



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM

April 2020 - March 2021 Annual Report

June 30, 2021



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INTRODUCTION AND REPORT HIGHLIGHTS

Working in partnership with WorkSafeBC, the Industry Health & Safety (IHS) Program strives to engage and support the tourism and hospitality industry in creating and continually improving healthy and safe workplaces.

The last year been an exceptional one in so many ways, most notably on account of COVID-19. While the impact of the pandemic has been widespread, its effects have been particularly significant within BC's tourism and hospitality industry. The available data shows that, as of September 2020, only 21% of tourism and hospitality businesses were operating business as usual. 58% were operating with a reduction in hours, staff and services. 20% were closed, including 13% that were temporarily closed due to COVID-19, and 1% that were permanently closed. Even in September, 2020, the month where employment was the highest since the start of the pandemic, many businesses reported significant on-going declines in revenues and difficulties in paying their monthly bills.

With this as the backdrop, we quickly pivoted to helping the industry mitigate some of the challenges posed by the new restrictions that came into force. This included interpreting provincial health officer orders, WorkSafeBC protocols and guidelines and helping businesses operate safely during the pandemic.

Below is an overview of key activities and accomplishments for the fiscal year April 1, 2020 to March 31, 2021.

OHS Awareness, Education and Support

- Provided inputs to WorkSafeBC team for the development of industry specific protocols for tourism and hospitality.
- Collaborated with industry associations to develop sector specific best practices guides and housed them on the go2HR website.
- Developed a new section of the website, around COVID-19 health and safety resources, with several new webpages housing content on this topic, including a dedicated page to house recorded webinars. This was coupled with extensive eblast campaigns throughout the year, to promote specific pages and resources.
- Created a COVID-19 Workplace Assessment Tool for employers to use. This involves answering a series of questions and being directed to appropriate resources to help in the development of a COVID-19 safety plan and robust COVID-19 management practices.
- Created a bespoke COVID-19 safety plan template for the tourism and hospitality industry, based on the WorkSafeBC template but with industry specific resources and examples throughout.
- Launched a COVID-19 safety plan review service for the tourism and hospitality industry in December. Over the final quarter of the fiscal year, we supported over one hundred employers with the development and review of their safety plans.
- Developed a dedicated landing page on website to house a collection of health and safety resources for hotels and overnight accommodation.

- Conducted a survey for industry employers on awareness of go2HR's health and safety services, along with an evaluation and needs assessment. The results will assist us in determining the focus areas for support and follow up in 21/22.

COR/SECOR

- Supported COR employers in rescheduling audits, considering the significant disruption to regular operations, including obtaining audit waivers, and redefining audit scope in conjunction with partners program at WorkSafeBC
- Conducted a comprehensive review of the COR content on the website, culminating in a redesigned COR section being published.
- Hosted two COR internal auditor training sessions. These sessions were delivered in a virtual format.
- Trained 25 new internal auditors during the COR internal auditor training sessions.
- Received eight new COR registrations, four of them were SECOR registrations.

Further details of activities and measurements of industry engagement, training and resources can be found in the metrics dashboard. (Refer to appendix 1).

GOVERNANCE

The IHS Program Advisory Committee provides input into go2HR's IHS Program, including the COR Program. The advisory committee supports the development and implementation of the IHS Program business plans and assists in the successful completion of activities and projects.

Committee members:

Name	Job Title	Organization
Bill Senghera	Business Consultant/Risk Manager	White Spot Restaurants
Kira Cailes	Safety Manager	Whistler Blackcomb
Sandra Stewart	People & Culture Advisor	Coast Hotels
Julie Wright	Director of Human Resources	Inn at Laurel Point
Shane Clarey	Safety Specialist/Technical Team Support	FlyOver Canada
Marc White	Risk Management and Safety Programs Director	Sun Peaks Resort
Lisa Houle	Manager, OHS Consultation and Education Services Municipalities, Arts, Tourism and Hospitality	WorkSafeBC
Lorne Scarlett	OHS Consultant Consultation & Education Services	WorkSafeBC
Mohamed Gad	OHS Consultant - Partners Program (COR)	WorkSafeBC
Dave Haralds	Executive Director	Employers' Advisers Office

During the fiscal year, the committee met four times: June 24, 2020, October 7, 2020, December 2, 2020 and February 26, 2021.

