



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM

April 2018 - March 2019 Annual Report

June 26, 2019



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BACKGROUND

About go2HR

go2HR is BC's tourism human resource association, responsible for coordinating the BC Tourism Human Resources Strategy. We provide employers with programs and resources in the area of recruitment, retention and training, including a tourism job board, health and safety initiatives, SuperHost and FOODSAFE by Distance Education. Formerly known as the Hospitality Industry Education Advisory Committee (HIEAC), go2HR has supported BC's tourism industry since 1979.

go2HR's Partnership with WorkSafeBC

In 2006, WorkSafeBC approached go2HR to take on the role of Health and Safety Association and Certifying Partner for the tourism, hospitality and food and beverage industry. After considerable consultation, five major industry associations (BC Hotel Association, Restaurants Canada, BC Restaurant and Foodservice Association, Canada West Ski Areas Association, Alliance of Beverage Licensees of British Columbia) endorsed this concept and signed letters of support for go2HR to take on this role on behalf of the industry.

A contract with WorkSafeBC was signed in January 2009 and go2HR has implemented the Health and Safety Association (HSA) and Certificate of Recognition (COR) Certifying Partner (CP) programs through developing an internal team dedicated to these initiatives, with support and oversight from go2HR as a whole.

EXECUTIVE SUMMARY

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

Below is an overview of key activities and accomplishments for the fiscal year April 1, 2018 to March 31, 2019.

Program Administration and Management

- Experienced further staffing challenges during the year, including the departure of the program assistant, and the hiring of temps to provide short-term administrative support.
- This was the first full year for the Director, Industry HR Development, who manages the health and safety program, as well as the wider HR portfolio.

Stakeholder Engagement

- Prepared and delivered 10 occupational health and safety (OHS) focused presentations.
- Held four industry roundtables in Osoyoos and Radium Hot Springs, as well as a focused COR roundtable session in Vancouver.

OHS Awareness and Education

- Hosted six webinars.
- Engaged a consultant to conduct a comprehensive review of the health and safety website content and provide recommendations on how to restructure and refresh the copy.
- Developed landing pages on website to house resources for snow sports sector and for new and young workers.
- Set up periodic quality assurance review of the online health and safety courses.
- Further enhanced feedback surveys to capture specific feedback on all IHS program engagement activities and training, and continued to review feedback from open surveys.

COR/SECOR

- Hosted three COR internal auditor training sessions.
- Trained 20 new internal auditors during the COR internal auditor training sessions.
- Received two new COR registrations and certified two new COR employers.
- Conducted three COR program gap analyses.

