

CERTIFICATIONS & AWARDS FOR OHS, WELLNESS, QUALITY AND EXCELLENCE

Feb. 5, 2013 IWH Plenary Presentation

John Speers, P.Eng., CRSP
Manager, HSW & Organizational Excellence
Workplace Safety & Prevention Services

About WSPS

Workplace Safety & Prevention Services (WSPS) provides industry-specific health and safety products, training and consulting services to 154,000 businesses and 3.8 million employees in Ontario's agricultural, manufacturing and service sectors.

As one of four health and safety associations operating under the Health & Safety Ontario banner, WSPS is a trusted advisor to businesses, large and small, seeking to boost productivity and profitability by reaching zero work-related injuries, illnesses and fatalities.

Previously, you knew us as:
Farm Safety Association (FSA)
Industrial Accident Prevention Association (IAPA)
Ontario Service Safety Alliance (OSSA)

WSPS Experience with (organizational) Certifications & Awards

- Excellence Canada (formerly NQI)
 - 2007 OSSA, Silver Award for Quality
 - 2008 IAPA, Gold Award for Healthy Workplace
 - 2008 IAPA, Gold Award for Quality
 - 2010 WSPS, PEP Level 1, Quality & Healthy Workplace
 - WSPS currently preparing for PEP Level 2, Excellence Innovation & Wellness, potential external assessment in 2013
- ISO 9001 Quality Management System Certification
 - 2006 to 2009 IAPA
 - 2009 to present WSPS (next external audit in Sept. 2013)
- CSA Z1000 Occupational Health & Safety Management System
 - WSPS currently implementing plan to conform to this standard and for possible external certification audit in 2014
- Until 2009 IAPA administered a H&S Awards Program for its members, with criteria & audits



National
Quality
Institute Institut
national
de la qualité

NQI PEP® LEVEL ONE ORGANIZATIONAL CERTIFICATION

The National Quality Institute issues this certificate to:

PEP de l'INQ® - NIVEAU UN ATTESTATION D'ORGANISATION

L'Institut national de la qualité remet ce certificat à:

Workplace Safety & Prevention Services Ontario, Canada

for having demonstrated its implementation of the NQI
Organizational Quality and *Healthy Workplace*® Criteria, in
accordance with the Progressive Excellence Program,
Level One

pour avoir démontré son application des Critères de la
Qualité et du *Milieu de travail sain*™ de l'Institut national
de la qualité, conformément au Programme Excellence
Progressive, Niveau Un

Issued on this date / délivré:
November 2, 2010 / le 2 novembre 2010

Valid for 2 years from date of issue / Valide pour 2 ans à compter de la date de délivrance

Allan Ebedes
President & CEO / Président et chef de la direction



Workplace Safety
& Prevention Services™
A Health & Safety Ontario Partner



CERTIFICATE OF REGISTRATION

This is to certify that

WSPS (Workplace Safety & Prevention Services)

Centre for Health & Safety Innovation
5110 Creekbank Road, Mississauga, Ontario L4W 0A1 Canada

operates a

Quality Management System

which complies with the requirements of

ISO 9001:2008

for the following scope of registration

Design, production and delivery of various occupational health and safety related information, products and services including training, conferences and events, consulting, and volunteer and community services.

Includes support sites:

Health & Safety Materials Centre, 1705 Tech Avenue, Unit 4, Mississauga, Ontario (File No. 1056729).

Site Specific Scope: Production and distribution of occupational health and safety information, products and training materials.

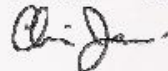
Carleton Technology & Training Centre, Suite 3100, Carleton University, 1125 Colonel By Drive, Ottawa, ON (File No. 1056731)

Site Specific Scope: Delivery of occupational health and safety training and consulting services.
75 Farquhar Street, Suite 101, Guelph, ON (File No. 1632944)

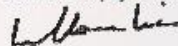
Site Specific Scope: Delivery of occupational health and safety training and consulting services.

