

Topics

- Update on the January Workshop
- Sneak peak at the June Workshop

Individual Highlights:

| | |
|------------------|---|
| Audit Interviews | 2 |
| Audit Compliance | 3 |
| Enform Update | 3 |
| HRSDC Update | 4 |
| Competencies | 4 |
| General Meeting | 4 |
| Partnerships | 5 |
| June Workshop | 5 |
| About AOSAA | 6 |

Alberta Occupational Safety Auditors Association

Message from the Chairman

Welcome to the first edition of the Alberta Occupational Safety Auditor's Association newsletter. For now we will call our newsletter **The Auditor**. It is currently our plan to have at least two issues each year circulated between Workshops and an additional two mini-newsletters circulated before each Workshop.

It is our hope that the newsletter will be circulated to all Health and Safety Professionals and Practitioners that are interested in the auditing profession. We feel that the newsletter will be a great way to market our services and also create credibility and build our organization's identity between peers, members, employees and employers.

In this issue we will provide summaries of the presentations that were given at our last Workshop on January 30, 2008. This will allow those members that were not able to make the Workshop to receive feedback on the topics and any discussion that occurred.

In the future, we 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.

Over the past two years, our AOSAA membership has grown to approximately 80 members at the time of writing this introduction. We continue to receive enquiries from a variety of auditors in many industry sectors and hope to continue our growth this year. At our last Executive Committee meeting in January, we had a lengthy discussion on ways to increase our growth and effectiveness and plan to conduct more familiarization sessions with other industry associations.

We had our first opportunity the last week of February to make a presentation to the Edmonton Chapter of the CSSE on our Association and activities to date as well as future activities that we plan to conduct over the next few years. If you know of any specific industry association that would like to hear more about our group, please contact a member of the Executive Committee and pass on your information to them.

So please take a few minutes to read our first issue of The Auditor. 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

Auditing in the Middle East – recognizing the importance of a pre-trip hazard assessment!
Dennis in Egypt (February, 2008)



Auditor Interview Skills

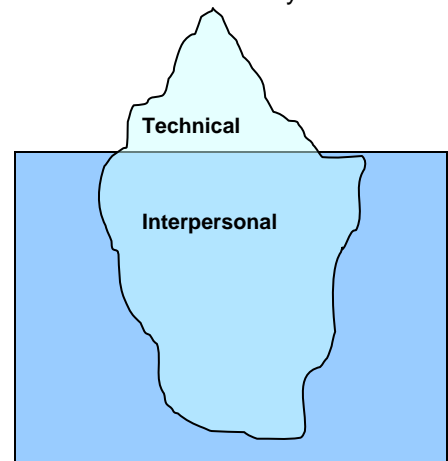
Dennis Bolger opened up the morning of the January 30th Workshop with a presentation on Auditor Interview Skills. He mentioned that conducting audit interviews is a learned skill and is one of the most difficult skills for an auditor to master. The challenge, Dennis said, “lies not only in asking the right questions, but asking those questions in the correct manner and gaining the interviewee’s trust.”

Dennis continued by saying, “Setting the right tone and approaching interview subjects with tact and diplomacy can ensure questioning elicits useful and honest responses.”

The majority of Certifying Partner auditor qualifications focus on the technical ability of the auditor. Dennis urged us to consider the Interpersonal Skills one must have in order to be an effective auditor. Having interpersonal skills are an important aspect of conducting audits but are largely overlooked in the Industry.

These interpersonal skills are:

- Building Trust
- Communication
- Understanding Perception
- Non-Verbal and Verbal
- Conflict Management
- Etiquette (Manners)
- Handling Difficult People
- Valuing Diversity
- Listening and Feedback

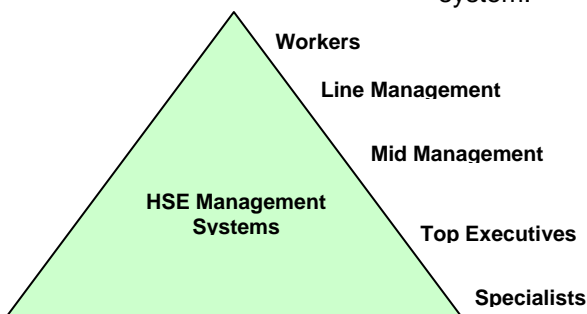


Technical vs. Interpersonal Skills



“Setting the right tone and approaching interview subjects with tact and diplomacy can ensure questioning elicits useful and honest responses.”

Dennis continued his presentation with a discussion on planning the audit interviews. One point he made was in regards to the people you interview and the amount of time you spend with each individual. One drawback he sees to the current interview standards is that we spend the majority of our time interviewing workers. However, when you consider that we are auditing the HSE Management System, workers typically do not have the breadth and depth of knowledge necessary to validate the structure in place. They may have specific knowledge about portions of the HSE Management System, such as Accident Investigation procedures, or Job Safety Analysis, but they do not have an overall view of the system.



