



Customer Feedback COR[®] Associate Auditor

December 5, 2022

Based on 512 total responses

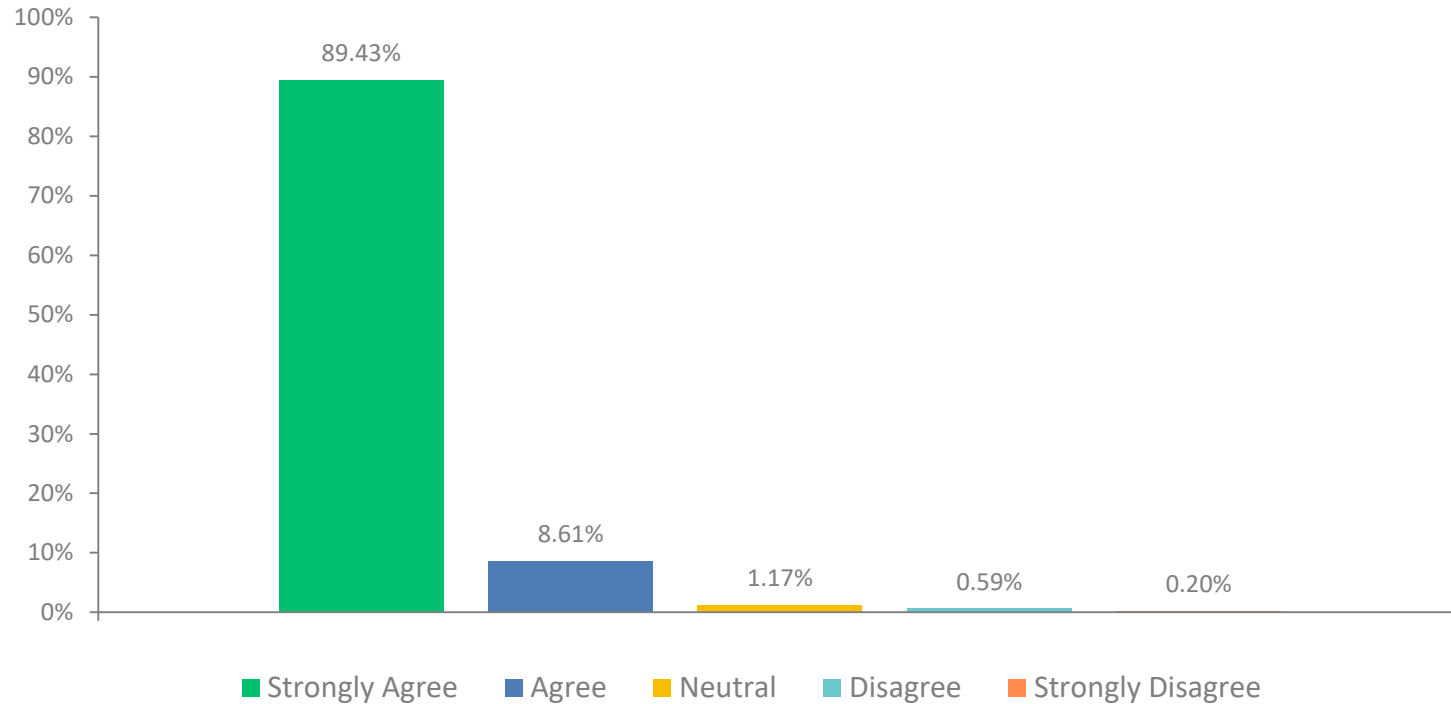
This presentation shows the results of a customer satisfaction survey completed by each recipient of a **Certificate of Recognition (COR[®])** third-party external audit.

More than 500 external audits have been conducted by IHSA's COR[®] Associate Auditors. IHSA's governance of this body of auditors adds rigour to our processes, and has been recognized by Ontario's Chief Prevention Officer.

We're thankful to our members for providing their feedback—as part of our continuous efforts to improve COR[®].

