



**BC FOOD PROCESSORS
HEALTH & SAFETY COUNCIL**

"Safety  Every Step of the Way"

COR Program

Large Employer Policy

Policy & Procedure



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Introduction

Who is the BC Food Processors Health & Safety Council?

(Referred to as the Safety Council)

The BC Food Processors Health & Safety Council is a not-for-profit organization incorporated to serve the Food and Beverage Processing Industry in BC. Our vision is to be “industry leaders in health & safety” and mission is “to foster commitment among employers to reduce the injury rate in the food & beverage industry”.

As part of our commitment in supporting and promoting workplace health and safety, the Safety Council is partnering with WorkSafeBC to provide employers in the food and beverage processing industry with access to a Certificate of Recognition (COR) incentive program. The program represents a natural alignment between the common interests of the industry Safety Council and WorkSafeBC. It is designed to help the industry realize a more successful safety culture that will allow qualifying employers to receive significant rebates on their WorkSafeBC premiums.

What is COR?

The Certificate of Recognition (referred to as COR) program, also known as the “Partners Program”, represents a partnership between WorkSafeBC, the Safety Council and the employers it represents. The COR program recognizes and rewards employers who demonstrate commitment to workplace health and safety.

The COR program is relatively new in BC, but it has proven to be very successful in Alberta, reducing the cost of injury and disability claims by 23% in only a few years. From 2002 - 2005 pilot programs were conducted in BC in the road building, oil and gas and construction industries. By the end of 2005, hundreds of employers had achieved COR certification and WorkSafeBC had returned hundreds of thousands of dollars in rebates to them.

In 2006, after consultations with internal and external stakeholders in BC, WorkSafeBC approved the COR program for all industries.

Employers in the food processing industry will be able to register for the COR program through the Safety Council. Once registered, employers will implement a standardized Occupational Health and Safety (OHS) Management Program which will enable them to qualify for a Certificate of Recognition. Successful employers can earn a rebate of up to 10% on their WorkSafeBC premiums. In addition, employers have the option of earning a further 5% rebate by implementing a Return to Work (RTW) Management Program.

The RTW COR is optional and is recognized with a separate certificate. Employers must earn the OHS COR before being eligible to apply for the RTW COR.

How is the program administered?

WorkSafeBC requires an autonomous safety body to coordinate and administer the COR program as a “certifying partner”. The BC Food Processors Health & Safety Council meets the “Certifying Partner” criteria and has been granted the authority through WorkSafeBC to be the designated Certifying Partner for the Food Processing Industry in BC. As a certifying partner the Safety Council is responsible for:

- Awarding the certificate of recognition
- Developing and administering the audit program
- Selecting, training and certifying auditors
- Coordinating COR education and training courses
- Maintaining a program database and records

Rebates on WorkSafeBC premiums are administered and awarded by WorkSafeBC.

Safety Program Advisory Committee

(Referred to as SPAC)

The SPAC is a recommending body comprised of industry, Safety Council and WorkSafeBC representatives. The committee provides supporting and advisory functions that include:

- Providing input and recommendations for all training programs offered by the Safety Council.
- Assisting the Safety Council in developing effective audit standards and industry practices.
- Providing strategic health and safety guidance to the Safety Council in all its operations.
- Supporting the Safety Council in the development and administration of the COR program.

What are the benefits of the COR program?

The COR program is a voluntary incentive program based on the premise that when employers and workers build effective health and safety programs in their own workplaces, the human and financial costs of workplace injuries and illnesses will be reduced.

The COR program provides basic guidelines and requirements that can be tailored to meet the unique needs of various industries. It encourages employers to develop and continually improve their own health and safety programs and supports these efforts through financial incentives, training, and the exchange of information and resources.

COR Certified employers make a valuable contribution to the well-being of all workers by maximizing the health and safety of employees and by helping injured workers return to active, meaningful jobs as soon as appropriate. By participating in the COR program, employers signal to everyone with whom they do business that they are taking active, effective steps to create and maintain safe and healthy working environments. Because of their commitment, participating employers will gain significant benefits including:

- An effective management system for Occupational Health and Safety and Return to Work programs
- Management commitment to improving workplace health and safety
- Access to standardized industry education and training
- Established audit processes
- Ability to meet and exceed Occupational Health and Safety requirements
- Greater participation and ownership in workplace health and safety
- Improved health and safety culture
- Financial incentives in the form of rebates on WorkSafeBC premiums

How does the program work?

