



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM

April 2021 - March 2022 Annual Report

June 30, 2022



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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 BC's tourism and hospitality industry in creating and continually improving healthy and safe workplaces.

Having quickly pivoted to support tourism and hospitality businesses when COVID-19 first emerged, we have continued to build on these efforts, as the effects of the pandemic have continued to impact employers across the province.

BC's tourism and hospitality industry endured a second full pandemic year, which brought many ongoing and new challenges to the fore. The available data shows that 49% of BC's tourism and hospitality employers indicated that their employment levels continue to be lower than they would otherwise have been, on account of the COVID-19 pandemic. A further 32% reported that COVID-19 led to the temporary reduction in employment, but that those levels have since returned to normal. Other impacts of COVID-19 that were identified included delays to cancellation of plans for expansion (18%), a change in the mix of employees (10%), an increase in the number of remote workers (7%) and temporary ceasing of operations (4%). Just 10% of employers reported an increase in employment.

Below is an overview of key activities and accomplishments for the fiscal year April 1, 2021 to March 31, 2022.

OHS Awareness, Training and Support

Awareness

- Collaborated with industry associations to deliver **webinars and presentations** on a variety of timely topics, including COVID-19, communicable disease prevention, handling challenging guest interactions and psychological health.
- Maintained and regularly updated **website content** on the topic of COVID-19 and communicable disease prevention.
 - Added several new webpages to house this evolving content. This was coupled with extensive **e-blast campaigns** throughout the year, to promote evolving provincial health officer orders and draw attention to specific website content and resources, to support employers.
- Offered COVID-19 safety plan and communicable disease prevention plan review service and support to employers.
- Performed a **comprehensive audit of health and safety content** on the website, laying the foundation for the website migration work. Developed the framework for content on the new website.
- Provided health and safety content for regular go2HR **newsletters** for employers, workers and industry partners. Provided articles and advertisements for industry association newsletters too.

- Ran the **Safety Mogul competition** in partnership with Canada West Ski Areas Association for the third consecutive year. This award recognizes an emerging safety leader in the Ski industry.
- Sponsored the **Employees First award** at the Tourism and Hospitality Conference; co-hosted a panel discussion on mental health, bullying and harassment.

Training

- Launched **BSAFE**, an online training course with a COVID-19 focus, designed to provide foundational understanding of pandemic-related health and safety protocols, as well as tips on handling non-compliance. In addition to the COVID-19 focus, the content includes broad based customer service training that is application to a variety of tourism and hospitality situations.
- Launched the **Safer Spaces initiative**, an awareness and education campaign, and online training course on the topic of sexual harassment, designed to support employers and supervisors in creating sexual harassment free workplaces.
- Conducted an extensive update and redesign of the **Occupational Health and Safety Program Fundamentals course**, to enhance the learner engagement and experience.
- Launched and actively promoted new Workplace CARE certificate - mental health training for industry – Level 1 (front line) & Level 2 (supervisors/managers). We maintained our training partnership with Canadian Centre for Occupational Health and Safety (CCOHS) in support of our goal to expand our health and safety training offerings for tourism and hospitality employers and workers. violence in the workplace. A total of 177 course enrollments were recorded for the year.

Support

- Created a bespoke **communicable disease prevention plan template** for the tourism and hospitality industry, based on the WorkSafeBC template, with industry specific resources and examples throughout. This included a variety of appropriate resources to help in the development of a robust communicable disease prevention plan and supporting workplace best practices.
- Launched a **communicable disease prevention plan review service** for the tourism and hospitality industry.
- Developed and launched specific **initiatives focusing on restaurant industry**, including Safe Work Practices targeting the most common injuries in restaurants and a comprehensive orientation checklist.
 - Developed a comprehensive restaurant focused health and safety manual, designed for independent restaurants and small chains.
- Conducted foundational work **for claims initiative**, focusing on ski sector. This includes the development of classification unit landing pages for our website, showcasing key injury and claims data.
- Conducted a review of all **existing restaurant related resources**, updating and publishing latest versions. Developed new safety talks to address the most common injury types in restaurants.

