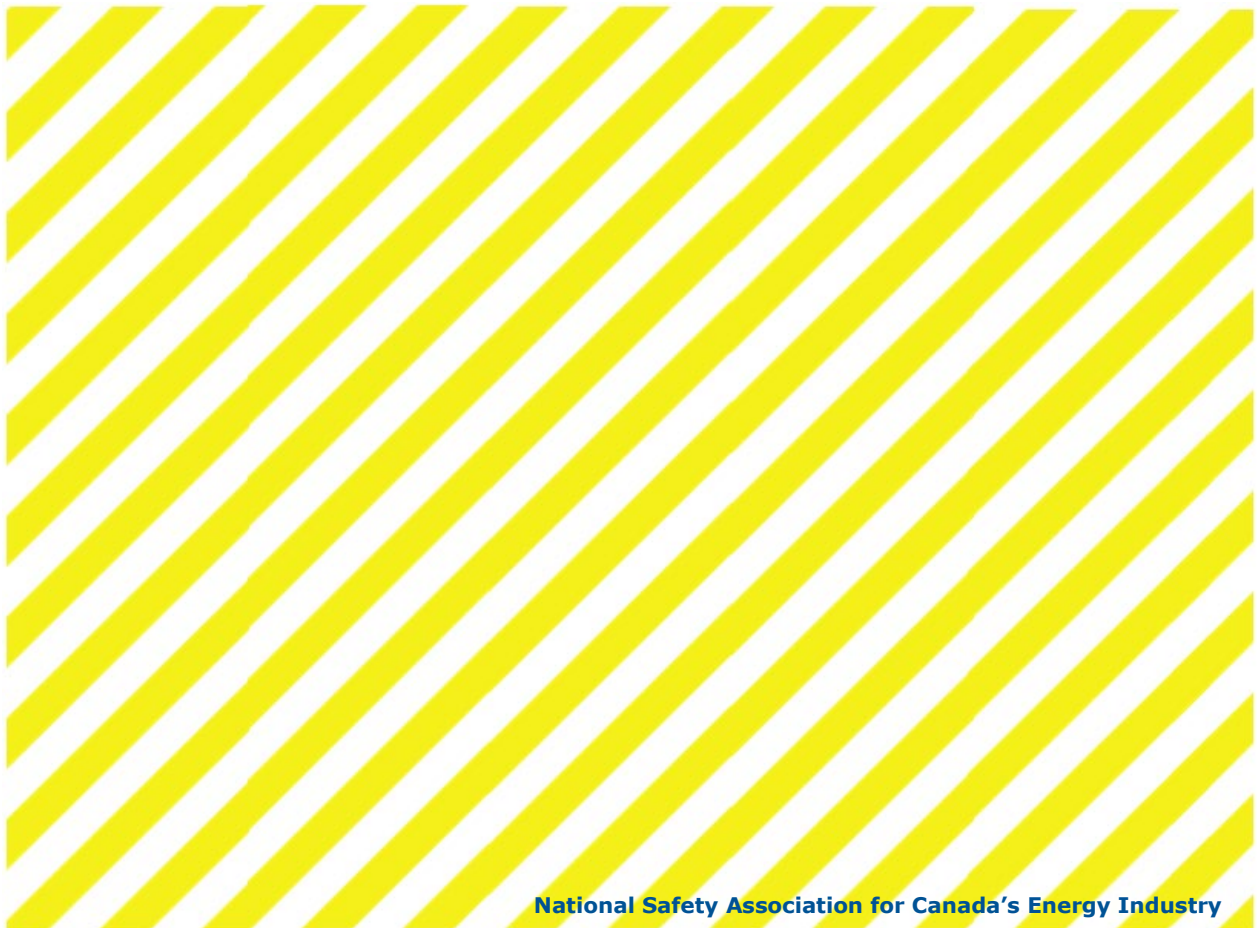




2023 COR PROGRAM REPORT TO WORKSAFEBBC

March 29, 2024



National Safety Association for Canada's Energy Industry



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1.0 EXECUTIVE SUMMARY

Energy Safety Canada's (ESC) Safety Audits and Certifications (SA&C) department is pleased to present the following report highlighting the achievements of the Certificate of Recognition (COR) service delivery for British Columbia (BC) in 2023.

