

Alberta Occupational Safety Auditors Association

Topics

- Message from the Chairman
- Update on the June Workshop

Individual Highlights:

Limited Scope Audits	2
Canada HSE	2
Partnerships	3
AAC Update	4
AMHSA Update	4
ENFORM Update	4
Interview Skills	5
Mentoring Article	5
About AOSAA	6

Message from the Chairman

Welcome to the third edition of the Alberta Occupational Safety Auditor's Association newsletter. Hopefully your summer has been pleasant and safe. I'm sure you're all rested up for a sprint to the proverbial finish line and have all your audits and reports completed by the end of the year!

In this issue we will provide summaries of the presentations that were given at our last Workshop on June 5, 2008. This will, once again, allow those members that were not able to make the Workshop to receive feedback on the topics and any discussion that occurred.

We will still like to encourage any member that would like to write an article for the newsletter to submit them to our volunteer editor, Shannon Bolger. Shannon's contact information can be found at the back of this issue.

Looking forward, our Executive Committee will be meeting in early September to work on our planning for the next Workshop. We are still debating the merits of having two Workshops per year or just one two-day session. We are also entertaining different ideas on future Workshop presentations and topics of interest. As always, if you know of an interesting topic or presenter, please contact myself or Laurent St. Louis for inclusion in one of our future Workshops.

We will also have our Executive Committee elections this fall. We will have three positions up for election. If you are interested in sitting for a two-year term on our Executive, please let me know as I will be accepting nominations up to the end of October.

By now you have also received a copy of the correspondence we received from Rob Feagan with Partnerships. Rob is seeking our input into the new Partnerships element for Contractor Management. Please submit your comments on the standard to myself prior to September 17th so that I may forward them to Rob and his committee.

So please take a few minutes to read our third issue of The Auditor. As always, we would appreciate any constructive feedback on content, layout, etc. and hope that this newsletter can help with our communication efforts within our Association.

Dennis Bolger, P. Eng., CRSP, CHSMSA

“The founders of this association believe that as the Partnerships in Health and Safety program continues to grow in Western Canada we will see a growth in the auditing profession.”



“It is only appropriate that we develop professional, competent and ethical auditors to complement this growth.”

Limited Scope and Post-Fatality Audits

Crystal Moss opened up the morning of the June 5th Workshop with a presentation on Limited Scope and Post-Fatality Audits. Explaining the differences between Certifying Partners, she informed the attendants about the timing of Limited Scope audits, who may be called to do them, and the specific differences that separate these types of audits from regular Safety Management System Audits. Crystal expressed the problems with Limited Scope and Post-Fatality Audits related to pressure on the Auditor to pass the company. There is more scrutiny by the Certifying Partners related to these audits.

For more information on Limited Scope and Post-Fatality Audit parameters, please contact your Certifying Partner.



“The Canadian HSE Registry enables contractors and their clients to streamline and simplify the process of collecting and managing the information required to pre-qualify contractors, mitigate risk, and monitor and improve health, safety and environmental (HSE) indicators.”

Canada HSE Registry

Cal Fairbanks from the Canada HSE Registry was on hand to discuss the origins of Canada HSE and their current purposes. The goal of Canada HSE is to provide Contractor Information Management to companies in order to pre-qualify their suppliers. Cal is an advocate of the importance of safety and sees the Canada HSE Registry as a tool to assist the COR program.

The four current items producers want information on are WCB Numbers, Insurance Information, Certificate of Recognition and Safety Statistics. The Safety Questionnaire that companies fill out includes a number of questions that are intended to verify what a company has in place. This questionnaire is a combination of Industry Standard information and company specific information.

Cal explained the annual membership fees and described the entire process a company would go through on the Registry from initial set up to inputting data to tracking their data.

Users are set up within companies based on their roles. This allows companies to set up what information people are allowed to see, depending on their role within the organization.