COR/SECOR

- Supported 59 COR employers in arranging and rescheduling maintenance and recertification **audits**, considering the significant disruption to regular operations, including obtaining audit deferrals for businesses that remained closed, as a result of the pandemic.
- **Supported seven new employers through COR registration.**
- Participated in the **COR Proof of Concept (POC)**, supporting six COR employers to conduct POC audits in the year, reporting the findings back to WorkSafeBC.
- Updated and redesigned COR content on the **website**, including designing and developing the 10 Steps to COR Certification, to attract new businesses to the COR program and providing a new COR news page for COR employers. .
- Reviewed and updated the **COR Toolkit** on the website, which provides detailed information on each element of the audit tool, including handy templates and guidance.
- Hosted four COR **internal auditor training sessions**, training 24 new internal auditors. These sessions were delivered in a virtual format.
- Received seven new COR registrations, including one SECOR registration.
- Conducted one gap analysis for an employer seeking to pursue COR certification.
- Maintained 10 active COR external auditors.
- Refined and updated COR database, which is used to administer and track the specifics of the COR program internally.
- go2HR retained its own SECOR certification for the fifth year running.

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, as well as 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. The scheduled expansion of this committee, to include greater representation from the regions, indigenous businesses and the restaurants CU could not go ahead as planned due to all the COVID-19 related disruptions. It is now scheduled for FY 2022-23.

Committee members:

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

*denotes a change in representative on the committee during the fiscal year.

During the fiscal year, the committee met four times: June 10, 2021, September 28, 2021, December 2, 2021 and March 31, 2022.

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

STAFFING

The IHS team is led by Arun Subramanian, the Vice President, Industry Health, Safety and Human Resources.

go2HR staff with primary responsibilities for IHS activities include:

Stephanie Mallalieu – Manager, Industry Health and Safety

Ellen Lymer/Lonnie Burnett – Specialist, Industry Health and Safety

Sherry Henriquez – Coordinator, Industry Health and Safety

Alex Mrazek/ Ravina Sidhu – Digital Experience Specialist/ Digital Marketing Lead

Other go2HR staff who support OHS activities include:

Judy Frankel – Manager, Communications

Ginger Brunner – Senior Regional HR Specialist

Andrea Hinck – Director, Industry Training

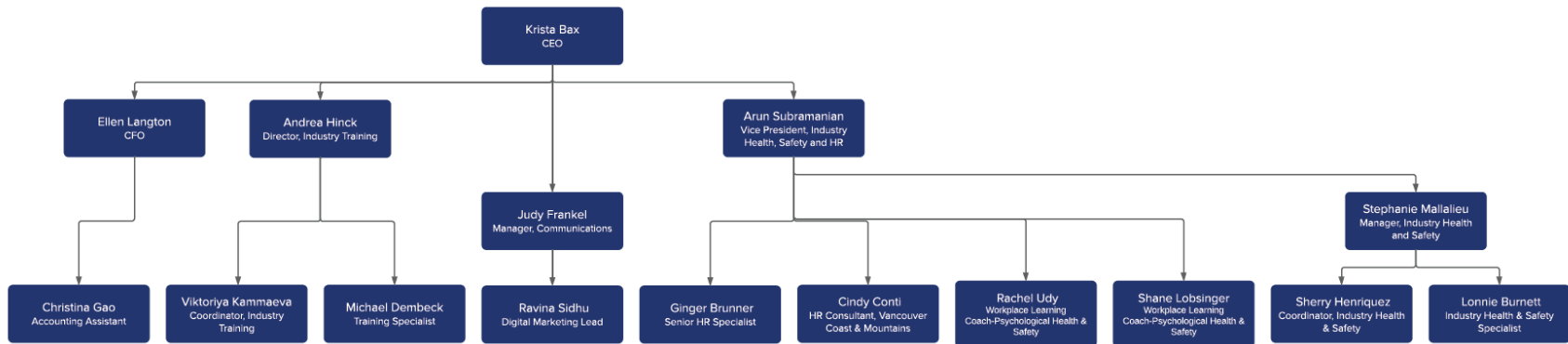
Viktoriya Kammaeva – Coordinator, Industry Training

Michael Dembek – Specialist, Industry Training

Organizational chart

Organizational Chart

January 2022



2021/2022 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, Training and Support

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 health and safety program and promote priority areas. We connected with a wide range of employers from across the province over the course of the year, including via telephone, virtual and in-person meetings and direct email correspondence. These interactions often occurred following on from webinars and other group presentations, which led to individual follow up. One-on-one meetings are a highly effective way to engage employers in go2HR's health and safety services and resources, 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 including Destination BC and Destination Management Organizations (DMO) and industry associations to reach their members and to educate on specific topics of interest. We also developed sector specific information, including COVID-19 safety plan and communicable disease prevention plan templates and associated resources, as well as dedicated resources for restaurants.

