

# MAG SAFE AUDIT OVERVIEW



## Purpose

The Manufacturing Advisory Group (MAG) decided that the sawmilling industry was not getting the desired results from the BCFSC SAFE Audit (BASE) that they required. To remedy this, they developed their own audit that focused on high risk activities. The MAG Audit is performed every three years with an external auditor. Companies work on their recommendations between their external audits instead of performing maintenance audits.

This industry developed audit takes an in-depth look at the highest risk activities. High Risk Modules form the basis of the deep dive where the auditors look into the areas of concern that persist in many operations.

Documentation is not the main focus of the new audit. Rather, observations (confirming workers correctly perform safe work procedures) and interviews (workers communicate their understanding of the safe work procedures) is the focus of the audit.

## On Site Audit Logistics

Some of the differences between the BASE SAFE Companies on site audit activities and the MAG SAFE audit activities include:

**SCORING:** the MAG audit does not have a pass or fail score. The attached scoring notes illustrate how each question on the audit is assessed and given a risk based 'Conformance Status'.

**SCOPE AND DURATION OF ACTIVITIES:** the MAG audit will typically include 5 days of on site activities. The auditor is required to audit a minimum of 4 hours on afternoon shift, 4 hours on graveyard shift and 4 hours on Saturday. All areas of the operation are included in the audit.

**OBSERVATIONS:** the MAG auditors spend the majority of their time on the floor observing and assessing activities during all shifts. No time is spent in a room waiting to interview workers.

Auditors will focus mainly on the High Risk Modules:

- Working at Heights
- Safeguarding
- Mobile Equipment Pedestrian Interface
- Lockout
- Combustible Dust

**INTERVIEWING:** Auditors do not have a set number of interviews to perform. Auditors will perform approximately 6 BASE style interviews (fundamental interviews) to establish a baseline of employee knowledge. They will also perform focused interviews. These are quick chats (5 mins or less) while on the floor with employees that they were observing. These focused interviews will seek specific knowledge on the high risk modules or further information on various areas of weakness that have been identified.

## THE 10 BASIC AUDIT ELEMENTS:

- Leadership
- Supervision
- Safety Program Administration
- Management of Change
- Hazard Assessment & Control
- Education, Training and Competence
- Inspections & Monitoring
- First Aid & Emergency Response
- Investigations
- Contractor Management

## High Risk Modules

- Working at Heights
- Safeguarding
- Mobile Equipment  
Pedestrian Interface
- Lockout
- Combustible Dust

## SAMPLES OF A FOCUSED INTERVIEW MAY INCLUDE:

- Asking a trimmer operator to demonstrate and explain locking out his equipment to address an upset condition (Lockout)
- Asking a millwright to put on their harness they use when working at heights and explain how they check to make sure it's adjusted correctly (Working at Heights)
- Asking a group of junior cleanup workers on Saturday to demonstrate how they locked out the equipment, explain their orientation and explain the safe way to clean up wood dust (Lockout, Training and Combustible Dust)
- Observing and asking a forklift operator to discuss the high risk areas for mobile equipment worker interface (Mobile Equipment & Pedestrian Interface)

RESOURCES: To perform an effective and efficient audit, the MAG auditors will need the following resources:

- A dedicated site contact. This is usually the site safety supervisor.
- A guide while performing observations and interviews. This can be the site safety supervisor, a JOHSC worker representative or a supervisor.
- A knowledgeable worker that can spell off a worker when the quick chats take place. These quick chats usually take place on the floor or in a quiet area of the operation in close proximity to the interviewee's workstation.
- A site orientation prior to starting work in production areas.