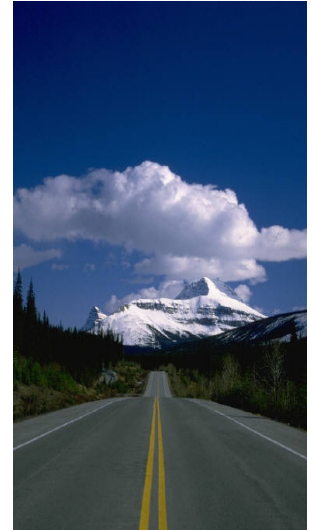
A contractor has the option of making their profiles public or to only share their data with an approved list of producers.

Cal answered a number of questions regarding Canada HSE and the comparisons of the registry with ISNetworld. He also addressed the fear that some have that these registries will negate the need for an auditor to go out by saying that is not the purpose of Canada HSE. He was interested in the idea of having an auditor verify the information the registry is given. The members present felt the session was informative and interesting.

Partnerships Update

Rob Feagan and Ian Hooper from Alberta Partnerships were on hand to give the members an update on several issues. An overview is provided below.

1. New Sampling Criteria - Introduced in September of 2007, the final implementation is expected to be January, 2009. They are looking at the implementation by the Certifying Partners to ensure there is no confusion in the future.
2. Auditor Training Exam Standard – Implementation must be by January, 2009.
3. Audit Review Standard - There were initially significant differences between Certifying Partners when it came to Audit Reviews. There is now one standard that must be followed to ensure consistency.
4. Health and Safety Program Building Standard - Implementation is January of 2009. This will be a base standard that will need to be met, although it can be modified to suit the different industries.
5. Code of Ethics - The Code of Ethics is almost finalized. Ian went through the Code of Ethics with the present members and explained the entire process it has gone through to its current form. The individual points within the Code of Ethics were also explained and he encouraged our members to comment on and ask questions regarding the content he went over. Several of the recommendations that were provided by AOSAA have been taken into account, including separating Auditor discipline for the Code of Ethics and Auditor performance issues.
6. QA Audits - QA Audits will be performed on the Certifying Partners and the results presented to their Board of Directors.
7. Contractor Safety - A sub-committee has been formed and they are considering adding an element on contractor safety. There will be more emphasis on orientations for contractors you work with.
8. Road Safety - There has been a push for road safety in the last few years, as almost half of work fatalities are from vehicular accidents. It will not be an element but it will be highlighted within the training section and added to the Auditor Training to encourage awareness of road safety.
9. Standards Canada – Z1000 has been looked at by Partnerships. There is currently one Certifying Partner interested in being a certification body for CSA Z1000 and 18001 audits. Partnerships is close to reciprocity with both BC and Saskatchewan to recognize a COR between the provinces. They are also in talks with WSIB in Ontario who are working on a pilot project for all employers in industries. Talks are progressing between Partnerships and PEI as well.
10. Targeted Promotion – Aimed at individual sectors not involved in the COR program right now, including retail, etc.
11. Performance Measures – It is difficult to measure COR holders. They are put on the list of targeted employers if they are 2 ½ times worse than the provincial average for disabling injury rates. This is difficult for some industries depending on if they are in high risk occupations.
12. On-site Audit Review – It has been proposed to conduct re-auditing of audits that have been done. This will not be a discipline tool for now, but more to look at the processes and trends among auditors and roll back into the training programs.
13. COR Audit Falsification – Partnerships is aware of some unethical practices being performed, including using other company CORs to bid on jobs, falsifying COR dates for bids, and cutting corners by auditors.



Partnerships
IN HEALTH AND SAFETY

“Partnerships in Health and Safety promotes health and safety through partnerships with safety associations, industry groups, educational institutions and labour organizations.”



AAC Alberta Chapter Update

Auditing Association of Canada
L'Association canadienne de vérification



Dennis Bolger provided the members with an update on behalf of the Auditing Association of Canada Alberta Chapter. He presented an overview of the AAC and the formation of the Alberta Chapter and discussed the upcoming workshop the AAC will be holding in October. For anyone interested, the AAC workshop information is contained at the back of this newsletter.

AMHSA Update



"The Alberta Municipal Health and Safety Association (AMHSA) is a non-profit association. Their mandate is to help Alberta municipalities manage health and safety for their staff, so that the risk of injuries is reduced, as are the associated costs."

