



Industry
Health and Safety

INDUSTRY HEALTH AND SAFETY PROGRAM

April 2022 - March 2023 Annual Report

June 27, 2023



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INTRODUCTION AND REPORT HIGHLIGHTS

Working in partnership with WorkSafeBC, the Industry Health & Safety (IHS) Program strives to engage and support the BC's tourism and hospitality industry in creating and continually improving healthy and safe workplaces.

Below is an overview of key activities and accomplishments for the fiscal year April 1, 2022 to March 31, 2023.

OHS Awareness, Training and Support

Awareness

- Launched a **new website** that:
 - better reflects go2HR's current organizational activities and areas of focus, as we continue to support strong workforces and safe workplaces in BC's tourism and hospitality industry
 - involved a substantial redesign focused on two significant areas- navigation and user experience. User experience is much improved, with better navigation, more specific filtration, and better infrastructure
 - offers the ability to add or change content, and is significantly simplified, helping reduce turn around and staff time
 - contains new content including redesigned Classification Unit pages that incorporate injury and claims data; mental health, sexual harassment and Equity, Diversity and Inclusion (EDI) resources
 - supports better decision making based on the data gathered from website users that will help understand what resources are more popular and how they can be showcased
 - enables HubSpot CRM integration and Google Analytics, which will help us to better gauge the success of our efforts and learn more about our customer needs through keywords search
 - supports our efforts to more effectively utilize WorkSafeBC's employer lists in outreach activities
 - has vastly improved security features to better safeguard user data
- Collaborated with industry associations to deliver a range of **webinars and presentations** on a variety of timely topics, including bullying and harassment, sexual harassment, onboarding best practices, mental health and more
- Provided health and safety content for regular go2HR **newsletters** and **eblasts** for employers, workers and industry partners throughout the year. Provided articles and advertisements for industry association newsletters and had an active **social media** presence, including LinkedIn, Facebook and Instagram. During the year, **195** health and safety related content pieces were shared and a further **27** campaigns were focused specifically on the COR program.
- Greatly increased our outreach efforts with **Indigenous tourism and hospitality employers** across the province, in collaboration with Indigenous Tourism BC (ITBC), connecting with **125+** Indigenous organizations during the year. Presented an introductory

health and safety session to the Indigenous Tourism Specialists at ITBC to provide an overview of our services.

- Worked with a consultant to build a **restaurant community and influencer** target audience database, develop an outreach strategy and begin outreach efforts.
- Sponsored a variety of industry events during the year including the **Employees First award** at the Tourism and Hospitality Conference.
- Completed phase two of our **Safer Spaces sexual harassment initiative**. During this phase, we developed and launched the second in our suite of online training courses, with this course being targeted towards tourism and hospitality workers. We also increased the Public Legal Education Information (PLEI) component of the initiative, building awareness around the topic of workplace sexual harassment, promoting our webpage for Safer Spaces and accompanying resources to help prevent sexual harassment in the workplace.
- Reached more employers across the province than ever before through our **six Regional HR Consultants** and **two Workplace Learning Coaches- Psychological Health and Safety**, who were able to raise awareness of the health and safety program offerings in all the tourism regions and greatly expand our reach.

Training

- Promoted the redeveloped **Occupational Health and Safety Program Fundamentals course**, with individual modules, which can be taken independently, offering greater flexibility to course participants, leading to greater uptake. **443 enrolments** were recorded for the year.
- Continued to actively promote the **Workplace Compassionate and Respectful Employer (CARE)** certificates - **mental health training for industry** – Level 1 (front line) & Level 2 (supervisors/managers) and launched the Level 3 course for leaders. A total of **427 enrolments** were recorded over the year.
- Launched phase two of our **Safer Spaces** training course deliverables; an online training course on the topic of sexual harassment, designed to **support workers** in creating sexual harassment free workplaces. This latest installment completes the suite of training and complements the previously released training course geared towards employers and supervisors. The two courses attracted a total of **657 enrolments**.
- Maintained our training partnership with **Canadian Centre for Occupational Health and Safety (CCOHS)** in support of our goal to expand our health and safety training offerings for tourism and hospitality employers and workers. A total of **352 course enrolments** were recorded for the year.
- Began offering **WHMIS 2015** online course through our Learning Management System (LMS), with **47 enrolments**.
- **Targeted communications campaigns**, including eblasts, social media posts and newsletters, helped to generate awareness of our training offerings. Additionally, training was a popular topic, featuring in employer 1:1 conversations, email enquiries and at conference sessions. All of these efforts resulted in go2HR's main training landing page receiving **109,553-page views** during the course of the year.

Support

- Received and responded to 1,538 **safety@go2hr** emails from employers on a wide range of workplace health and safety topics.
- The Workplace Learning Coaches had **992 employer interactions**, where they specifically discussed mental health and wellness.
- Developed and launched specific **initiatives focusing on the restaurant industry**, including slips, trips and falls, a bespoke onboarding checklist and violence prevention supports and promoted the recently developed restaurant health and safety manual template.
- Conducted work for **injury management and claims initiative**, focusing on the **ski industry**. This included working with industry representatives to update resources on injury costs and injury management and developing new resources on the return to work/recover at work process. Also created an extensive Frequently Asked Questions document, with input from employers.