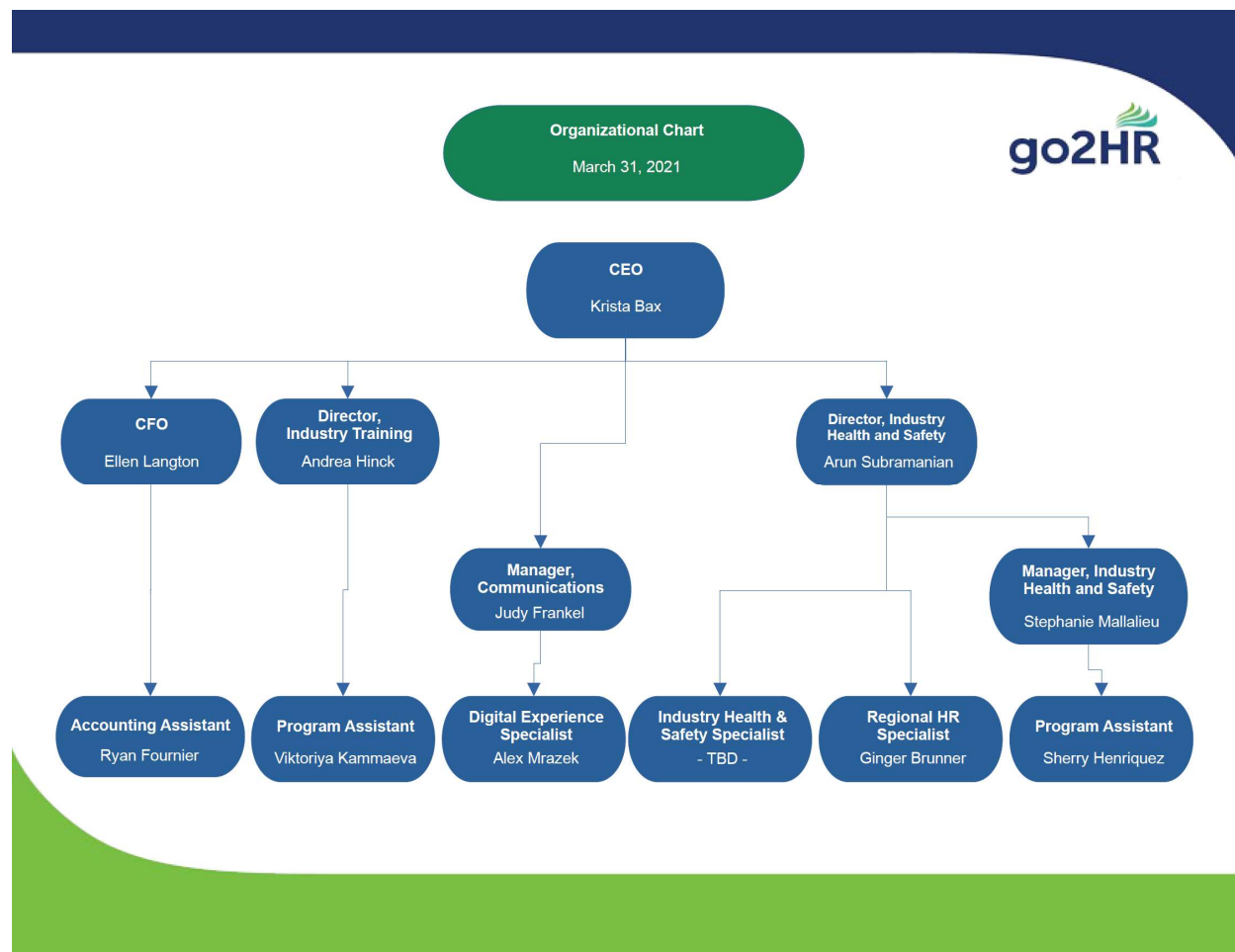
go2HR's CEO and Board of Directors provide operational and strategic oversight.

