



SAFE Companies Implementing New Systems

By Cherie Whelan
Director, SAFE Companies

SAFE Companies have been building new software systems to support the SAFE Companies and COR program requirements. With increasing interest from employers who want to be SAFE Certified, we identified the need to upgrade our systems to manage the growth effectively long-term.

When I started in 2016, there were just under 2,600 SAFE Certified Companies. Today, we have more than 3,000 SAFE Certified Companies and the numbers continue to rise. Our current management systems will not be sustainable for the estimated growth in years to come. With tighter timelines and more companies in the mix, certification deadlines, WorkSafeBC COR program reporting deadlines, audit submissions, audit results reporting, etc. become more challenging to manage. A clear solution was to invest in a customer relations management system and audit software to support our clients and provide efficient delivery of our programs.

To explain the need for the system upgrade, I like to use a ditch digging analogy. We were using shovels to build a bigger ditch. But it was filling up too fast and using more shovels and more people was not a viable solution. So, we stepped back, assessed the situation and decided we needed to utilise a backhoe to ensure we could capture the approaching flow.

Our focus is getting our core system needs met and learning how the system works. We are aware some of you may have received notifications that may have been puzzling. The information looked different and may not have contained all the details you were expecting. We are still working through some of the great features this new system offers and are still ironing out some kinks. These new upgrades will ultimately provide us with the ability to remove the administrative barriers of our existing program and free up time for more value-added work to support our clients. The new systems will offer:

- Automated reminders about your SAFE Companies audit due date
- Enhanced Auditor Management systems so auditors are given automatic reminders of audit training requirements and audit submission requirements
- New Online Audit Submission Tools. We are currently building the training tools and resources for this function and will have a dedicated webpage for SAFE Companies clients to use this option if they choose to do so. Some of the benefits these tools are:
 - A faster, more efficient way to enter your audit information
 - A “drag and drop” functionality to upload your audit information
 - An alert process to flag missing information
 - An automatic email notification to inform you the audit was submitted successfully

The SAFE Companies clients that tested this our new system have found the audit tool saved them time and energy. We are looking forward to making this available to all our clients soon. We are currently working on guided step-by-step instructions on how to use the audit tool and will be rolling that out in the very near future. Stay tuned.

If you have any questions, contact us 1-877-741-1060 or by email safeco@bcforestsafesafe.org. 🌱

WorkSafeBC Update: COR Program Changes

BCFSC will be one of the Certifying Partners providing input and feedback on WorkSafeBC’s proposed changes to the COR program in 2021. SAFE Companies are currently working with WorkSafeBC to identify employers and auditors for 2021 activities.

On November 2, 2020, WorkSafeBC published the proposed improvements. This table provides an overview of the proposed changes:

Item	Current (COR Standards & Guidelines)	Proposed	Overarching question	Expected benefits
Audit standard	2 sizes (small/large)	Single audit standard	How will an audit standard based on a single management system compare to current COR program outcomes?	<ul style="list-style-type: none"> Better alignment with international standard content and formatting Easier to demonstrate continual improvement
Audit tool	CPs create size-based audit tools	WorkSafeBC-authored audit tool	Will a single WorkSafeBC-authored audit tool work for all employer sizes and risk profiles?	<ul style="list-style-type: none"> Adaptable for employers with sizes that change frequently Risk-based approach for ease of determining management system complexity
Auditors	Training developed independently by each CP	Training framework created by WorkSafeBC	Will standardized training be successful?	<ul style="list-style-type: none"> Improved consistency among auditors Centralized training model to improve consistency of auditor training and performance, and employer experience Centralized training model to improve consistency of auditor training and performance, and employer experience
Certification audits	External auditors or self-certification (small employers)	External party to audit all employer sizes	Will this be cost-effective while delivering improved safety outcomes?	<ul style="list-style-type: none"> Improved proactive safety metrics (leading indicators) Improved reactive safety metrics (lagging indicators) Improved objectivity Ensure certification for employers with effective occupational health and safety management systems
Audit Scope	Incomplete direction from WorkSafeBC	Clearer sampling and duration protocols	Will a standardized scope ensure reliable, verifiable, and consistent auditing practices?	<ul style="list-style-type: none"> Consistency across CPs for sampling Promotes cost-effectiveness and predictability for employers while ensuring a quality audit is conducted

There are some significant changes to the proposed improvements that will affect how BCFSC will administer the program. We will ensure potential impacts to industry are considered and, as always, industry feedback is provided to WorkSafeBC. 🌱



Maintaining SAFE Certification Every Year

As we continue to deal with COVID-19 and the rapid change of information and public health orders, we have been receiving questions about audit due dates and reporting requirements. If you are only SAFE Certified and don't require COR certification, refer to the latest information on 2020 SAFE Certification requirements by visiting our [2020 SAFE Certification webpage](#).

Audits are required for 2020 COR Certification

An audit **MUST** be submitted to maintain your COR Certification for 2020. Complete your audit and submit by December 31, 2020 (or post-marked by that date). If you require more detailed information, review the WorkSafeBC COR audit requirements for 2020 on our [COVID-19 COR Audit Requirements webpage](#).

Audit Time Period

Your audit should include the most recent information from the previous 12 months. You have two options for submitting your audit time period:

1. Submit your audit with the month prior to the audit due date.

For example: If your audit due date is December 12, 2020, your audit time period would be December 2019 to November 2020.

2. Submit your audit with the same month of the audit due date.

For example: If your audit due date is December 12, 2020, you could include December 2020 in the audit submission changing the audit period from January 2020 to December 2020.

Tips for completion

1. Start now. Don't delay until the last minute of the last day of the year.
2. Don't copy last year's audit. It may seem the easiest way to fill out your audit submission, especially if you haven't worked, but submission information requirements can change, so use the most recent [downloadable audit submission form](#).
3. We are here to help. Call us or email us with any question or concerns. Ask for a safety advisor at 1-877-741-1060 or email safeco@bcforestsafesafe.org.
4. If possible, submit your audit electronically. We will always accept paper submissions, but most often the electronic submission tool is much simpler and faster. To upload, use [this link](#) or email your audit to audit@bcforestsafesafe.org.
5. Answer all audit questions. This may be just checking a box or submitting the required documentation. Ensure your documents are dated within the previous 12 months and are clearly marked for what they are intended for. If a question does not apply to you, mark "Not Applicable". Don't overthink it. Remember to review your Corrective Action Log (CAL) from last year's audit, ensure you have implemented the recommendations, include the date they were completed and submit the updated CAL with this year's submission. 🍀



PHOTO: Courtesy of CANFOR