COR/SECOR Summary

- Supported **55** COR employers in arranging and scheduling maintenance and recertification **audits**.
- Supported **eight new** COR certification audits.
- Participated in WorkSafeBC initiated COR program meetings and training sessions and provided feedback on **future state COR activities**, as requested by the Partners Program within WorkSafeBC.
- Updated and redesigned COR content on the new **website**.
- Hosted **four** COR **internal auditor training sessions**, training **38** new internal auditors. These sessions were delivered in a virtual format.
- Supported **61 trained and certified internal auditors** in maintaining their internal auditor status.
- Received **12** new COR registrations, including **two** SECOR registrations.
- Conducted **three** gap analyses for employers seeking to pursue COR certification.
- Maintained **nine** active COR external auditors, located across the province.
- Refined and updated **COR database**, which is used to administer and track the specifics of the COR program internally.
- Created a **COR Experience survey** to gauge COR employer satisfaction and identify opportunities for continual improvement within the program. This will be deployed later this year.
- Initiated a new **COR Corrective Action Plan Review service** to offer employers resources to correct deficiencies identified during audits, with targeted support from go2HR's new COR Audit Specialist.
- Conducted **research** into additional Classification Units eligible for COR certification through go2HR and began **outreach efforts** to promote the COR program to aligned industries.
- Conducted a paid **media campaign** to promote the COR program to tourism and hospitality employers in a targeted way, via social media.
- go2HR retained its own **SECOR certification**, completing a maintenance audit in 2022.

- go2HR was audited by WorkSafeBC, as a **certifying partner** for the COR program, and we prepared an action plan following on from the audit and completed all requested audit items.

Further details of activities and measurements of industry engagement, training and resources and the COR program can be found in the metrics dashboard. (Refer to appendix 1).

GOVERNANCE

The IHS Program Advisory Committee provides input into go2HR's IHS Program, as well as the COR Program. The advisory committee supports the development and implementation of the IHS Program business plans and assists in the successful completion of activities and projects.

Efforts were ongoing during the year to recruit additional committee members in order to include greater representation from the tourism regions, including Indigenous businesses and worker representatives. The new recruits were added at the end of the fiscal year ready to join the committee in the spring of 23, at the start of the 23/24 fiscal year.

Committee members during fiscal year 22/23:

Name	Job Title	Organization
Bill Senghera	Business Consultant/Risk Manager	White Spot Restaurants
Kira Cailles*	Director, Risk, Compliance and Continuous improvement	Rocky Mountaineer
Sandra Stewart	People & Culture Manager	Coast Hotels
Julie Wright	Director of Human Resources	Inn at Laurel Point
Ian Walston	Safety Specialist/ Technical Team Support	FlyOver Canada
Marc White	Risk Management and Safety Programs Director	Sun Peaks Resort
Tim Pryde	OHS Consultant Consultation & Education Services	WorkSafeBC
Sigfrido Castro	OHS Consultant - Partners Program (COR)	WorkSafeBC
Alison Jones	Manager, OHS Consultation & Education Services	WorkSafeBC
Dave Haralds	Executive Director	Employers' Advisers Office
Meghan Felbel*	Executive Director	Workers' Advisers Office

*denotes a change in representative or new member joining the committee during the fiscal year.

During the fiscal year, the committee met four times: June 27th, 2022, September 16th, 2022, November 21st, 2022 and March 31st, 2023.

go2HR's CEO and Board of Directors provide strategic and operational oversight.

STAFFING

The IHS team* is led by Arun Subramanian, the Vice President, Industry Health, Safety and Human Resources.

go2HR staff with primary responsibilities for IHS activities include:

Stephanie Mallalieu – Director, Industry Health and Safety/Manager, Industry Health and Safety
Alanna Harrison – COR Audit Specialist
Lonnie Burnett – Specialist, Industry Health and Safety
Adelina Ortega – Specialist, Industry Health and Safety
Sherry Henriquez – Coordinator, Industry Health and Safety Coordinator

*highlighted in red on the organizational chart

Other go2HR staff who support OHS activities include:

Communications team*:

Judy Frankel – Director, Communications
Ravina Sidhu – Digital Marketing Lead
Connie Eng – Coordinator, Communications

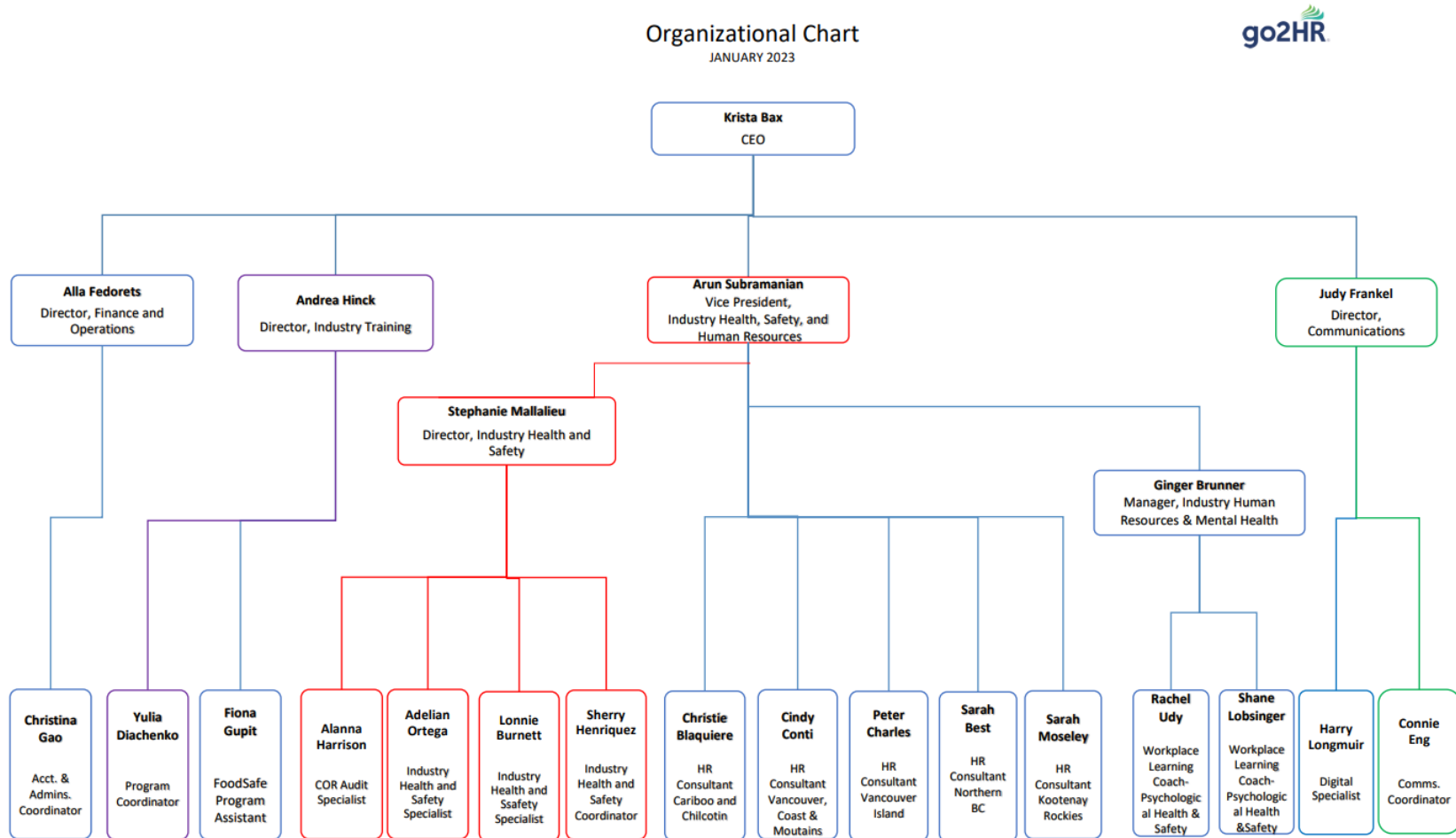
*highlighted in green on the organizational chart