Certificate No.: CERT-0066103
File No.: 1056726
Issue Date: October 23, 2012

Original Certification Date: October 20, 2006
Current Certification Date: October 18, 2012
Certificate Expiry Date: October 17, 2015



Chris Jouppi
President,
QMI-SAI Canada Limited



Guillaume Gignac, Inc.
Vice President, Corporate Operations, Accreditation & Quality
QMI-SAI Canada Limited



ISO 9001



Registered by:

SAI Global Certification Services Pty Ltd, 280 Sussex Street, Sydney NSW 2000 Australia with QMI-SAI Canada Limited, 25 Carleton Court, Suite 200, Toronto, Ontario M5W 1S1 Canada (QMI-SAI-CA). This registration is subject to the SAI Global Terms and Conditions for Certification. While all due care and skill was exercised in carrying out this assessment, SAI Global accepts responsibility only for proven negligence. This certificate remains the property of SAI Global and must be returned to them upon request.
To verify that this certificate is current, please refer to the SAI Global On-Line Certification Register: www.sai-global.com/certification/register



SAI GLOBAL
INFORM. INSPIRE. IMPROVE.

Presentation Objectives

- Understand the merits of using (organizational) standards, certifications & awards
- Review what organizational standards & certification schemes are available
- Get a sense of one organization's experience & lessons learned
- Raise research possibilities
- *Be better equipped to assess suitability for your organization & relevance to research*

The Merits – *why would one want to go down this road?*

- Standards set criteria & can act as a guide on how to manage the organization to achieve success in something of interest – OHS, HW, Quality, Environment, Excellence
- External assessment can provide impetus and an outside perspective & views
- Certification provides validation to internal and external stakeholders/ customers
- Time and costs associated with building conformance to a standard & achieving certification => critical that what standard espouses is aligned with what organization want to achieve
- Regular assessments builds management discipline

Organizational Standards & Certification Schemes Available

- National/International Standards, and associated Registrars:
 - ISO 9001 Quality Management System
 - ISO 14001 Environmental Management
 - OHSAS 18001 Occupational Health & Safety
 - CSA Z1000 OHS Management System & associated standards (e.g. Psychological Health & Safety)
- Excellence Canada
 - Progressive Excellence Program (PEP) and awards for quality, healthy workplace, integrated excellence innovation & wellness

| | ISO 9001 Standard for Quality Management System | OHSAS 18001 or CSA Z1000 for OHSMS | Excellence Canada PEP for Excellence Innovation & Wellness |
|-----------------------|---|--|---|
| Purpose | Enhance customer satisfaction by meeting customer requirements | Identification and control of OHS risks | Overall organizational excellence & wellness (address needs of all stakeholders) |
| Progression | Single level certification but can vary scope | Single level certification | Multi level Progressive Excellence Program & Awards |
| Auditing/ Assessments | Annual external (or more frequent where warranted). Potential to integrate. | | Typically every 2 years in conjunction with progressing through 4 levels |
| Uptake | 1,111,698 certificates issued worldwide and 7,108 in Canada (2011) | # undetermined, however most major registrars offer OHSAS 18001 certification | 22 awards in 2012 (for all criteria). # additional active PEP certifications undetermined |
| Type of standard | Consensus Standard (International & National) | | Developed & administered by Excellence Canada, an independent not-for-profit committed to advancing organizational excellence |
| Service Provision | Competitive collection of organizations providing certification (Registrars), training and/ or consulting | | |
| Strengths | Strong management system approach, process & customer focus, discipline | Strong management system approach to risk management, aligns with ISO 9001 and other standards | Covers key areas for organizational excellence / effectiveness |