Engagement and Outreach Opportunities

The way in which we engaged and reached our target audience initially shifted during 20/21 on account of the COVID-19 pandemic and continued to evolve further in 21/22. The demand for virtual engagement continued 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. Furthermore, this

enabled us to continue expanding our qualified (verified) contact lists, to strengthen our proactive outreach efforts across the province.

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, violence prevention and conflict resolution in the workplace.

In 2021/22 we continued to support the regional destination management organizations (RDMOs) through the [BC Tourism Resiliency Program](#) (TRP) by offering direct support to tourism and hospitality employers across BC in the areas of health and safety, HR and training. Supports were delivered through a series of Community Forums through our ongoing partnership with Tourism Vancouver Island, as well as through 1:1 meetings with industry employers. Health and safety topics covered during Community Forums included COVID-19 restart, navigating public health officer orders and understanding communicable disease prevention.

We sponsored the go2HR Safety Mogul Award for the third year running. This award recognizes a leader in the ski industry who is helping to drive a strong safety culture in their organization. The award presentation was announced at the in-person Canada West Ski Areas Association (CWSAA) 2022 Spring Conference. We sought advice from the CWSAA HR committee and subsequently decided to open up the award to all safety champions, instead of imposing age restrictions (the award was formerly the go2HR Young Safety Mogul Award). This change led to an increase in nominations being received. The announcement of the winner was followed by the commissioning of an article to showcase the safety champion and a separate article to celebrate a particularly strong finalist. Further outreach is planned to showcase the award, the winner, finalists and the importance of workplace health and safety.

We also sponsored the Employees First Award at the Tourism and Hospitality Conference, a signature event in the tourism and hospitality industry. go2HR has sponsored this award since inception (2005). This is an award that recognizes employers who showcase exceptional people management practices. This year, the focus was on occupational health & safety, including how organizational culture helps create a safe and healthy work environment, with an added focus on psychological health & safety.

Stakeholders

go2HR continued to leverage our strong partnerships with key stakeholders in the industry to address pressing health and safety issues, with an emphasis this year on safe operations during COVID-19, the promotion of our BSAFE course and, later in the year, transitioning towards communicable disease prevention. This year saw the addition of a new HR consultant for the Vancouver, Coast and Mountain regions in partnership with Destination BC. This model of regional representation will be expanded in the next year, when we intend recruiting HR Consultants in each tourism region. This will greatly increase our ability to reach employers in the interiors to promote health & safety initiatives. We continued to support the Tourism Resiliency Task Force in helping develop strategies and tactics to address a variety of workplace challenges attributed to the pandemic as businesses restarted operations.

We worked closely with CWSAA to continue developing and implementing initiatives around injury prevention for the ski sector, participating in safety-focused sessions at their 2021 virtual spring

conference. 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 supported virtual and in-person conferences and events hosted by DMO's and other industry associations throughout BC, including:

1. ABLE BC
2. BC Hotel Association
3. BC Lodging and Campgrounds Association of BC
4. CWSAA
5. Helicat Canada
6. Thomson Okanagan Tourism Association
7. Tourism Industry Association of BC
8. Tourism Kamloops
9. Tourism Vancouver Island

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 the Proof of Concept (POC), as requested by the partners program within WorkSafeBC. We also supported six volunteer participant organizations, as they conducted POC audits during 2021.

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 (KHMA):

- 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/communicable disease prevention plan reviews.
 - o COVID-19 and other OHS resources on the go2HR website (Resource Library, COR).
 - o go2HR OHS training programs (Foundations of Workplace Safety, OHS Program Fundamentals, BSAFE, Safer Spaces) and the Workplace CARE – Mental health certificate program.

Biosphere Program:

- Met one-on-one with Biosphere participants to promote the go2HR OHS Framework for Biosphere and provide guidance to get them started on the framework.
- Revised and implemented new outreach plan to more effectively connect with new and existing Biosphere participants individually.
- Updated go2HR OHS Framework for Biosphere offerings to reflect changes in COVID-19 provincial health officer orders and to feature new go2HR training programs, as they were launched (e.g. transitioning from COVID-19 safety plan review service to communicable disease prevention, added BSAFE and Safer Spaces training to the list of offerings).