Training team*:

Andrea Hinck – Director, Industry Training
Yulia Diachenko – Coordinator, Industry Training

*highlighted in purple on the organizational chart

Organizational Chart



2022/2023 ACTIVITIES

go2HR has two annual contracts with WorkSafeBC for:

1. OHS Awareness and Education as the HSA for the tourism and hospitality industry
2. COR program administration as the CP for the COR program

OHS Awareness, Training and Support

Creating awareness of our health and safety program via a variety of outreach and communication activities enables us to reach our audience and to educate them on workplace health and safety matters. As we engage with more employers on topics that are of interest to them, and they begin accessing our program offerings via our website, their knowledge about and general interest in workplace health and safety increases. In some cases, this can lead to a natural progression towards health and safety program development and eventual interest in pursuing COR registration.

Proactive communications, including e-blasts, are a very successful way for us to interact with our employer audience. During the year, we sent a total of 19 eblasts on a range of timely and industry specific health and safety topics, including:

- Managing the summer heat
- Communicable disease prevention plans
- Restaurant orientation checklist
- Health and Safety notice board
- Winter vehicle emergency kit
- Slips trips and falls
- COR internal auditor training
- Creating a civil and respectful workplace
- Mental health and wellbeing at work
- Workplace boundaries with Trevor Bird
- WHIMIS training
- Safer Spaces industry toolkit
- Safer Spaces training sign up

Engagement and Outreach Opportunities

We worked with a restaurant consultant to build a restaurant community and influencer target audience database, develop an outreach strategy and begin outreach efforts to community based and regional restaurant groups. Novel approaches here included outreach to food supply companies, local influencers and those involved in food and beverage education, as well as regional associations and groups, such as Bread & Butter Collective, North Island Chefs and Whistler Chefs.

We worked closely with CWSAA to continue developing and implementing initiatives around mental health, onboarding, injury management and claims at their 2022 spring and fall meetings.

We connected with a wide range of employers from across the province over the course of the year, including via telephone, virtual and in-person meetings and direct email correspondence. Key questions from employers included joint health and safety committee requirements, orientation training, mental health and bullying and harassment/sexual harassment in the workplace.

The safety@ email service continued to a popular option for employer to get in touch, and was listed as a call to action in many communications, with 1,538 emails received from employers through this inbox alone. One-on-one meetings, whether virtually or face to face, are also a highly effective way to engage employers in go2HR's health and safety services and resources, allowing the opportunity to provide support and educational information.

Regional HR Consultants

During the year we began to see considerable traction through the Regional HR Consultants and their extensive regional connections, with employers being referred for health and safety advice. Other interactions occurred following on from webinars and other group presentations, which led to individual follow up. Outreach and engagement included:

- 72 webinars delivered- presentations included occupational health and safety content
- Topics covered included:
 - o Managing Remote & Hybrid Workforces
 - o How to Navigate Employee Layoffs - Special Session for ABLE BC Members
 - o Building a Recruitment Strategy
 - o Employee Recruitment & Retention During a Pandemic - BC Park Operators AGM
 - o Improving Employee Retention through Dedicated Culture Building - 4VI
- 30 health and safety related inquiries received and responded to by the Regional HR Consulting team or referred to the health and safety team for direct follow up
- The topic of workplace health and safety was mentioned or discussed with over 630 tourism and hospitality businesses across the province by the HR Consulting team

Collaborative Initiatives and Partnerships

Mental Health – Partnership with Canadian Mental Health Association BC (CMHA BC)

- Workplace Learning Coaches – Psychological Health and Safety, based in Vancouver and Kelowna and work closely with the health and safety team to incorporate psychological health and safety into existing programs. Focus areas included:
 - o Actively promoted Workplace CARE certificate - mental health training for industry – Level 1 (front line) & Level 2 (supervisors/managers) available now. Level 3 (senior leaders/business owners) was launched in fall of 2022