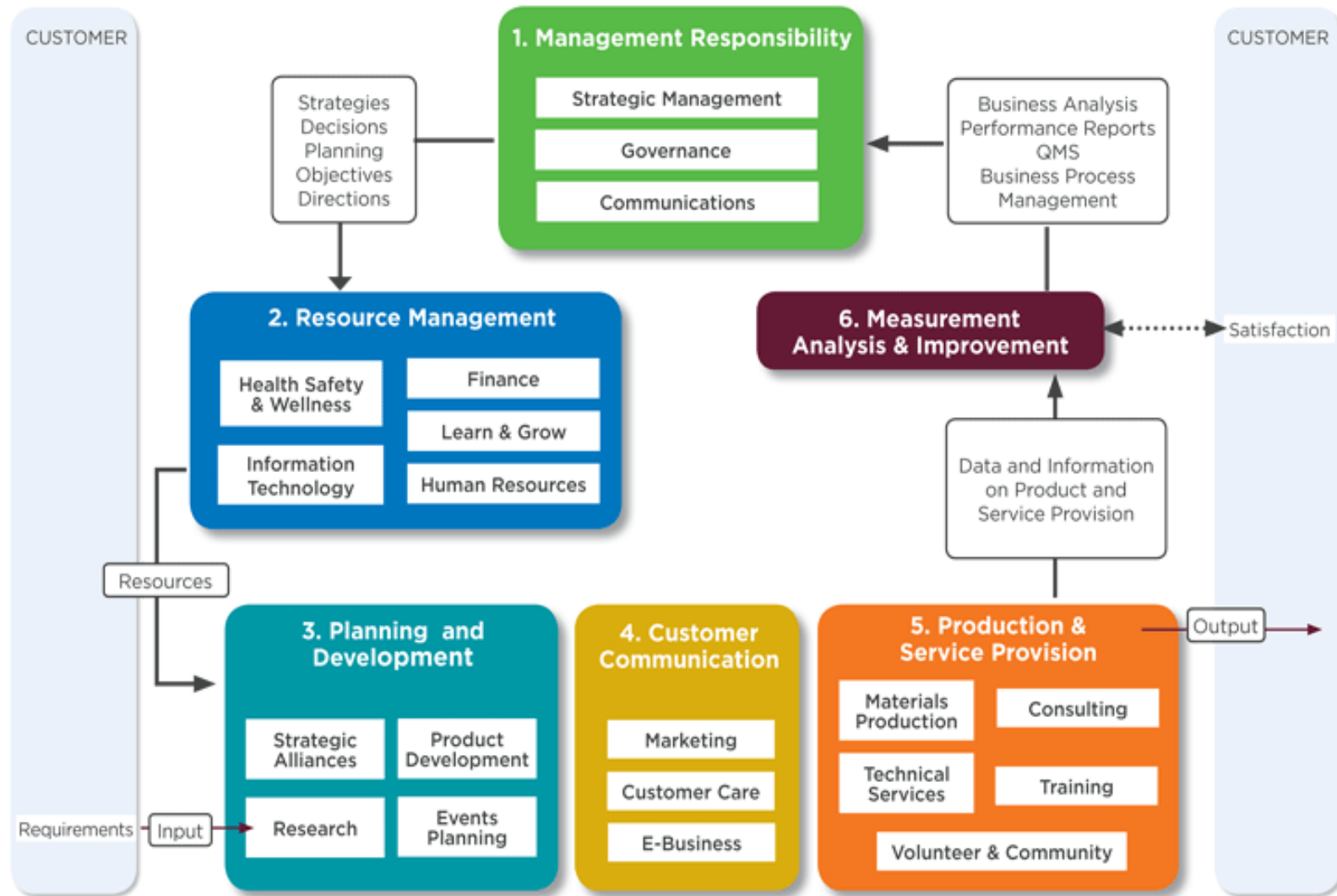
Excellence Canada – Excellence, Innovation & Wellness - Drivers

- Leadership & Governance
- Strategy & Planning
- Customer Experience
- People Engagement
- Process & Project Management
- Partners & Suppliers

CSA Z1000 – Occupational Health & Safety Management System

- Commitment, Leadership & Participation
- Planning
 - Includes identification & assessment of hazards & risks
- Implementation
- Evaluation & Corrective Action
- Management Review & Continual Improvement

WSPS Management System



Experience – Lessons Learned

- Standards/ Certification must be aligned with what the organization wants to achieve – they are a means to an end, they are not an end in themselves
- It is a commitment to a more disciplined approach to management
- It is an organizational commitment – cannot be done by one person or department
- Establishing new processes helped to bring an organization together after an amalgamation
- Learn from others that have been on this journey

Research Questions

- Effectiveness of implementing standard & certification schemes:
 - Do organizations that implement these tend to do better (at managing whatever the scope of the standard is) than similar organizations that don't?
 - Presuming a linkage to success – are there other means to achieve similar success?
 - Does publicity around awards/ certification motivate other companies to follow suit?

Thank You

References/Sources:

- ISO Survey 2011, International Organization for Standardization,
<http://www.iso.org/iso/home/standards/certification/iso-survey.htm>
- ISO 9001:2008, International Organization for Standardization, 2008
- CSA Z1000