2023 highlights from ESC's COR program in BC include:

- 24 external auditors
- 15 internal auditors
- 379 companies with an active COR status (17% increase compared to 2022)
- 160 companies with an active SECOR status (22% increase compared to 2022)
- \$2,916,634.61 issued in WCB rebates for 2022 through WorkSafeBC's "Partners in Injury and Disability Prevention" program

In 2023, resources were dedicated to five primary areas:

- Development of COR Audit Software Tool
- Development of SECOR Audit Software Tool
- Update of Hazard Management Resources
- Delivery of Workshop Program
- Delivery of Outreach and Communication Plan

ESC also participated in WorkSafeBC's COR Proof of Concept, completed assigned WorkSafeBC Initiated Verification Audits (WIVAs) and evaluated results. Detailed information can be found in the WSBC OSAR, WIVA and Auditor Decertification Summary Report.

- BC OSAR
 - 5 conducted; 1 deferred to 2024
- WIVA
 - 7 completed; 1 WCB account changed, marked as noncompliant.

In 2024, ESC remains committed to providing support and resources to BC employers and auditors to facilitate ongoing improvement of health and safety programs.



2.0 2023 KEY OPERATIONAL ACCOMPLISHMENTS

2.1 ENGAGEMENT & WORKSHOP PROGRAM

ESC developed and delivered the following workshops to auditors and employers in 2023:

Workshop Title	# of Sessions	Total Participants	BC Participants
New COR Audit Software Awareness	3	180	20
Formal Hazard Assessments Workshop	5	36	15
SECOR 2023 Updates	1	23	0
Program Support Sessions	~75	-	33

*Other sessions held did not have any BC registrations—including Action Plan and SECOR software updates.

Note: One (1) formal hazard assessment workshop was cancelled due to forest fires.

2.2 TOOLS & RESOURCES

The following tools and resources were developed and implemented in 2023:

- Updates to the 2023 SECOR Protocol guidance instructions for internal reviewers and small employers
- [Hazard Assessment Resources](#)
 - Energy Wheel icon
 - Energy Wheel microlearning
 - Templates
 - Standardized risk matrix
 - Energy industry-specific Formal Hazard Assessment examples
- On-demand webinars on key areas of the small employer program
 - [COR Audit Registration Process](#)
 - [New COR Audit Software Training](#)
 - [Action Plan Submission](#)

2.3 OUTREACH & COMMUNICATION PLAN

ESC’s annual communication plan includes targeted email communications and social media posts. In 2023 ESC delivered over 75 communications over a variety of categories:

- Website resources updates (hazard management resources)
- Workshop and webinar sessions
- Audit due date reminders
- New audit software updates and instructions

All communications are posted to the [COR News](#) webpage.



COR Digital Ad Campaign

From October to December 2023, ESC ran a digital COR campaign with the intent of building awareness of ESC's COR program among BC stakeholders. The campaign saw 15,143 impressions with a 0.49% click-through rate from those who opened the ad.

Targeted audiences included:

- BC and Alberta oil and gas executives
- ESC-supplied, targeted BC employers
- BC oil and gas health and safety roles

Deliverables included:

- Health check quiz
- Digital ads
- COR landing page on ESC's website
- Ad management on LinkedIn

Ad 1: October



Ad 2: November



Ad 3: December



Examples from the COR digital ad campaign



2.4 AUDITOR ACCOUNT MANAGER PROGRAM

The Auditor Account Manager program provides a variety of support to auditors including:

- Relationship building
- Consistent audit review results
- Priority reviews
- Semi-annual individual meetings (allow for exchange of ideas and suggestions related to audit standard and tool)
- Mentoring opportunities

