



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM

April 2019 - March 2020 Annual Report

July 8, 2020



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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, 2019 to March 31, 2020.

Program Administration and Management

The IHS team is led by the Director of Industry Health & Safety. The other members of the team include the Industry Health and Safety Specialist, Industry Health and Safety Program Assistant and the Regional HR Specialist. Marketing, communications, finance and admin are shared services.

Stakeholder Engagement

- Held five industry roundtables in Kelowna, Kamloops and Victoria, including as part of the Biosphere Adhesion Program for the Thompson Okanagan Tourism Association committed entities.
- Continued to work with industry associations, including Canada West Ski Areas Association, on updating existing resources and developing new promotional campaigns.

OHS Awareness and Education

- 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 a new section of the website, around “Safety Basics”.
- Created a Safety Basics 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 health and safety program.
- Developed landing page on website to house a collection of resources for restaurant/F&B, to support businesses targeted for the WorkSafeBC Serious Injury Prevention Initiative.
- Created a new landing page on Injury Management.
- Conducted a survey for new and young workers, to understand their preferences with regard to the consumption of health and safety related information in the workplace. This was tied to our new and young worker technical advisory committee.
- Commissioned a new health and safety video to promote go2HR’s program offerings, as well as associated health and safety support tools.

COR/SECOR

- Hosted four COR internal auditor training sessions.
- Trained 43 new internal auditors during the COR internal auditor training sessions.
- Received six new COR registrations and certified seven new COR employers.
- Piloted a new virtual COR internal auditor training session, which attracted 11 students.
- Trained and certified five additional external auditors to help serve our COR employers across the province.

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 newly reformed 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.

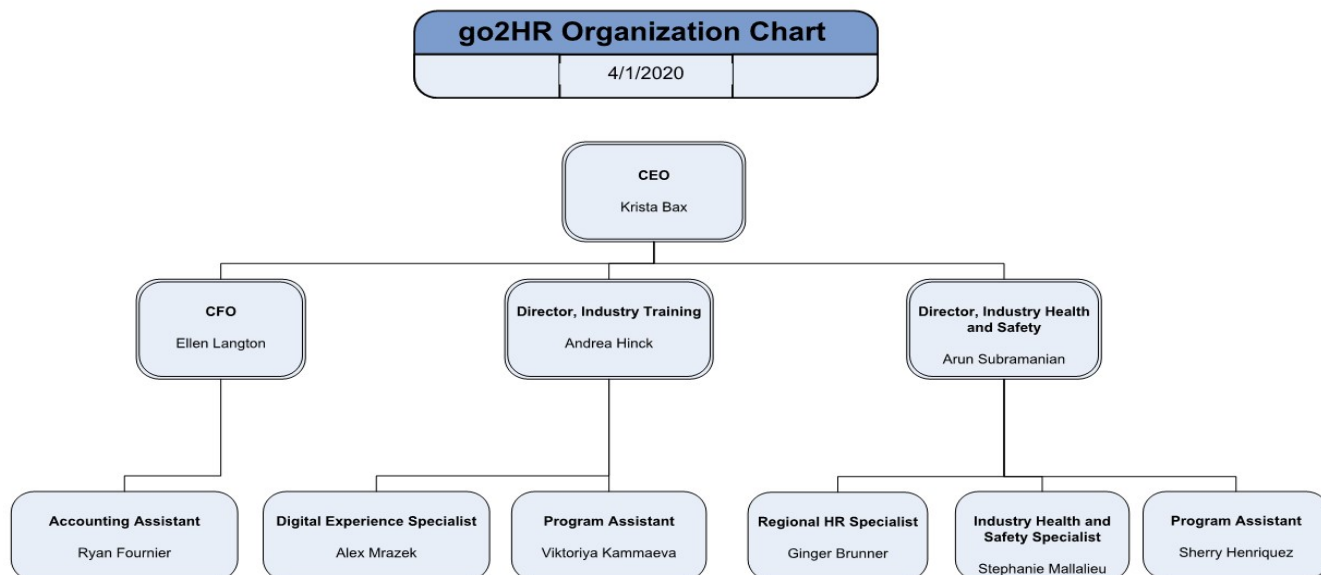
As required, Technical Advisory Committees (TACs) may also be created to provide input into specific IHS Program projects. Under the direction of go2HR, each project-based TAC is an ad-hoc committee created for the temporary purpose of providing technical, operational feedback and guidance on specific projects and tactics. This year we advanced the project work involved in our two ongoing committees – New and Young Workers (promoting a workplace safety culture) and Injury Prevention and Management. The activities of these committees are set to conclude in the early part of 2020/21.