AOSAA was pleased to have Jim Moroney, the Executive Director of the Alberta Municipal Health and Safety Association as a guest at the June workshop. He explained the purpose and direction of the AMHSA and gave an overview of the criteria to become an external auditor for them. They don't have a lot of external auditors now, as they are primarily peer audited, however in 2007 they certified 62 new auditors to bring their numbers to 447 active AMHSA auditors.

Jim believes auditing is the cornerstone of health and safety and actively promotes interest and involvement in auditing. The principal driver for a COR in the Municipalities currently comes from Senior Management, Council and safety professionals on staff as a COR is not required for contracts. The result of this push is that 90% of municipal employees work for an organization that is covered by a COR.

One of the goals of the AMHSA is to maintain their auditor numbers and ensure the quality of both their auditors and audits. They encourage mentorship for new auditors and would like to simplify the process for auditors. This is assisted through a number of methods to ensure their auditors are aware of updates and are receiving communication in a timely fashion. These include their internet site, their newsletter and auditor letters that are sent out to the auditors on their list.

Jim discussed several of the issues that are affecting them at the moment, including issues with auditors and the audits they receive. He ended his update with a call for questions and was positively received by the members who were present.

Enform Update

Grant Pelletier from Enform was present to discuss Auditor Training and Certification. He updated our members on the revisions to the five day Auditors Course to ensure it meet the new Partnerships Standard. Their intent is to better prepare student auditors. The exam will only include the Partnerships training standard, although the course will have other information for students. It is expected that the course will include a combination of hands on exercises, videos on interview techniques, sample documents and exercises on observation skills.

The existing Petroleum Industry Auditing Seminar is expected to be rolled into the five day Auditors Course, as it is good information for all auditors to know, both external and internal. The first pilot for the new course will be in October.

Grant ended his session with a recommendation for individuals to visit the Auditor Support Site for up-to-date information.

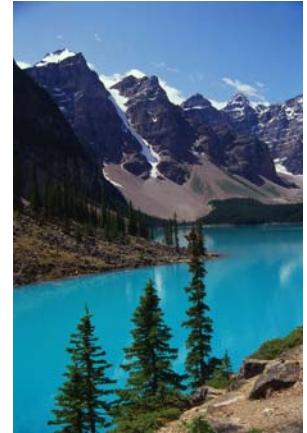


"As the Safety Association for the upstream petroleum industry in Alberta, Enform serves as the Certifying Partner under the Partnerships Program."

Interview Skills Workshop

Wally Cook from Kestrel Resources Ltd. ended the day with a great workshop on Interview Skills. He divided the members in attendance into three groups and provided them with background information on a COR audit the teams would be performing on a small sawmill company. The teams were asked to develop an Interview Plan that they would use in an interview as part of the audit. Once each team was ready, they were provided with an Interview Participant who had been coached on their responses. The teams conducted the Interviews and were asked to rejoin as a whole for a debrief to identify the obstacles in getting responses, and discuss possible techniques that were useful in obtaining answers.

The attending members came up with several great ideas for dealing with problematic interviews and were able to leave with key learnings to consider for future audit interviews.



Mentoring and Giving Back by Shannon Bolger

As someone who is new to the world of auditing, I am often tasked with understanding concepts and ideas that I was previously unfamiliar with. Each new course or seminar I attend seems to bring with it a number of different ways to accomplish the same thing. Safety, and auditing in particular, can be a very multi-dimensional profession. There is more than one way to conduct an investigation, develop a program or monitor the effectiveness of a program's implementation. With all these different ways to approach safety, how can a newbie to the industry find out what works for them? How do they know which techniques will work and which ones will set them back?

As an auditing neophyte it can be frustrating to be aware of your lack of knowledge. When conducting an audit, there are many factors to consider and it takes time and practice before an auditor is fully able to conduct each audit consistently.