STAFFING

The IHS team is led by Arun Subramanian, the Director, Industry Health and Safety. The other members of the team include:

Stephanie Mallalieu – Industry Health and Safety Specialist/ Manager, Industry Health and Safety
Sherry Henriquez – Industry Health and Safety Program Assistant
Ginger Brunner – Regional HR Specialist
Ellen Lymer – Regional Health and Safety Specialist
Alex Mrazek- Digital Experience Specialist

Current organizational chart (March 31, 2021)



2020/2021 ACTIVITIES

go2HR has two annual contracts with WorkSafeBC for:

1. OHS Awareness and Education as the HSA for the tourism and hospitality industry
2. COR program administration as the CP for the COR program

OHS awareness and education

Creating awareness of our health and safety program via a variety of outreach and communication activities enables us to reach our audience and to educate them on workplace health and safety matters. As we engage with different employers and they begin accessing our program offerings, their knowledge about and interest in workplace health and safety increases and this can lead to a natural progression towards COR registration. In the case of COR certified employers, we are able to target the type of health and safety information that we are promoting to this group, because they are typically more evolved, in terms of the complexity of their health and safety programs.

go2HR continued to meet one-on-one with employers in order to raise awareness of the IHS program and OHS strategies. We connected with more than 250 different employers over the course of the year, including via telephone and direct email correspondence. These interactions often occurred following on from webinars and other group presentations, which led to individual follow up. One-to-one meetings are a highly effective way to engage employers in the IHS program, allowing the opportunity to provide support and educational information. There is a direct correlation between engagement activities, training, COR registrations and ultimately certifications. Such activity also helps to foster stronger relationships with a range of industry employers.

We continued to leverage partnerships and relationships with our stakeholders to reach their members and to educate on specific topics of interest, in addition to developing sector specific information, including best practice guides for COVID-19.

Engagement and outreach activities

The way in which we engaged and reached our target audience shifted during 20/21 on account of the COVID-19 pandemic. We experienced a significant increase in demand for our health and safety expertise and were invited to participate at a wide variety of virtual industry events, including webinars, roundtables, conferences, community forums and other targeted sessions. This led to a significant increase in ongoing requests for additional support from employers who we initially connected with via these varied outreach activities.

Over the course of the year, we prepared and delivered a series of live and recorded webinars for specific audiences, on topics such as mental health, restarting safely and violence prevention and conflict resolution in the workplace. go2HR was also pleased to partner with Destination British Columbia (DBC) to create and deliver a four-session webinar package for their well

attended “Road to Recovery” Series. The DBC webinar series alone attracted a total of 596 attendees and a further 630 views of the webinar recordings.

In total, we presented at 25 sessions over the course of the year, maximising all opportunities to partner with industry associations and reach larger audiences.

We partnered with the regional destination management organizations (RDMOs) through the BC Tourism Resiliency Program by offering direct support to tourism and hospitality employers across BC in the areas of OHS, HR and training. We also partnered with Tourism Vancouver Island to provide expert advice to employers on the island through their new Community Forum series. The forums were a very effective way of reaching targeted audiences in different parts of the island and tailoring our content to meet the needs of each audience.

We sponsored the go2HR Young Safety Mogul Award for the second year running. This award recognizes a young leader in the ski industry who is helping to drive a strong safety culture in their organization. The award presentation was announced at the virtual CWSAA 2021 Spring Conference. The announcement of the winner was followed by the commissioning of an article to showcase the safety champion. This article has been used to bolster additional awareness of the importance of young leaders in championing safety in tourism and hospitality.

Stakeholders

go2HR continued to leverage our strong partnerships with key stakeholders in the industry to address pressing health and safety issues, with a huge emphasis this year on safe operations during COVID-19, and to promote and deliver relevant program offerings. We supported the Tourism Resiliency Task Force and the Metro Vancouver Tourism & Hospitality Industry Response and Recovery task force in helping develop strategies and tactics to address a variety of workplace challenges attributed to the pandemic. We collaborated with industry associations to develop sector specific best practices guides and housed them on the go2HR website.