Employers will be able to participate in the COR program through the Safety Council, who has an agreement with WorkSafeBC to act as the certifying partner. The Safety Council will coordinate the maintenance and delivery of the program to employers and will assist them in successfully obtaining certification.

Employers will be responsible for implementing a health and safety management system, participating in appropriate training, and completing initial and follow-up audits. When the employer successfully meets the audit and program standards, the employer will receive a Certificate of Recognition from the Safety Council. The COR is valid for three years and requires annual audits

What do you have to do to participate?

In order to obtain a Certificate of Recognition and earn WorkSafeBC rebates, employers will need to:

- Register in the COR program
- Demonstrate that they have, or intend to develop, an Occupational Health and Safety and/or Return to Work Management Program
- Be registered with WorkSafeBC
- Meet or exceed OHS/RTW requirements
- Complete the required coursework and training (Small & Large employer differences exist)
- Successfully complete an OHS and/or RTW program audit
- Maintain good standing with WorkSafeBC

POLICIES / PROCEDURES

Getting Started

The total number of company employees will determine if an employer is designated large or small. A small employer has fewer than 20 full-time workers; a large employer has 20 or more.

Conduct a “baseline audit” to determine eligibility for COR certification. The audit is available through the Safety Council’s website at www.bcfphsc.com.

Register online with the company legal name, WorkSafeBC account number and WorkSafeBC classification unit (referred to as CU) (Line D on employer payroll report)

The Safety Council will review the employer registration and accompanying supporting materials. If the registration is not approved, the Safety Council will provide assistance in revising the materials for resubmission.

Select a Safety Council approved external auditor to conduct a qualifying audit on the Health & Safety and/or Return to Work Management Program.¹

Certificate of Recognition:

The employer receives the Certificate of Recognition from the Safety Council which is valid for three years. This Certificate enables the employer to qualify for WorkSafeBC rebates.

Maintenance Audits:

For two consecutive years after the qualifying audit, employers are required to submit a maintenance audit. Maintenance audits are reviewed by the quality assurance department of the Safety Council and must meet audit standards.

¹ If the employer does not train an internal auditor they would be obligated to fund an external audit to perform the initial certifying and maintenance audits in year 2 & 3.

How to Register

Employers can register for the COR program through the Safety Council. Registration forms may be completed online at <http://www.bcfpa.ca>. The Safety Council will register the employer in an electronic database and will share the information in the registration form with WorkSafeBC. The registration form will gather information such as:

- The employer's trade name
- The employer's legal name
- The employer's WorkSafeBC account number (verified by an accompanying copy of a letter from WorkSafeBC stating the account number)
- The employer's WorkSafeBC Classification Unit(s)
- Whether the employer is designated large or small. A small employer has fewer than 20 full-time workers; a large employer has 20 or more.

The Safety Council will acknowledge the receipt of all registrations by electronic notification and will send a confirmation letter within five business days. Once the Safety Council has reviewed the registration, the applicant will be sent an information package, course schedule and course registration form.

The Safety Council will use the registration information to create and maintain a list of COR participants, to record all training and all audits completed by participants, to issue certification and maintain the program, and to respond to WorkSafeBC enquiries. Once a year, the Safety Council will provide WorkSafeBC with a list of all employers that have been COR certified. All COR certified companies will be published on the Safety Council's website.

Employers are obligated to keep the Safety Council updated if their company CU, employer ID or address changes. WorkSafeBC rebates may not be issued if this information is not kept current. Use the COR Registration Status Change Form (available online at www.bcfphsc.com) to submit this information.

In order to streamline the audit process, employers who have existing Health and Safety / Return to Work Programs are encouraged to conduct a "baseline" audit in order to determine their eligibility for COR certification. A copy of the COR audit is available for review at www.bcfphsc.com and includes samples of the documentation required for its successful completion.

All registrants for the COR program have the option of sending a copy of their Health and Safety / Return to Work Management Program Manual along with their registration.

Health and Safety / Return to Work management program manuals must comply with WorkSafeBC regulations and the BCFPHSC's COR standards in order to receive the

WorkSafeBC rebate and COR certification. The Safety Council will assist employers by providing advisory services regarding the submission of program manuals.