The Associate Auditor was very knowledgeable with regards to the Certificate of Recognition (COR[®]) program

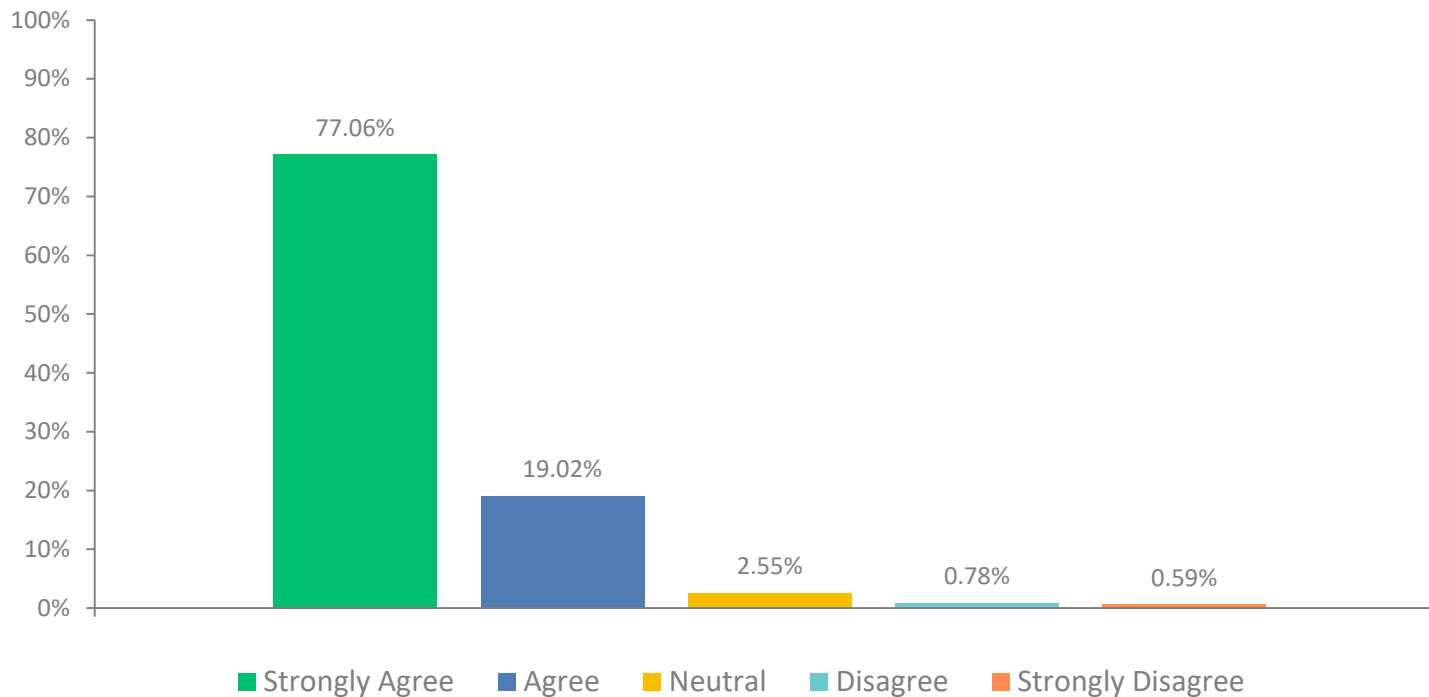
Answered: 511 Skipped: 1



STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
89.43%	8.61%	1.17%	0.59%	0.20%	511
457	44	6	3	1	

The Associate Auditor had significant health and safety knowledge in our industry/sector (i.e. Mechanical Construction, Power Distribution, Transportation)