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

GOVERNANCE

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

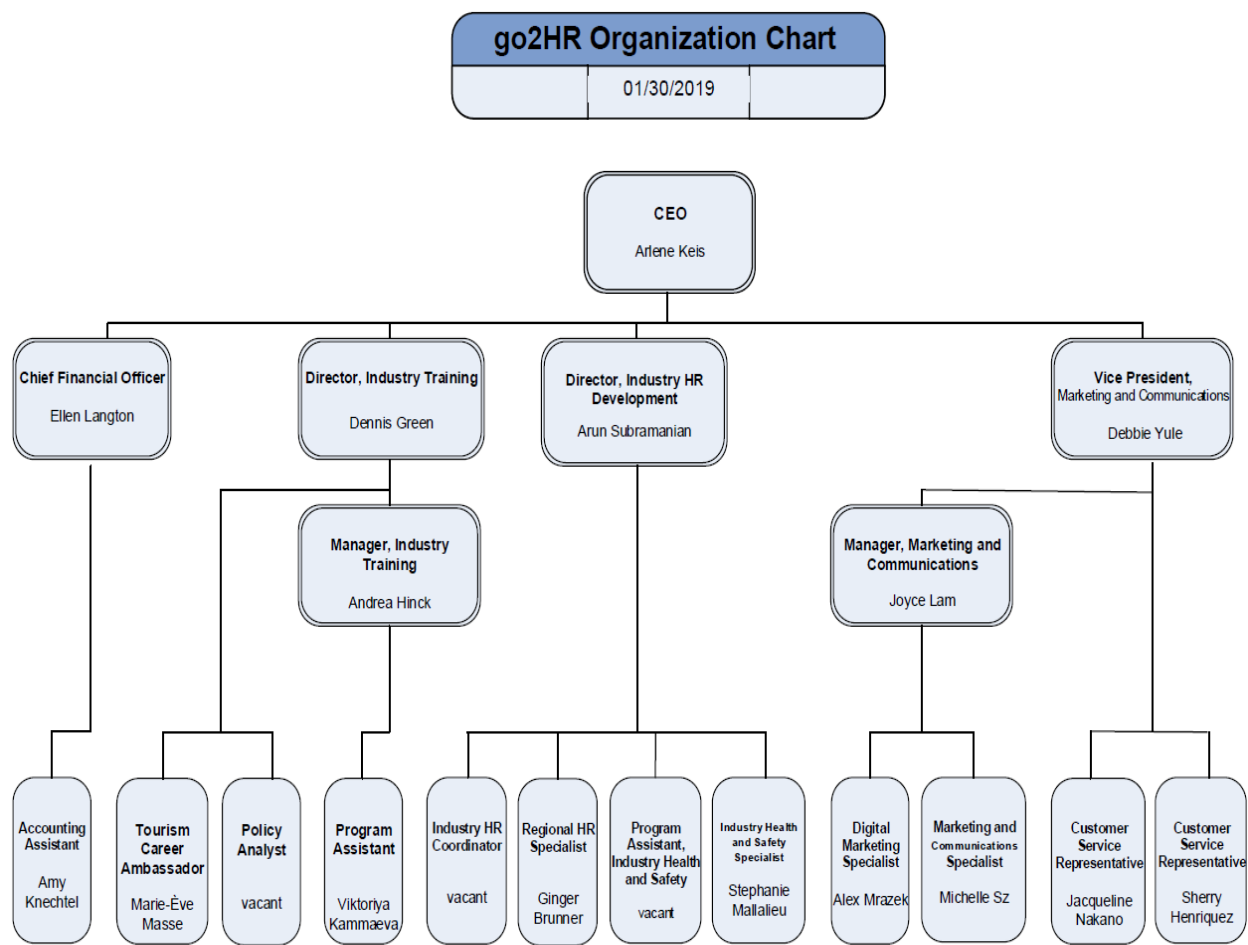
As required, Technical Advisory Committees (TACs) may also be created to provide input into specific IHS Program projects. Under the direction of go2HR, each project-based TAC is an ad-hoc committee created for the temporary purpose of providing technical, operational feedback and guidance on specific projects and tactics. This year we recruited for and initiated meetings for two new TACs – New and Young Worker (promoting a workplace safety culture) and Injury Prevention and Management. The activities of these committees are continuing into 2019/20.

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

STAFFING

Arun Subramanian – Director, Industry HR Development
Stephanie Mallalieu – Industry Health & Safety Specialist
Michele Priddy – Program Assistant (until January 2019)
Hannah Lloyd-Griffith – Program Assistant (February - March 2019)

Organizational Chart



STRATEGIC OBJECTIVES AND SUPPORTING TACTICS

THRS Strategic Priority

The Tourism Human Resources Strategy (THRS) Strategic Priority is to identify and communicate best practices related to human resource management for a range of business types, sizes and locations throughout BC. The strategy to 2020 contains the following objectives:

Objectives

The overarching goal for the Industry Health & Safety program is:

To engage and support the tourism and hospitality industry in creating and continually improving healthy and safe workplaces.