We worked closely with Canada West Ski Areas Association (CWSAA) to continue developing and implementing initiatives around injury prevention for the ski sector. We partnered with the BC Hotel Association and ABLE BC to deliver various presentations for their members and to develop support materials for their members on a range of topics. We presented webinars in partnership with Indigenous Tourism BC (ITBC) on various COVID-19 related topics. We supported virtual conferences and events hosted by Destination Marketing Organizations (DMO's) and other industry associations throughout BC. We continued to work with the Kelowna Hotel and Motel Association (KHMA) and encouraged progression through the health and safety elements of Biosphere Program in the Thompson Okanagan, through our partnership with the Thompson Okanagan Tourism Association (TOTA).

We participated in WorkSafeBC initiated COR program meetings and provided feedback on “future state COR”, as requested by the partners program within WorkSafeBC.

Through our ongoing work with associations in several parts of the province, we were able to showcase our health and safety program offerings and support regional tourism and hospitality businesses in the following ways:

Kelowna Hotel and Motel Association:

- Attended monthly KHMA meetings virtually, with a group of 33 hotel and motel General Managers in the city of Kelowna
- Promoted go2HR OHS supports and services:
 - o COVID-19 Safety Plan Reviews
 - o COVID-19 and other OHS resources (Resource library, COR) on the go2HR website
 - o go2HR OHS training programs (Foundations of Workplace Safety and OHS Program Fundamentals)

Biosphere Program:

- Hosted 3 open house events for Biosphere participants in the Thompson Okanagan to provide OHS related information and answer queries
- Met 1:1 with Biosphere participants to promote the go2HR OHS Framework for Biosphere and provide guidance to get them started on the framework

Tourism Resiliency Program:

- Provided direct support to tourism and hospitality employers across BC for OHS related matters
- Responded to OHS enquiries from 140+ employers, in addition to those who registered for the go2HR COVID-19 safety plan reviews
- Participated in Community Forums in partnership with the Vancouver Island Tourism Resiliency Program:
 - o Provided OHS updates/information
 - o Promoted the go2HR COVID-19 safety plan review service
 - o Answered specific questions asked by employers

Other collaborative initiatives

Canadian Associations for Safe Hospitality (CASH)

- CASH exists as a collaborative effort among provincial organizations with a vested interest in safety in the hospitality industry. Associate members include CCOHS.
- As a member of this association, we participated in three meetings during the year.
- Meetings serve as a way to share information and resources, particularly related to COVID-19 best practices and mental health, which were both dominant topics for the association last year.

Canadian Mental Health Association (CMHA)

We began exploring opportunities to provide mental health support to our industry, which was initiated through conversations with the Ministry of Mental Health and Addictions and the CMHA, in the latter stages of the year. This led to a partnership forming between go2HR and CMHA at the start of 21/22 and the project, to provide mental health resources for tourism and hospitality, is now gaining considerable traction.