- Ongoing proactive industry outreach and one-on-one meetings with industry employers to assess needs, provide relevant and timely mental health related support and resources
- Developed and facilitated two new mental health workshops for industry employers on the following topics:
 - Empathic Leadership
 - Resolving the Stress Cycles
- Expanded and evolved mental health presentations to address hazard identification and draw a connection between psychological health and safety and physical health and safety
- Continued to curate content and add new content to The Hub website
- Actively engaged with CARE program participants via in-program discussion boards and workshops
- Cross-promoted other workplace health and safety topics and go2HR program offerings and provided referrals to health and safety team
- Developed and published a suite of psychological health and safety focused Return to Work resources for industry employers:
 - Psychological H&S Support for Injured Workers - What to know
 - Psychological H&S Support for Injured Workers - Minor Injuries
 - Psychological H&S Support for Injured Workers - Time Off
 - Psychological H&S Support for Injured Workers - Modified Duties
- Presentations and Events:
 - Psychologically Safe Workplaces: Identifying Hazards & Mitigating Risks – BC Tourism Industry Conference
 - Building Positive Workplace Cultures - BC Wine Insights Conference
 - Taking A Deep Breath Together - Workplace Learning Coaches and Stress Management – CMHA Bottom Line Conference
 - 5 Ways to Support Mental Health in The Workplace – Fortify Conference for BC wineries, Distilleries and Cideries
 - Mental Health panel discussion – SPARK Conference for ABLE BC and BCHA members
- [BC's Hub for Workplace Mental Health website](#) – Collaborated with CMHA to curate and add industry-specific content (focused on addressing specific industry needs/challenges). Embedded mental health/psychological health and safety offerings (Workplace Coaches, CARE program, Hub website) into go2HR presentations

BC Tourism Sustainability Network

In 2022/23 we continued to support the regional destination management organizations (RDMOs) through the [BC Tourism Sustainability Network](#) by offering direct support to tourism and hospitality employers across BC in the areas of health and safety, HR and training. Specific supports were delivered through a webinar series on a range of health and safety, mental health and HR related topics, through our ongoing partnership with Tourism Vancouver Island, as well as through 1:1 meetings with industry employers.

Indigenous Employers

- Increased outreach efforts with indigenous tourism and hospitality employers across the province being led by our Regional HR Consultant in Northern BC, in collaboration with Indigenous Tourism British Columbia (ITBC)
- We presented an introductory session on health and safety to the Indigenous Tourism Specialists at ITBC to provide an overview of our programs and services
- Our Regional HR Consultants have now connected with ITBC's Regional Indigenous Tourism Specialists (RITS) within all but one region around the province. Kootenay Rockies ITS position is currently being recruited
- Our Regional HR Consultants connected with 125+ indigenous organizations

Safer Spaces Sexual Harassment Initiative

Safer Spaces: Creating Sexual Harassment Free Workplaces in BC's Tourism and Hospitality Industry is a three-year initiative developed by go2HR in partnership with Justice Canada and supported by WorkSafeBC, to raise awareness about and help prevent sexual harassment in tourism and hospitality workplaces. The Safer Spaces initiative has two foundational components:

- An extensive education and information campaign to help raise awareness about sexual harassment and provide resources to help prevent it
- The creation of two industry-focused online training courses; one for employers and supervisors and the other for workers

During the fiscal year, our focus was on creating and launching the second in our suite of two online training courses. We launched the new worker course at the end of the fiscal year. We expanded the Safer Spaces initiative landing page to coincide with our new website launch, adding a range of curated resources on the topic of sexual harassment. The Safer Spaces landing page attracted a total of 1,639 views for the year. Ongoing awareness building and promotional efforts will continue into phase three of the initiative.

Biosphere Program

- Continued to meet one-on-one with Biosphere participants in the Thompson Okanagan tourism region (TOTA) to promote the go2HR health and safety Framework for Biosphere and provide guidance to get them started on the framework.
 - o Revised and implemented new outreach plan to more effectively connect with new and existing Biosphere participants individually. As a result, we have now connected with 50% of the 75 Biosphere participants in the Thompson Okanagan region
- Updated go2HR OHS Framework for Biosphere offerings to add Safer Spaces – Front line training
 - o This framework is now being replicated and offered within other tourism regions around the province (Kootenay Rockies, Cariboo Chilcotin Coast, Vancouver Island and Northern BC) as they begin launching their own Biosphere programs. We expect this program to continue to gain traction across the province.

Stakeholders

Industry Associations

go2HR continued to leverage our strong partnerships with key stakeholders in the industry and across all six tourism regions, including Vancouver Island, Vancouver, Coast and Mountains, Cariboo Chilcotin Coast, Thompson Okanagan, Kootenay Rockies and Northern BC, all in partnership with Destination BC.

We sponsored the Employees First Award at the Tourism and Hospitality Industry Conference, a signature event in the tourism and hospitality industry. go2HR has sponsored this award since inception (2005). This award recognizes a BC tourism and hospitality industry employer who has upheld high standards of excellence in the workplace, with a specific focus on mental health and wellness. Examples of the industry conferences and events that we presented at and/or sponsored during the year include:

1. Canada West Ski Areas Association Spring Conference - April 2022
2. BC Hospitality Foundation Golf tournament (various locations) - Summer 2022
3. Cooks Camp (Chef's Table Society) - September 2022
4. BC Craft Beer Brewers Conference - October 2022
5. Canada West Ski Areas Association Fall Meeting – October 2022
6. SPARK Conference (BCHA and ABLE BC) - November 2022
7. BC Tourism and Hospitality Industry Conference (Tourism Industry Association of BC) - March 2023
8. Bottom Line Conference (Canadian Mental Health Association) - March 2023