Tourism Resiliency Program (TRP):

- Provided direct support to tourism and hospitality employers across BC for workplace health and safety related matters.
- Responded to health and safety enquiries from 100+ employers through the program
- Reviewed COVID-19 safety plans for those TRP employers who registered for this service.
- Participated in Community Forums in partnership with the Vancouver Island Tourism Resiliency Program:
 - o Provided health and safety updates/information
 - o Promoted the go2HR COVID-19 safety plan and communicable disease prevention plan review service
 - o Answered specific questions asked by employers

Other collaborative initiatives

Mental Health – Partnership with Canadian Mental Health Association BC (CMHA BC)

- Recruited two new Workplace Learning Coaches – Psychological Health and Safety, based in Vancouver and Kelowna.
 - o Actively promoted new Workplace CARE certificate - mental health training for industry – Level 1 (front line) & Level 2 (supervisors/managers) available now. Level 3 (senior leaders/business owners) to be launched Fall 2022
 - o Proactive industry outreach and one-on-one meetings with industry employers to assess needs, provide relevant and timely mental health related support and resources.
 - o Developed and facilitated mental health webinars for industry members, which included the following topics:
 - Building a positive workplace culture – in partnership with BC Hotel Association
 - Burnout – in partnership with BC Museums Association
 - CARE Key takeaways webinars for training participants
 - o Curated and added content to the Hub website
 - o Actively engaged with CARE program participants via in-program discussion boards
 - o Cross-promoted other workplace health and safety topics and go2HR program offerings and provided referrals to health and safety team
- BC's Hub for Workplace Mental Health website – Collaborated with CMHA to curate and add industry-specific content (focused on addressing specific industry needs/challenges) Embedded mental health/psychological health and safety offerings (Workplace Coaches, CARE program, Hub website) into go2HR presentations

Safer Spaces sexual harassment initiative

Safer Spaces: Creating Sexual Harassment Free Workplaces in BC's Tourism and Hospitality Industry is a three-year initiative developed by go2HR with support from Justice Canada to raise

awareness about and help prevent sexual harassment in tourism and hospitality workplaces. The Safer Spaces initiative has two foundational components:

- An extensive education and information campaign to help raise awareness about sexual harassment and provide resources to help prevent it
- The creation of two industry-focused online training courses; one for employers and supervisors and the other for workers

During the fiscal year, our foundational activities included the development of an extensive workplan, which was submitted to Justice Canada for approval, a comprehensive environmental scan to assess work carried out on this topic and the recruitment and formation of an advisory committee and working group to support us with this initiative. We enlisted an instructional designer and brand designer to work with our internal project team on the creation of the first of the two online courses, for employers and supervisors, as well as the creation of the Safer Spaces brand and tagline. The first year of this initiative culminated in the successful launch of the employer and supervisor online course. The broader education and information campaign got under way at the end of the fiscal year, to complement the launch of the training course. These promotional efforts will expand considerably, as we enter phase two of this initiative.

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. Membership is steadily growing across Canada and associate members include CCOHS.
- As a member of this association, we participated in two meetings during the year.
- Meetings serve as a way to share information and resources, particularly related to COVID-19 best practices, health and safety training and mental health, which continue to be dominant topics for the association.