Justice Canada

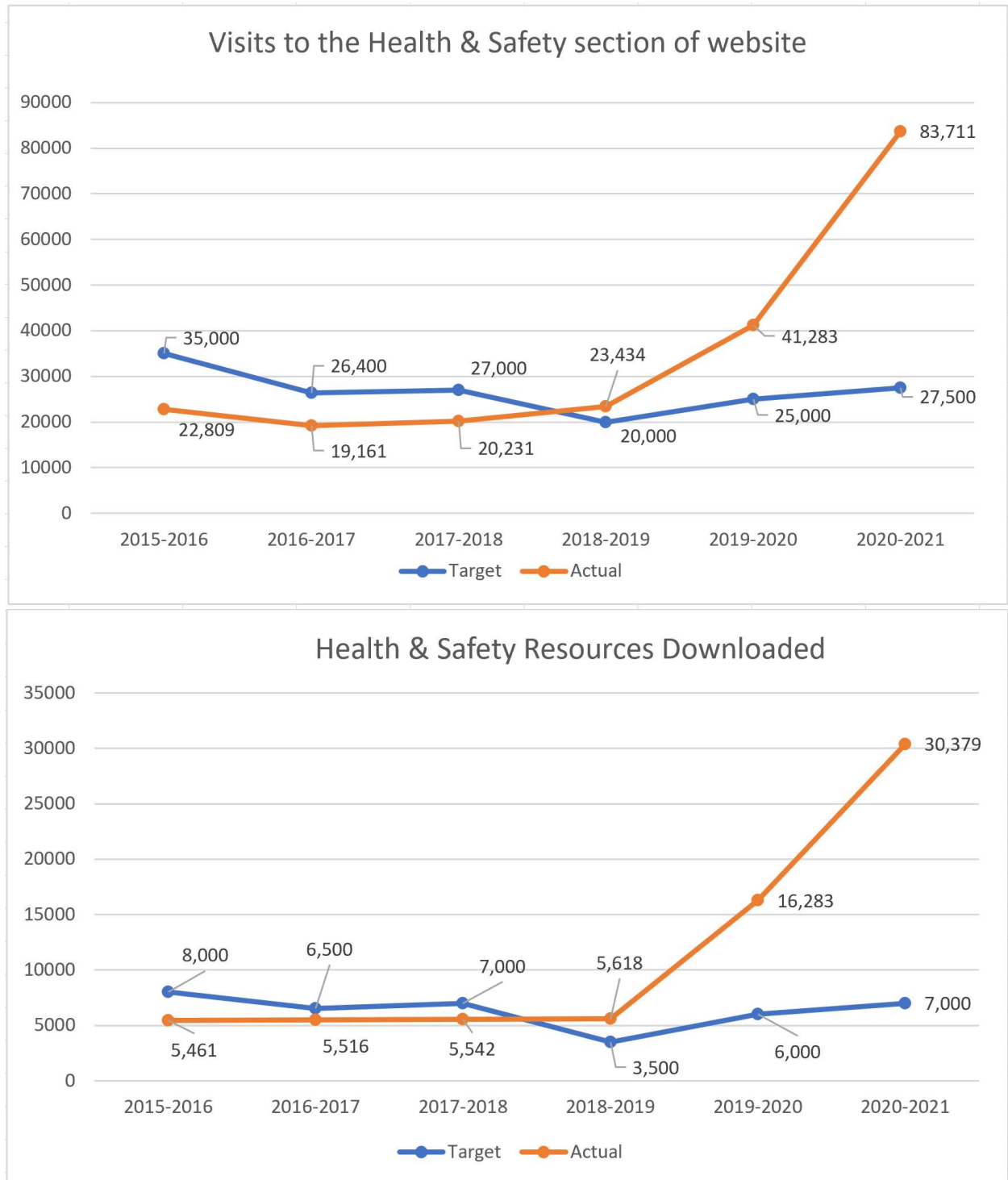
go2HR submitted a request to fund a targeted project to help increase awareness and knowledge around sexual harassment in tourism and hospitality via communication, education and training. The request was approved for a 3-year project beginning April 1, 2021.

Website

go2HR's website is instrumental to our outreach and awareness activities. By creating specific landing pages on a wide range of topical health and safety issues, and showcasing these in targeted ways, such as eblasts and newsletters, we are able to redirect our audience back to our site to learn more.

- The total number of visits to the health and safety section of the website increased by 51% this year, with 83,711 visits, compared to 41,283 the year before. This significantly exceeded our target of 27,500. It is anticipated that this number will continue to grow, as we raise awareness of the IHS program via our continuing outreach efforts.
- 30,379 resource library downloads were recorded this year, which was significantly higher than our target of 7,000, largely associated with our focus on providing targeted COVID-19 resources to industry and promotion efforts.
- Specific IHS and COR initiatives were also promoted via other areas of the website, including the homepage and the "news and events" section.
- 25 occupational health and safety focused eblasts were sent, reaching a total of 385,110 recipients. The eblasts directed the readers back to the specific IHS program website landing page that was being promoted and the success of each campaign provided an insight into what our audience was interested in. This enabled us to build upon previous campaigns, where there was significant interest in the information being shared.
- Targeted e-blasts were sent to promote our services. This formed a key part of our marketing activities for the year. Examples include the following:
 - go2HR's experts offer COVID-19 safety plan support (email open rate of 49 %)
 - go2HR's experts offer COVID-19 safety plan support, focused on Spring Break and St. Patrick's Day increased inspectional activities (email open rate of 39%)
 - COR specific updates to COR certified employers, to keep them apprised of the latest information regarding 2020 audit plans provided by the WorkSafeBC Partners Program.
- We continued to optimize our website content, including the following:
 - Published new articles on health and safety topics.
 - Regularly updated the content of the health and safety homepage and resources landing page.
 - Added new resources to the resource library and archived some older resources.
 - Completed an in-depth review of the COR webpage content, including restructuring and updating the copy.