Information Density Pyramid

In order to get the “bigger picture” of what is going on within an organizations HSE Management System, you have to consider the Information Density Pyramid and talk to the individuals that are the most aware of the programs in place. This typically consists of your Specialists, the Health and Safety Professionals that are involved in the program on a daily basis.

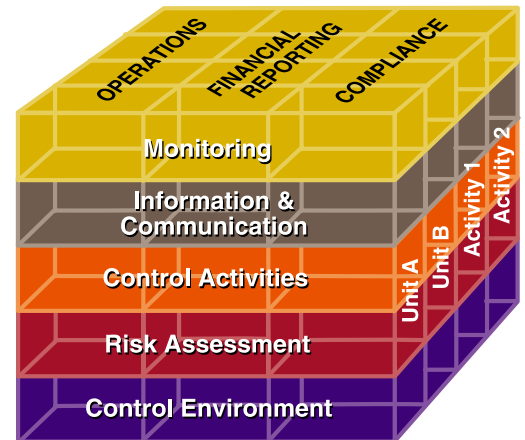
Dennis closed his presentation with a variety of tips to utilize in order to get the most out of your interview. These tips have been provided to all AOSAA members on the website.

Auditing and Compliance

Compliance Manager Kim Reid from Ensign Services Inc. discussed Compliance from a Financial Auditing perspective. Detailing the different requirements for Canadian and US financial reporting, Kim deftly tied in the applicable safety information that is required for both reporting systems. Much of the information that is gathered by the Financial Auditor can be useful to the Safety Auditor and vice versa. For any auditor, it is always important to use as many resources as possible to obtain the information required during an audit.

Kim also shared with us the COSO cube that is illustrated on the right. COSO is a US private sector initiative that attempts to identify factors that cause fraudulent financial reporting. The main framework they utilize is very similar to the framework safety professionals use to manage HSE Management Systems. The five components that provide the framework are: 1) Control Environment that provides the foundation for the other elements 2) Risk Assessment that looks at external and internal sources 3) Control Activities, like policies and procedures, to ensure management directives are carried out 4) Information and Communication to ensure constant flow of information across the company and 5) Monitoring to ensure the quality of the system is maintained and continuously improved.

These five components are treated the same within each area pertaining to Operations, Financial Reporting and Compliance.



Enform Update



Brad Jackson, the Manager of Safety Program Certification (COR) at Enform, was present at the January Workshop. He gave an overview of Enform and how they are connected to the various petroleum associations and the Partnerships program. There are approximately 200 external auditors certified with Enform at the moment as well as several hundred internal auditors.

Brad gave an update on the Members Only section of the Enform website and the type of information that will be available to auditors in the future.

Requests for bids have gone out to several companies to update the software package that is currently being used for audits. Once these have come in and are analyzed, they will begin work on a new software package that will be rolled out to auditors. It is their intent to provide sessions so that auditors can become familiar with the new software.

Brad responded to a query about the changes that were made in 2007 to the audit process. In particular, the issue surrounding late releases of information that caused some auditors to scramble to meet them. He commented that Enform is planning on standardizing their process so that auditors have more time to prepare for changes in the future.

The AOSAA members present at the workshop expressed satisfaction that they were able to hear directly from one of the Certifying Partners and would like to hear from more in the future.



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



“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.”

Derek Becker from HRSDC presented updates to the Federal Health and Safety Legislation with the understanding that auditing a federally regulated company requires the auditor to have a working knowledge of applicable legislation. In particular, he mentioned that when auditors are conducting an audit on a company that is both federally and provincially regulated, it is important to consider their federal responsibilities even though the audit is being done to provincial standards.

Beginning with an overview of the Canada Labour Code Part II, he described the employer and employee duties under the Code and introduced the components to the Hazard Prevention Program. Derek provided the Workshop attendees with a variety of useful handouts as well as links that have been provided to the AOSAA members on our website.

Auditor Competencies

Richard Hart from Shell Canada (Shell Global Solutions) presented a topic on Auditor Competencies. Richard mentioned the challenge with measuring auditor competency in that most auditing skills are not able to be measured numerically.

Effectively comparing the pre-requisites to become an auditor for the ACSA, Enform, CEAA and Shell Global Solutions, Richard emphasized the importance of softer skills. The CEAA Certified Health and Safety Management System Auditor (CHSMSA) has come out with a laundry list of softer skills that Richard provided to the members at the January workshop.

A discussion was initiated to get feedback from members on courses that are available in the province for soft skills.

Richard ended his presentation with a discussion on the future of auditor competencies. He mentioned Process Safety Management and the importance of Management of Change.

Annual General Meeting

The annual General meeting was held during the January 30th Workshop in Red Deer. Despite the poor weather, the quorum was met and the meeting called to order by Chairman Dennis Bolger.

