

Alberta Occupational Safety Auditors Association

Topics

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- Update on the June Workshop
- Safety articles and products

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Message from the Chairman

I trust that you have all had an opportunity to rejuvenate with some summer activities or downtime. I have a few items to share with you as we move into the balance of 2009.

- **Workshops** – From the survey conducted earlier this year, you indicated a preference for workshops to run twice a year as has been our practice. Your board will be developing the agenda for January in the next two months. Please provide suggestions for presenters, presentations or case studies to me so that we can consider and incorporate them into the next workshop.
- **BC. Construction Safety Council** - We are still awaiting a formal response concerning our offer to work with them (memorandum of understanding) in promoting quality H&S auditing in B.C. Expect an update for the next newsletter.
- **BSP Audit Revision** - We are pleased that AOSAA has been asked to participate in a working committee to review the draft of the next version of the BSP. The association's good work from the past has set the stage for our involvement in the refinement of this auditing tool. Enform has an aggressive timeline of review and forwarding to Partnerships for approval by year end. The plan is for a series of meetings the first of which occurred the week of August 17th. Laurent from our board of directors attended on our behalf and a game plan for moving forward was developed at that time. It is our intention to use our board of directors as a sounding board for the proposed audit, providing input to Enform's committee through Laurent or an alternate.
- **Partnerships Performance Measures** - I continue to participate on the Partnerships committee defining performance measures for the program. The measures will include lagging and leading indicators of the program's performance.
- **Auditor Mentoring** - There has been some interest expressed in working on ways to grow and develop auditors. I will call this a version of mentoring people in the process of auditing and evaluating H&S programs. This interest is not only from within our membership but also from some within the Certifying Partner community. We will be discussing the possibilities as part of the board's action planning process.
- **Partnerships 20th Anniversary** - On behalf of AOSAA I attended Partnerships 20th Anniversary celebration and re-branding held at Heritage Park in Calgary in June. We received an updated AOSAA Partners Certificate.

Thanks again to Shannon for her efforts in assembling the newsletter. I look forward to seeing you and a guest (keep spreading the word) in January.

Wally Cook, P. Eng., CRSP, CHSMSA

Enform Update



Lloyd Harman, VP, Safety Services, was present to provide us with an update on Enform. Lloyd started by stating their prime directive is to facilitate the continued reduction of injury and illness in the Canadian Oil and Gas Industry. They are working very hard to improve the process at Enform to serve the auditors and clients better.

At the time of the presentation there were 182 external auditors, 356 maintenance auditors (a combination of internal and external) and 108 auditors pending.

There is a new Internal Health and Safety Audit QA Team. It is their intent to change the model from external consultants to an internal team, referred to as Audit Analysts. These are entry level positions, with a requirement to have an OHS Certificate and preferably some experience in auditing.

Enform intends to work better internally to fix some of the issues that were brought up by our members that were present. They are working on an updated Audit Protocol, and are in the middle of a gap analysis to remove logic errors and duplication.

New technology was a topic Lloyd presented, explaining the ECOR, electronic database and collection tool. This will come out in two phases:

1. Online registration – auditors will have their own portal to check their registrations
2. Electronic audit submissions – this is proposed to come out in the fall.

Lloyd referenced a quote by Enform President and CEO, Wally Baer that stated “we are stronger when we work together”, to address member concerns that there seems to be more directives coming out from Enform on a regular basis and no supportive documents for the auditors. He commented that they are working very hard to change things around but this will take time. They are bringing good things to the Safety Council and have received support from the industry. There are two representatives from each association on this council, however, it was noted there is no auditor advisor.

AOSAA greatly appreciated Mr. Harman’s presence at the June workshop and would like to thank him for his honesty and commitment to continuous improvement.



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Employer Expectations

Katherine Jones, from Shaw Cable presented a discussion on Employer Expectation during an audit. Depending upon the size of the employer they will have different needs and auditor expectations. The employer/auditor relationship is influenced by other stakeholders, including the Certifying Partner, the PIR Program personnel, WCB and other Industry professionals.

In 1997, Shaw participated in the Pilot Program for Action Plans and have received great results. They have received interest from other jurisdictions as to their experience and many have questioned the value-added of this program.

Katherine further explained the employer/auditor relationship by reiterating that auditors are working for the client, not the Certifying Partner, and the onus is on the auditor to provide more value outside the audit protocol. The question of “what’s in it for me?” is something clients need to know the answer of before they hire an auditor to come in and monitor their safety management system.