If a manual is considered incomplete upon receipt by BCFPHSC, the company will be informed by letter and will be required to resubmit a revised manual.

Employers who do not have Health and Safety / Return to Work Programs demonstrate their commitment to producing them by registering for the COR program and by completing training provided through BCFPHSC.

Registering as multiple companies

Employers wishing to register as more than one company will be required to

- Prove common ownership of all companies
- Prove common management of all companies
- Demonstrate that the companies share a common health and safety workforce
- Provide confirmation that each company has an active WorkSafeBC Employer ID number
- Ensure that each company independently implements the requirements of the COR program
- Demonstrate that each company has developed specific safe work practices relevant to their industry sector and activities
- Include a separate site audit for each company

The Audit Process

The audit tool for large employers represents the industry standard.

Employers must inform the Safety Council if their company size changes.

In order to achieve COR certification and earn rebates, employers will:

- Register and remain in “**good standing**” with WorkSafeBC. In summary, this means a participating employer may be *ineligible* for COR rebate when any of the following conditions apply to the employer:
 - Employer is engaged in activity which would cause WorkSafeBC to consider imposing , or has resulted in imposing, an administrative penalty;
 - Employer has suppressed claims;
 - Employer is in arrears in assessment payments;
 - Employer is engaged in ‘other’ misconduct.
- Develop and implement a health and safety and/or return to work management program
- Complete training specific to the size of the organization?
- Successfully complete a health and safety management (RTW cannot be completed unless OHS is completed) Return to Work audit. The employer must achieve a mark of at least 80% with no less than 50% on every applicable element of the audit.
- Address any deficiencies identified by the audit process
- Submit the results of the audit and other required documentation to the Safety Council

The purpose of the audits is to measure the effectiveness of an employer’s health and safety management program(s). If the employer already has a health and safety and/or return to work management program in place, the successful implementation of the program(s) may be confirmed by an initial audit.

The certificate of recognition is renewed every three years providing all of the requirements of the Safety Council’s COR standards are met and certification is maintained.

The Safety Council will maintain records of all audits completed toward COR certification.

Auditors

A COR auditor is a recognized, specifically trained person who is qualified to assess an employer's health and safety and return to work management system of a large-company (20 workers or more).

An **auditor** is screened, selected and trained by the Safety Council for the sole purpose of conducting qualifying audits for the COR program. A prescreening of auditors includes a written skills test, oral skills test, criminal check and a behavior based interview. An auditor must have adequate industry experience (or qualify to take the Health & Safety Hazards in the Food Industry course) and retain a recognized professional Health & Safety designation (CRSP, CSP or equivalent) to be considered for the screening. Auditors who meet the Safety Council's qualifying criteria and pass the *Health and Safety Hazards in the Food and Beverage Industry* course or have equivalent experience, will receive a minimum of 35 hours of audit instruction and training and will be required to successfully complete a shadowed "student audit".

Large employers may use internal auditors for maintenance audits, but are required to have their initial certification audit (and subsequent recertification audits) conducted by an external auditor.

In the event that the employer elects to have an external auditor perform the maintenance audit, and the standard is meant for COR recertification, the certifying partner may apply to WorkSafeBC to have the employer's COR certification extended for three years from the date of audit.

An **internal auditor** is a permanent employee who has received a minimum of 14 hours of instruction and training on how to conduct, document and score a COR audit, passed an exam and successfully completed a student audit.

All employers have the option of getting external audits in place of their internal audits. The Safety Council maintains a database of qualified auditors and can assist employers in arranging for both internal and external audits.

Maintenance audits

Once the employer successfully achieves COR certification for their OHS and / or RTW Management Program, annual maintenance audits are required to maintain their status.

Maintenance audits should be passed on the same basis as certification audits, but the most important element of these is to generate an action plan for addressing deficiencies.

Maintenance audits may be performed at any time of the year, but there must be at least 6 months between each one. It is important that all audits be performed when the employer is in a normal operating mode so the audit schedule should take into account seasonal variations in the volume and type of work. Employers who fail to submit maintenance audits within 6-12 months will not be eligible for their rebate. Extensions beyond 12 months will not be granted unless extenuating circumstances arise and must be submitted to the Safety Council in writing. Approval is at the discretion of the Safety Council.