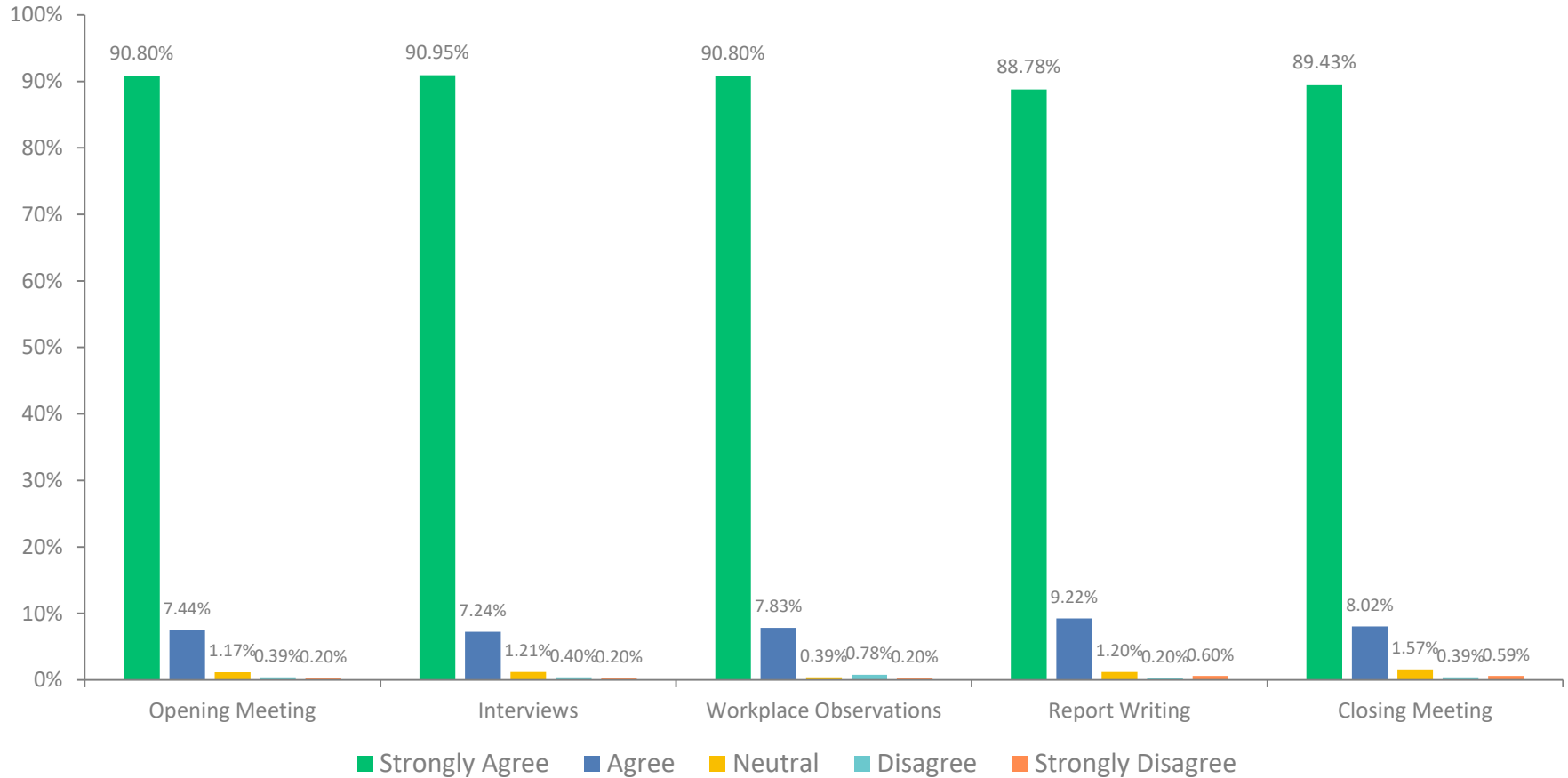
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STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
77.06%	19.02%	2.55%	0.78%	0.59%	510
393	97	13	4	3	

The Associate Auditor conducted themselves in a professional manner during:

Answered: 512 Skipped: 0



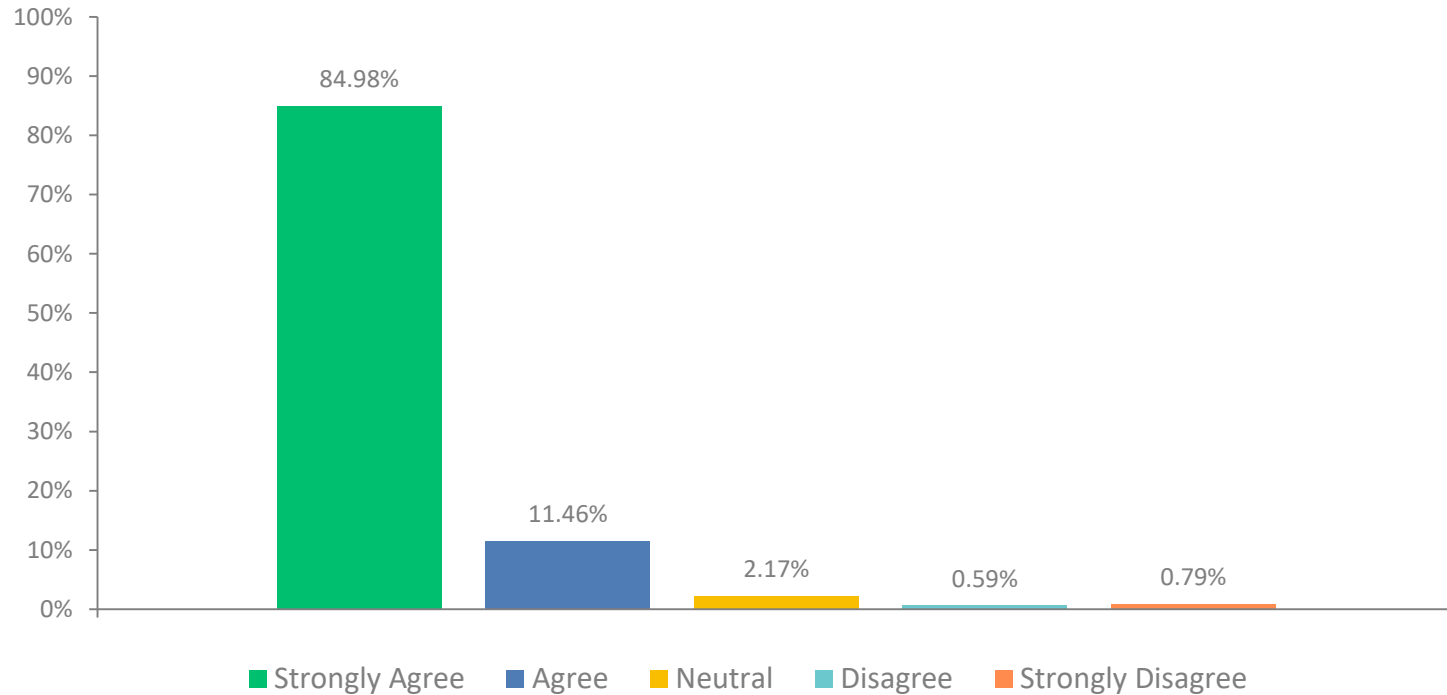
The Associate Auditor conducted themselves in a professional manner during:

Answered: 512 Skipped: 0

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
Opening Meeting	90.80% 464	7.44% 38	1.17% 6	0.39% 2	0.20% 1	511
Interviews	90.95% 452	7.24% 36	1.21% 6	0.40% 2	0.20% 1	497
Workplace Observations	90.80% 464	7.83% 40	0.39% 2	0.78% 4	0.20% 1	511
Report Writing	88.78% 443	9.22% 46	1.20% 6	0.20% 1	0.60% 3	499
Closing Meeting	89.43% 457	8.02% 41	1.57% 8	0.39% 2	0.59% 3	511

The Associate Auditor was competent at planning and communicating throughout the entire audit process