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

STAFFING

Arun Subramanian – Director, Industry Health and Safety
Stephanie Mallalieu – Industry Health and Safety Specialist
Sherry Henriquez – Industry Health and Safety Program Assistant
Ginger Brunner – Regional HR Specialist

Current Organizational chart



2019/20 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.

go2HR has sponsored the Tourism Industry Association of BC's Employees First Award since its inception in 2007. This year, the focus was on safety in the workplace. The award recognizes a British Columbia tourism and hospitality industry employer who has upheld high standards of excellence in occupational health & safety and human resource management practices. The award was presented at the Tourism Industry conference, a signature event for the industry, in March 2020.

We also developed and launched a new award for the ski sector this year. The Young Safety Mogul Award recognizes a young leader in the ski industry who is helping to drive a strong safety culture in their organization. The award presentation, which was to be at the Canada West Ski Areas Association Spring Conference, had to be postponed due to the pandemic. We plan to present the award to the winner later in the year.

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.

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 "future state COR", as requested by the Partners Program within WorkSafeBC.

Website

- The total number of visits to the health and safety section of the website was 41,283, up from 23,434 during the previous fiscal year. This significantly exceeded our target of 25,000. It is anticipated that this number will continue to grow, as we raise awareness of the IHS program via our continuing outreach efforts. 16,283 resource library downloads were recorded this year, which was significantly higher than our target of 6,000.
- Specific IHS and COR initiatives were also promoted via other areas of the website, including the homepage and the "news and events" section.
- Five occupational health and safety focused eBlasts were sent, reaching a total of 18,350 recipients, with an average open rate of 32%. 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.

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 43 registrations, which did not exceed our target of 100 registrations. The number that went on to complete the course was 23 and our target was of 40 course completions.

Foundations of Workplace Safety

This online course, aimed at providing an introduction to health and safety in the workplace for new and young workers, attracted a total of 516 course registrations during the fiscal year, which greatly surpassed our target of 40. Of these, 400 went on to complete the course. This course has attracted students who would have otherwise taken the OHS Program Fundamentals course.

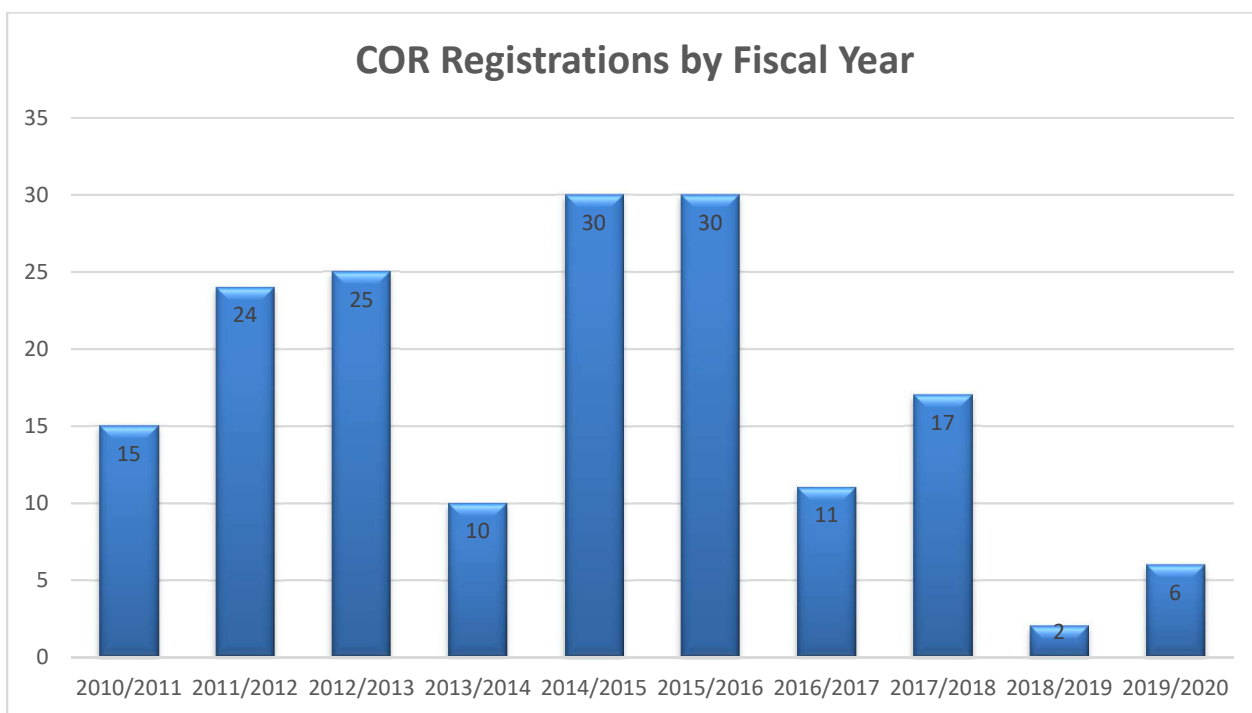
Roundtables

We held four HR and OHS roundtables during the year, in different regions of the province. Any regional travel undertaken for the purpose of roundtables, conferences or otherwise, was maximized, in order to include local employer and other stakeholder visits.