To support this goal, there are seven strategic objectives, summarized into four major categories:

Program Administration and Management

- Improve the efficiency of the health and safety and COR program administrative processes
- Increase the number of health and safety services provided by go2HR to tourism and hospitality employers

Stakeholder Engagement

- Increase the number of tourism and hospitality businesses and sectors engaging in go2HR's industry health and safety and COR programs

Occupational Health and Safety Awareness and Education

- Assist the industry to create safe and healthy workplaces through training and available resources
- Communicate health and safety best practices, trends and statistics to tourism and hospitality employers

Certificate of Recognition (COR) Program

- Increase the number of tourism and hospitality businesses certified in the COR program
- Contribute to the continual improvement of the COR program and audit process

2018/19 ACTIVITIES

Conferences & Events

IHS team members regularly attend conferences and events, in order to network, meet new contacts and nurture existing relationships. This year, the IHS team attended numerous career fairs, safety conferences and industry events all across BC. This increased engagement has led to more contact from employers and other stakeholders and further opportunities to present and meet with industry members. We focused our efforts on regional engagement opportunities, including roundtables and employer meetings.

Presentations

go2HR staff, including the IHS team members, continue to deliver presentations across the province, in order to raise awareness of go2HR in general, as well as to highlight the various human resource and OHS related initiatives in progress. These presentations typically involve a range of employers but may also be tailored to a single business, such as when presenting a targeted business case to an employer for achieving COR. During this fiscal year, ten IHS presentations were delivered around British Columbia.

Meetings

go2HR continues to meet one-on-one with employers in order to raise awareness of the IHS program and OHS strategies. 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 industry employers.

Stakeholders

go2HR continued to develop and leverage partnerships with key stakeholders in the industry to understand key issues, and promote and deliver IHS programs. We worked closely with Canada West Ski Areas Association (CWSAA) to develop and implement initiatives around injury prevention for the ski sector. We sponsored conferences and events hosted by Destination Marketing Organizations (DMO's) and other industry associations throughout BC.

We participated in various WorkSafeBC initiated COR program meetings and provided feedback on draft Practice Directives, as requested by the Partners Program within WorkSafeBC.

Marketing & Communications

The marketing team at go2HR provides support in communicating and promoting the IHS and COR initiatives to tourism and hospitality employers, as well as through partner organizations.

Website

- The total number of visits to the health and safety section of the website was 23,434, up from 20,231 during the previous fiscal year. This exceeded our target of 20,000. It is anticipated that this number will continue to grow, as we raise awareness of the IHS program and availability of sector specific resources. 5,618 resource library downloads were recorded this year, which was significantly higher than our target of 3,500.
- Specific IHS and COR initiatives were also promoted via other areas of the website, including the homepage and the “news and events” section.
- During the FY there were 52 mentions of go2HR’s industry health and safety topics and initiatives covered by industry and public media.
- Eight occupational health and safety focused eBlasts were sent, reaching a total of 11,617 recipients, with an average open rate of 41.69%. The eBlasts directed the readers back to the specific IHS program website landing page that was being promoted.
- 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 health and safety webpage content, including restructuring and updating the copy.
 - Added a preview function to the resource library so that resources may be previewed before they are downloaded.
 - Improved the formatting and overall appearance of the suite of COR and SECOR forms, including the Policies and Procedures Manuals and introduced some COR info-sheets to assist internal auditors when conducting student and maintenance audits.

Training

OHS Program Fundamentals

The online course is centred around the 9 COR elements and educates businesses on how to build a robust OHS system and RTW program. The course attracted 116 registrations, which exceeded our target of 80 registrations. The number that went on to complete the course was 70, exceeding our target of 30 course completions.

Foundations of Workplace Safety

The new online course, aimed at providing an introduction to health and safety in the workplace for new and young workers, attracted a total of 358 course registrations during the fiscal year. Of these, 155 went on to complete the course.

OHS Webinars

The OHS webinars help tourism and hospitality employers to better understand and implement different aspects of their OHS program, whilst keeping informed about relevant legislative changes. The webinars also provide businesses with important practical tools and guidance and the opportunity to ask questions. The topics are chosen with input from industry members and by monitoring the feedback received during previous surveys, where participants are asked about their preferred topics.

During the year, various topics were covered during the webinars, including joint health and safety committee effectiveness, the employer's health and safety planning toolkit, the COR program and the legalization of recreational cannabis. The total number of attendees across all of the featured OHS webinars was 133, which exceeded our target of 72 and shows a notable increase from 79 during the previous fiscal year. We are continuing to build traction with our webinars, which are an effective way of sharing topical and relevant health and safety information with employers across the province.

