



Industry
Health and Safety

**INDUSTRY HEALTH & SAFETY PROGRAM
CERTIFICATE OF RECOGNITION (COR) PROGRAM**
April 2024 - March 2025 Annual Report

June 27, 2025



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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.

Below is an overview of key activities and accomplishments for the fiscal year April 1, 2024, to March 31, 2025.

Health & Safety Summary

Awareness and Engagement

- Ongoing Enhancements to the **Website**:
 - **Continued improvements to navigation and search functionality** to help users find resources more easily
 - **New pages** launched for key initiatives, including **Worker Engagement**, **First Aid**, and **Consultation Services**
 - **New H&S Contact Us form** introduced to improve accessibility and streamline support services
 - **Safety Basics pages updated** with clearer language, including PHS, a more engaging **user experience**, and **direct access** to topic-specific resources
 - **New main H&S landing page** developed; all **CU homepages** enhanced with improved navigation and resources
 - **New and updated resources** for **new and young workers**, **MSI**, **injury management**, **return to work**, and **first aid**, including **customizable templates**, **example forms**, and **comprehensive FAQs**
 - Used **Google Analytics 4** to inform and improve website **user experience**
 - **Targeted pop-ups** promoted webinars, campaigns, and new resources—**29,000 views**, **400 click-throughs**
 - **70,322 webpage views**, **10,874 resource downloads**, and **average time on page** increased to **over 5 minutes**
- Delivered **38 presentations** focused on **Health & Safety (H&S)** topics, including first aid, Musculoskeletal Injury (MSI), violence prevention and de-escalation, an introduction to go2HR's services, health and safety orientation and training, and more:
 - **9 employer and stakeholder presentations**
 - **9 webinars**
 - **3 workshops**
 - **9 Joint Health & Safety Committee (JHSC) drop-ins**
 - **8 wellness fairs** (including PHS)
- Delivered **48 presentations** focused on **Psychological Health & Safety (PHS)** topics, including leadership tools for mental health, an introduction to go2HR's PHS services, psychological health and employee engagement, common challenges and best practices, and more:
 - **9 employer presentations**
 - **11 conference presentations**
 - **18 stakeholder presentations**

- **2 JHSC drop-ins**
 - **8 wellness fairs** (including H&S)
- Launched a **New and Young Worker Engagement initiative**, including a new landing page, ongoing content development, a worker engagement survey and a seasonal social media campaign on Instagram and Facebook. New resources included **First Day on the Job** and **Become a Worker Representative** posters
- Developed and presented a **4-part First Aid webinar series**, with **387 registrations** and **422 recording views**
- **Developed specific resources for MSI**, including risk assessments, safe work procedures, safety talks and an engagement plan for **MSI outreach within hotels**
- **Widespread PHS integration** into different resources and information including H&S Program Manual Templates for Restaurants and General, Safety Basics website content, COR program content
- **5 Indigenous businesses** participated in our Fast Track webinar series, focused on enhancing HR and H&S practices in the hotel industry, run in partnership with the BC Hotel Association
- Maintained and enhanced contact data in our **HubSpot CRM**, with an **active list of nearly 40,000 employer, industry, and career seeker records**
- Conducted **295 targeted employer outreach** activities on **PHS topics** by personal email
- Conducted **735 targeted employer outreach** activities on **H&S topics** by personal email, including to **68 restaurant businesses**
- Maintained an active presence on **LinkedIn, Facebook, and Instagram**, sharing **236 health and safety posts**. While post volume was lower than the previous year, **engagement, clicks, and interactions significantly increased**
- Distributed **69 health and safety eblasts** and shared **150+ content pieces** in **go2HR newsletters**
- Contributed **6 articles** to industry association publications on topics such as **working alone, navigating uncertainty, and workplace mental health**
- Provided **6 paid ads** for industry publications to further promote health and safety messaging
- Sponsored key industry events, including the **Employees First Award** at the **Tourism and Hospitality Industry Conference**
- Secured the **renewal of Justice Canada funding** to support program expansion of our Safer Spaces Project for the next two years

Training

- Added **two** new online courses: **Workplace Inspections and Incident Investigations** and **Preventing Harassment & Violence in the Workplace**
- Promoted the **Safer Spaces** online training suite, supporting **harassment-free workplaces**. The two courses drew **865 enrolments**, exceeding the **combined goal of 800**
- Maintained our training partnership with **CCOHS**, expanding our course offerings and increasing our annual enrolments to **392, a 32% increase on** the previous year
- **WHMIS training** had **460 enrolments, double the number** from last year. The course was updated to reflect changes in the Globally Harmonized System (GHS)

- Achieved **5,484 total enrolments** across all health and safety training courses
- Top three courses by enrolments:
 - **Safety Basics: H&S Orientation Course – 1,557**
 - **OHS Program Fundamentals – 694**
 - **Safer Spaces: Worker Course – 557**
- **Safety Basics Orientation**, launched in April, performed exceptionally well, averaging **129 enrolments per month**, with a peak of **269 during the month of June**
- **Joint Health and Safety Committee training** saw **516 enrolments** in its first full year of operation (compared to 109 the year before, over a 5-month period following its launch)
- The **Workplace Compassionate and Respectful Employer (CARE)** training courses were rebranded, refined, and relaunched as **People Working Well** in **October 2024**. The new suite of short courses attracted **1,401 enrolments**, up from 463 in the previous year.
- **Targeted communications**, including eblasts, social media, and newsletters **boosted visibility**. Training also featured prominently in all **presentations, webinars, 1:1 meetings** and **email inquiries** throughout the year

Support

- Responded to **4,844 emails** sent to **safety@** inbox (many employers also contact team members directly, especially those with established relationships)
- Provided **381 1:1 employer consultations on H&S topics** (more than double the 153 consultations the year before). **213** of these consultations were on the topic of **First Aid**. Other topics included orientation, regulations, WHMIS, JHSC effectiveness, violence prevention, MSI, emergency procedures, return to work, and heat stress
- Provided **59 1:1 employer consultations on PHS topics** such as mental health conversations in the workplace and integrating psychological H&S in the workplace
- Launched **Workplace First Aid 1:1 Consultations**, completing **213 First Aid** consultations
- **136 direct engagements** were with **Indigenous businesses**
- The **Safety Basics Assessment Tool** was completed by **64 businesses**
- Expanded **injury and claims management services** by developing new resources and hosting **4 Return to Work (RTW) Coordinator Training sessions**, delivered in partnership with **WorkSafeBC**. These sessions supported **56 employer representatives** in building RTW knowledge and practices

COR and SECOR Summary

- Developed and implemented a **COR communications plan and marketing** strategy for the year, in addition to an internal social media calendar, with **264 posts published** about health & safety and COR
- **9 targeted outreach marketing campaigns** compared to target of 6, to promote COR to specific audiences, reaching **over 250 employers**
- **277 targeted outreach messages** (personal email and targeted e-blasts) were delivered to selected employers across several industries, including hotel and restaurant employers identified through analysis of the WorkSafeBC CU data provided
- **COR ads** were developed and ran in **3 e-newsletter publications**, including CWSAA (Canada West Ski Areas Association), BCHA (British Columbia Hotel Association) and BOMA (Building Owners and Managers Association)
- Continual **improvements to COR content on the website**, including the creation of an 'other industry' CU page for unserved employers, updated showcase articles, an audit submission banner and an improved registration page
- A **rebate calculator was developed** show employers what their rebate would be based on organizational size, assessable payroll and classification unit
- **COR webpages** combined received **5,590 views**, including **775 COR preparedness page** views, and **164 views** of the new CU page
- A total of **2,045 COR related resources** were downloaded, including **36 downloads of the COR Self-Analysis**
- Developed and shared a **COR program newsletter** for external auditors with important updates about regulatory first aid changes and the COR audit
- Distributed a **COR program experience survey** for COR employers, achieving a **20% completion rate**
- **142 COR Consultations** were provided, including **13 initial COR consultations**, and **22 follow ups with interested COR leads**
- **10 COR and SECOR registrations** were processed
- **1 new COR certification**
- **Supported 65 COR/SECOR employers** in arranging and scheduling maintenance and recertification audits, with a total of **80 COR audits** processed for the year, including student, maintenance, certification and recertification audits
- **1 WIVA** organized and carried out, as directed by Partners Program
- Reviewed and approved **100% of QA checklists** linked to each audit package that was received
- Refined and updated the **COR program database**, used to administer and track COR audits
- **Reviewed and updated or created new resources** including
 - Revised Student auditor tip sheets
 - Revised (8) Steps to COR document
 - Revised COR scorecard
 - ***New*** First aid changes and the COR audit
 - ***New*** Interview support document was developed
- **42 Corrective Action Plans** were reviewed, providing employers with resources and support to complete actions following the audit

- **Psychological H&S Pilot** Audit tool and training materials further developed and refined
- **3 External Auditors** trained to conduct the PH&S audit
- **6 COR Employers** participated in the PH&S pilot
- Hosted **4 COR internal auditor training sessions**, training **23 new internal auditors**
- Supported **106 trained and certified internal auditors** in maintaining their internal auditor status
- **8 External Auditors** retained at the end of the fiscal year
- go2HR retained its own **SECOR certification**, completing a successful maintenance audit in December 2024

Further details of activities and measurements of industry awareness & engagement, training, resources and the COR program can be found in Appendix 1.