The Safety Council will issue a 6th and 9th month reminder that their audit deadline is approaching to all employers.

It is the employer's responsibility to schedule, pay for, and submit audits.

Audits must be conducted according to the following schedule

First Year	Certification Audit	External Auditor	Must Pass
Second Year	Maintenance Audit	Internal Auditor	*
Third Year	Maintenance Audit	Internal Auditor	*
Fourth Year	Recertification Audit	External Auditor	Must Pass

All COR audits will be reviewed in detail by the Safety Council in order to ensure that the audit process continues to be accurate, timely and appropriate. The Safety Council will acknowledge the receipt of all audits via email. When the Safety Council receives an audit submitted toward COR certification it will be reviewed by the Safety Council's Quality Assurance Department. If the audit is considered to be incomplete, it will be returned to the auditor with detailed notes so that it can be revised and resubmitted. Once returned to the auditor, audit revisions must be returned within 30 days of receipt of the audit review.

A fatality occurring at a COR certified employer will automatically include this company in the pool of Quality Assurance audits. These particular audits will be conducted on-site by qualified Safety Council employees.

Quality Assurance

The Safety Council will:

- Review all COR audits to ensure that a high level of confidence is maintained in the accuracy and timeliness of COR records and meeting the WSBC and industry standards.
- Keep records of all quality assurance audits and forward certified companies list annually to WorkSafeBC for COR rebates.
- Review at least 10% of all work done by trained auditors. Any irregularities will be investigated by the Safety Council who may perform additional audits and/or engage an external auditor
- Develop and adopt procedures for dealing with audit irregularities and auditor conduct
- Perform additional audits and verifications when requested by WorkSafeBC
- Respond to complaints and comments

Audit Review Activities

Large employer audit submissions to the Safety Council for COR Certification will undergo a quality assurance review to determine:

- Accuracy and completion of the audit submission.
- Accuracy and appropriate detail in the audit recommendations.
- Accuracy in the scoring of the applicable elements in the audit document.
- Accuracy in the minimum sample size standard requirements

Quality Assurance Spot Reviews

The scope of quality assurance Spot audit reviews will include at least 10% of all work carried out by auditors so that any irregularities may be identified and investigated and investigations will be carried out as required to make recommendations.

The Safety Council will use separate quality assurance audit reviews processes for both large and small employer audit submissions, including:

- External audits.
- Internal student audits.
- Internal maintenance audits.
- Certification audits.

Quality assurance audit reviews will determine that audits:

- Maintain a high level of quality in the accuracy of reporting by the auditor.
- Reflect that information contained in the audit is timely.
- Contains the appropriate level of technical correctness to ensure that the auditor has fully met their obligations.
- Meet the audit process as directed by COR Certifying Standards, WorkSafeBC and industry standards.

What is involved in an OHS audit?

The audit tool used for large employers represents the standard audit tool for the industry. Auditors working with large employers (20 or more workers) need to be familiar with the expectations built into this standard audit tool. Employers must pass the OHS audit before being eligible to participate in the RTW audit.

The standard audit tool for large employers consists of a number of elements which are verified through a combination of documentation, interviews and observation. The elements assessed by the standard audit tool are:

Element	Weight (scoring may change) (not accurate)
Management Leadership and Commitment	10%
Hazard Identification and Control	20%
Industry Specific Programs	10%
Inspection of Premises, Equipment, Workplaces and Work Practices	15%

Investigation of Accidents	15%
Instruction and Training	10%
Health and Safety Program Administration	5%
Joint Health and Safety Committee	5%
Emergency Preparedness	10%
Injury Management/RTW (Optional)	Independent of other audit elements - see below "What is involved in an RTW audit?"

To pass the certification or recertification OHS audit, a minimum of 80% total score is required and the score on any individual applicable element must not be less than 50%.

What is involved in an RTW audit?

The Injury Management / Return to Work audit measures the effectiveness of the RTW Management System and focuses on how well it facilitates the timely return of injured workers to meaningful and productive employment. The RTW audit assesses several elements which are measured and verified using a combination of documentation, interviews and observation:

Element	Weight (please verify)
Injury Management/RTW Policy, Management and Leadership	22 %
Resources, Education and Training	16 %
Stay at Work and Return to Work	38 %
Communication	24 %

To pass the certification or recertification RTW audit, a minimum of 80% total score is required and the score on any individual element must not be less than 50%. If the RTW audit is submitted as an element of the OHS audit for a combined certification, the RTW element scoring is considered separate from the OHS audit. Employers cannot audit their RTW management system without first auditing their OHS system.