Candidates for the Auditor Account Manager Program are selected based on the following criteria:

- Students in the 5-day Certified Health and Safety Auditor Course (Focus for 2024)
- Conduct 6 or more audits per year.
- Conduct large complex audits as lead auditor on a regular basis.
- Had multiple corrections in a single audit.
- Required multiple cycles to correct deficiencies identified through quality assurance (QA) review.
- Identified through the complaint process.
- Self-nominated through sign-up during 5-day auditing course
- Identified through the On-Site Audit Review (5) and WorkSafe BC Initiated Verification Audit Process (7).

Formal meetings were held with each auditor to receive their feedback on the audit process and discuss any QA issues in the audits they conducted. These meetings provide opportunities for coaching and positive feedback on auditor performance.

The results were documented in a tracking system and follow-up meetings will be scheduled to bridge auditor competency gaps, ensure auditors' progress, and continue building relationships.

The Auditor Account Manager program will continue in 2024 and will include student and new auditors.

2.5 ESC STRATEGIC OBJECTIVES

Building on its previous Strategy Articulation Map (SAM) that provided organizational guidance for the past five years, ESC developed SAM 2023-2027 (see Appendix A).

Referencing the 2024 Funding Application Workplan, the SA&C department will continue focusing its operational activities on supporting ESC's strategic objectives. The COR program touches on each of the 4 objectives, but its activities fall primarily into the category of Support Employers to Improve Safety Performance.



3.0 BC COMMITTEES

ESC receives direction and guidance on the COR program from the following committees:

ESC BC Advisory Committee

The ESC BC Advisory Committee met 4 times in 2023. Comprised of representatives from the 5 major energy industry associations¹, local employer representatives and ESC staff, the committee delivers industry recommendations on performance improvement and enhancing safety culture. Members collaborate to provide strategies to meet the expectations and challenges facing workers in BC's energy industry.

COR Standing Committee

The COR Standing Committee engages ESC's industry associations and governing bodies to receive strategic updates on the COR program and provide feedback on COR audit protocol. Revisions to the protocol may be required as a result of stakeholder feedback or changes to standards for provincial governing bodies who oversee Canada's COR program. This committee met 4 times in 2023.

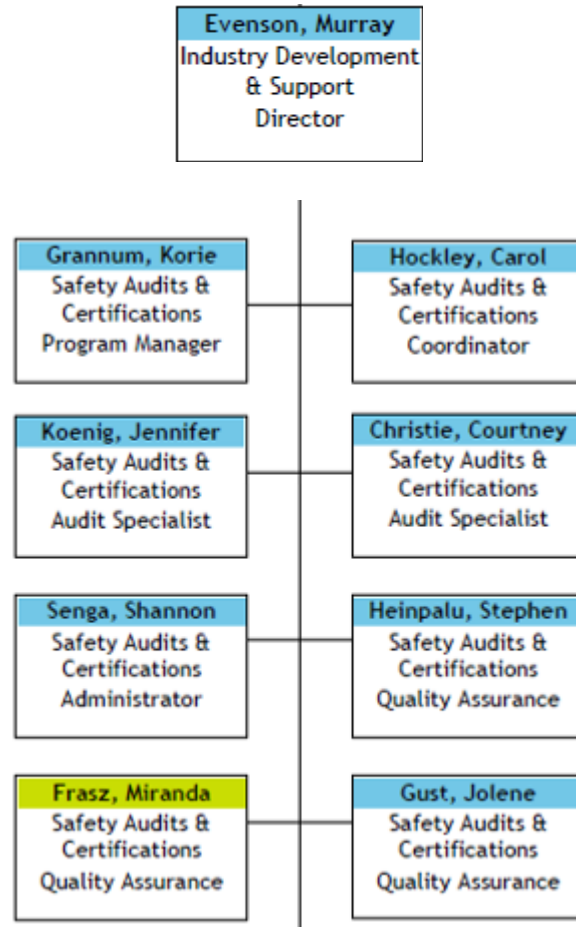
4.0 PRIORITIES FOR 2024

The following actions and programs are planned for the coming year:

- Audit software enhancements
 - Offline capability
 - Action Plans
 - SECOR external audit
 - COR QA
 - Tool enhancements
- Conduct auditor/employer workshops and webinars
- Increase marketing activities targeted at non-COR holders in BC
- Develop and implement a COR Program Updates Communication Plan
- Maintain the Auditor Account Manager Program
- Complete assigned WIVAs and evaluate results
- Redesign and implement ESC website including a Common Body of Knowledge
- Pilot a new auditor support service

¹ Canadian Association of Energy Contractors (CAOEC); Canadian Association of Geophysical Contractors (CAGC); Canadian Association of Petroleum Producers (CAPP); Explorers and Producers Association of Canada (EPAC); Energy Services Canada (Enserva)

5.0 SAFETY AUDITS & CERTIFICATIONS DEPARTMENT STRUCTURE



■ Full-time employee

■ Term employee



6.0 2023 FINANCIAL STATEMENT (UNAUDITED)

COR Revenue & Expenses (12 months)

Revenue	Budget	Actual
WorkSafe BC Funding	573,438	\$573,438
Other Revenue		
Total Revenue	573,438	\$573,438
Expenses		
Salaries - Head Office Support	340,194	234,105
Salaries - Direct	-	
Benefits - Head Office Support	74,337	
Benefits - Direct	-	
Consultants & Contractors	47,000	
Legal Fees - H.O. Allocation	1,000	
Advertising	-	
Board Expenses	-	
Building & Services - H.O. Allocation	3,838	
Communications	-	
Conferences & Conventions	500	
External Events & Meetings		
Furniture & Equipment		
Leasehold Improvements		
Office Supplies		0
Property Taxes & General Insurance		0
Publications	9,069	10,027
Rent - Office - H.O. Allocation	-	20,000
Technology	75,000	67,715
Training - Staff	-	0
Travel	2,500	2,628
Miscellaneous	-	0
	573,438	430,934

APPENDIX A: STRATEGY ARTICULATION MAP 2023-2027



Strategic Objectives	Safety Centre of Excellence	Support Workers to Work Safely	Support Employers to Improve Safety Performance	Communications & Engagement
	<ul style="list-style-type: none"> Thought leadership and change agent to improve workplace safety The go-to source for safety expertise with the necessary skills, resources, and network Maintain a common body of knowledge on matters of personal safety, process safety and worker well-being Support and promote research on emerging models that drive improved safety outcomes Collect, analyze and synthesize industry incidents and data to identify trends, derive meaning and guide interventions Cultivate a global network of partner organizations and industry experts to deepen impact and alignment Facilitate collaboration across industry amongst owner/operators, service providers, regulators, trades and labour 	<ul style="list-style-type: none"> Fit-for-purpose training, resources and tools that are easy to access and adopt Enable worker mobility across sites through standardized training and verifiable digital credentials 	<ul style="list-style-type: none"> Identify opportunities for standardization to reduce complexity and increase efficiencies Reliable and easy-to-use system for worker identification and credential verification for ESC students Drive safety management capability by developing and sharing resources, programs and tools Facilitate safety management system assessments through a national Certificate of Recognition program Targeted direct support to companies to identify system gaps and opportunities to improve safety performance Facilitate focused Communities of Practice to engage, share learnings and exchange best practices Support companies to attract and retain a skilled and productive workforce through research and resources that increase awareness and understanding of the energy industry and its career opportunities 	<ul style="list-style-type: none"> Ongoing, regular communication with stakeholders to support a positive and recognized brand for ESC and industry Engage in marketing and public relations activities with industry-wide presence and worker focus Host conferences and events to facilitate knowledge transfer and enable global networking Support regulatory change to promote standardization and improved workplace safety performance