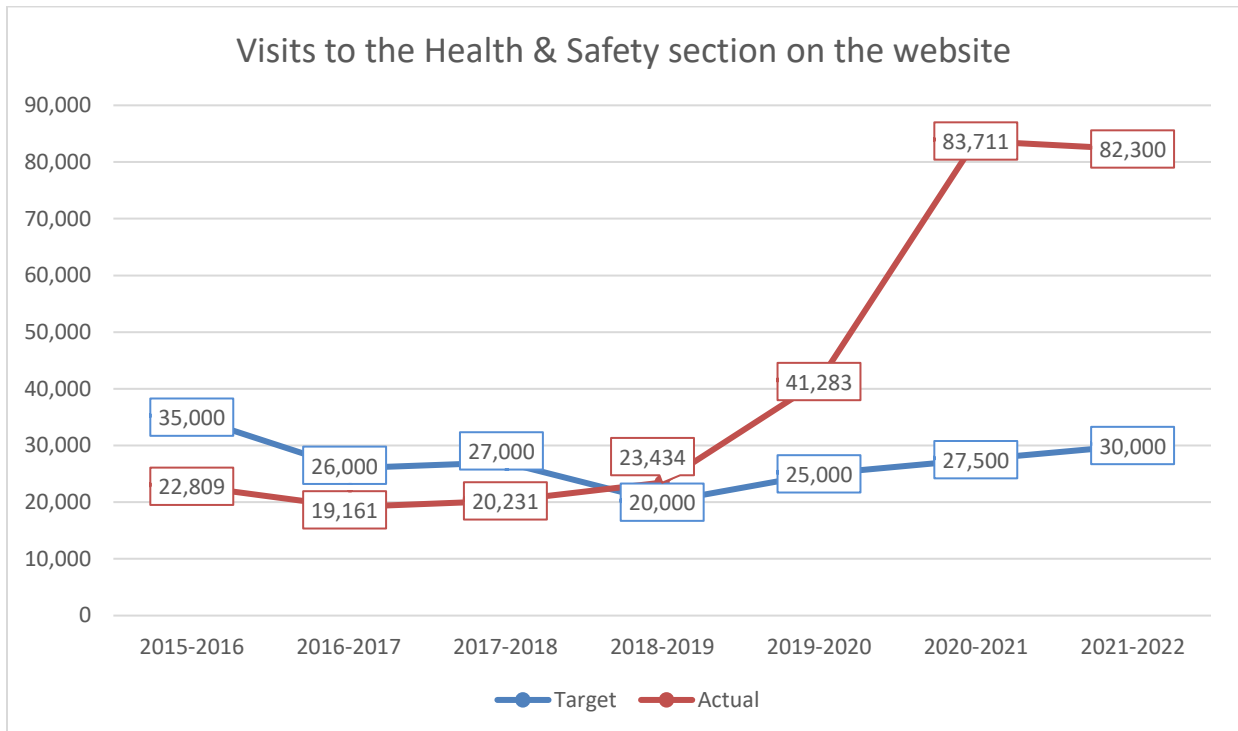
Website

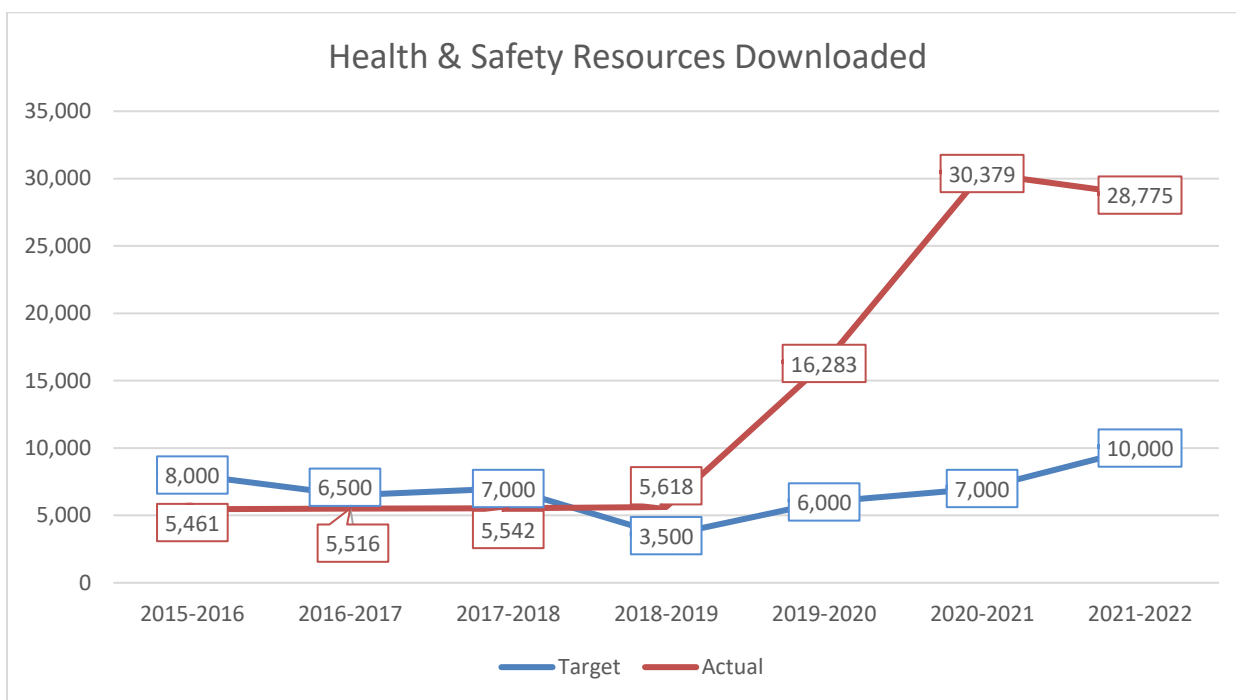
go2HR's website is instrumental to our outreach and awareness activities. By creating specific landing pages on a wide range of topical health and safety issues, and showcasing these in targeted ways, such as e-blasts and newsletters, we are able to redirect our audience back to our site to learn more.