Improvement Verification Audits

Audits achieving a total score of 10% below the required 80% minimum may qualify for a limited scope review. Quality assurance will determine which audits receive a follow-up limited scope audit, (referred to as IVA) letter indicating the areas for immediate improvement and submission of documents to meet the standard requirements. Specific recommendations and submission deadline will be laid out in the IVA letter.

Continuous Improvement

The audit process is designed and intended to determine if the essential elements of a health and safety and/or return to work management system are present. Once an audit has been conducted and opportunities for improvement are identified, employers are expected to strive to continually improve the program(s) by developing and acting on an "Audit Action Plan".

By developing and acting on a plan for improving the OSH/RTW Management Program, the employer commits to continuous improvement which will be reflected in and documented by subsequent audits. Each audit is required to demonstrate that steps have been taken to improve the results of the last and must incorporate a plan for addressing audit-identified deficiencies.

Rebates

Rebates are determined and awarded by WorkSafeBC.

Employers who earn the OHS COR can receive rebates of 10% of their WorkSafeBC base assessment premiums. Employers who earn the RTW COR can receive rebates of 5% of their WorkSafeBC base assessment premiums.

The minimum annual rebate for achieving and/or maintaining one or both of the COR certifications is \$500 or 50% of the premiums paid by the employer for the year being calculated, whichever is less.

Rebate cheques are issued once a year by WorkSafeBC and are distributed through BCFPHSC with a congratulatory letter.

Maintaining Good Standing with WorkSafeBC

In order to receive a COR rebate, an employer must be in good standing with WorkSafeBC.

Once the Safety Council has confirmed that an employer qualifies for COR certification, it will forward a request for a rebate to WorkSafeBC. Any of the following situations could negatively impact an employer's eligibility for a rebate:

- Engaging in activity which would cause WorkSafeBC to impose or consider imposing an administrative penalty.
- Suppressing claims for compensation or suppressing claims costs
- Carrying an outstanding balance on a WorkSafeBC account
- Failing to register with WorkSafeBC
- Engaging in conduct WorkSafeBC considers inconsistent with participation in the COR program.
- Failing to report payroll to WorkSafeBC for the audit year

An employer who is discovered to have provided false information at any point in the COR certification and rebate process may lose COR status and be required to repay previously issued rebates.

Employers will be ineligible for the COR rebate until any outstanding issues are resolved.

Appeals

Employers who wish to appeal WorkSafeBC decisions regarding their status or entitlement to a rebate should contact WorkSafeBC directly.

Employers who disagree with the results of their audit may request an internal review through BCFPHSA by taking the following steps:

1. Contact the COR Manager. If the employer still does not agree they may
2. Contact the Safety Council Director. If the employer still does not agree they may
3. Contact the Safety Council Executive Director who will make the final decision.

TRAINING

External Auditor Training

The Safety Council will provide access to training for COR auditors in using the WorkSafeBC-approved audit tools it has developed to address the needs of the Food Processing Industry. The training is only offered to qualified external auditors who have been selected by the Safety Council. Training may be made available through a third party.

In order to qualify as an external auditor (following the prescreening process), an individual must receive a minimum of 35 hours of instruction and training and pass a qualifying examination by achieving a grade of at least 80%. External auditors are also required to conduct at least one audit that is shadowed by an experienced auditor (unless auditor has challenged the process) that has been reviewed by the quality assurance process within the Safety Council. The training audit does not count toward any employer's COR status nor can an external auditor apply for any monetary reimbursement for the completion of the student audit.

External auditors will be required to participate in regular refresher training to ensure that they are kept abreast of the latest changes and developments to the COR program. External auditors must conduct at least one audit per year to maintain external auditor certification and receive 1 day refresher training every three years.

The Safety Council will provide information to employers about training needed to qualify for COR, ensure that auditor training is available to employers, and coordinate training delivery. The Safety Council will also maintain records of all training completed toward COR certification.

Training costs will be determined by the Safety Council and will be paid by the employer or the external auditor.