We also supported virtual and in-person conferences and events hosted by DMOs and other industry associations throughout BC, including:

1. 4VI (formerly Tourism Vancouver Island)
2. Cariboo Chilcotin Coast Tourism Association
3. Kootenay Rockies Tourism Association
4. Vancouver Coast and Mountains (Destination BC)
5. Northern BC Tourism Association
6. Thompson Okanagan Tourism Association
7. Tourism Kamloops
8. Tourism Prince George
9. Destination Vancouver
10. Destination BC
11. Helicat Canada
12. BC Lodging and Campgrounds Association of BC

Kelowna Hotel and Motel Association (KHMA)

- Continued to attend monthly meetings during which we promoted our health and safety support services and training programs, including Safer Spaces

- This past fall, we introduced and facilitated a series of mental health micro-training – fifteen-minute sessions during the meetings. The purpose was to share information and resources that members could take back to their workplaces
 - o Topics included: reducing resolving stigma, stress, preventing burnout, etc.

Canadian Associations for Safe Hospitality (CASH)

- CASH exists as a collaborative effort among provincial organizations with a vested interest in safety in the hospitality industry. Membership is steadily growing across Canada and associate members include CCOHS and the Canadian Safety Council.
- As a member of this association, we participated in two meetings during the year.
- Meetings serve as a way to share information and resources and consider ways to collaborate on common interest topics.

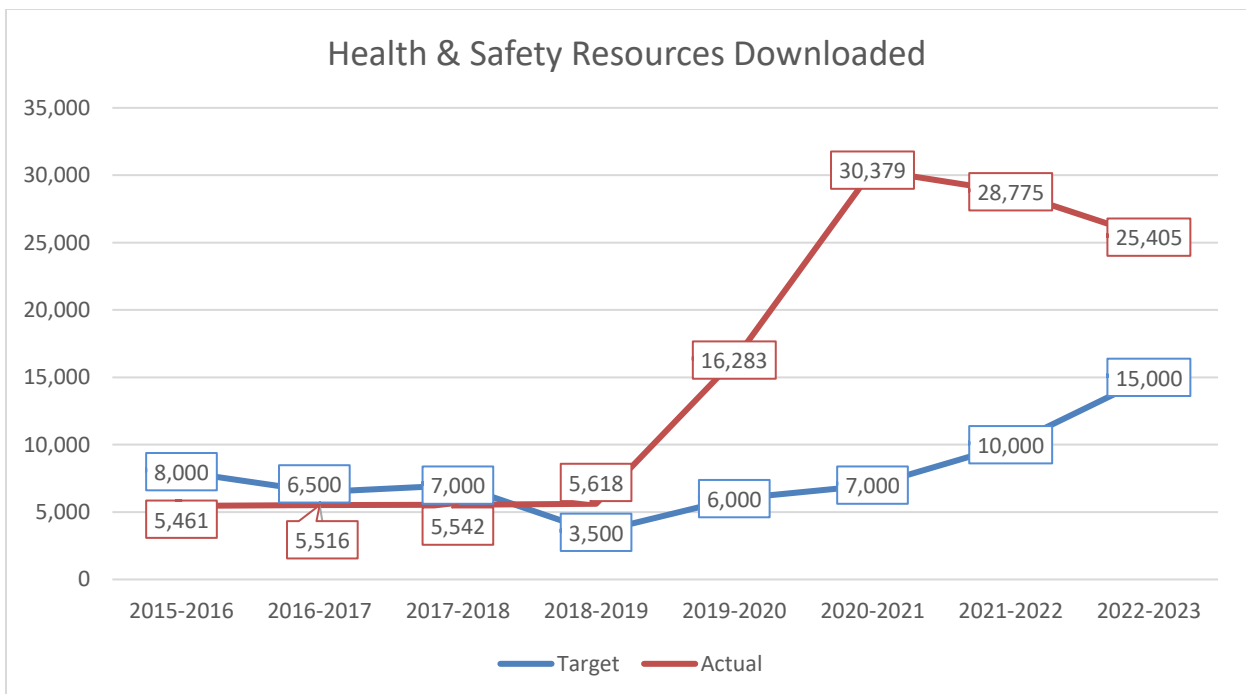
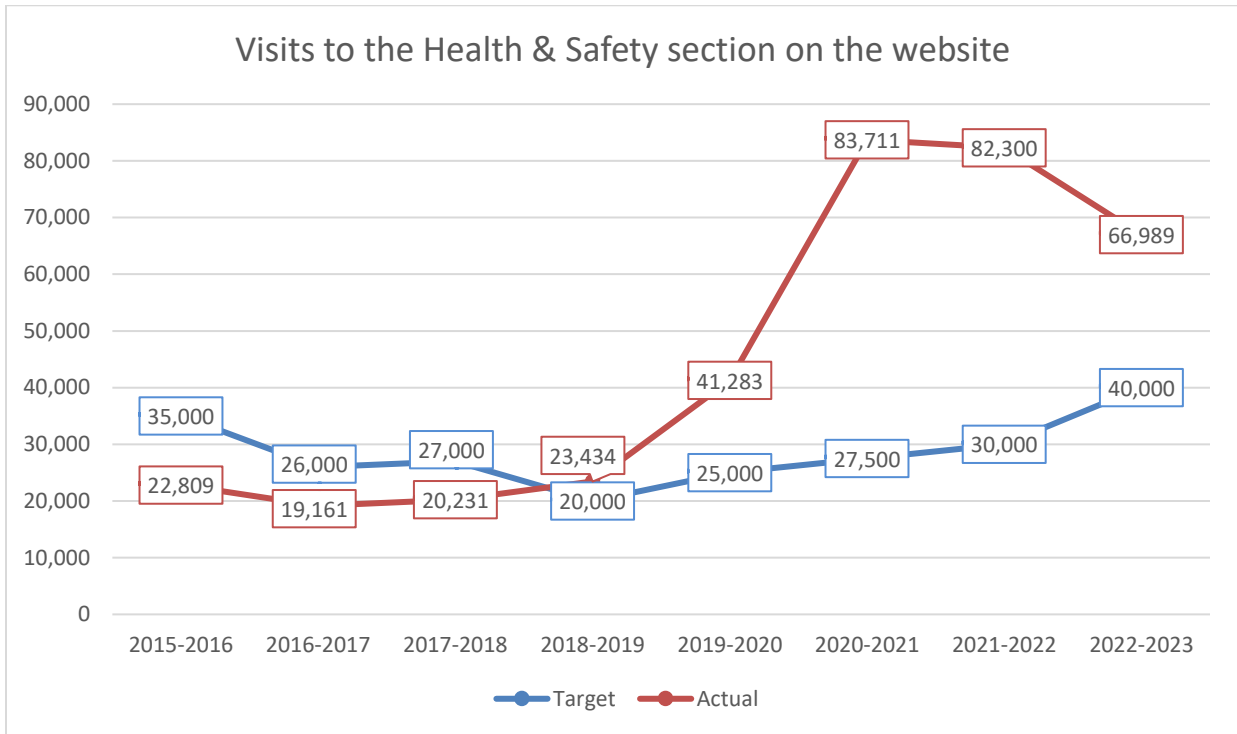
Key Performance Indicators