GOVERNANCE

The Health and Safety Advisory Committee provides valuable input into go2HR's IHS and COR Programs. 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 advisory committee benefits from wide industry and geographical representation. Efforts to obtain greater diversity, including worker participation and Indigenous business representatives are ongoing. Meetings took place on a quarterly basis:

- June 6, 2024
- September 13, 2024
- November 18, 2024
- March 31, 2025

Committee members during this fiscal year (2024-2025):

Partner and Stakeholder Members		
Alison Jones	Manager, HS Consultation & Education Services	WorkSafeBC
Tim Pryde	OHS Consultant, OHS Consultation & Education Services	WorkSafeBC
Rommel Dela Resma	OHS Consultant, Certificate of Recognition (COR)	WorkSafeBC
Dave Haralds	Executive Director	Employers' Advisers Office
Meghan Felbel	Executive Director	Workers' Advisers Office
Employer and Worker Representative Members		
Bill Senghera	Business Consultant/Risk Manager	White Spot Restaurants
Sandra Stewart	People & Culture Manager	Coast Hotels
Julie Wright	Director of Human Resources	Inn at Laurel Point
Marc White	Risk Management & Safety Programs Director	Sun Peaks Resort
Alithea Taylor	Director, Human Resources, Mountain Division	Northlands Group (Grouse, Revelstoke, Selkirk-Tangiers)
Kira Cailes	Director Safety, Risk & Compliance	Rocky Mountaineer
Bryin Munroe	Director of Talent & Culture	Fairmont Vancouver Hotel

Note: In addition to the Health and Safety Advisory Committee, the go2HR CEO along with the Board of Directors provide support, strategic direction, and operational oversight for the IHS and COR Programs.

STAFFING

The IHS team is led by Arun Subramanian, the Senior Vice President, Health, Safety and People Practices

go2HR staff with primary responsibilities for IHS/COR activities include:

Stephanie Mallalieu – Director, Industry Health & Safety
Alanna Harrison – Specialist, Certificate of Recognition
Lonnie Burnett – Specialist, Industry Health & Safety
Simi Thiara – Specialist, Industry Health & Safety (joined during the FY)
Nicole Howlett – Specialist, Industry Health and Safety (moved into Consultant, Mental Health & Psychological Safety role, left during the FY)
Erin O’Byrne - Consultant, Mental Health & Psychological Safety
Oksana Yashnyk – Coordinator, Industry Health and Safety (left during the FY)
Leah Vanderbeek – Coordinator, Industry Health & Safety (joined during the FY)

Teams with partial responsibilities for IHS/COR activities include Communications and Training.

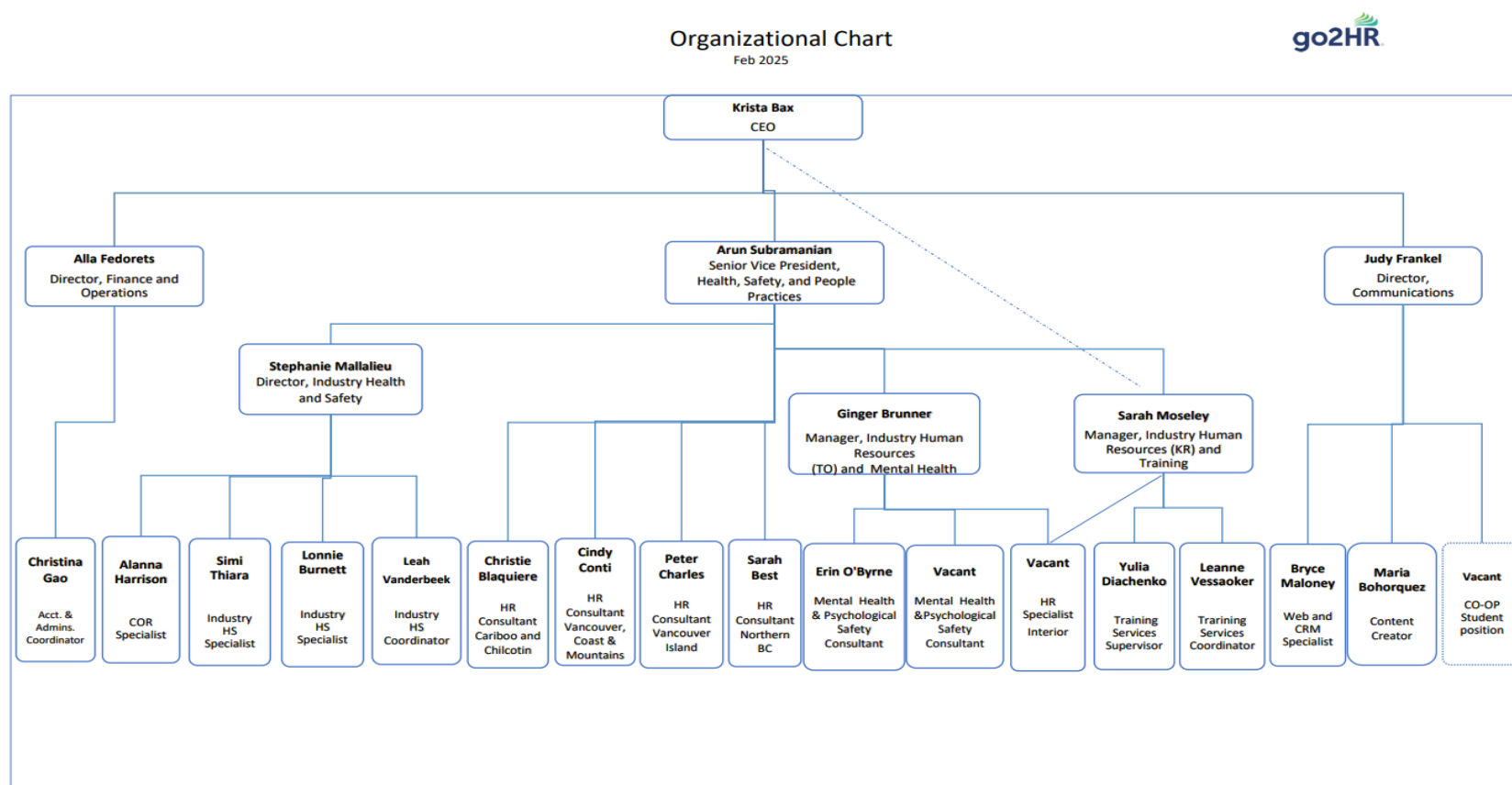
Judy Frankel – Director, Communications
Bryce Maloney – Web and CRM Specialist
Connie Eng – Coordinator, Communications (left during the FY)
Maria Bohorquez – Content Creator (joined during the FY)

Sarah Moseley - Manager, Industry HR & Training
Yulia Diachenko – Supervisor, Training Services
Leanne Vessaoker – Coordinator, Training Services (joined during the FY)

With a team of six Regional HR Consultants located around the province, our IHS and COR efforts are able to be amplified substantially, with networking and on the ground resources available. (These positions do not have specific IHS/COR responsibilities. However, this province-wide amplification serves to extend our health and safety reach).

IHS/COR activities are also supported by Leadership, Finance and Operations.

Organizational Chart



2024/2025 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 Certifying Partner (CP) for the COR program

OHS Training, Awareness and Support

Raising awareness about occupational health and safety remains a core focus, supported by a range of outreach and communication efforts that help connect employers and workers with relevant tools, training and resources.