The below graphs demonstrate targets and actuals with regard to visits to the health and safety section of go2HR's website and health and safety resource downloads, over the last six years.



Training

Training continues to be a fundamental area of our health and safety program offerings and is a key tool to help reduce workplace injuries. Below are some of the areas that we focused on, from a training and education perspective, during the year.

Canadian Centre for Occupational Health and Safety

We established a new training partnership with Canadian Centre for Occupational Health and Safety (CCOHS) in support of our goal to expand our OHS training offerings for tourism and hospitality employers and workers. go2HR bulk purchased 1000 registrations at a discounted rate for CCOHS's online courses that we will continue to promote and provide to industry employers and workers. To pilot this new initiative, we began by offering "*Violence in the Workplace: Recognize the Risk and Take Action*" course to the Alliance of Beverage Licensees (ABLE BC) for their members and member's employees, in return for participant feedback. This approach will be replicated for other courses and industry associations.

OHS Program Fundamentals

The online course, created in 2013, and updated periodically since then, is centred around the nine COR elements and educates businesses on how to build a robust OHS system and RTW program. The course attracted 70 registrations. The number that went on to complete the course was 48.

Foundations of Workplace Safety

This online course, created in 2017, provides an introduction to health and safety in the workplace for new and young workers. It attracted a total of 687 course registrations during the fiscal year, which greatly surpassed our target of 80. Of these, 653 went on to complete the course. This course has attracted students who would have otherwise taken the OHS Program Fundamentals course.

Roundtables

We presented at 12 OHS virtual roundtables during the year, focusing on different regions of the province and through partnerships with a range of associations.

BSAFE- BC Safety Assured for Everyone

Following the recommendation from the BC Tourism Task Force, constituted by the Minister of Tourism, Arts, Culture and Sport (TASC), to develop a safety certificate program, go2HR received funding to lead this new training initiative. The project started in 20/21 and continued into 21/22 and involved the development and roll out of this COVID-19 era safety certificate program within the industry.

COR Program Administration & Services

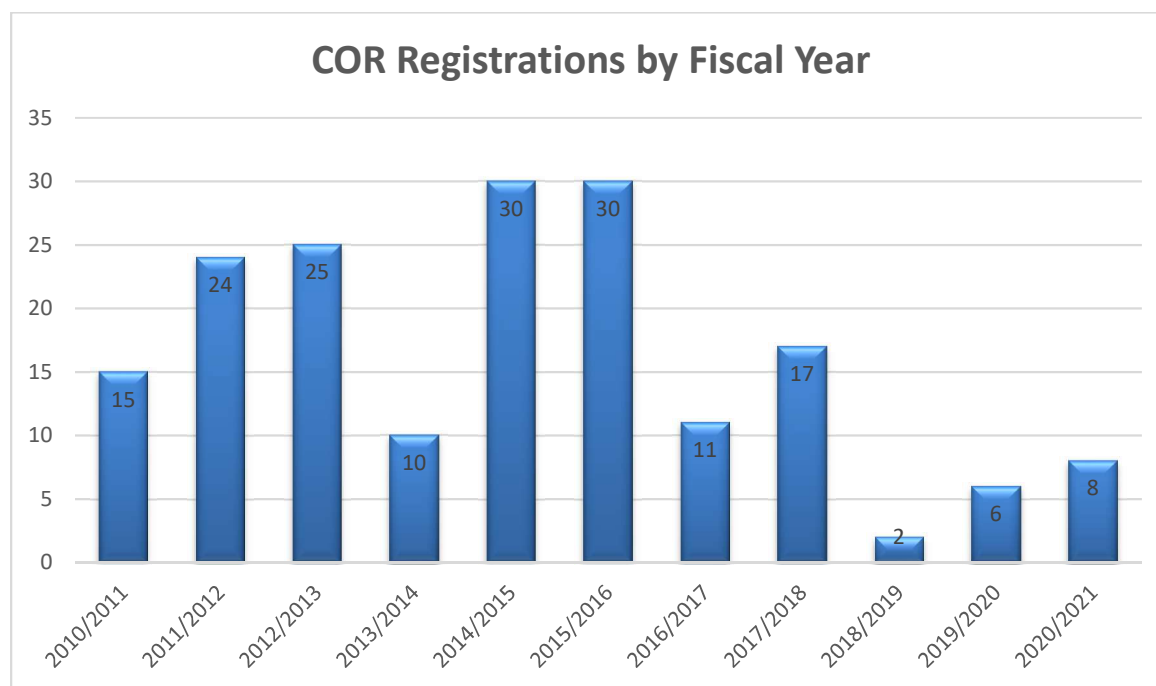
A major highlight for us, in our role of certifying partner, was to begin our own second COR cycle, as a COR certified organization. We successfully completed our recertification audit in December.