- The total number of visits to the health and safety section of the website declined slightly when compared to the previous year, with 82,300 visits, compared to 83,711 visits, reflecting a 2% drop.
- 28,775 resource library downloads were recorded this year, which was significantly higher than our target of 10,000, largely associated with our focus on providing targeted COVID-19 and communicable disease prevention resources to industry through ongoing promotional efforts, by industry and region.
- Specific IHS and COR initiatives were also promoted via other areas of the website, including the homepage and the "news and events" section.
- A dedicated "COR news and updates" section was created for COR employers.

- 48 occupational health and safety focused eblasts were sent. 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. Our top performing e-blast achieved an open rate of 70.37%, compared to an industry benchmark of 15%. This e-blast related to the release of the new BSAFE course. Other top performing topics covered in e-blasts included:
 - “Workplace Safety in Step 3: What You Need to Know”: achieved an open rate of 52.4%
 - “COVID-19 Safety Plan Support”: achieved an open rate of 48.9%
 - “Increasing WorkSafeBC inspections coming to restaurants, pubs and breweries”: achieved an open rate of 48.3%
- We continued to optimize our website content, including the following:
 - Commissioned and 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. Newly added resources included restaurant resources and a range of templates (evacuation drill records, safe work practices templates, risk assessment process template etc.).
 - Added additional COR related resources to the website, in addition to updating some specific COR resources, including the toolkit, 10 steps to COR certification and an improved COR employer showcase page.

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 seven years.





Training

This year we added two new health and safety courses to our growing training portfolio, updated and redesigned the Occupational Health and Safety Program Fundamentals course and transitioned go2HR’s suite of online training to a new Learning Management System.

BSAFE – BC Safety Assured for Everyone

BSAFE was developed to provide foundational health and safety knowledge across BC’s tourism and hospitality industry. Its primary objective was to increase worker, guest and community confidence during the pandemic recovery by providing greater visibility of employers who chose to participate in the program. The initiative was made possible through support from the provincial government and a commitment to fulfil a BC Tourism Task Force recommendation concerning the development of a safety certificate program. The course content was developed with input and support from a wide range of tourism and hospitality industry partners, utilizing go2HR’s in-house training and health and safety expertise. Over the course of the year, since its launch in May 2021, the course attracted 1,800 course enrollments.

Safer Spaces: Employer/supervisor sexual harassment training

The first major milestone in this three-year initiative was reached when the first of two on-line courses launched in March 2022. This course is targeted towards employers and supervisors, recognizing that leaders are fundamental to creating sexual harassment free workplaces because they establish the safety culture and set the tone. A targeted communications campaign preceded the launch, to encourage participants to pre-register, resulting in 25 registrations and 366 landing

page views in the days leading up to the launch. This effort was amplified by industry partners, creating brand awareness and excitement around the launch of the training course. The second course, designed for workers, will launch in early 2023.

Mental health: Workplace CARE certificate

In collaboration with the BC Canadian Mental Health Association, launched and promoted the new Workplace CARE certificate - mental health training for industry – Level 1 (front line) and Level 2 (supervisors/managers). CARE certificate level 1 attracted a total of 198 enrollments.

Canadian Centre for Occupational Health and Safety

We maintained our training partnership with Canadian Centre for Occupational Health and Safety (CCOHS) in support of our goal to expand our health and safety training offerings for tourism and hospitality employers and workers. go2HR previously bulk purchased 1000 registrations at a discounted rate for CCOHS's online courses and we continued to promote and provide these to industry employers and workers throughout the fiscal year. New courses that we have promoted to industry include stress at the workplace, dealing with difficult customers, hazard identification and investigation and violence in the workplace. A total of 177 course enrollments were recorded for the year.

Occupational Health and Safety Program Fundamentals

The online course was originally created in 2013 and had received minor content updates and undergone periodic quality assurance since then. In late 2021, we took the opportunity to update and redesign the course prior to it being transitioned to the new Learning Management System. The course now offers a significantly improved user experience, with enhanced navigation and interactivity, as well as the option to complete single elements of interest, as an alternative to going through the entire course. Due to the course upgrade and transition period, it was unavailable for part of the year and yet still attracted 41 enrollments. The number that went on to complete the course was 38.

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 1,142 course enrollments, compared to 687 the year before. Of these, 726 students went on to complete the course, showing a fairly strong conversion rate.