Training Overview

The team prioritized the expansion of our online training portfolio to better support the evolving needs of the tourism and hospitality sector. As part of this effort, two new courses were developed and published: Workplace Inspections and Incident Investigations and Preventing Harassment and Violence in the Workplace. Both offerings are designed to build practical skills and reinforce safer, more respectful workplace environments. Our Safety Basics orientation course, JHSC training and OHS Program Fundamentals also saw considerable growth and consistently high enrolments month over month.

Workplace Inspections and Incident Investigations Training

Workplace inspections and incident investigations are key elements of a strong and effective occupational health and safety program. By participating in this training course, learners will gain the skills to excel as inspectors and investigators, while also contributing to the tourism and hospitality industry's broader commitment to ensuring safer experiences for all. The training is designed to help participants understand the key objectives of these processes and provide practical guidance on conducting thorough inspections and investigations in the workplace.

Launched in mid-February, this new training offering saw its first 5 enrolments within just six weeks, a promising start that reflects early interest and lays the foundation for broader uptake in the upcoming fiscal year.

Preventing Harassment and Violence in the Workplace Training

This course is designed to raise awareness of bullying, harassment, and violence in the workplace, while equipping participants with the knowledge and tools to help prevent these behaviours. It addresses key regulatory requirements and emphasizes the importance of fostering a respectful, inclusive workplace culture where all employees feel safe and valued.

The course was customized in the latter part of the fiscal year and is scheduled to launch in the spring, supporting seasonal onboarding activities and planned campaigns to promote the importance of building a strong safety culture.

Other training

In addition to the development of two new training courses this year, we continued to maintain and enhance access to our full suite of health and safety learning through our Learning Management System (LMS). This platform supports a wide range of training opportunities tailored to the tourism and hospitality industry.

Our OHS Program Fundamentals course, designed to help participants understand and apply all core elements of a workplace health and safety program, continued to perform well, with 694 enrolments compared to 686 the previous year. The course also underwent a Quality Assurance review during the year, and the updated version was published.

To better support workplace mental health, the previously offered CARE courses were rebranded and relaunched as *People Working Well* in October 2024. This updated training features two tailored learning streams; one for workers and the other for supervisors/managers. Consisting of short courses between 20 and 30 minutes each, the content is more accessible, convenient and relevant. The response was exceptional, with over 1,400 enrolments by fiscal year-end, highlighting a strong demand for continued, topical, industry-specific mental health training.

The Safer Spaces training suite, which helps employers and workers recognize, prevent, and respond to sexual harassment in the workplace, also exceeded expectations. A total of 865 participants completed the training this year, with 288 managers/supervisors and 577 workers enrolled, surpassing the goal of 800 and reinforcing the sector's commitment to creating safer and more respectful workplaces. A Quality Assurance review of both courses was also completed.

Through our ongoing partnership with the Canadian Centre for Occupational Health and Safety (CCOHS), we continued to provide free, high-quality training on a variety of workplace safety topics. With 392 total enrolments this year, these courses remain a valuable resource for both employers and workers. Topics offered included:

- Bullying in the Workplace
- Dealing with Difficult Customers
- Hazard and Risk: Identify, Assess, Control and Evaluate
- Musculoskeletal Disorders: Prevention
- Stress in the Workplace
- Violence in the Workplace – Establish a Prevention Program

Training enrolments by course topic

Course Name	Enrolment Target	Enrolment Actual
Safety Basics Orientation	600	1,557
People Working Well Workplace Mental Health Training*	No Target	1,401
OHS Program Fundamentals	175	694
Safer Spaces Worker Course	300	577
Joint Health and Safety Committee Training	250	516
WHMIS	No Target	460
CCOHS Courses (topics as per previous page)	No Target	392
Safer Spaces Employer & Supervisor Course	500	288
COR Internal Auditor pre-requisite Training	30	23
Workplace Inspections and Incident Investigations**	No Target	5

*Launched October 2024

**Launched mid-February (only available for 6 weeks in the FY)

Engagement and Outreach Opportunities

Whether deepening relationships with long-time employer contacts and industry partners or expanding our reach with new contacts, go2HR placed a strong emphasis on engagement and outreach to advance our mandate and drive positive change. A strategic mix of targeted tactics and touchpoints led to strong traction and meaningful connections throughout the year.

Musculoskeletal Injury Initiative

We conceptualized, planned and developed a new hotel focused initiative on MSI. The initiative centered around creating a new, comprehensive suite of ergonomic related resources, including hazard identification, risk assessments, safe work procedures, safety talks and more. These resources are being used to roll out a series of campaigns to raise awareness of the risks and how to prevent MSIs. The initiative aims to highlight best practices in order to limit the impact of MSIs and reduce the associated claim costs within the overnight accommodation classification unit. We also ran a campaign to recognize International Repetitive Strain Injury Awareness Day, sending out a communication to 9,000 hotel employer contacts, which directed traffic to the WorkSafeBC MSI landing page. Throughout the year we included content on the topic of MSI in newsletters and shared with partners to promote via their own channels. We added a new MSI course to our suite of CCOHS offerings, as an additional resource.

JHSC Drop-in Service Initiative

To boost engagement at the worker level, we introduced a new Joint Health and Safety Committee (JHSC) Drop-In Service, offering committee members a chance to ask questions, better understand their roles, and strengthen their effectiveness. Sessions were delivered both in-person and virtually, creating accessible opportunities for learning, discussion and relationship building.

Engagement Highlights:

- 8 drop-in sessions delivered across the province (within a 5-month period, post launch)
- Topics included: Workplace First Aid, Incident Investigations, Return to Work, Committee Effectiveness and Mental Health in the Workplace
- Reached employers in accommodation, food and beverage, and recreation and entertainment sectors

Worker Engagement Initiative

We partnered with an external communications agency to support go2HR in launching a digital-first initiative targeting new and young workers.

Key Performance Indicators (KPIs):

The campaign delivered impressive results on Instagram and Facebook, achieving notable increases in reach and engagement across both platforms.

This year, we also took important steps to connect directly with workers by developing and launching a dedicated worker landing page, designed to provide easy access to worker-focused

information, resources, and training. Efforts were further supported by rolling out a targeted worker survey, designed to gauge worker understanding about their rights, roles and responsibilities for workplace health and safety and to learn about their awareness and perception of training and available support in their workplace. The survey ran for approximately 6 weeks and received 250 responses, far exceeding our target of 50 completions.

Through these activities we were able to build a strong social media presence and a growing library of targeted content, all aimed at empowering workers with the knowledge and support they need to stay safe and succeed in their roles. We also acquired worker contact information to facilitate future, targeted outreach campaigns to this audience.

Engagement Highlights:

- Worker Landing Page launched in October 2024 with 920 page views in the FY, against a target of 500 views
- 47 worker-specific resources published and/or linked on topics like:
 - o Roles and Responsibilities
 - o New and young workers
 - o Bullying and harassment
 - o Injury claims and injury management
 - o Mental Health in the workplace
 - o Worker representation and JHSC
- Social Media Campaign launched on Facebook and Instagram
 - o 4 posts per week on each platform during Q4
 - o Steady growth in engagement across both platforms
- Launched and closed targeted Worker Survey gathering 250 responses giving input and insight from the worker population to drive the next phase of the initiative

First Aid Regulatory Changes Initiative

We developed a detailed initiative around this topic early on in the FY, planning to share information, provide proactive support to employers and raise awareness of the anticipated changes well in advance of the new regulation taking effect. By proactively engaging with our industry on this topic, we were well positioned to support individual employers with their questions, building widespread interest in the changes, which led to a significant increase in requests for a consultation, as well as participation in many of our other targeted supports.

We offered a range of services to meet employers where they were—through 1:1 consultations, live webinars, on-demand recordings, custom resources, and ongoing digital outreach. Web content was kept current, and a dedicated email signature reinforced visibility throughout the year.

First Aid Engagement Highlights:

- 1:1 Consultations: 213
- Webinar Participation: 387 registrations for live sessions + 422 recording views
- Resources Created: 8
- First Aid eblasts: 10

Heat Stress Initiative

We revised our Heat Stress landing page before the summer season, adding some new resources for employers. We launched two separate eblast campaigns to begin raising awareness around seasonal heat stress and promoting the newly curated resources, sending the communication out to 12,000 restaurant employer contacts. This was accompanied by content in three of our newsletters, with a combined distribution list of 125,000 unique contacts. This included the promotion of WorkSafeBC's new Heat Stress app.