Roundtables

We held three HR and OHS roundtables during the year, in different regions of the province. These attracted a total of 31 registrants, allowing us to establish new relationships in the regions visited. Any regional travel undertaken for the purpose of roundtables, conferences or otherwise, was maximized, in order to include local employer and other stakeholder visits. In addition, we held a COR focus group roundtable session in Vancouver. This attracted a total of 20 COR certified employers from across the province, some of whom attended in person and the others attended virtually.

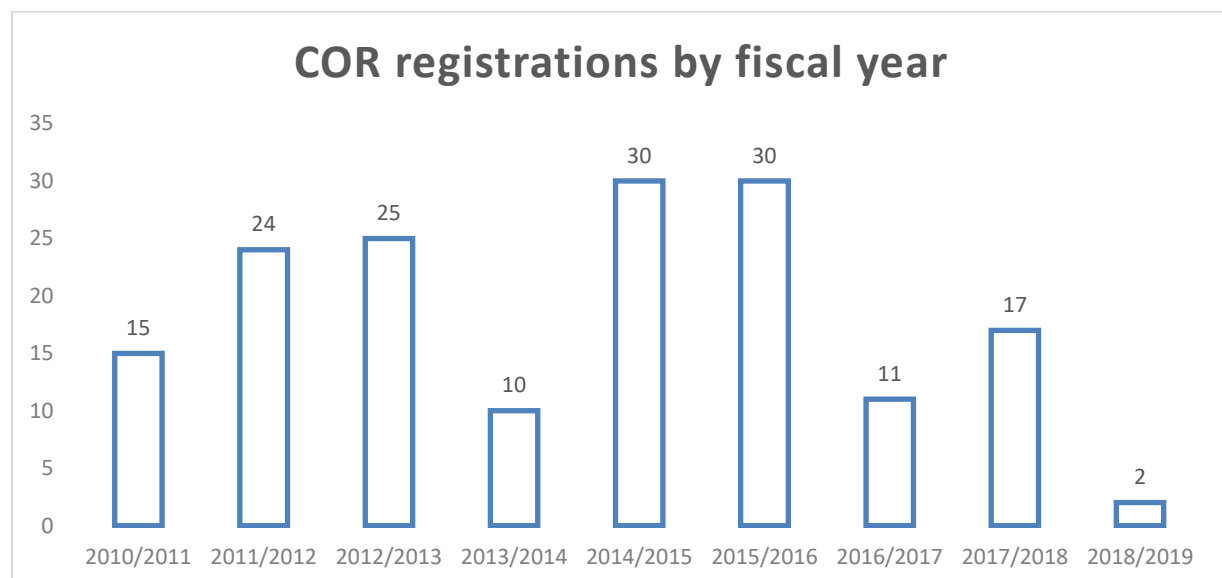
Services

OHS Program Gap Analyses

We offer a complimentary gap analysis consultation to employers that register for the COR program and are working towards becoming COR certified. The purpose of the gap analysis is to assess the company's OHS program in relation to the general requirements of an effective safety management system, including industry best practices. The consultation further identifies key outstanding areas for improvement and development, helping to ensure that the business is in a strong position to proceed with their COR certification audit. Following on from the visit, a summary report is provided to the business, highlighting the key findings and recommendations. During the fiscal year three gap analyses were conducted.

