



New MAG-SAFE audit tool launching in 2019

The BC Forest Safety Council (BCFSC) is pleased to announce a new safety audit specifically addressing the needs of forestry manufacturers in BC will be rolled out to industry in 2019. It will be known as the MAG-SAFE audit tool. The audit has been successfully piloted after 18 months of development, input and testing by the Manufacturing Advisory Group (MAG), supported by technical experts.

MAG companies recognized that WorkSafeBC's Certificate of Recognition (COR) program is effective in supporting the development and improvement of safety programs across multiple sectors in British Columbia, including the wood products manufacturing sector. However, MAG did feel that if the industry was to achieve further continuous improvement in safety performance, COR was no longer a high enough bar for sawmills in BC. MAG believes that using an industry audit tool that places greater emphasis on risk across the sector will better help secure meaningful improved safety performance.

"COR was first introduced to manufacturing in 2006, so MAG had 10 years of experience with the system. As MAG had successfully developed, tested and implemented an excellent dust audit tool – which allowed industry to achieve a 98% compliance rate in WorkSafeBC inspections – we felt MAG was in a strong place to ask ourselves how do we as an industry further improve safety in BC sawmills, and what do we need to do to get there," explained Matt Franks, MAG member and Canfor Safety Manager, Wood Products Operations. "The answer was developing an audit tool that could consistently, effectively and efficiently measure our sawmill safety performance particularly in high risk areas

that is also aligned with WorkSafeBC's high risk strategy," he said.

Building the new MAG-SAFE audit tool

MAG set up a project team with John Bulcock (Western Forest Products) as Project Champion to work with the BCFSC to build an audit that would enable them to maintain SAFE Companies certification, and allow them more flexibility to take a "deeper dive" into their high risk areas. The objective is to secure the most relevant measurement of safety management systems in a process-driven manufacturing environment, consistent with the high-risk strategy elements identified by both industry and WorkSafeBC.

"The MAG-SAFE Companies audit tool development was a collaborative process. We consulted and worked with MAG company representatives, BCFSC staff, subject matter experts, and experienced manufacturing sector external auditors," said Cherie Whelan, Director SAFE Companies. "We constantly analyzed, tested and refined the tool in repetitive cycles with the MAG project team providing us with direction and oversight on an on-going basis to ensure that we built an audit that met MAG's objectives."

Principles applied to the new audit tool included:

1. Maintains third party certification by the BCFSC
2. Risk-based, moving away from a compliance based tool to a risk based audit program aligned with WorkSafeBC's High Risk Strategy

3. Increased audit activities focused on high risk areas and activities and increased emphasis on observations and interviews with less reliance on documentation
4. Increased efficiencies in auditing to add more value and minimize bureaucracy
 - a. Integration into SAFE Companies existing programs to reduce administrative and bureaucratic burden while supporting continuous improvement of MAG safety management systems and safety culture
 - b. Reduced auditing requirements with ability to focus on corrective actions for maintenance years (Alternative Maintenance Action Plan)
 - c. Combustible Dust audit requirements are integrated into the new MAG-SAFE Audit cycle
 - d. Audit program will be scalable and flexible so that it works for any size wood products manufacturing organization with equivalency considerations for employers with well-established audit programs.

The new audit consists of 10 Fundamental Elements and a rotation of High Risk Modules that are aligned with WorkSafeBC's High Risk Strategy. The table beside shows the management system elements and the first four high risk areas that will be part of the first 3-year audit cycle.

The new audit provides detailed instructions to the auditor on how to conduct and record the audit to ensure that the results are the best match to reality. For example, there are mandatory times of day and times of week to include in the audit that ensure night shifts (cleanup and maintenance), as well as weekday and weekend shifts to be audited. Other mandatory requirements include specific physical areas of the facility and target activities that must be observed.

MAG Audit Development Process



This diagram shows the activities that were part of the audit development process.