In order to support workplaces in managing the growing risks associated with extreme heat, we developed a heat stress Exposure Control Plan (ECP) template tailored to restaurants and began offering heat stress consultations, connecting with three employers on this topic during the summer. We also participated in WorkSafeBC's research on the Heat Stress Assessment Tool through a participant interview, helping inform the future direction of regulatory tools and resources. Heat stress has been added as a topic for JHSC drop-in sessions, with one employer booking a drop-in date for the upcoming summer season to educate their committee. The newly created ECP will be used in the new FY as a way of engaging with restaurant businesses, with the option of personalizing the plan to reflect their operation, as part of our growing 1:1 consultation service.

Health and Safety Program Development

The Safety Basics section of our website is the starting point for health and safety, connecting the various foundational program elements and aligned initiatives. By driving traffic to those pages, we can connect employers with "bite-sized", approachable pieces of information to help them build a program. We refined all 17 landing pages, adding new content with a focus on psychological health and safety and linking the pages to additional resources, including training courses and WorkSafeBC resources.

The Safety Basics Assessment is a straightforward set of questions designed to assess the extent to which the foundational program elements exist in the workplace. After working through the questions, a report is generated with advice on how to show improvement in each area. We continued to promote the assessment and the resources that are built into it, as a key resource in helping employers evaluate and strengthen the foundational elements of their health and safety programs. The tool was enhanced to include new psychological health and safety content and other additions, such as First Aid regulatory updates.

Promotion of the assessment contributed to strong engagement, with the landing page receiving 2,305 views and the tool being completed 64 times—demonstrating growing interest from employers in building or enhancing their health and safety systems. This is also a great starting point for a 1:1 consultation, reviewing the results and offering targeted support to employers.

Integrating Psychological Health and Safety

During the year we actively worked to integrate psychological health and safety into our mainstream health and safety program offerings. Utilizing WorkSafeBC's new Framework for Success as a guide, we updated our Safety Basics website content, Safety Basics Assessment, Safety Talks, industry wide and restaurant specific health and safety manual templates, new training course content, Contact Us form and more to incorporate this growing area of health and safety. We aligned our communications language (eblasts and newsletters) to include psychological health and safety. We also showcased our webinars, JHSC drop ins and Wellness Fairs as a way to learn about this growing area of health and safety, with a range of specific topics covered and supports provided to participants. Psychological health and safety was also positioned as a key consideration in the planning and roll out of our First Aid and worker engagement/JHSC support initiatives. We also planned and organized a Mental Health First Aid training pilot at the end of the fiscal year and hope to continue offering this service on an ongoing basis.

Targeted Outreach and Employer 1:1 Consultations

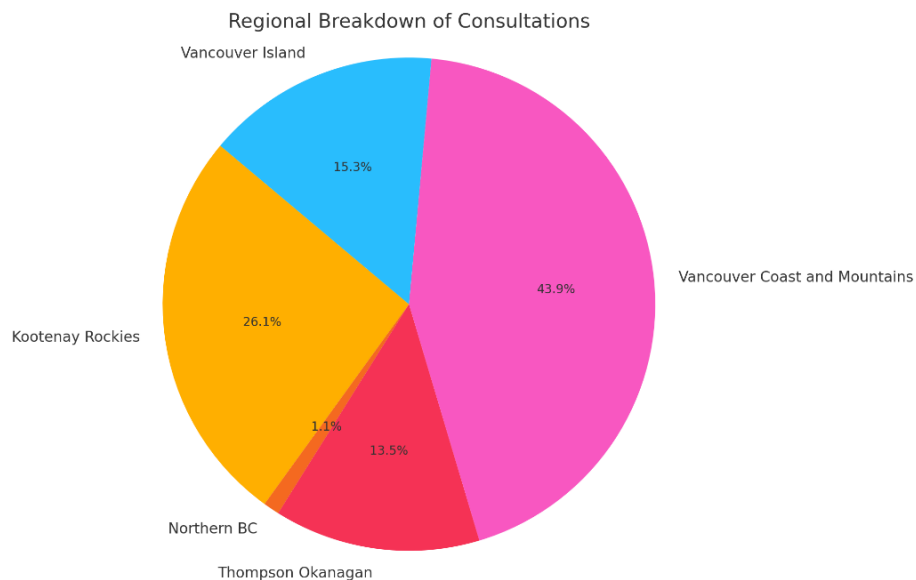
During this fiscal year, we targeted 735 employers with personalized emails on topics of interest, intended to drive engagement, including first aid requirements, return-to-work planning, and onsite emergency preparedness. We delivered a total of 381 employer 1:1 consultations on topics such as orientation, regulations, WHMIS, JHSC effectiveness, violence prevention, MSI, emergency procedures, return to work, program development and heat stress. First Aid was by far the most popular topic, with 213 1:1 consultations delivered.

The safety@ inbox received a total of 4,844 incoming emails from 88 employers used our Our Contact Us form to request support. Many employers also reached out directly by email or 'phone, particularly those who have connected with us previously.

Our outreach efforts were supported by increasingly robust employer contact information in our CRM, uploading and reconciling the lists provided by WorkSafeBC on a regular basis, and direct referrals by our Regional HR Consultants and Mental Health & Psychological Safety Consultants.

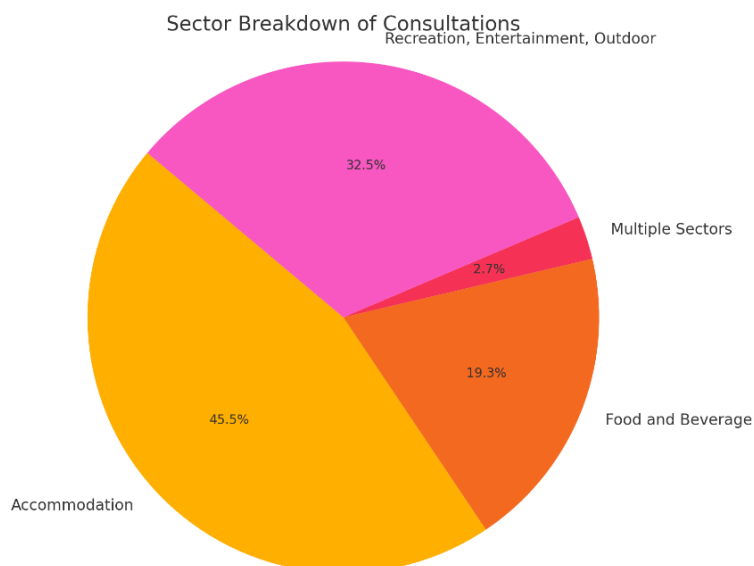
Health and Safety Consultations by Region:

Our reach extended across all regions and sectors of the province. Whether supporting a small business in the Kootenays or a large operation on Vancouver Island, we ensured that each employer received sector-specific guidance tailored to their needs. See the breakdown below:



Health and Safety Consultations by Sector:

- Accommodation: includes hotels, resorts and bed and breakfasts
- Food and Beverage: includes restaurants, bars, pubs and nightclubs
- Recreation, Entertainment, Outdoor: Includes ski
- Multiple Sectors: businesses that have prominent operations in more than 1 of the listed sectors



Presentations and Webinars

Presentations and webinars continue to be an effective way to engage large groups of employers and share important health and safety information in an interactive and accessible format.

Over the fiscal year, go2HR delivered 38 health and safety-focused presentations, JHSC drop-ins, Wellness Fair booths and webinars. These were tailored to industry associations and conferences (e.g. CWSAA, Cooks Camp, the BC Tourism Industry Conference and SPARK conference) as well as hotels, ski, restaurants, Indigenous businesses, and specific communities within the province (e.g. Revelstoke, Port Alberni, Port Hardy, Salt Spring Island and Tofino).