Selection Process

External auditors are screened and selected by the Safety Council for the sole purpose of conducting qualifying Large Company audits for the COR program. Candidates eligible for external auditor training must have the following pre-requisites:

- CRSP or equivalent² Health & Safety qualifications
- Pass a criminal background check or successfully appeal the process³
- Successful completion of an oral and written skills testing process
- Successful completion of an interview
- Adequate industry experience⁴ with successful completion of the course *Health & Safety Hazards in the Food Processing Industry*
- Three references

The following mix of skills and attributes is desirable for auditors:

- Proficiency in the application of audit data collection techniques (reviewing documents, conducting interviews, conducting observations)
- Proficiency in the analysis and evaluation of occupational health and safety information
- Well-developed analytical and critical thinking skills
- Experience with management systems
- Strong verbal and written communication skills
- Well-developed skills in issue identification and corrective action planning
- Thoroughness and attention to detail in the collection of audit data
- Self-motivation and persistence in the pursuit of the audit objectives
- Organizational and time management skills
- Ability to maintain concise, detailed and relevant notes during the collection of data

All auditors are expected to possess a prerequisite knowledge of the Food Processing industry. Candidates' industry experience will be assessed by the Safety Council. Industry experience is essential because it enables auditors to

² As deemed equivalent by the Safety Council.

³ The appeal process includes written application for exemption of information contained within the criminal records.

⁴ Adequate industry experience is determined at the discretion of the Safety Council

- Be aware of sector-specific hazards to their own safety while they are conducting the audit
- Determine whether activities they observe are acceptable practice
- Recognize situations involving imminent or potential danger to workers
- Have a high level of credibility in interviews with workers

Auditors will be expected to gain, through their training, detailed and specific knowledge of the expectations required of COR audits in general (the audit standards set by WorkSafeBC) as well as within the Food Processing industry.

Auditors will be trained in

- Basic health and safety management audits for both large and small employers
- Return to work audits
- Audit verification methods
- Audit frequency
- Audit scoring
- Developing and documenting audit action plans

Internal Auditor Training

Employers may elect to have a permanent employee trained as an internal auditor for completing the Large Company Maintenance Audits. This person must receive at least 14 hours of instruction and training provided through the Safety Council's auditor training program and must pass a qualifying examination by achieving a grade of at least 80%. In addition, a student audit must be submitted by the internal auditor and the audit must pass the qualification review prior to the internal auditor being issued certification. The training audit may be performed on the auditor's employer, but it does not count toward the employer's COR status. Student audits must be submitted to the Safety Council within 6 months of successful completion of the course.

Internal auditors are required to complete a minimum of one audit per year over the first two years and receive refresher training in the third year of their certification program.

Because effective participation in the COR program requires that employers understand the concepts essential to COR certification such as health and safety management, audits, audit deficiencies and continuous improvement, it is recommended that employers have at least one person trained as an internal auditor. This person will be able to assess existing health and safety and return to work management systems and identify potential deficiencies that must be addressed in order to qualify for COR certification.

If the person trained as an internal auditor leaves the company, the company will be required to train a new person if they want to continue to use an internal auditor. All employers have the option of using an external auditor for any of their audits.

Internal Auditor Exchange Option

Internal auditors have the option of belonging to a list of certified internal auditors in order to conduct maintenance audits for other employers within the Food and Beverage Processing industry who experience similar health and safety hazards. This will enable companies to engage qualified internal auditors from outside their organizations to review their health and safety and/or return to work management systems to simulate an external audit.

Internal auditors may not be limited in the scope of their audits and must have a reasonable equal level of understanding of the processes that they are auditing. Internal auditors may not charge for their auditing services.

Auditors' Code of Conduct

All COR auditors are expected to commit to:

- Exercising honesty, objectivity, and diligence in the performance of their duties
- Not knowingly engaging in actions that are discreditable to the profession of auditing in the occupational health and safety field
- Refraining from entering into any activity that may be construed as a conflict of interest and which may impair their ability to conduct their duties objectively
- Only undertaking work for which they are qualified
- Protecting the confidentiality of information obtained during the audit and ensuring the anonymity of all individuals contacted during the audit process
- Applying a continuous improvement methodology in all services rendered
- Maintaining the highest standards of honesty and integrity during the application of audits

Internal Compliance

The Council has a responsibility to ensure that the standards to which individuals or companies are trained, certified and maintaining certification are compliant. Therefore, the Council will act in a consistent manner with procedures to handle noncompliance with individuals or companies trained or certified by the company or by its endorsed providers.