Katherine’s presentation was well received by all members, especially her emphasis on professionalism, and this has been uploaded to the Members Only section within the AOSAA website.

Partnerships Update

Rob Feagan from Alberta Partnerships was on hand to give the members an update on several issues. Rob verified that some of the things needed to grow the program have been the things that bog it down. He acknowledged that AOSAA is one of the champions/partners that are needed to help continuous improvement of the Partnerships program.

Some of the future issues that may be addressed are:

1. Action Plans for maintenance years are the number one thing Stakeholders bring up.
2. There is a growing belief that companies should not be able to fail their internal audit and still retain their COR.

The Performance Measures Committee is looking at a scorecard process to measure effectiveness of the program. They intend to blend in leading measures along with lagging measures. They are currently doing some models and generating numbers to see if they can find an additional measure for target employers. In addition the Target Employers list will receive a name change to Employer Injury and Illness Prevention Program.

The Ministries Advisory Committee is looking at COR holders on the Target Employers list and considering what to do about them. They are also looking at COR holders who have had fatalities and intend to treat serious incidents the same way as fatalities in the future. They are attempting to make the three month external audit after a fatality mean more, and focus on investigator recommendations.

Alberta Partnerships is in the process of creating an on-site audit review process. The funding is in place and they intend to do random sampling to review the work of auditors. This will be a shortened version of an audit, and concerned with sampling, etc. Officers will not be conducting these studies, as it is a systems check and not a compliance check. It is their intent to treat this as a study to see what is going on in the various industries, and this will include both peer and consultant audit checks.

There are several new Certifying Partners in the wings, including an aboriginal group. These should see fruition in late 2009 or 2010. The Retail Council of Canada is also looking to become a Certifying Partner.

Alberta Partnerships is working with several registries to provide COR information. This includes indicating industry codes on the COR list, and updating the COR list for the registries. Rob reiterated that since registries are self-reported, they cannot replace the audit process.

There is still an ongoing attempt to achieve reciprocity between British Columbia and Saskatchewan. Saskatchewan intends to have a tiered approach with a continuous improvement component, which is very forward thinking. Manitoba and Ontario are also working with Alberta. Manitoba is currently interested in gathering data and Ontario already has a program in place that is based on an ISO process. The performance measures within each province are different, which leads to some struggle. But there is an attempt to find a better and more workable way to measure performance.

Rob addressed a complaint regarding the recent article that accused auditors of boilerplating and he promised to find the numbers of individuals accused of boilerplating, to ensure the industry is provided with the most accurate data available.

Our members were provided with an opportunity to discuss many issues with Rob Feagan at the workshop and the individuals who were present discussed their satisfaction in having Rob attend another successful workshop.



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."



Auditing Association of Canada

Auditing Association of Canada
L'Association canadienne de vérification



Alex Eddington from the Auditing Association of Canada was present to share with members the history of the AAC, as well as current and future issues for auditors across Canada. The AAC has its roots in environmental auditing, starting out as the Canadian Environmental Auditing Association, with a focus on the continual development and growth of professional auditors. They currently have over 350 members and Alex discussed the need market awareness of the auditing profession and also went over issues such as potential liability and line of sight transparency for auditors.

A Calgary conference is planned for Spring, 2010 and more information can be found on <http://auditingcanada.com/>

The AAC is interested in exploring opportunities with AOSSA to further auditing. Alex' presentation has been provided to members within the Members Only section of the AOSAA website.

Case Study: A personal reflection of the Westray Coal Mine disaster

Gordon Walsh, AOSAA director and Southern Regional Coordinator of the Manufacturers Health and Safety Association was present at the June Workshop to discuss the Westray Coal Mine disaster. Gordon was an Underground Miner at Westray at the time of the incident and offered a personal accounting of the events leading to the explosion as well as the events that came after.

Westray Coal Mine Disaster

The Westray Coal Mine Disaster occurred on May 9th, 1992 at 5:18 am. Twenty-six miners perished in one of Canada's worst Coal Mine disasters. Westray was located in Plymouth, Pictou County, Nova Scotia in the heart of the Pictou Coal Seam.

Gordon Walsh worked at Westray for barely a year but during that time witnessed multiple roof falls, numerous hazardous conditions which ultimately led to the massive underground explosion which ended the short history of Westray.