Presentation topics during presentation and events included:

- Violence Prevention
- Integrating and Promoting Health, Safety, and Wellness
- Managing Premiums through RTW and COR Promotion
- Workplace First Aid Regulatory Changes
- WorkSafeBC Inspections

Regional HR Consultants

go2HR continues to leverage connections with employers in all corners of the province through cross-departmental referrals from our Regional HR Consultants. This approach has resulted in one-on-one meetings with employers, collaborating with Regional HR Consultants to deliver tailored presentations to employers or industry partners in region, or hosting a larger presentation or webinar. The Regional HR Consultants continue to amplify our health and safety program offerings to their individual employer networks, providing valuable connections and supporting a broader awareness of our program activities.

A primary way in which we collaborated with the HR team this year was to deliver a “Fast Track your Future” six-part webinar series to BC Hotel Association members. This was the second year of running this particular initiative, with the updated webinars designed for HR leaders. The 6-part series had a focus on innovation, and creating a culture of safety, by highlighting health and safety’s pivotal role in Human Resources best practices. The webinar sessions included:

1. Successful Strategies: Recruitment, Hiring & Onboarding
2. Creating a Workplace Culture of Equity, Diversity & Inclusion
3. Employee Relations, Performance & Engagement
4. Innovative HR: Leveraging Technological Advancements to Enhance Your HR Management Practices
5. Fostering Psychological Safety: Increasing Employee Retention in Accommodations
6. Enhancing Workplace Health, Safety & Wellness in Your Hotel

Each session attracted 40-60 participants, and the average satisfaction score was 4.5/5 across all six sessions based on post-survey feedback.

Collaborative Initiatives and Partnerships

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

The main goals of our mental health initiative include one-on-one coaching consulting, promoting online resources, and providing access to training programs that help individuals in our industry better understand the role psychological health and safety and mental health plays in the workplace. This includes:

Marketing, Communications, Outreach

- Increase awareness of workplace mental health and psychological health and safety, promotion of services, training and support available for tourism and hospitality industry employers

New [People Working Well](#) Website (*previously The Hub*)

- Expand content, resources and training available and increase utilization of the website

New [People Working Well](#) Training Courses (*replaced CARE training, discontinued*)

- Promote and encourage participant enrolment and completion of the new People Working Well training courses

Workplace Psychological Health and Safety Consultants (previously Coaches)

- Promote, develop and deliver training, programs, resources and support for industry employers, with the goal of encouraging psychologically healthy and safe workplaces within BC's tourism and hospitality sector

This fiscal year's key projects included:

- Development and launch of the new People Working Well (PWW) website
- Development and launch of the new People Working Well training courses
- A focused effort on alignment and integration of WorkSafeBC's Psychological Health & Safety Framework for Success within the website content, training, resources and employer consultations; moving away from the National Standard and ISO 45003:2021
- Training and certifying our go2HR Health and Safety Specialists as Psychological Health and Safety Advisors (CMHA BC)
- Engaging with employers to complete the optional Psychological Health & Safety audit element
- Creation of a new Psychological Health & Safety Framework webinar series for supervisors and managers

Psychological Health and Safety Consultants

Our Psychological Health and Safety Consultants continued to take a proactive approach to connecting with industry employers, establishing themselves as the go-to option for support. Through targeted email outreach, one-on-one meetings with employers, Employer Wellness Fairs, as well as presentations and connections made at industry events, they were able to connect employers with reliable information and support a total of 354 times, including delivering

59 targeted 1:1 consultations. Through these growing relationships, the Consultants were able to assist employers in implementing strong, positive psychological health and safety practices addressing a wide range of specific topics. These topics are all interconnected, contributing to the development of a positive psychological health and safety workplace culture.

New PHS Webinar Series

- Developed and facilitated a new webinar series to introduce industry employers to WorkSafeBC's Psychological Health & Safety (PHS) Framework for Success

Webinar topic	Registrations
Intro to WorkSafeBC's PHS Framework for Success	64
Intro to WorkSafeBC's PHS Framework - Leadership Commitment	139
Intro to WorkSafeBC's PHS Framework - Develop Supportive Supervisors & Managers	521

New People Working Well Training *(replaced CARE 1, 2, 3 courses)*

- Developed and launched **22** new industry-specific courses for workers and supervisors/managers in Q2 of 2024/25
- On-line, on-demand, 15-30 mins duration each
- Each topic is stand-alone. No pre-requisites. Certificate of completion awarded
- Participants earn achievement badges, for display on social media platforms (e.g. LinkedIn)

People Working Well Training	Total 2024/25
# Enrolments – Worker courses	708
# Enrolments – Supervisor/Manager courses	693
Total Enrolments (all courses)	1,401
Achievement Badges Awarded	
People Working Well Ambassador - completion of 4 courses	81
People Working Well Champion - complete 8 courses	27
People Working Well Leader - complete 12 courses <i>(Launched Q4, 2024/25)</i>	0

People Working Well Training - Learning Paths & Topics	
<u>Workers</u> (10 courses)	<u>Supervisors/Managers</u> (12 courses)
<p>Topics focus on how to improve and maintain individual mental health at work and contribute to a psychologically healthy and safe workplace, including:</p> <ul style="list-style-type: none"> • Intro to Workplace Mental Health* • Introduction to Psychological Health & Safety • Identifying Hazards & Mitigating Risks • Engagement at Work • Contributing to Psychological Health & Safety in the Workplace • Addressing Mental Health Stigma* • Respectful Workplaces* • Feeling Safe at Work • Reasonable Job Demands • Work-Life Balance 	<p>Topics provide practical skills for building a healthy workplace culture, while promoting mental health and preventing psychological injury at work, including:</p> <ul style="list-style-type: none"> • Intro to Workplace Mental Health* • Addressing Mental Health Stigma • Respectful Workplaces • Feeling Safe at Work • Work-Life Balance • Engagement at Work* • Introduction to Psychological Health & Safety • Identifying Hazards & Mitigating Risks • Integrating Psychological Health & Safety into your Workplace • Reasonable Job Demands • Duty to Accommodate and Duty to Inquiry • Navigating interpersonal Environments
*Indicates top 5 most popular topics (by enrolment and completion) 2024/25	

Indigenous Employers

We continued to build our outreach and engagement with Indigenous businesses and First Nations communities. Our collaboration with Indigenous Tourism BC (ITBC) is strengthening and evolving to ensure that we continue to meet their unique stakeholder needs. The main goals of this initiative include:

- 1) Coaching support for their stakeholders in addressing workplace health and safety needs,
- 2) Online resources that employers can download, customize, and use in their workplaces
- 3) Utilize our existing training programs where participants will learn fundamental health and safety knowledge and skills that is applicable to their workplace and position (aligned with ITBC's broad Indigenous Tourism Training Initiative)
- 4) Develop and deliver tailor-made presentations with a health and safety focus to enhance participant understanding of health and safety and human resources overlap, while highlighting the unique needs and circumstances of their business based on size, type, location and over-arching regulations (often done in collaboration with our Regional HR Consultants)

This fiscal year we ran a webinar series with ITBC, with 30-40 employers in attendance at each session, which combined H&S with HR. The post webinar survey satisfaction rating was 4/5. The webinar topics included:

- Human Resources Fundamentals (H&S reference)
- Recruitment and Hiring Pathways (H&S reference)
- Building Workplace Culture Through Our Values (H&S reference)
- Our People: Engagement & Coaching (H&S reference)
- Building retention Through a Holistic Approach to Health, Safety & Wellness (H&S focus)
- Innovative HR: Harnessing Technology for Your Business

We also participated in a 3-part webinar series provided to Indigenous entrepreneurs through Futurpreneur Canada's Indigenous Division; each session attracted approximately 40 participants and highlighted the overlap between HR and Health and Safety while providing links to appropriate resources on our website.

In addition to the collaborative work with ITBC and Futurpreneur, increased direct community, Nation and Indigenous employer contacts were established to better support their specific needs. 136 consulting services were provided by the HR and H&S teams to Indigenous businesses during the year.

Justice Canada- New Enhancing Safer Spaces Project

The Enhancing Safer Spaces Project is an extension and evolution of the highly successful, province-wide Safer Spaces Project, launched in 2021 to increase understanding and awareness of rights and responsibilities related to workplace sexual harassment, and equip employers, supervisors and workers with the tools and training to prevent sexual harassment in the workplace. During the fiscal year we submitted a successful proposal to Justice Canada and the new 2-year project enhancement will begin in the new fiscal year.