The council will have full official powers of investigation through a variety of sources to validate their concerns and issues being raised. These include but are not limited to:

- Notifications by WorkSafeBC and other organizations.
- Received documentation received from council employees or its contractors.
- Received documented complaints that are formally registered with the Council.
- Media reports or other means of third-party complaints

Investigating reports or complaints

The Safety Council will examine any report or complaint. If the report or complaint is substantiated, the Safety Council will use quality assurance processes, which may include independent verifications, audit reviews, interviews and field investigation to determine the facts so that a decision can be made to determine if disciplinary measures are warranted.

Disciplinary measures

If disciplinary measures are required, the Safety Council may issue warnings, which order compliance, retesting, and temporary suspension of certification or full decertification from any program or certification. Disciplinary measures may be progressive in nature however more serious cases will involve immediate and forceful action to ensure worker safety.

Decertification

The Safety Council will only consider decertification in the most severe cases where repeated violations and evident negligence in spite of warnings has occurred, regulatory or statutory penalties have been invoked or falsification of records have been identified.

Fees and Cancellations

Training costs will be determined by the Safety Council and will be paid by the employer at the time of registration.

In the event that a student is unable to attend a training course for which he or she is registered, the student must notify the Safety Council as soon as possible.

A full refund may be given if the cancellation is made at least 30 days before the course. If the cancellation is received from 1 week to 30 days before the course, the Safety Council will refund 50% of the course fees. There are no refunds for cancellations less than 1 week in advance of the course date.

No shows will be required to pay for the course for which they were enrolled and will be required to pay the full amount of the course when they re-enroll.

If a student fails the auditor training course (by achieving a grade of less than 80%) he or she will be required to retake the course at the regular rate.

If there are too few registrants 1 week before the course, the Safety Council may decide to cancel the course.

Other COR Training Courses

Other COR training courses offered by the Safety Council include:

Health & Safety Program Building Training Course

The Safety Council has developed a training program intended to assist employers in building their health & safety management systems.

Health & Safety Hazards in the Food & Beverage Processing Industry

Potential external auditors who have not met the minimum industry experience criteria must complete this course prior to submitting application as an external auditor.

Reciprocal Acknowledgement of COR Certifications

WorkSafeBC encourages the reciprocal acceptance of COR certification between industries and between certifying partners within the same industry sector. WorkSafeBC also supports mutual recognition of COR certification across jurisdictions.

The Safety Council will work with other certifying partners and industries to determine reciprocity by considering whether the COR programs meet WorkSafeBC and BCFPHSC standards. The decision to recognize certifications from outside jurisdictions rests with the executive director of the Safety Council.

Glossary

Audit Action Plan - a plan developed as a result of an audit's identification of areas requiring improvement in an OHS or RTW Management Program. The action plan is developed and implemented by the employer to address any deficiencies and becomes part of the ongoing audit process.

Baseline Audit - A baseline audit is an initial audit that serves to identify areas of health and safety management which are deficient and must be addressed by the employer in order to achieve COR certification

Certifying Audit - A certifying audit is the initial audit conducted to determine whether an employer qualifies for COR certification. Successful completion of a certifying audit confirms certification with the program for 3 years (provided successful maintenance audits are conducted) and qualifies the employer for a rebate on WorkSafeBC premiums.

Certifying Partner - a certifying partner is an organization (usually an industry association) that has a contractual agreement with WorkSafeBC to administer the COR program for a particular industry and help employers achieve COR certification.

COR - Certificate of Recognition

External Auditor - An external auditor is an independent auditor typically engaged by an employer for the sole purpose of conducting an audit of the organization's OHS or RTW Management System.

Improvement Verification Audit - Audits achieving a total score of 10% below the required 80% minimum may qualify for an improvement verification audit. This audit focuses on the action plan elements.

Internal Auditor - An internal auditor is an employee who has been trained to the level of internal auditor through the Safety Council.

Maintenance Audit - A maintenance audit is one that periodically occurs following the certification audit to ensure systems and practices remain functional and effective.