COR PROGRAM ADMINISTRATION AND SERVICES

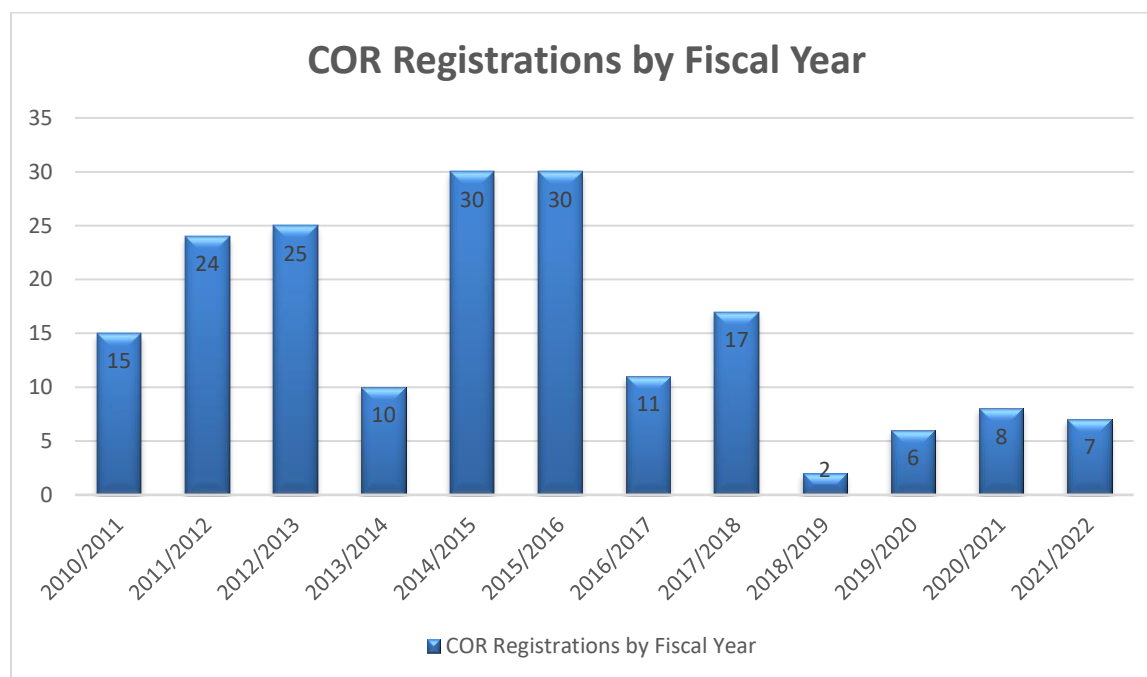
We continued to administer the COR program during the year, including:

- supporting COR employers in scheduling audits, redefining audit scope to account for the impact of the pandemic on businesses and postponing audits, in the case of businesses that remained closed
- supporting internal auditors in the maintenance of their auditor status
- holding COR internal auditor training sessions for new auditors
- ensuring the quality management of all audits through application of robust and consistent QA process
- organizing WIVA and EAQA activities, where required
- 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
- enhancing the COR content on our website and creating a 10-steps to COR certification promotional infographic
- supporting and participating in COR proof of concept activities with WorkSafeBC

go2HR also retained out COR certification status, successfully undergoing a maintenance year audit in December 2021.