Stakeholders

Industry Associations

Continuing our efforts from previous years, we leveraged strong partnerships with key stakeholders across all six tourism regions and a variety of sectors including those identified below. Partnership activities ranged from one-on-one and group meetings, providing articles for publications, sharing content for amplification, to delivering presentations to their membership groups on specific topics, and attending industry events to show support and make further connections.

- Regionally:
 - Destination BC (DBC)
 - 4 Vancouver Island (4VI)
 - Destination Vancouver's VCM Regional Department
 - Thompson Okanagan Tourism Association (TOTA)

- Cariboo Chilcotin Coast Tourism Association (CCCTA)
- Kootenay Rockies Tourism Association (KRTA)
- Northern BC Tourism Association (NBCTA)
- A variety of Community Destination Management Organizations (CDMO's)
- Industry Specific:
 - Tourism Industry Association of BC (TIABC)
 - Indigenous Tourism BC (ITBC)
 - BC Hotel Association (BCHA)
 - Canada West Ski Areas Association (CWSAA)
 - BC's Alliance of Beverage Licensees (ABLE BC)
 - BC Restaurant and Foodservices Association (BCRFA)
 - Restaurants Canada
 - BC Lodging and Camping Association (BCLCA)
 - Kelowna Hotel and Motel Association (KHMA)
 - HeliCat Canada
 - Golf BC
 - Chef's Table Society
 - Women of Recreation, Tourism and Hospitality (WORTH)
 - BC Craft Beer Association
 - A variety of other smaller industry associations

go2HR provided a variety of sponsorships that align well with our mandate of driving strong workforces and safe workplaces in BC's tourism and hospitality industry. They are a valuable way to raise awareness of and create engagement in our HSA activities. We sponsored the Employees First Award at the Tourism and Hospitality Industry Conference, a signature event in the tourism and hospitality industry. This award recognizes a BC tourism and hospitality industry employer who has upheld high standards of excellence in human resource practices, with a specific focus on mental health & wellness.

Other sponsorship opportunities included:

- CWSAA Fall, Spring Conference and Fall Meetings (October 2024 April 2025)
- BCHA Summit (May 2024)
- CMHA Impact (May 2024)
- Chef's Table Society Cooks Camp (Sept 2024)
- TOTA Golf Tournament (May 2024)
- Spark Conference (Oct 2024)
- TOTA AGM Summit (Oct 2024)
- Chef's Table Society AGM and Marketplace (Feb 2025)
- Williams Lake Chamber of Commerce (Feb 2024)
- WORTH Leadership Summit (March 2025)

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 continues to grow across Canada and associate members include CCOHS and the Canadian Safety Council. As a member of this association, we participated in three meetings during the year. Meetings are a valuable way to share information and resources and consider ways to collaborate on common interest topics.

Website, Communications and Social media

The go2HR website is central to our outreach, providing essential, credible health and safety information to the BC tourism and hospitality industry. We drive traffic and engagement by sharing content via e-blasts, newsletters, and direct communication.

This past year, we significantly enhanced the website's functionality and user experience. Improvements included a thorough content audit, updated information, streamlined navigation, topical pop-ups, and an improved search engine for online training resources.

Website analytics are crucial for demonstrating our effectiveness and guiding future strategy. The go2HR website has been highly effective in delivering vital health and safety information to a broad audience. We're proud of the results, including adding new pages and continuously refining content and user experience. There were **70,322 visits to the health and safety section** of our website during this fiscal year, higher than our annual target of 50,000 and an improvement on last year's actual of 46,468.

Other key metrics to note include:

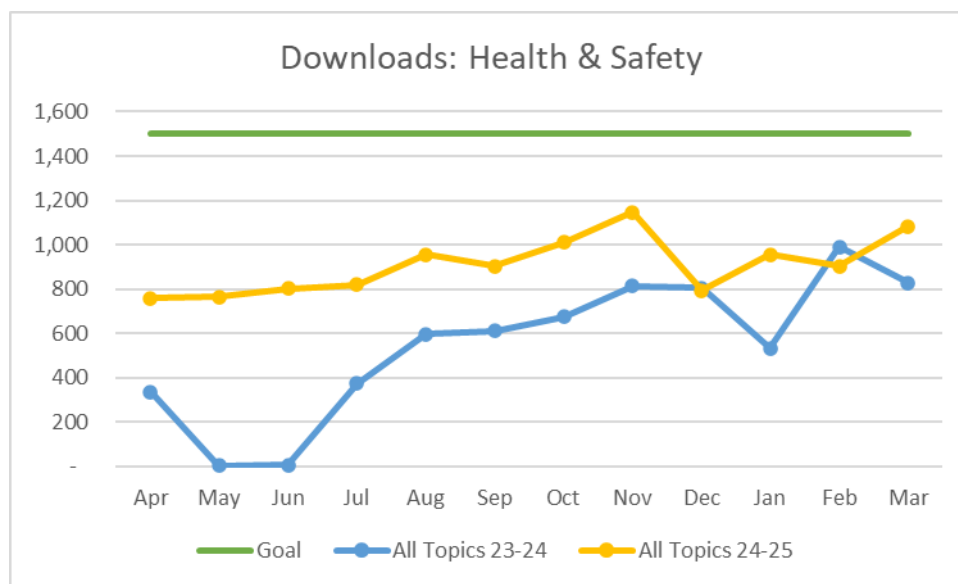
- The Mental Health landing pages were viewed **1,666 times**, against a target of 600
- The Safety Basics Assessment landing page received a total of almost **3,500 views**, compared to the annual target of 1,250
- **88 Contact Us forms** were completed by employers, request a health and safety consultation

Resources and downloads

The Resource Library remains a valued and frequently visited section of the go2HR website, offering employers easy access to a wide range of tools and materials—such as customizable templates, safety talks, training checklists, and other practical health and safety resources.

This year, a total of **10,897 resources** were downloaded, reflecting an increase when compared to the **6,573 downloads** recorded in the previous fiscal year. While this figure falls short of our target of 18,000, it still represents significant year-over-year growth and renewed engagement with the library. It is also worth noting that last year's reporting was impacted by the transition to Google Analytics 4, which led to inconsistencies in data capture and underreporting of actual

downloads. With improved tracking now in place, we anticipate more accurate and comprehensive reporting moving forward.



Newsletters, Eblasts and Social Posts

go2HR continues to leverage multiple communication channels to share timely, relevant, and practical health and safety information. Our outreach strategy includes monthly newsletters, targeted eblasts, and consistent engagement across social media platforms.

Each month, we distribute three distinct newsletters tailored to different audiences: Industry Partners, Employers, and Career Seekers. These newsletters help amplify key messages, highlight new initiatives, and drive awareness of available tools and resources across our networks. We contributed over 150 pieces of health and safety content to our newsletters, exceeding last year's total of 110.

Eblasts continue to be an effective tool for connecting with employers, with our average open rates far exceeding the industry average of 15%, typically achieving an average of 31% and a click through rate of 2.5%. We shared 69 dedicated health and safety specific eblasts during the year, with a combined total of 421,000 successful deliveries. Our most popular eblast, in terms of high open rate, was promotion of our worker survey and new workplace posters, with a 57% open rate. This was closely followed by a communication on First Aid drills (56% open rate) and our relaunched Safety Basics content (50% open rate). We carefully segment our employer contact lists to ensure the most relevant content is shared at an appropriate time. Contact lists include ski, restaurants, accommodation, pubs, bars and nightclubs, training course participants, JHSC members and worker representatives, restaurant employers, workers/career seekers, health and safety contacts advisory committee members and more. Regional and seasonal considerations

are also factored into the timing of our outreach efforts (e.g. emergency preparedness, wildfires and heat stress events, seasonal onboarding activities and more).

Social media also continues to serve as a valuable tool to extend the reach of our messaging. Through platforms like LinkedIn, Meta, and Instagram, we shared 217 health and safety-related posts throughout the year, helping to strengthen our online presence and connect with both employers and workers across the province.

Partner Publications

We contributed valuable health and safety content to key industry publications. We provided three articles: "Navigating Uncertainty", and "Mental Wellness in the Workplace," for the Quarterly Pour, and "Working Alone," for the Cannabis Retailer. Additionally, we regularly supplied a wide range of health and safety content, totaling approximately 35 pieces, to the BCRFA, BCHA, and ABLE BC newsletters. This content covered crucial topics such as Repetitive Strain Injury (RSI), First Aid, WHMIS training, and injury management. While not formally tracked, the frequency of these newsletters means our messages reached a substantial audience. Furthermore, our content received consistent amplification through weekly TIABC and various RDMO newsletters, further extending our impact across the province's tourism and hospitality sectors.