Different format of audit tool

The new MAG-SAFE audit tool is also in a different format, Excel, rather than Microsoft Word, allowing for auto scoring, graphs and statistics as well as multiple outputs best suited to diverse end-user needs – management, operations, safety officers, supervisors, JOHSC, etc.

A two-page PDF Executive Summary for Management includes a “heat-map” that shows where the operation did well and where additional energy and resources are needed to further improve safety performance overall. (See heat map sample below.)

There is also a six-page PDF Summary plus Corrective Action Log (CAL) for Operations; 100+ page PDF full report for Safety departments and auditors who want those details; Excel CAL for transfer to company’s safety management systems for their own tracking, and a full Excel file.

New scoring methodology

The audit focuses on tracking non-conformance rather than numeric score like the current SAFE Companies BASE 4 audit tool. The scoring methodology has timelines included for addressing non-conformances, and is geared towards driving continuous improvement of MAG’s safety management systems. Companies that have any major non-conformances will not become SAFE Certified until those issues are addressed. This is similar to the BASE audit concept of having every question need at least 50% to pass, and continues to move further above the COR requirement where a company can pass with only 50% of an element.

Pilot was successful

The audit was piloted at three sawmills in Q3-Q4, 2018 with positive experiences all round.

“Our Gorman Group Lumber mill in Westbank was the third mill to participate in the pilot and I couldn’t be happier with the audit process and rigor. This new audit launches off the foundation of historical safety program administrative findings through the previous audit processes, and without redundancy or constraints, focuses the auditor into the categorical areas where serious injury and fatality risks may be lurking,” said David Murray, Corporate Safety, HR and Environment Manager at Gorman Group.

“I am convinced that companies will get a lot of value out of this MAG-SAFE audit tool,” said Martin Ridgway, BCFSC SAFE Companies Supervisor, Quality Assurance who observed each of the pilot audits. “No previous audit tool has had mandatory requirements for the auditor to look at the ‘off’ shifts and the ‘back’ and ‘under’ sides of the operation. It takes the best practices of highly experienced auditors and how they approach the risks of company activities and transfers those methods to benefit all auditors and companies using the tool.”

MAG Safety Management System Elements

1	Leadership, Commitment and Communication
2	Effective Supervision
3	Safety Program Administration
4	Management of Change
5	Hazard Assessment & Control
6	Education, Training and Competence
7	Workplace Inspections & Monitoring
8	First Aid & Emergency Response
9	Investigation of Incidents and Occupational Disease
10	Contractor Safety Management

High Risk Modules

A	Work at heights and elevating devices
B	Safeguarding
C	Mobile Equipment Operation and Pedestrian Safety
D	Lockout