The Westray Coal Mine was brought into operation with many Political Hands opening doors from the Legislature in Halifax all the way to the Prime Minister's office on Parliament Hill. Unfortunately, clouded visions from Politicians resulted in pressure to award the Westray Mine Project to an inexperienced company, Curragh Resources Inc., to operate the mine.

From the beginning of the coal mining operations, problems began to surface with consistently bad roof conditions, high levels of methane gas and excessive coal dust throughout the mine. Machinery which was approved for limited use underground was soon being taken into areas of the mine which were highly volatile. Management at the mine site continued to push for production even though experienced staff cautioned against it.

Dangerous practices soon became common practices throughout the mine, including inappropriate use of mobile equipment, use of cutting torches underground, working in high levels of methane, intense pressure on crews to work against the regulations and working in open unsupported roof conditions.

By the fall of 1991 Westray was on a collision course. Management and workers were constantly at odds over Safety practices, coal production was not close to adequate to meet the Government contracts and the coal dust at the Westray mine continued to build up.

During the course of 1991 and 92 up until the mine exploded, Government mine inspectors were constantly in and out of the mine. At no time did the inspectors see fit to halt production even though complaints were many and the evidence of problems were plain to see.

Westray Coal Mine disaster continued...

In May of 1992, the stage was set, massive amounts of Coal dust built up in all main road ways, a layering effect of Methane Gas was well developed throughout the mine, mining crews were bolting with machines without methane monitors, crews were being led by inexperienced Supervisors and Management were pushing hard to increase production.

It is believed on May 9th, 1992 a bolting crew likely created a spark at the roof level which ignited a layer of Methane gas which then in turn ignited a Coal dust explosion which consumed the whole mine killing all 26 miners.

A rescue effort ensued which lasted 5 days in an attempt to rescue miners. Ultimately rescue turned to recovery with 15 bodies being returned to surface. Eleven miners remain underground in Plymouth Nova Scotia.

Charges under the Coal Mine Regulation Act were laid against the company but eventually were dropped to make way for Criminal Charges against the Company and the Senior Management.

After a series of legal events it was determined the Criminal Charges would be dropped against the Company and its Managers. The Prosecution felt they could not prove fault to the identified individuals under the circumstances.

A group was formed to conduct a public inquiry at the direction of the Nova Scotia Government. Justice Peter Richard wrote a scathing report on the Westray operation and made a list of recommendations which changed the way Safety Regulations are applied in Nova Scotia.

Throughout the 90's and early years of 2000, lobby groups and Politicians worked together on Bill-C 45 (Criminal Liability of Organizations) in an attempt to toughen the consequences of Criminal Acts by companies regarding workplace deaths and serious injuries.

Bill C-45 was passed into Law in March of 2004 and is currently known as the Westray Bill.

The Westray Mine never reopened and all that remains is a monument in a Park with the names of the lost miners.

-- Gordon Walsh CRSP, MSO (Former Underground Miner at Westray)



"The Westray story is a complex mosaic of actions, omissions, mistakes, incompetence, apathy, cynicism, stupidity and neglect," said Justice Peter Richard in his report on the explosion and fire at the coal mine in Pictou County, Nova Scotia, that killed 26 miners on May 9, 1992.

Justice Richard's report zeroed in on Curragh Resources Inc., the private company that managed the coal mine, and various government inspectors who ignored glaring safety abuses, among them:

- Inadequate ventilation design and maintenance that failed to keep methane and coal dust at safe levels;
- Unauthorized mine layout, forcing miners to work risky tunnels to get the coal out faster;
- Methane detectors were disconnected because frequent alarms, signalling dangerous concentrations of methane, interrupted coal production;
- Procedures to "stonedust" coal to render it non-explosive were done only sporadically, usually before inspections;
- An "appalling lack of safety training and indoctrination" of miners.

Members that were present at the June Workshop expressed gratitude to Gordon for coming forward and presenting us with a wrenching portrait of the impact of fatalities in a workplace. As Gordon summed up his presentation, he commented that every fatality is a Westray, every fatality is just as important and should garner just as much reflection and attention to ensure it does not happen again.

Article: PIR program - An opportunity to Improve

Compass Health and Safety recently came out with an article in their July Newsletter that addresses the changes to the examination component required of auditors and the impression that this is an attempt to seriously look at improving and standardizing the PIR Program. Below is an excerpt from their article:

To achieve an auditor certification AEI is now requiring CPs to administer the standard auditing exam. I applaud this new requirement and hope this change will help standardize how CPs administer the PIR auditing standards. Employers from all industries are led to believe that all PIR participating companies are participating on one level playing field but they are not. There are numerous differences between how CPs administer the PIR auditing process making it more or less difficult to obtain a COR.