Website

go2HR's website is instrumental to our outreach and awareness activities. Considerable work was undertaken during the year to audit existing content, update information and develop a framework for the new website, which launched in April 2023. By creating sector specific landing pages on a wide range of topical health and safety issues, and showcasing these in targeted ways, such as e-blasts and newsletters, we are able to redirect our audience back to our site to learn more.

- There were **66,989 visits** to the health and safety section of the website, significantly higher than our annual target of 40,000 visits. This represents a positive variance of **67% above the annual target**. This reflects a decline when compared to the previous two years (during the pandemic), but is significantly higher than the pre-pandemic number of 41,283.
- **25,405 resource library downloads** were recorded this year, which was also significantly higher than our target of 15,000 and represents a positive variance of **69% above the annual target**.
- The Safety Basics main landing page received a total of **13,322 views**, 11,310 of these were unique. The Safety Basics assessment was viewed **1,128** times, with 370 views being unique.
- Specific IHS and COR initiatives were also promoted via other areas of the website, including the homepage and the “news and events” section.
- A dedicated “COR news and updates” section was maintained for COR employers.
- **19 occupational health and safety focused eblasts** were sent. The eblasts typically directed the readers back to the specific IHS program website landing page that was being promoted.
- **Eblasts** formed a key part of our marketing activities for the year. Our top performing e-blast achieved an **open rate of 47%**, compared to an industry benchmark of 15%. This e-blast related to requirements and best practices for health and safety noticeboards. Other top performing topics covered in e-blasts included:
 - Setting workplace boundaries
 - WHMIS training
 - Safer Spaces sign up
- Over the course of the year **114 health and safety related articles** were published in go2HR newsletters and communicated to a variety of segmented lists, sorted by employer, region, industry and topic.

We continued to optimize our website content throughout the year. The below graphs demonstrate targets and actuals with regard to visits to the health and safety section of go2HR's website and health and safety resource downloads, over the last eight years.



Training

This year we continued to add new health and safety courses to our growing training portfolio, including Safer Spaces for workers, CCOHS courses and WHMIS 2015. We promoted the redesigned Occupational Health and Safety Program Fundamentals course as standalone modules, and maintained a Learning Management System (LMS) to provide easy access to our courses by participants.

Course name	Enrolments during fiscal year
Safer Spaces worker course	39
Safer Spaces employer/supervisor course	618
Mental health CARE courses (levels 1, 2 and 3)	427
CCOHS courses	352
WHMIS 2015	47
OHS Program Fundamentals	443
Foundations of Workplace Safety	1,519
COR internal auditor pre-requisite training	38

Safer Spaces: Sexual Harassment Training

The second Safer Spaces on-line course launched in March 2023 and received 39 enrolments before the end of the fiscal year. This course is targeted towards workers, focusing on their rights, roles and responsibilities, consent and contributing to a respectful workplace culture. The course launch was promoted directly to industry as well as through industry associations. The employer and supervisor course, which launched in March of 2022, attracted 618 enrolments during the fiscal year.

Mental Health: Workplace CARE Certificate

Promoted the suite of three CARE training courses. Together, they attracted 427 enrolments and 322 completions.

Canadian Centre for Occupational Health and Safety

We maintained our training partnership with Canadian Centre for Occupational Health and Safety (CCOHS) in support of our goal to expand our health and safety training offerings for tourism and hospitality employers and workers. go2HR previously bulk purchased 1,000 registrations at a discounted rate for CCOHS's online courses and we continued to promote and provide these to industry employers and workers throughout the fiscal year. New courses that we have promoted to industry include stress in the workplace, dealing with difficult customers, hazard identification and investigation and violence in the workplace. A total of 352 course enrollments were recorded for the year. The most popular course was dealing with difficult customers, followed by stress at the workplace.

WHMIS 2015

We began offering this course towards the latter part of the fiscal year and attracted 47 course enrolments during that period.

Occupational Health and Safety Program Fundamentals

This longstanding course now offers a significantly improved user experience, with enhanced navigation and interactivity, as well as the option to complete single elements of interest, as an alternative to going through the entire course. 2022-2023 saw 443 enrollments, and 193 course completions.