The new Executive Committee was introduced, and the various committee reports were read. Dennis provided the members in attendance with a copy of the financial report for the 2007 year, and commented on the Petroleum Industry Annual Safety Seminar (PIASS) Hazard Management Workshop that was presented by Wally Cook, Wayne Moulton and Dennis Bolger in May, 2007. It was suggested that these types of presentations be continued in the future to increase awareness of the Association.

Several topics were introduced by members for future workshops. These included Action Planning vs. Maintenance Audits and Personality / Behavioral Science profiles. It was also suggested that the Executive Committee provide a survey to members to get feedback on what the members want to see from the Association.



Partnerships Update

Partnerships was unable to attend the January Workshop, however, Dennis was able to speak to Ian Hooper regarding issues that are integral to the AOSAA members.

In a discussion with Dennis, Ian commented that, "The Auditor Code of Ethics and Disciplinary Policy is still in development. The input from your group was considered by the Auditor Code of Ethics Subcommittee, and was helpful to our discussions."

Ian continued by saying, "We had our most recent meeting of the Auditor Code of Ethics Subcommittee on February 4/08, and I am currently consolidating the input and making revisions to the draft documents. At the same time, we are also redeveloping our policy manual, and the format of the draft documents has been revised to fit the new requirements. The latest drafts have separated the disciplinary process for Code of Ethics violations from auditor performance management. We are also incorporating a disputes resolution process, which is intended to deal with concerns of auditors and employers, outside the narrow focus of appeal of disciplinary actions (as previously outlined in Draft PP-033).

"The new documents are not yet ready for distribution and comment, but I will send a copy to you once they are available."



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

Sneak Peak at the June Workshop

The June Workshop will be held on Thursday, June 5th in Red Deer. Further information will be provided to members on the Website, and through emails in the next several months.

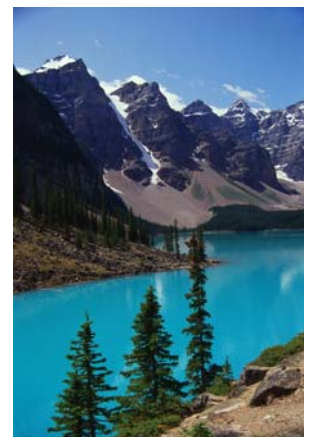
At the moment, it is expected there will be a Partnerships update and we have asked several different Certifying Partners to come and talk about any new information that will be useful for our members.

Several members indicated interest in the HSE Registries, and it is our hope that we can get a representative from one of these registries to come and talk to us about the impact the registries have on the auditor and the audit process.

We are also planning on having a presentation from the Client perspective on selecting auditors.

In addition, some auditors are unfamiliar with the PASE program and we hope to have someone explain the process and the reasons why a company would get a PASE audit conducted on their operations.

If any member has information on potential speakers, the Executive Committee is open to suggestions. Please feel free to pass on future workshop topics and interested speakers to a member of the Committee and they will look into it.



"The Association will provide its members with ongoing professional development and will provide a meeting place for health and safety professionals to focus on the auditing discipline."

The Association thanks Wayne Moulton

We wish to extend our sincere thanks to Wayne Moulton who has completed a two year term as a Director on our Executive Committee. Since our Workshops are held in Red Deer we relied heavily on Wayne's support to make hotel arrangements for meeting rooms, catering and audio visual material.

Wayne has assured us that he will still be available to assist with our Workshop planning but felt that it was important to have some of our other members be provided with the opportunity to take a lead role in the Association.

Thank you Wayne!!

**ALBERTA
OCCUPATIONAL
SAFETY
AUDITORS
ASSOCIATION**

PO Box 21045
Calgary, Alberta
T2P 4H5

information@aosaa.ca

We're on the Web!

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

www.aosaa.ca

Upcoming Conferences

The Auditing Association of Canada (AAC/ACV) will be holding their Annual Conference on October 6-8 in Ottawa at the National Arts Centre. A program is being created and details will be sent out in the near future. For more information, contact Don Fraser at dfraser@ceaa-acve.ca

Member News

Dennis Bolger will be presenting a seminar at the CSSE Professional Development Conference "[Leveraging Partnerships](#)" September 14 - 17, 2008, in Quebec City, Quebec. The seminar will cover audit findings from over 250+ health and safety audits, using the same audit protocol and instrument over a five-year period. The results have been analyzed to evaluate the level of management commitment and involvement to health and safety program activities. Participants of the conference will receive potential solutions to ongoing problems they encounter in the workplace.

Wally Cook will be traveling across Canada by bike this summer. Taking three months, he will be exploring the many different terrains and relaxing just in time for Audit Season to start up in September. We wish him luck and a hazard free journey.

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

The Auditor is sponsored by Benchmark Safety Inc.