Services

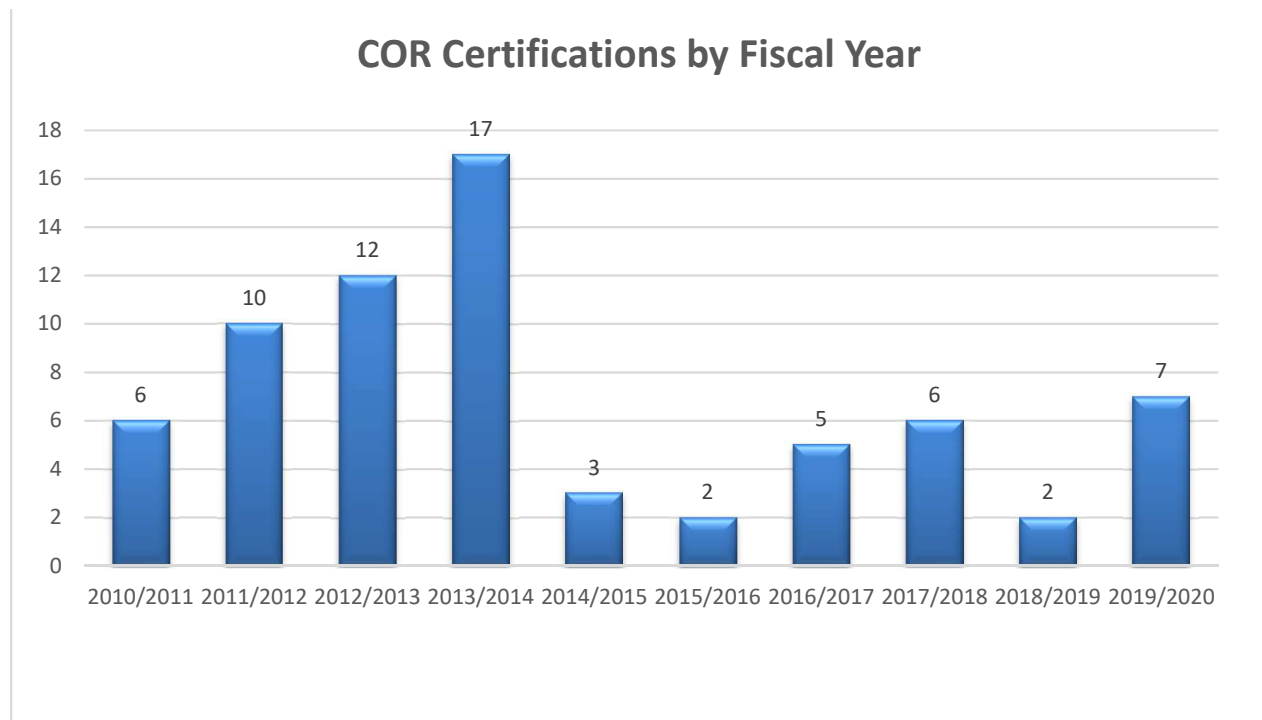
COR registrations

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



COR certifications

During the fiscal year, seven new employers became COR certified. This was our fourth best year in our ten-year history of being a COR certifying partner.



Audits

A total of 55 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. 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, four internal auditor training sessions took place, attracting 43 students altogether. A total of 16 students completed successful student audits and became certified as internal auditors for the first time. A further 16 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, who have remained supportive and highly engaged throughout the year.

APPENDIX - INDUSTRY HEALTH & SAFETY PROGRAM PERFORMANCE MEASURES

Objective	Metric	Target 2019-2020	Actual 2019-2020
IHS	Visits to the IHS section on the go2HR website	25,000	41,283
	Resource downloads	6,000	16,283
	OHS Fundamentals training - registrations	100	43
	OHS Fundamentals training – course completions	40	23
	Foundations of Workplace Safety training - registrations	40	516
	Foundations of Workplace Safety training – visits to landing page	1500	4,669
	Webinars	4	0
	Roundtables	4	5
COR	Net new employer COR registrations	12	6
	Net new employers COR certified for the first time	3	7
	COR re-certifications/maintenance audits	50	48
	Audits initiated/requested by WorkSafeBC (WIVA)	1	2
	QA reviews conducted by certifying partner	100%	100%
	CP initiated QA Audits - QA Audits of external auditors conducted by certifying partner	1	1
	External auditors trained and certified for the first time	0	5
	External auditors trained and recertified	5	5
	Internal auditors trained for the first time for large employers	28	43
	Internal auditors maintained certification for large employers	30	50
	Internal auditors trained and certified for the first time for small employers	2	1