We continued to administer the COR program during the year, including:

- supported COR employers in rescheduling audits, considering the significant disruption to regular operations, including obtaining audit waivers, and redefining audit scope in conjunction with Partners Program at WorkSafeBC
- supporting internal auditors in the maintenance of their auditor status
- holding COR internal auditor training sessions for new auditors
- conducting audit QA
- organizing WIVA and EAQA activities
- encouraging participation in the COR program
- supporting COR employers with their COR audit arrangements
- tracking participation in the program by employers and both internal and external auditors
- overhauling the COR content on our website
- supporting and participating in COR proof concept activities with WorkSafeBC

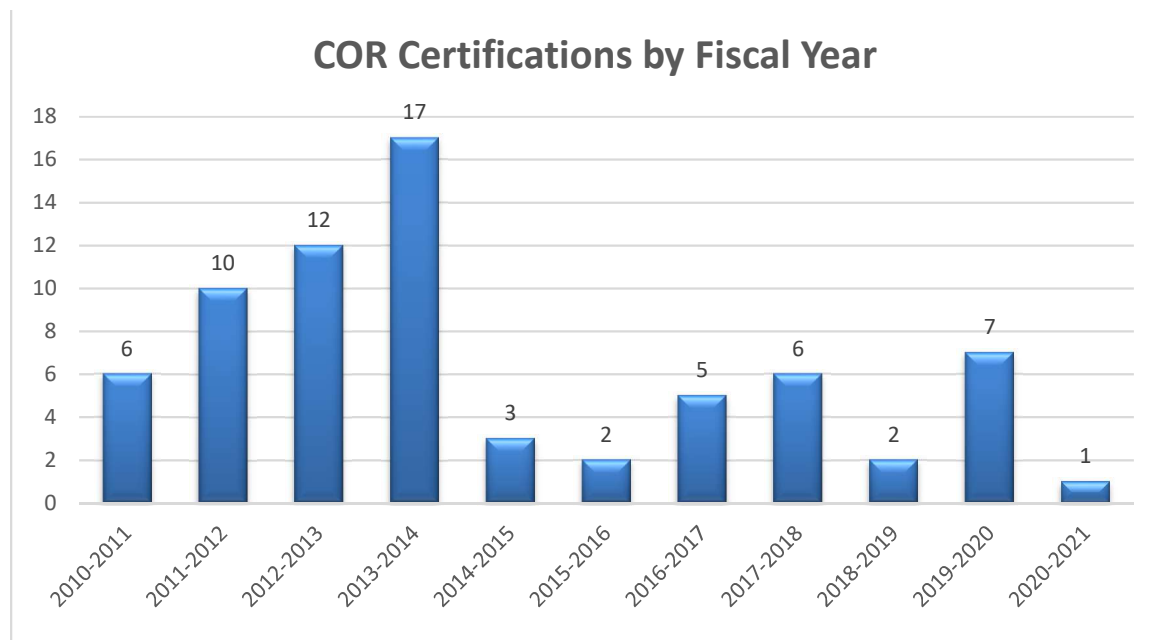
COR registrations

During the fiscal year, a total of 8 new employers registered for the COR program. While this was below target, this was still an increase over the previous year when we had 6 registrations. We have continued to take advantage of the interest in and commitment towards workplace health and safety, on account of the pandemic, to promote COR to our industry employers. Employers who registered for the program are committed to taking the first step towards COR certification and some have already participated in our COR internal auditor training sessions since registration.