## MAG Audit Scoring

CONFORMANCE STATUS	RISK	SCORING	DEFINITIONS / EXAMPLES	TIMELINE TO ADDRESS BY	SAFE STATUS
MAJOR NON-CONFORMANCE	0	Imminent Danger	Immediate action required during the audit to prevent serious injury, death or other catastrophic outcome.	Audit stops until hazard is addressed, (immediate to auditor & BCFSC)	LSA - SAFE Certification; the operation is required to submit within 45 days of receipt of the final audit report their plans to address the major non conformance(s) to achieve SAFE Certification.
	1	Critical Risk System non-compliance	Situation with potential for catastrophic incident On-going and repeated non-compliant condition/practice. Non-compliance situation with a high likelihood of regulatory enforcement/and or penalties/sanctions. Demonstrated lack of “due diligence”.		
	2	Critical Risk Event non-compliance	Situation with potential for catastrophic incident One time and non-repeated non-compliant condition/practice. Non-compliance situation with a high likelihood of regulatory enforcement/and or penalties/sanctions. Demonstrated presence of “due diligence”.	Action plan submitted within 45 days or less of receipt of the final audit report (to auditor & BCFSC)	
MEDIUM NON-CONFORMANCE	3	High Risk System non-compliance	Situation with potential for serious (but not catastrophic) incident. Non-compliance situation with a predicted outcome of regulatory enforcement without monetary sanction. Demonstrated presence of "due diligence".	Medium Non-Conformance (investigate for further action)	SAFE Certified
	4	High Risk Event non-compliance	Situation with potential for serious (but not catastrophic) incident. Non-compliance situation with a predicted outcome of regulatory enforcement without monetary sanction. Demonstrated presence of "due diligence".		
MINOR NON-CONFORMANCE	5	Moderate Risk non-compliance	Situation unlikely to result in injury without other factors applying (based on Observation and/or Interviews – physical condition). Non-conformance unlikely to result in regulatory intervention during a routine inspection.	3 years or before next audit (Optional Continual Improvements)	
	6	Moderate Risk administrative non-compliance	Non-conformance is strictly administrative (based on Policy, Procedures and/or Records) and does not involve a physical condition or work practice. Non-conformance unlikely to result in regulatory intervention during a routine inspection.		
CONFORMANCE	7	Generally Acceptable	Generally, satisfies regulatory, company, audit requirements and generally accepted industry practices.	n/app	
	8	Exceeds Expectations	Exceeds previous findings for this operation and adds measurable / assessable value to the situation.		
	9	Best Practice	Should be shared with industry as a best practice.	365 days (to MAG / BCFSC)	
	10	Optimal	A best practice benchmark that is likely readily adoptable by industry and should reasonably result in a significant improvement over current industry practice.	90 days (to MAG / BCFSC)	

## Audit Results, Scoring and Next Steps:

Your scores on the audit report are separated into 3 main categories:

1. **Conformance** – scores between 7 and 10 indicate the operation has met and/or exceeded the minimum requirements for the question. Scores of 8, 9 or 10 are for industry best practices which may be shared with the industry subject to approval.
2. **Minor Non-Conformance** – scores of 5 or 6 indicate the operation has some minor issues that should be reviewed and prioritized to determine what if any future actions are taken. These items are often related to minor issues with documentation (score of 6) or observations and interviews (score of 5). Operations may consider these as continual improvements and corrective actions are at the discretion of the mill management staff.
3. **Medium Non-Conformance** – scores of 3 or 4 indicate that the operation has some medium risk non-conformances. While onsite auditors follow these as threads to determine the extent of the non-conformance and inform the operation of medium risk items they are focusing on. After the audit activities companies will investigate the medium non-conformances to determine what further actions will be taken to address the issue(s). The medium non-conformances will be included on an action plan report to the BCFSC within 45 days of receipt of the audit report.
4. **Major Non-Conformance** - scores between 0 or 2 indicate the operation has some significant non-conformances that need be addressed to maintain SAFE Certification.
  - a. Scores of 0 or 1 (Imminent Danger & Critical Risk) will correspond with a stop in audit activities until the hazard is addressed.
  - b. Scores of 2 (High Risk System or Event) indicate the operation has some high risk non-conformances. While onsite auditors follow these as threads to determine the extent of the non-conformance and inform the operation of high risk items they are focusing on. The high risk non-conformances require the operation to submit a plan on how they will be addressing the identified issue(s). With scores of 1 or 2 the operation will be placed in a 45 day Limited Scope Audit (LSA) from the date of receipt of the Audit report from the auditor. Plans on how the operation will address level 1 & 2 risks will need to be received by the BCFSC within the 45 day time limit to maintain SAFE Certification.
5. Operations with major and medium non-conformances will submit in years 2 & 3 the actions completed to address the major and medium non-conformances.

Note: While scores of 3 & 4 (medium risk) are included in the 45 day action plan report, if the operation does not have scores of 0, 1 or 2 they will maintain SAFE Certification.