COR PROGRAM ADMINISTRATION AND SERVICES

go2HR continues to administer the COR program as the Certifying Partner for the Tourism and Hospitality industry through a variety of activities that promote:

- Communications and engagement
- COR registrations and certifications
- Internal/external auditor certification and maintenance
- Quality assurance and continual improvement

Communications and Engagement

External Communications and COR Program Promotion

Focused on raising awareness of the program and attracting new COR employers

- Laid groundwork for sector expansion by targeting unserved CUs
- Leveraged WorkSafeBC data to identify and prioritize outreach to large hotels and restaurant chains with notable lagging indicators
- Attended BOMEX Vancouver and ran an ad in BOMA Energy express to make connections and garner interest from unserved sectors such as cleaning, janitorial, and building management sectors
- Solicited feedback and testimonials from current COR employers to be used for program promotion to potential employers
- Created and revised COR webpages and promotional materials such as the unserved CU page, rebate calculator and revised program steps
- The registration page was revised to support an easier registration process for interested employers
- A detailed external social media strategy was developed to launch next fiscal year with targeted ads across Facebook, Instagram and LinkedIn
- Internal promotions reinforced program visibility with 264 social media posts about H&S and COR, as well as 69 e-blast/newsletters with an open rate of 31%
- A Google Ads campaign brought 102 users to the COR pages
- Regional HR consultants continued to promote go2HR COR & HSA services

Internal Communications and Employer Engagement

Support and engage current COR employers to maintain program participation and improve audit outcomes

- Achieved 100% program retention of current COR employers (65) for the year
- Provided ongoing support to COR employers through growing number of COR consultations provided to certified employers (95)
- Shared regular communications, including program updates, audit reminders, and key regulatory changes affecting the COR audit
- Ensured accuracy of contact information to support ongoing communications with employers

- COR employers were offered access to new initiatives such as the opportunity to participate in the PH&S Audit Pilot, have their JHSC gain direct access to go2HR health & safety support, and directly offered access to webinars such as first aid drill planning
- Follow up and feedback indicated high satisfaction with participation in the PH&S audit, and a growing interest in the topic with 132 PH&S specific outreach, engagement and consultation activities with COR employers
- COR employer testimonials have been and will continue to be revised to promote peer recognition and celebrate current COR employer achievements
- New audit resources continue to be developed to aid employers in completing their audits, such as a new interview tool, and revised scorecard
- Distributed a COR program experience survey to gauge COR employer satisfaction and identify opportunities for continual improvement within the program
- 42 COR audit action plans were reviewed for employers. These reviews allow us to provide tailored resources and support in completing actions identified following the audit

Key results

- **Significant increase in outreach and visibility** through multi-channel communications, including direct engagement, social media, newsletters, ads, and e-blasts
- **Stronger employer engagement** continual growth of COR consultations with both certified and non-certified employers
- **Increased uptake of resources** such as the COR Self-Analysis Tool, rising across the year following the launch of the COR preparedness page the previous fiscal year
- **Consistent positive employer feedback** with testimonials collected, satisfaction in the pilot program, and for the COR internal auditor training course
- **Continual Improvement driven by employer input** constructive insights gained through the COR Program Experience Survey directly informing future supports
- **Ongoing advancement of key initiatives such as the PH&S Audit** supported by inputs from participating COR employers and external auditors

Highlights

Targeted Outreach Campaigns

Data-informed outreach focused on large hotel and restaurant chains identified through injury and claims data analysis. While direct outcomes are still being tracked, this approach has coincided with early-stage interest and several new conversations with high-priority employers. This level of data analysis has allowed us to reach more targeted employers than in previous years.

In line with our goal of expanding sector representation, outreach efforts also extended to unserved areas; this broadened the programs reach and helped lay the foundation for future engagement with employers that have traditionally had limited exposure to COR. Participation and engagement with the Building Owners and Managers Association of BC (BOMA BC), has helped raised visibility with several unserved CUs.

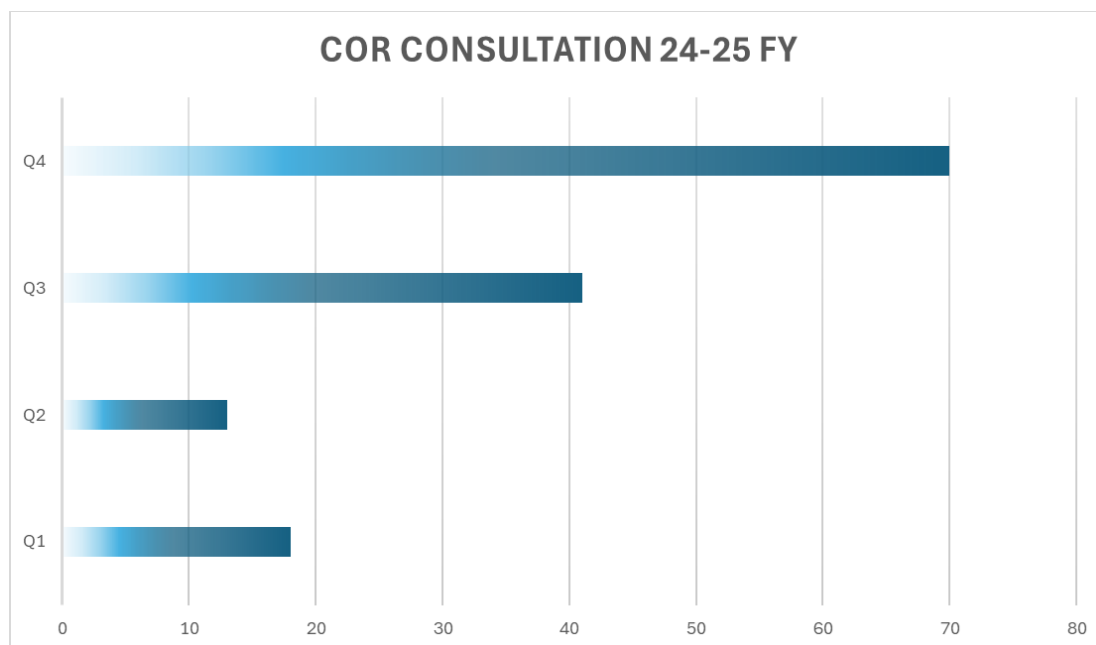
COR Program Promotion

We collaborated with a communications agency to elevate our digital advertising strategy for go2HR's COR program. We co-developed tailored campaign materials that speak directly to our niche employer audience. This campaign is structured to run intermittently throughout the fiscal year, aligning with employers' seasonal activity cycles for maximum relevance and impact.

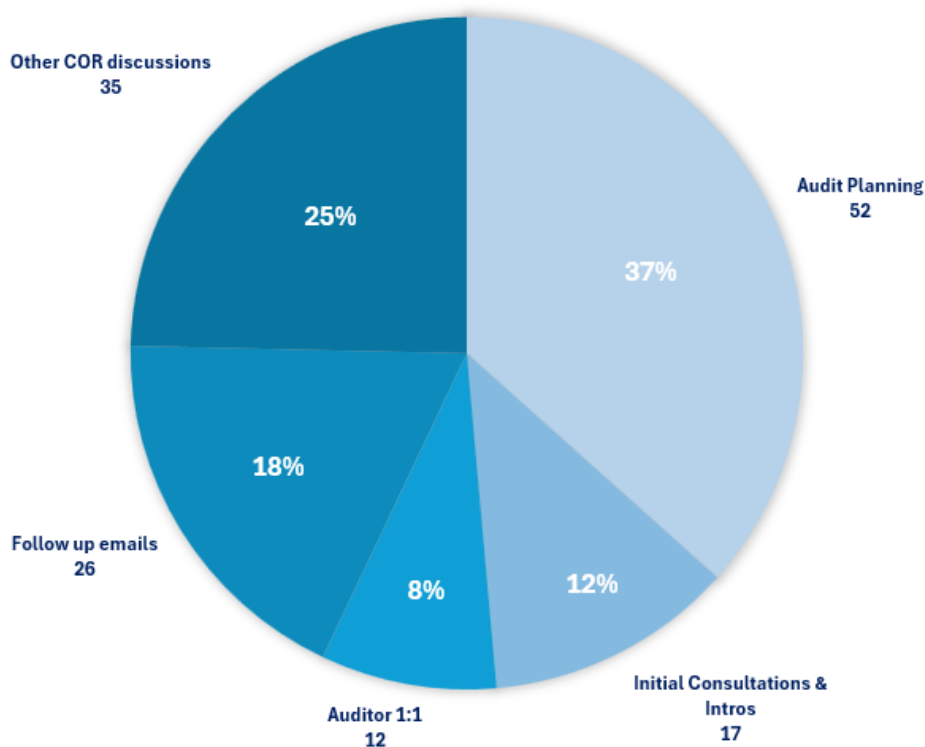
COR Consultation and Support

go2HR advisory services, including H&S, COR and PH&S advisory have seen continual growth throughout the fiscal year. For COR this reflects a strong demand for personalized service and sustained interest in the program. 1:1 support has become an increasingly important component of the COR experience, helping employers interpret audit results, address action plans and support them in planning their audits. Requests for COR consultation reached an all-time high of 70 in Q4 and 142 COR consultations over the year. We continue to support existing and prospective employers by offering these services.