Foundations of Workplace Safety

This online course, created in 2017 is an introductory course on health and safety in the workplace for new and young workers. It attracted a total of 1,519 course enrollments, compared to 1,142 the year before. Of these, 1,121 students went on to complete the course, showing a fairly strong conversion rate and greatly surpassing the target of 500.

COR Internal Auditor Training

This is an online, pre-requisite course intended to provide a foundational knowledge base for students, prior to attending the COR virtual classroom training. During the fiscal year, a total number of 38 new students completed this training, which greatly exceeded the target of 20.

COR PROGRAM ADMINISTRATION AND SERVICES

We continued to administer the COR program during the year, including:

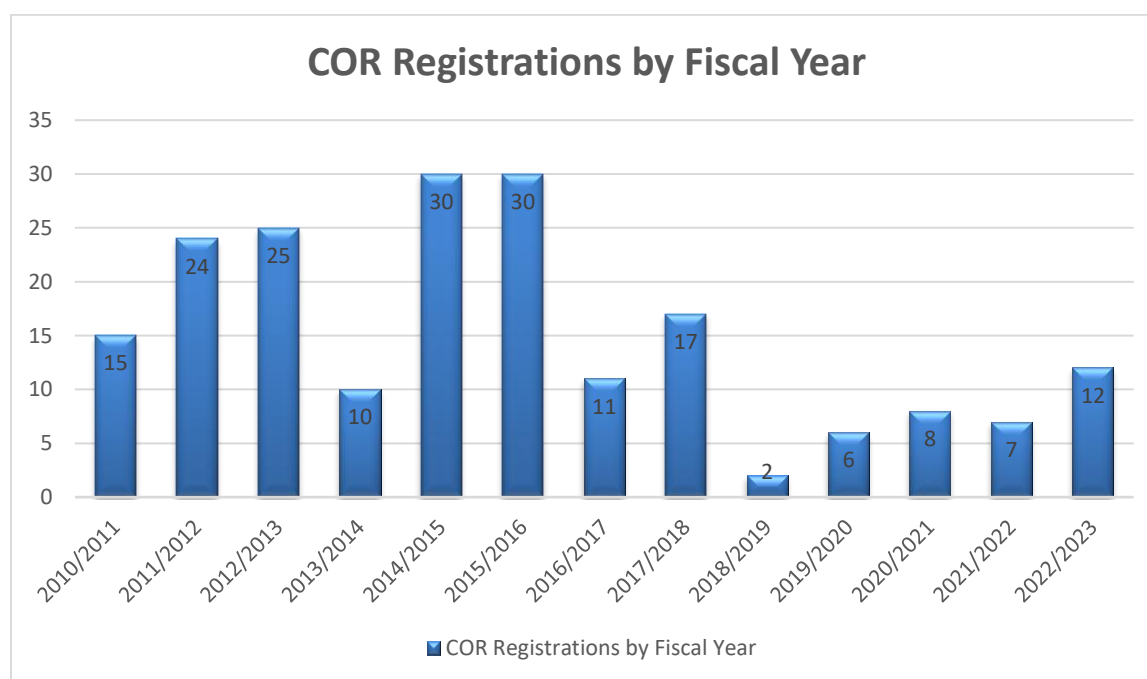
- supporting COR employers in scheduling audits
- supporting internal auditors in the maintenance of their auditor status
- holding COR internal auditor training sessions for new auditors
- ensuring the quality management of all audits through application of robust and consistent QA process
- organizing WIVA and EAQA activities, where required
- encouraging participation in the COR program
- supporting COR employers with their COR audit arrangements
- tracking participation in the program by employers and both internal and external auditors
- enhancing the COR content on our website
- supporting and participating in COR proof of concept activities with WorkSafeBC, including attending the new COR training sessions held in February of 2023
- launching a review service of Corrective Action Plans to offer employers resources to help them complete deficiencies found during the audit and to assist with continual improvement efforts beyond the audit itself
- initiating research and outreach efforts to CUs outside of our main four, such as cleaning companies to continue into the 2023-2024 FY
- conducting a COR employer satisfaction survey to help identify opportunity for improvements within the program and gauge employer satisfaction with COR services offered
- promoting the main COR landing page, which attracted 2,451 visits during the year and the COR toolkit received 1,257 views

We launched a paid media campaign to promote the COR program, targeting employers and financial decision makers (CFOs, finance directors etc.). The campaign resulted in 108 clicks, with 30,511 ad impressions. The click through rate was 0.35%.

go2HR retained our SECOR certification status, successfully undergoing a maintenance audit in December 2022.