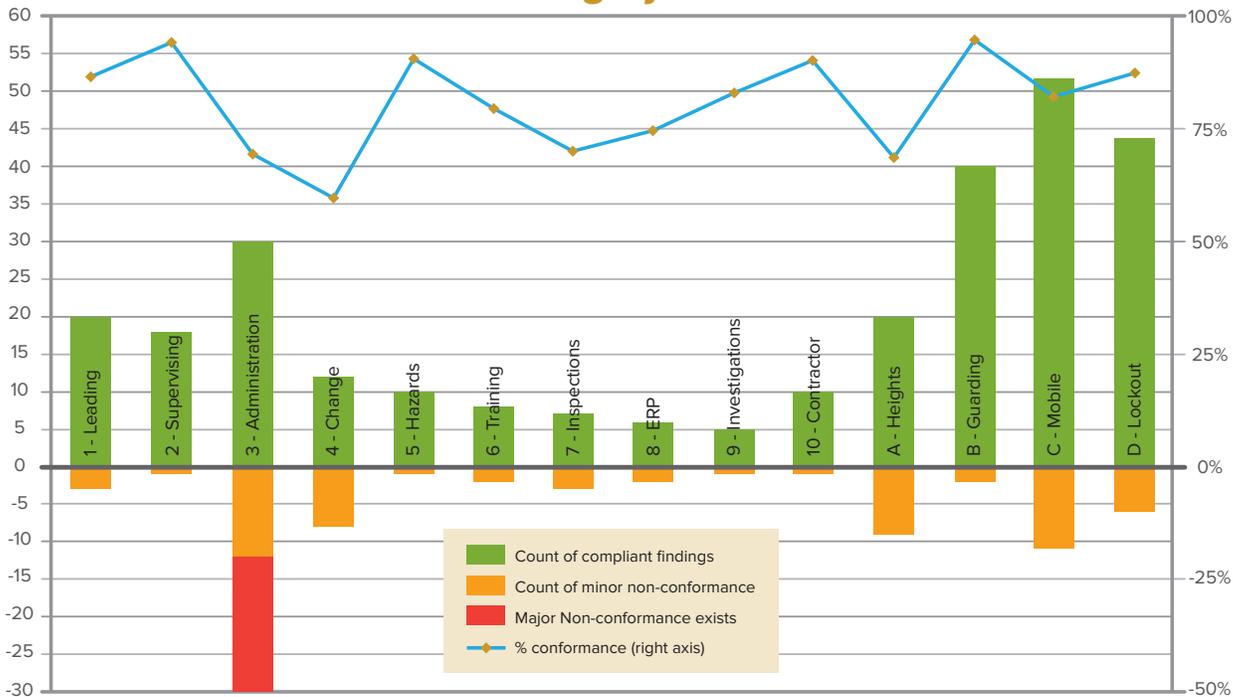
Next Steps

To help with the implementation and ongoing requirements of the MAG-SAFE audit program, the BCFSC has hired Bill Laturus as a Senior Safety Advisor, Manufacturing, effective January 2019. He was one of the auditors who helped MAG develop and pilot audit the new tool.

“Bill’s experience is a tremendous asset to industry, specifically both his work on the new audit pilot as well as his work in the development and testing of dust audits,” said Cherie.

Bill will be working with the MAG-SAFE audit team to identify the skills, experience, and/or educational requirements that a MAG-SAFE auditor will need. Once this assessment is complete, the BCFSC will be sending out an Expression of Interest for auditors who would like to conduct these audits. Any interested auditors should check the MAG resource web page for updates in February and March. 🌱

Risk Rating by Element



Hypothetical sample of heat map graph.



NEW: Safety advisors share what they see & hear:

Roads and maintenance #1 concern

BC Forest Safety Council Safety Advisors spend many days each year in field visiting SAFE certified companies, whether to do verification audits, assist with initial audits, or provide specific safety management system development and enhancement advice, tools and resources.

As a result, they gather a great deal of grass-roots information that collectively is representative of province-wide experiences and conditions. The safety advisors have agreed that there is benefit to sharing that information back with industry on a regular basis, twice a year.

The following raw comments were gathered at forestry operations during the second-half of 2018.

1. Observations

The good

- Overall good planning, layout and communication observed considering the amount of sorts and multi-phase activities.
- Some very good mentorship going on with the few young workers in industry.
- Seeing newer equipment, and new technology being implemented.
- Seeing some very good supervisors who understand the business and really care about their workers.
- An increase of daily journal use by supervisors.
- An increase in hazard reporting and communication.

The bad

- Contractors still asking for road standards and also enforcement of safety standards on roads.
- Some old, incorrect or no radio channel signage on some roads.
- Some companies are wishy-washy on SAFE requirement, particularly with log hauling.
- Some companies forced to accept sub-standard drivers due to a serious lack of qualified workers.
- Many FSRs in poor condition due to lack of maintenance.

