard around meat slicer.

***Hazard*** Something that may expose a person to risk of injury, illness, or occupational disease.

***Hazard Identification*** An inspection process used to find conditions in the workplace that could endanger the health and safety of workers. Once hazards have been identified, the next step is to assess the risks associated with them.

***Incident*** An incident or other occurrence that resulted in or had the potential to cause death, injury, illness, occupational disease or damage to equipment or property. Incidents include:

* incidents in which a worker is injured or results in a fatality
* incidents in which no one is hurt but equipment or property is damaged
* near miss/close call

***Inspection*** The careful examination of workers, equipment, property, materials or the environment, which is conducted to compare the findings against stated program requirements and regulations.

***Injury Management/ Return to Work Coordinator*** An employee, or third party provider, assigned the responsibility of overseeing the Injury Management/RTW Program. (Actual job titles will vary, depending on the company).

***Injury Management/ RTW Program*** A detailed planned process to manage the impact of work-related injury/illness.

***LTI*** Loss of Time Incident occurs when the worker is unable to return to their normal duties at the next scheduled shift due to injury.

***Modified/ Light Duties*** Duties assigned to injured workers when they return to their own jobs with changes to specific duties or method of how those duties are to be performed, e.g. only lift to a specific height or up to a specific weight or additional equipment is provided, such as footstool or ladder, or only perform specific parts of the regular duties.

***MSI*** Musculoskeletal injuries.

***Near Miss*** An incident in which there is no injury or damage but that could have resulted in an injury or death, or damage to equipment or property. Near misses may indicate a hazardous condition exists or acts that need to be corrected.

***PPE*** Personal Protective Equipment, which includes high visibility vests, safety glasses, hard hats, hearing protection, gloves, proper footwear, etc.

***Policy*** A senior management statement which guides the program’s administration processes, reflects management’s attitudes and commitment and defines the authority and respective relationships required to accomplish the company’s goals and objectives.

***Risk*** A weighting of the possibility of an incident occurring.

***Risk Assessment*** A process in which the risks associated with a particular workplace hazard are analyzed or evaluated. A risk assessment helps determine what actions are necessary to control (eliminate or minimize) a hazard.

***Root Cause*** The underlying reason that an incident occurred. Root causes are useful because they point toward deficiencies in the safety system and they are correctable.

***SAW*** A stay at work process allows an injured employee to return to work with light or modified duties immediately, without time lost.

***Standard*** The defined measure of effective performance.

***Worker*** A worker in this document specifically means an individual engaged as an employee by the company to conduct work on its behalf.

***Workplace*** Means any place where an employee is engaged in work for their employer.