The Corrective Action Plan review service, developed last fiscal year, continues to be an important avenue to support employers post audit. The review service has been well received with much positive feedback shared by employers. As part of this service, employers received: targeted resources, training recommendations, contextual insights offering clarifications around audit questions and findings, in addition to follow up consultation where needed.



COR Consultation Breakdown



Psychological Health and Safety Audit Pilot Program Development

This year marked significant progress in the development and piloting of the PH&S Audit Program, a key initiative aimed at supporting employers in addressing the psychological factors impacting workplace health and safety. Following the first pilot conducted last fiscal year, the audit tool was further refined to support ease of use, reduce redundancies between this tool and the COR audit tool, and to enhance integration of PH&S as an overall aspect of H&S, rather than a standalone topic. Six employers participated in the pilot, sharing very positive feedback following.

PH&S audit training materials were developed, and three external auditors were trained on the use and application of the new audit tool. Collaboration with external auditors provided technical feedback on the tools structure, scoring, and implementation feasibility, contributing to its refinement and future scalability.

COR Registrations and Certifications

Strong efforts to support awareness of and engagement in the COR program has continued throughout the year, with some momentum built in relation to COR registration figures. However, ongoing uncertainty surrounding the future of COR impacts employer commitment to proceed to COR certification.

During the fiscal year, a total of 10 new employers registered for the program, falling short of our target but showing an increase in registrations compared to the previous year. Four additional employers are expected to register early next fiscal year and four employers who had inquired about the program were referred to another CP due to CU alignment. 13 initial COR consultations, and 22 follow ups with COR leads were provided. This year, one employer achieved COR certification.



Highlights

Several prominent multi-site restaurant chains have booked a COR consultation or registered into the program early in Q1 of the new FY. This indicates growing recognition of the COR programs value with high-visibility employer groups.

New registrations more than tripled year over year increasing from 3 to 10. We hope to see some more traction with conversions to actual COR certification.

SECOR we have seen more initial engagement in SECOR among small employers this year. Of the 10 new registrations, 4 are SECOR employers, which is encouraging.

Auditor Certification and Maintenance

Internal Auditors

Throughout the year, 4 internal auditor training sessions took place with a total of 23 attendees. 23 new internal auditors were officially certified by completing training and a successful student audit. 83 COR and SECOR certified existing internal auditors maintained their status by participating in maintenance audits and completing a declaration to show ongoing professional development. We continue to ask all certified internal auditors to complete an annual online declaration to report their continuing professional development and auditing involvement. Internal auditors ongoing development is supported by go2HR training offerings.

External Auditors

The total number of certified external auditors at the end of the fiscal year was 8. 1 external auditor retired in November of 2024. The external auditors are based across the province and conducted certification and recertification audits in various locations throughout the course of the year. External auditors are requested to submit an annual auditor declaration to report on their auditing activities as well as their continuing professional development.

Quality Assurance and Continual Improvement

Quality Assurance activities

Quality Assurance is a critical component of the COR program, including quality assurance of audits through QA, auditors through EAQA (CPIVA), and COR employers through the WIVA process.

go2HR is committed to ensuring that each audit undergoes a thorough, independent quality assurance review. 100% of all COR audits underwent QA.

In an ongoing effort to ensure high quality service from external auditors, a quality review of one external auditor was carried out during the year (EAQA). This involved an onsite visit and the completion of a report with feedback provided to the external auditor.

1 WIVA was conducted this fiscal year as directed by Partners Program and was shadowed by a Partners Program IPS. WIVA planning for next fiscal year began early to accommodate the 5 accounts selected.

Continual Improvement through Stakeholder Feedback

To support ongoing program improvement, the following surveys were conducted:

- **COR Program Experience Survey** captured feedback from employers regarding their experience in the program, support and service provided by go2HR, and how the COR program supports their H&S goals
- **External Auditor Survey** focused on employers' experience with the auditor throughout the audit process, including professionalism, communication, and clarity of audit findings

- **Internal Auditor Training Survey** gathered input from training participants to evaluate the quality, relevance, and effectiveness of internal auditor training sessions
- **PH&S Pilot Employer Survey** to capture employers feedback on participation in the pilot, feasibility of conducting it in conjunction with the COR audit, and how beneficial employers found the feedback provided following the PH&S audit in improving PH&S in their workplaces
- **PH&S External Auditor Survey** Collecting insights from the auditor perspective on the PH&S audit tool, questions, training delivered to them, and if they feel the tool, based around WorkSafe's **PH&S framework adequately captures the intent to support employers in creating psychologically safer workplaces**

Highlights

Employers are proud of their COR achievements and very satisfied by the level of support provided by go2HR as a CP

There is a growing interest in psychological health & safety from COR employers evident by employers' participation in the pilot program, requests for PH&S support, and interest to learn more

Internal Auditor Students appreciate the delivery of the training and subsequent support provided by go2HR to complete student audits

ACKNOWLEDGEMENTS

We would like to acknowledge and thank WorkSafeBC, as well as members of our Health and Safety Advisory Committee, our industry partners and go2HR's Board, who have remained supportive and highly engaged throughout the year.

APPENDIX 1 - INDUSTRY HEALTH & SAFETY AND COR PROGRAM PERFORMANCE MEASURES

Program	Metric	Target 2024-2025	Actual 2024-2025
IHS	All Health and Safety webpage views	55,000	70,322
	Health and safety resource downloads	18,000	10,874
	Safety Basics landing page views	1,300	2,305
	Safety Basics Assessment Tool completions	80	64
	H&S Advisory Committee meetings	4	4
	Presentations and webinars	4	38
	Initial employer outreach	No target	735
	Health and safety consultations	100	381
	Health and safety content in newsletters	4	150+
	Health and safety eblasts	12	69
	Social media posts	12	217
	Health and safety articles in partner publications	4	6
	Safer Spaces Course enrolments – both courses	800	865
	CCOHS courses - enrolments	No target	392
	WHMIS 2015 - enrolments	No target	460
	OHS Program Fundamentals - enrolments	No target	694
	Safety Basics Orientation Course - enrolments	600	1,557
	People Working Well Mental Health Training - enrolments	No target	1,401
	Joint Health & Safety Committee – enrolments	250	516
	Workplace Inspections & Incident Investigations	No target	5

Program	Metric	Target 2024-2025	Actual 2024-2025
COR	ALL COR page views	2,500	5,590
	New employer showcases articles published	6	2
	New COR/SECOR Registrations	18	10
	New COR/SECOR Certifications	7	1
	WorkSafeBC Initiated Verification Audit (WIVA)	2	1
	QA reviews conducted by certifying partner	100%	100%
	Number of new COR internal auditors trained	30	23
	Number of active COR internal auditors	78	106
	Number of Large COR Certified Employers	100% retention	100% retention
	Number of Small COR Certified Employers	100% retention	100% retention
	Total number of COR employers	75	65
	Correction Action Plan (CAP) reviews completed	20	42
	Total number of COR Consultations	20	142
	Total number of targeted outreach emails/eblasts sent	No Target	277
	PH&S outreach, engagement and consultation activities COR employers	No Target	132
	PH&S Audit Pilot Participation	No Target	6
	Total responses from COR Satisfaction Survey	20	13