2. Feedback

The worst

- Roads and road maintenance continues to be the number 1 complaint and safety concern from industry operators of all sizes of companies across the province. In some areas it is worse than others. Generally everyone is frustrated. Complaints include that the private company contracted to maintain the roads does nothing, not even when they are called and bad unsafe road conditions are reported to them.
- One FSR is so bad near Quesnel for example that operators have complained to the province and the contractor and nothing has been done. A safety advisor has written up the same FSR in a hazard report.

- Many BC Timber Sales area roads are in poor condition or not being upgraded. Contractors are repairing the roads at their own cost for the safety of their workers and log haulers.
- Slips, trips and falls are seen as the second biggest hazard after driving.
- The BCFSC is still seen negatively by some and certification as a bureaucracy they have to endure. Others greatly appreciate the service, help and support and appreciate the value of having safe operations.
- Need more operators and drivers to keep production going.
- Wildfires, wildfire response, beetle kill, lumber prices, fibre shortages, supply-demand chain and Canada-US-China relations seen as biggest threats to the whole industry.

Getting better

- In some areas, road conditions are improving when maintained by the licensee. Improvements are noted as being division-specific.
- GPS has helped reduce speeding significantly on certain routes.
- Increased usage of emergency communication devices such as satellite tracking/texting is being used more consistently.
- A summary of feedback from the first six months of 2019 will be shared in the August edition. 📍

WorkSafeBC updated COR policies, effective January 1, 2019

WorkSafeBC has approved new policies for the Certificate of Recognition Program (COR). No action is required by anyone participating in COR at this time as the policies are the top-level documents that guide the broad principles for WorkSafeBC, the Certifying Partners like the BC Forest Safety Council (BCFSC), companies and auditors involved in the program.

WorkSafeBC staff will now proceed with developing draft Practices, Procedures, Standards and Audit Tools based on these new policies. While timelines have not yet been announced by WorkSafeBC, the BCFSC intends to participate with other Certifying Partners as the operating documents are developed, and will keep all SAFE Companies regularly informed of progress and any future actions which may be required going forward. While

not all SAFE Companies are also COR certified, the coming COR changes may help some SAFE-only companies gain COR.

Please note that the new policies apply to all decisions made on or after January 1, 2019, except for financial incentive decisions relating to a violation of the Workers Compensation Act ("Act") or the Occupational Health and Safety Regulation ("OHSR") that occurred before January 1, 2019. Those cases will use the old interim policies.

For reference, to access WorkSafeBC's 14-page PDF document containing the policy changes, please see:

<https://www.worksafebc.com/en/resources/law-policy/board-of-directors-decisions/bod-20181122-01-cor-program?lang=en> 📍

A SAFE certified company has been decertified

In December 2018, the BC Forest Safety Council (BCFSC) decertified a company for submitting false and/or misleading information in their ISEBASE / SEBASE audit package. This is a rare occurrence with records indicating this is only the second time since the inception of the SAFE Companies program that such action has been taken.

The SAFE Companies Certification Program Terms and Conditions is Appendix A of the SAFE Companies registration form that all companies sign when they join the program. Item 2.3 states:

“No Participating Company will make or give any false or misleading representation,

statement of fact, or opinion to the BCFSC or to an auditor or in a SAFE Companies Program Registration Form, nor will it do so to a third party (including WorkSafeBC) about a matter relating to Certification. It will not omit to state a fact necessary to make or give its representations, statements of fact, or opinions accurate to the BCFSC, an auditor, or third party (including WorkSafeBC).”

While the exact details of the infraction and company name will not be disclosed for confidentiality reasons, the false and/or misleading information involved using the same operating records in two consecutive years with different dates on the forms.

As part of normal Quality Assurance, current and past audit submission histories are reviewed to allow for better safety improvement recommendations. The review can, however, lead to these rare circumstances where it is clear either false or misleading information is being submitted.