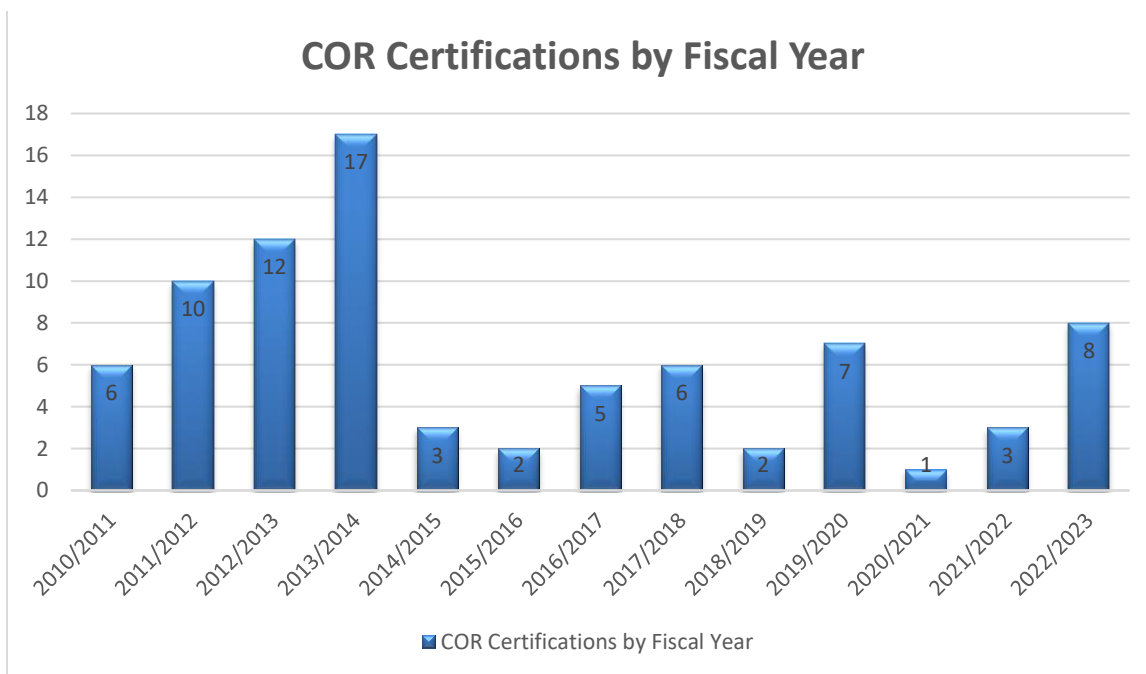
COR Registrations

During the fiscal year, a total of twelve new employers registered for the COR program, including two SECOR registrations. This represents the largest number of new COR registrations since 2018. We have continued to take advantage of the increased interest in and commitment towards workplace health and safety, to promote COR to our industry employers. Over the course of the year, the COR landing page was visited 2,451 times, which increased slightly from 2,256 visits during the previous year. Employers who registered for the program are committed to taking the first step towards COR certification and some have already participated in our COR internal auditor training sessions since registration.



COR Certifications

During the fiscal year, eight new employer accounts became COR certified, compared to three the year before. This represents the highest number of certifications since 2014 and suggests a renewed interest in the program, as businesses rebound from the pandemic. The commitment that we have seen towards COR registration this year indicates that employers will continue to pursue certification once they recover from the chronic effects of the pandemic and are able to devote the required time to the process.



Audits

A total of 67 COR audits were carried out during the fiscal year, including certification, recertification, maintenance and student audits. Thankfully, despite the ongoing operational challenges faced by tourism and hospitality employers, on account of the COVID-19 pandemic, the majority of existing COR certified businesses retained their COR certification again this year. Four COR certified employers stepped away from the program during the fiscal year, citing competing business pressures, the pandemic aftermath, staffing challenges and less attractive rebates (given the removal of the return to work COR) as their reasons. One COR certified employer was amalgamated and that company went on to certify later in the year.

Quality Assurance

Quality assurance is a critical component of the COR program. go2HR is committed to ensuring that each audit undergoes a thorough, independent quality assurance review. This allows for a high level of confidence in the accuracy of COR audit results to be maintained, thus upholding the reputation of the program. Every audit is submitted for quality assurance, to maintain the high standard of our COR program and to ensure a consistent approach to audit approval.

In addition to the quality assurance that each audit undergoes, a quality review of one of our external auditors was also carried out during the year and feedback was provided to the external auditor.

SECOR

We received two SECOR registrations and other small employers have expressed interest in the program. Smaller businesses are continuing to invest in workplace health and safety and the expectation is that this awareness and interest will ultimately culminate in a higher number of SECOR certified employers in the future.

COR Internal Auditors

Over the year, four internal auditor training sessions took place, attracting 38 students altogether. 61 existing internal auditors maintained their status by participating in maintenance year audits and completing a declaration to show ongoing professional development. We continue to ask all certified internal auditors to complete an online declaration via Survey Monkey, annually, to report their continuing professional development and auditing involvement.

COR External Auditors

The total number of certified external auditors at the end of the fiscal year was nine. One external auditor retired from auditing with go2HR. The external auditors are based across the province and conducted certification and recertification audits in various locations during the year. External auditors are requested to submit an auditor declaration on an annual basis, to report on their auditing activities, as well as their continuing professional development.

ACKNOWLEDGEMENTS

We would like to acknowledge and thank WorkSafeBC, as well as members of our Industry Health and Safety Advisory Committee, our industry partners and go2HR's Board, who have remained supportive and highly engaged throughout the year.

APPENDIX 1 - INDUSTRY HEALTH & SAFETY AND COR PROGRAM PERFORMANCE MEASURES

Program	Metric	Target 2022-2023	Actual 2022-2023
IHS	Visits to the IHS section on the go2HR website	40,000	66,989
	Resource downloads	15,000	25,405
	Main training landing page views	1,500	109,553
	Foundations of Workplace Safety training - completions	500	1,121
	OHS Program Fundamentals – completions	100	193
	Safety Basics Assessment – visits to landing page	1,000	1,958
	Safety Basics Assessment - completions	50	22
	Safer Spaces Employer/Supervisor course – enrollments	500	618
	Safer Spaces Employer/Supervisor course – completions	No target	299
	Safer Spaces Worker course – enrollments	200	39
	Safer Spaces Worker course – completions	No target	22
	Targeted social media/outreach campaigns	4	195
	Advisory committee meetings	4	4
	COR	Visits to COR landing page	2,000
Targeted social media/outreach campaigns		2	27
New COR registrations		8	12
New COR certifications		3	8
COR re-certifications/maintenance audits		All COR employers	59
WorkSafeBC Initiated Verification Audit (WIVA)		2	1
QA reviews conducted by certifying partner		100%	100%
Certifying partner-initiated QA audits		1	1
External auditors trained and recertified		10	9
Number of COR internal auditors trained for the first time		20	38
Number of trained, active COR internal auditors (certified or maintained certification)		21	61