These differences between how CPs administer the PIR process are significant. I see this examination requirement as an opportunity to standardize the process. Set one audit standard that all CPs have to live with. Remove the auditor training from the CPs and place it with a sole provider or one institution that can offer one comprehensive training course instructed by a qualified instructor(s). All of this will help level the PIR playing field. It will eliminate auditor frustrations as meeting some CP audit standards can be like hitting a moving target. It will bring about parity throughout the PIR process regardless of the industry. And finally it will allow CPs to focus their prevention efforts on specific programs for their industry. These specific services are what employers hope and expect to receive for the financial support they provide to their CPs. Let's see if AEI picks up the ball and runs with it.

To read the entire article, please visit Compass Health and Safety Ltd. at <http://www.compasshealthandsafety.com/>

Product: Audit Training DVD's

Gorilla in the Midst: Auditing to Add Value -- A challenging video to show your auditors why they need the right personal traits, knowledge and influencing skills.

Key points in the video:

- The purpose of auditing and its contribution to business performance.
- The wide range of business skills needed to undertake an effective audit.
- Desirable personal attributes and behaviours, in contrast to dark side traits which can cause an auditor to succeed or fail in their role.
- The terms 'power and influence' and how an auditor uses influence to add value to the business, through the audit process.

Getting it Right: Advanced Skills for Auditors -- Aimed to give new and experienced auditors the questioning techniques and interpersonal skills essential for effective audits.

Key points in the video:

- One of the keys to understanding auditing is noting that auditing is examining the process, not a person's job performance or skills. To audit quality, environmental or safety systems professionally an auditor will need to use the right people skills.
- Auditors deal with a wide range of employees from senior managers to production line staff. These employees will vary in their communication ability, their understanding of the audit process and their understanding of the auditor's job.
- Most employees will understand and support the auditor's role and some will threaten the audit process, or even be difficult to deal with.
- An auditor's interpersonal skills enable them to build a co-operative relationship with the auditee and to maximise the effectiveness of the audit.
- Getting It Right explains how to make the best use of people skills in an audit. It begins with Getting off to a Good Start and concludes with Question Techniques.

To order either of these products, please visit Future Media at <http://www.futuremedia.com.au/index.cfm>

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

www.aosaa.ca

NEBOSH and British Safety Council Qualifications

British Safety Council (BSC) is pleased to announce it will be offering international occupational safety and health qualifications in Calgary. BSC operates around the world to raise the standards of HSE performance. An essential element of this is the development of superior HSE skills in the workplace. The following NEBOSH and British Safety Council qualifications are available in Calgary from November. The course dates and syllabus are available through the BSC website links below.

- **Level 3 NEBOSH International General Certificate in Occupational Health and Safety (NIGC)**
 - Tech IOSH Accreditation
 - Academic Level is Undergraduate equivalent
 - <http://www.britsafe.org/igc/>
- **Level 6 BSC International Diploma in Occupational Safety and Health (IDipOSH)**
 - Grad IOSH Accreditation
 - Academic Level is Bachelors Degree equivalent
 - <http://www.britsafe.org/international/idiposh.aspx>

IOSH has been granted a Royal Charter allowing members to become Chartered Safety Professionals with the letters CMIOSH after their name. For further information or to register, please contact Justin Smith at British Safety Council at justin.smith@britsafe.org.

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** - Wally Cook, P.Eng., CRSP, CHSMSA (Kestrel Resources Ltd.)
Past-Chairman - Dennis Bolger, P.Eng., CRSP, CHSMSA (Benchmark Safety Inc.)
Vice-Chairman - Al Thurston, CSP, CRSP, CHSMSA (Transcanada Pipelines Ltd.)
Secretary/Treasurer - Laurent St. Louis, CRSP (Sword Energy Inc.)
Director - Crystal Moss, CRSP (Nordic Safety)
Director - Paul Cameron, CRSP (Shell Canada Limited)
Director - Gordon Walsh, CRSP (Manufacturers Health and Safety Association)
Director - Carol Eamer, CHSMSA (OHS Consulting Ltd.)

The Auditor newsletter is designed and edited by Shannon Bolger, CRSP (Benchmark Safety Inc.)

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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