The company was given 45 days to provide a response including a full recertification audit without false or misleading information before their SAFE certification was removed. The company did not dispute the QA findings and chose not to provide any audit. Therefore SAFE certification was removed. 🚫

Simple ways to improve your annual SAFE Companies audit submission



By Stacey Sproule, safety advisor and trainer

Over the next few editions, we will look to share simple ways to help ensure your successful audit reporting. I am going to cover the basics of completing the audit tool, with all fields, forms and questions answered. This installment will cover some background and the company profile.

The small employer audit tool is 11 pages (<https://www.bcforestsafesafe.org/node/2650>) and the IOO audit tool (<https://www.bcforestsafesafe.org/node/2649>) is 6 pages long. These documents need to be downloaded from the BC Forest Safety Council website prior to each year's audit as these forms can change slightly from year to year. You want to ensure you are submitting the most current version of the documents for each annual audit submission. If you cannot access the forms, please call our office and we will send you one.

There is also an Explanation for both the IOO and Small Employers audits. These explanation documents are designed as a guide to assist anyone who isn't sure of what is required. These documents should not be used for an actual submission. There is also a video on how to complete your audit.

Background: your 12-month reporting period

Your audit consists of reporting based on your previous 12 months of operations (12 months prior to the annual submission date),

and therefore it is important to ensure all documents submitted are dated within that current audit reporting period. For example, if your audit due date is February 28, 2019, this would mean all supporting documents should be from the 12 months prior to the submission date, or from March 2018 – February 2019.

With the long summer wildfires over the past two years, many SAFE companies were given extensions until the end of Sept 2018 to get 2018 audits in. Don't let the date change confuse anyone. Remember the rule: your annual submission reporting months are always the 12 months prior to your submission date. For example, if your annual audit was due May 31, 2018 but you were given an extension and didn't submit your 2018 annual audit until the end of Sept 2018, your reporting months would be October 2017 – September 2018.

Company Profile

Both the IOO and ISEBASE / SEBASE audits start with a two-page Company Profile, which gives the company's operations, location, work activities, worker count monthly, and trained auditor, etc.

Current contact names, addresses, business numbers, cell numbers and email addresses open lines of communications with you. If there is ever a problem with your audit submission, we do our best to contact you immediately. Please list the most current information and if a change occurs, please let us know so we can update our records.

The Company Profile paints a picture for the rest of the audit. For instance, if you report in your Company Profile you have a Classification Unit (CU) number for 732044 or Log Hauling, then the audit submission documents must support this as your work activity. This is required for us to recommend your company for the COR rebate.

Classification Units in the Profile

A Classification Unit number or CU number is a six-digit number assigned to your work activity by WorkSafeBC, which determines the cost of the insurance coverage for each \$100.00 assessable payroll dollars. Your CU and insurance premium information can be found on your annual assessments letter issued to you by WorkSafeBC, usually in the late fall of each year.

If a company has been assigned more than one CU by WorkSafeBC, then in the Company Profile you list all of the CUs your company has, and just below that, which CUs you will be including in your annual reporting. In order to be eligible for COR, all CUs should have supporting documents present in the annual audit submission. You can report on fewer CUs than your WorkSafeBC account has been assigned, but this would also give you a lower COR rebate.

It is common for a WorkSafeBC account to have only one CU assigned to it, but the company participates in more than one work activity. For example, you may haul logs part-time for the winter months but are the owner /operator of a ranch fulltime. WorkSafeBC may have assigned you just the CU for Log Hauling, but in order to be eligible for the COR rebate, you need to report on both your log hauling and your ranch activities in your audit. This can be done by including the ranch work activities in the audit question where the company is asked to list all Safe Work Procedures associated with your work activities. i.e. Log Hauling, Steep Slope Descent, Mill & Dump Site, but also Crop Harvesting Operations, Animal Husbandry, etc.

Next Issue – Audit Contents. If you have any question about your audit submission, please call our office at toll-free 1-877-741-1060 and ask to speak to a Safety Advisor. We are here to help industry reduce the risk of serious injuries and fatalities. Part of that is helping you prepare your audit so you have effective safety systems to support you at work. 🚫