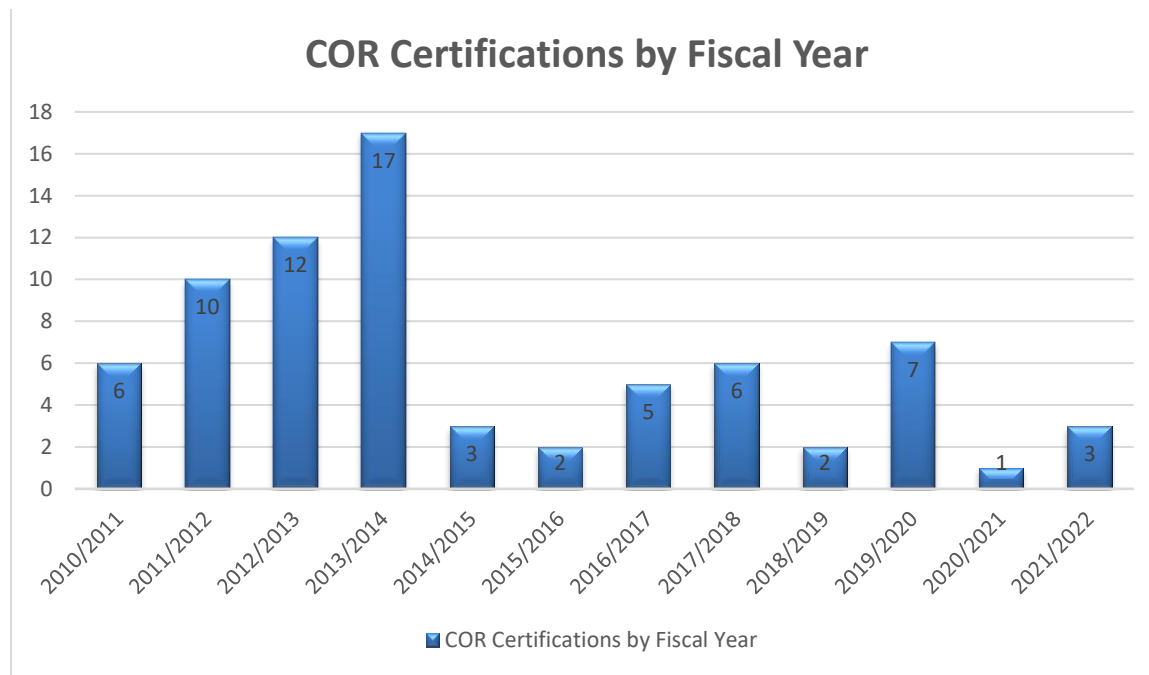
COR registrations

During the fiscal year, a total of seven new employers registered for the COR program. We have continued to take advantage of the increased interest in and commitment towards workplace health and safety, on account of the pandemic, to promote COR to our industry employers. Over the course of the year, the COR landing page was visited 2,256 times, which increased slightly from 2,000 visits during the first year of the pandemic. 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, three new employers became COR certified, compared to one the year before. Despite the ongoing effects of the pandemic, there was a firm commitment by these employers to achieve certification, particularly in the case of one employer, who was closed for a considerable amount of time during the first year of the pandemic. The commitment that we have seen towards COR registration this year suggests that employers will continue to pursue certification once they recover from the chronic effects of the pandemic and are able to devote the required time to the process.



Audits

A total of 54 COR audits were carried out during the fiscal year, including certification, recertification and maintenance audits. A total of six audit extensions were granted for Gateway Casinos, due to ongoing casino closures and these audits will be completed before the end of June 2022. Thankfully, despite the extremely challenging backdrop faced by tourism and hospitality employers, all existing COR certified businesses retained their COR certification again this year. In an environment where public health officer orders forced tourism and hospitality 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 one SECOR registration and other small employers have expressed interest in the program. Smaller businesses are continuing to invest in workplace health and safety and the expectation is that this awareness and interest will ultimately culminate in a higher number of SECOR certified employers in the future.

COR Internal Auditors

Over the year, four internal auditor training sessions took place, attracting 24 students altogether. A total of 18 students completed successful student audits and became certified as internal auditors for the first time. 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. 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 advisory committees, our industry partners and board, who have remained supportive and highly engaged throughout the year.

APPENDIX 1 - INDUSTRY HEALTH & SAFETY PROGRAM PERFORMANCE MEASURES

Objective	Metric	Target 2021-2022	Actual 2021-2022
IHS	Visits to the IHS section on the go2HR website	30,000	82,300
	Resource downloads	10,000	28,775
	Foundations of Workplace Safety training – visits to landing page	1,000	5,979
	Foundations of Workplace Safety training - enrollments	100	1,142
	Safety Basics Assessment – visits to landing page	100	1,057
	Safety Basics Assessment - completions	150	32
	OHS webinars, presentations and drop-in sessions (hosted by go2HR or where we attended as a presenter or panelist, including virtual sessions)	6	35
	Industry surveys (WorkSafeBC penetration survey)	1	1
	Targeted marketing campaigns (including e-blasts)	4	48
	Advisory committee meetings	4	4
COR	New COR registrations	15	7
	New COR certifications	5	3
	COR re-certifications/maintenance audits (* 6 audit extensions granted for Gateway Casinos, due to prolonged closures)	55	54 + 6* audit extensions granted
	WorkSafeBC Initiated Verification Audit (WIVA) (* WIVAs were conducted in March 21, therefore reported on in the previous FY)	1	0*
	QA reviews conducted by certifying partner	100%	100%
	Certifying partner-initiated QA audits	1	1
	External auditors trained and recertified	10	10
	Number of COR internal auditors trained for the first time	28	24
Number of COR internal auditors certified or recertified	15	18	