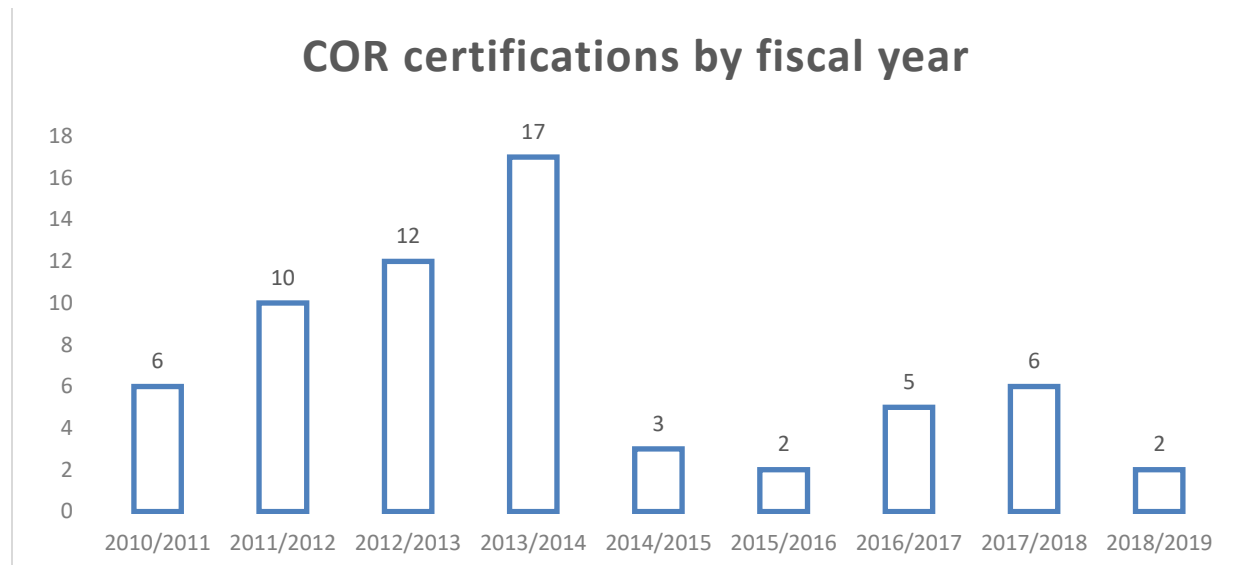
COR registrations

During the fiscal year, a total of two new employers registered for the COR program.



COR certifications

During the fiscal year, two new employers became COR certified.



Audits

A total of 53 COR audits were carried out during the fiscal year, including certification, recertification and maintenance audits.

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

There has not been any uptake from new employers, apart from one employer that transitioned from COR to SECOR when the small employer COR program was launched. Although some small employers had originally expressed an interest in pursuing SECOR, despite ongoing contact and encouragement, they have not yet progressed towards becoming certified. One internal auditor was certified under the SECOR program.

COR Internal Auditors

Over the year, three internal auditor training sessions took place, attracting 20 students altogether. A total of 11 students completed successful student audits and became certified as internal auditors for the first time. A further 31 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 five. 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 committees, who have remained supportive and highly engaged throughout the year. We would also like to thank the Board of Directors for their leadership and support throughout the year.

APPENDIX - INDUSTRY HEALTH & SAFETY PROGRAM PERFORMANCE MEASURES

| Objective | Metric | Target 2018-2019 | Actual 2018-2019 |
|------------|---|---------------------|---------------------|
| Engagement | Industry presentations | 15 | 10 |
| | Visits to the IHS section of the go2HR website | 20,000 | 23,434 |
| | New CUs levied under HSA program | 0 | 0 |
| | OHS Roundtables | 4 | 4 |
| Service | Resource library downloads/ views | 3,500 | 5,618 |
| | OHS Fundamentals training - registrations | 80 | 116 |
| | OHS Fundamentals training - course completions | 30 | 70 |
| | Webinars delivered | 6 | 6 |
| | Webinars - # registrations | 72 | 133 |
| COR | Net new employer COR registrations | 10 | 2 |
| | Net new employers certified for the first time COR | 3 | 2 |
| | COR Audit Gap Analyses | n/a | 3 |
| | Audits initiated/requested by WorkSafeBC (WIVA) | 0 | 0 |
| | QA audits carried out by Certifying Partner | 100% | 100% |
| | CP-initiated QA audits - QA audit of external auditor carried out by Certifying Partner | 1 | 1 |
| | External auditors trained and certified for the first time | 0 | 0 |
| | External auditors trained and recertified | 5 | 6 |
| | Internal auditors trained and certified for the first time for large employers | 18 | 11 |
| | Internal auditors recertified for large employers | 15 | 31 |
| | Internal auditors trained and certified for the first time for small employers | 2 | 1 |