COR certifications

During the fiscal year, one new employer became COR certified. The number of new certifications was lower than anticipated but this was due to the fact that the onset of the pandemic severely disrupted the tourism and hospitality industry. Although there was a commitment towards pursuing COR certification in the longer term, as evidenced through the increase in registrations and questions about the COR program, there was an immediate focus on business survival.



Audits

A total of 51 COR audits were carried out during the fiscal year, including certification, recertification and maintenance audits. A total of nine audit waivers were granted by WorkSafeBC, where COR certifications were set to expire before the end of August or where businesses remained closed by order of the provincial health officer. Thankfully, despite the extremely challenging backdrop faced by tourism and hospitality employers, all existing COR certified businesses retained their COR certification. In an environment where public health officer orders forced businesses to close or significantly pull back their usual operations, coupled with lay offs and significant pivoting all around, their ability to remain in the COR program really underscores their commitment to workplace health and safety.

Quality Assurance

Quality assurance is a critical component of the COR program. go2HR is committed to ensuring that each audit undergoes a thorough, independent quality assurance review. This allows for a high level of confidence in the accuracy of COR audit results to be maintained, thus upholding the reputation of the program. Every audit is submitted for quality assurance, to maintain the high standard of our COR program and to ensure a consistent approach to audit approval.

In addition to the quality assurance that each audit undergoes, a quality review of one of our external auditors was also carried out during the year and feedback was provided to the external auditor.

SECOR

We received four SECOR registrations and other employers have expressed interest in the program. In the case of smaller businesses, we are noticing a trend towards an increasing awareness of the importance of building a health and safety program and a desire to prioritize this, particularly in light of the pandemic.

COR Internal Auditors

Over the year, two internal auditor training sessions took place, attracting 25 students altogether. A total of 20 students completed successful student audits and became certified as internal auditors for the first time. A further 39 existing internal auditors completed maintenance audits and therefore retained their status as internal auditors. We continue to ask all certified internal auditors to complete an online declaration via Survey Monkey, annually, to report their continuing professional development and auditing involvement.

COR External Auditors

The total number of certified external auditors at the end of the fiscal year was ten. The external auditors are based across the province and conducted certification and recertification audits in various locations during the year. The pool of auditors was expanded to take retirements into account. External auditors are requested to submit an auditor declaration on an annual basis, to report on their auditing activities, as well as their continuing professional development.

ACKNOWLEDGEMENTS

We would like to acknowledge and thank WorkSafeBC, as well as members of our industry health and safety committees, and our industry partners, who have remained supportive and highly engaged throughout the year.

APPENDIX 1 - INDUSTRY HEALTH & SAFETY PROGRAM PERFORMANCE MEASURES

Objective	Metric	Target 2020-2021	Actual 2020-2021
IHS	Visits to the IHS section on the go2HR website	27,500	83,711
	Resource downloads	7,000	30,379
	Foundations of Workplace Safety training – visits to landing page	1,750	5,011
	Foundations of Workplace Safety training - registrations	80	687
	Safety Basics Assessment – visits to landing page	100	1,057
	OHS webinars and podcasts (hosted by go2HR or where we attended as a presenter, including virtual community forums)	6	25
	OHS roundtables and drop-in sessions	8	12
	Industry surveys	1	1
	Targeted marketing campaigns (including eblasts)	4	25
	Advisory committee meetings	4	4
COR	New COR registrations	15	8
	New COR certifications	5	1
	COR re-certifications/maintenance audits- 9 audit waivers granted	55	51
	WorkSafeBC Initiated Verification Audit (WIVA)	1	3
	QA reviews conducted by certifying partner	100%	100%
	Certifying partner-initiated QA audits	1	1
	External auditors trained and recertified	8	10
	Number of COR internal auditors trained for the first time	28	25
	Number of COR internal auditors certified or recertified	15	18