No one starts out with 20 years experience in this business. It takes time to be able to reach a point in your career where you have gained the respect of your colleagues and have faith in your abilities and knowledge of safety issues. Practical work experience and theoretical knowledge, supplemented by tips and tricks from other safety people, add up to creating a person who is very conversant with every aspect of safety. Most professionals that have reached this point in their career will be able to tell you the individuals who helped them on their journey. Often, you'll hear about instructors from courses that were particularly beneficial, or other colleagues that helped plant the seeds for new ideas about accident investigation techniques or observation skills. Sometimes it was a former boss, or an expert in the safety profession that encouraged them to learn. For a very lucky few, they may be able to point to a mentor who personally helped guide them to where they are now.

I'm currently being mentored, and I know I'm a better safety professional because of it. My mentor has provided me with the results of his experiences, and has helped me define my career goals to suit the person I am. We are all individuals, so it only makes sense that we will all have different approaches to safety. I've been fortunate to be able to learn from a number of other safety experts, and this has supplemented the information I've received from my mentor. There is so much knowledge among the safety professionals working today, and it would be a shame if they left the business without imparting some of that wisdom to others. By learning from them we can all become better at our jobs.

On the other side of things, mentoring someone new to the industry can be a very rewarding challenge. It allows you the opportunity to impart some of that wisdom and experience you've gained over the years. One of the biggest reasons I've heard for why professionals don't mentor is that they simply don't have time for it. Mentoring someone the right way takes time, there is no doubt about it. Time that you aren't being reimbursed for monetarily. However, volunteering your time to help enrich the education of someone else enables you to leave your mark on the industry when you retire. It guarantees the next generation of safety professionals is able to focus on quality issues and it ensures that safety is continually regarded as an essential occupation within every industry.

One of the benefits of organizations such as AOSAA is the ability to bring together individuals with such different backgrounds. Those new to the industry are able to mingle with those who have been instrumental in growing the industry to what it is today. As safety becomes more populated with competent, knowledgeable safety professionals we can all share in the prestige of this occupation. I challenge you to consider giving back to the profession that you've chosen as your own, and decide for yourself what your rewards will be. In the end, you might just surprise yourself.

**ALBERTA
OCCUPATIONAL
SAFETY
AUDITORS
ASSOCIATION**

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We're on the Web!

*For more information
or to join the association
please visit us at:*

www.aosaa.ca

Upcoming Workshops

Audit Program Development and Improvement Workshop Presented by the Auditing Association of Canada (AAC)

October 28th - 7:30 am – 12 pm

At Blake, Cassels & Graydon LLP, # 3500, 855 Second Street SW, Calgary

Workshop overview:

The workshop covers all aspects of audit programs, including how auditors and management can work to develop the audit program, implement the program and provide feedback and enhance risk controls. You can gain additional insight for audit program development and implementation and learn some new and effective tools for a successful audit program (I am the auditor and I am here to help! It should be a truism.).

Who should attend? – Internal and External Auditors, Audit Managers, Health & Safety and Environmental Managers and Practitioners

Cost: AAC non-members \$225
AAC members \$175

Contact execdirector@ceaa-acve.ca for more information.

About Our Organization...

The Alberta Occupational Safety Auditors Association is a professional organization dedicated to the development and professional practice of health and safety auditing. It is the goal of the association to become the voice of the health and safety auditing profession with membership from across the province and representing all industries.

The Association's mission is to enhance the practices of safety auditing by creating a provincial forum and organization to advance ideas, procedures and member interaction.

The Association's primary objective is to promote the health and safety auditing profession, not only in Alberta, but across Canada.

Executive Committee

Chairman - Dennis Bolger, P.Eng., CRSP (Benchmark Safety Inc.)

Vice-Chairman - Al Thurston, CSP, CRSP (Transcanada Pipelines Ltd.)

Secretary/Treasurer - Laurent St. Louis (Sword Energy Inc.)

Director - Richard Hart (Shell Canada Limited)

Director - Wally Cook, P.Eng., CRSP (Kestrel Resources Ltd.)

Director - Mark Halliwell, CRSP (Rife Resources)

Director - Crystal Moss, CRSP (Nordic Safety)

The Auditor newsletter is designed and edited by Shannon Bolger.

Would you like to write an article for **The Auditor**?

Questions or comments about the newsletter may be directed to the editor at: sbolger@benchmarksafety.com

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Where Safety Starts.