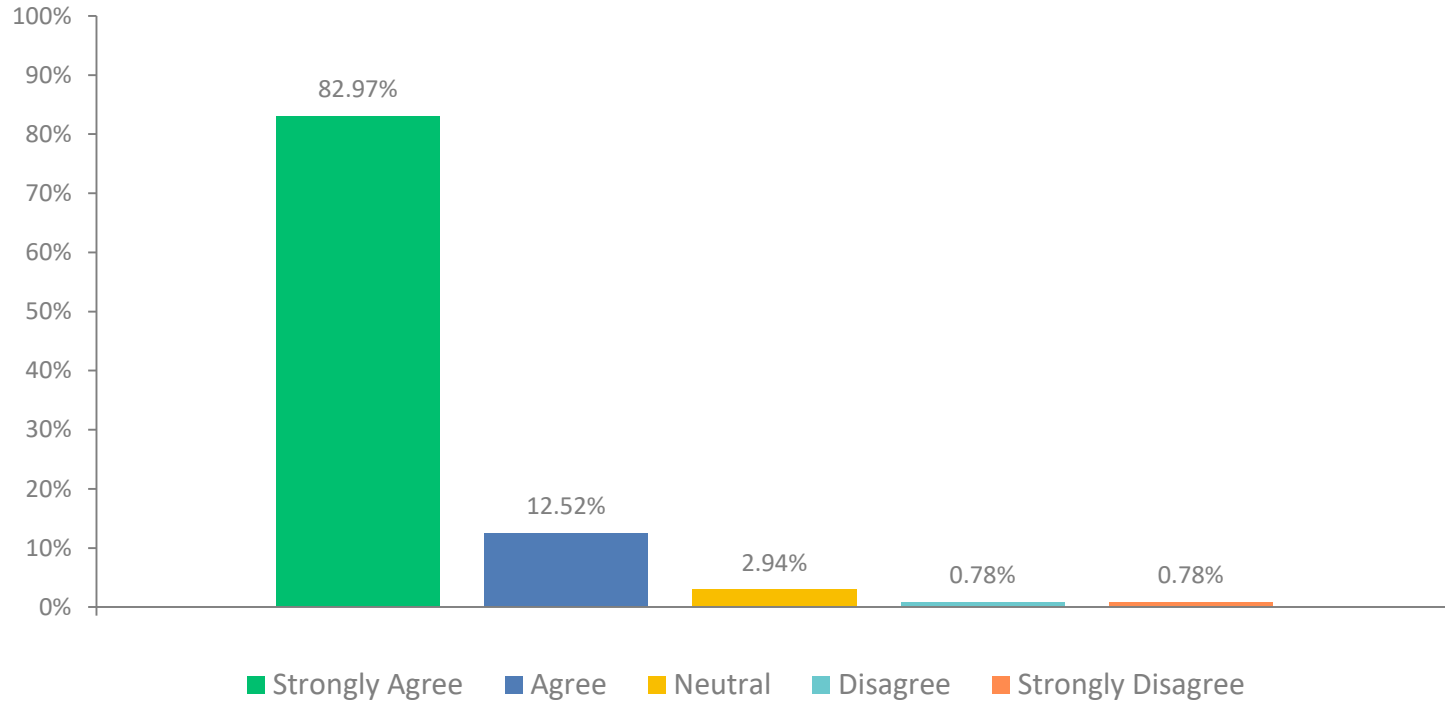
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STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
84.98%	11.46%	2.17%	0.59%	0.79%	506
430	58	11	3	4	

The Associate Auditor met all of the scheduled appointments and timelines for the completion of this audit

Answered: 511 Skipped: 1



STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
82.97%	12.52%	2.94%	0.78%	0.78%	511
424	64	15	4	4	

Praise for our Associate Auditors

“Tom was fantastic! He held us accountable to meet anything outstanding [and] challenged us on areas for improvement, but wasn’t demeaning or discouraging... he was **encouraging, helpful and knowledgeable**. He listened to our concerns and kindly spoke with us about future audits [and] our goals.”

“Scott showed an incredible amount of professionalism during our audit. It is quite evident that he is very knowledgeable in health and safety, and genuinely **cares about making work places safer for all.**”

“Li-Lian was extremely knowledgeable, professional and efficient, and **put workers at ease** through the interview process. The external audit was a very smooth process through the overall COR[®] experience.”

Praise for our Associate Auditors

“Heidi was very **knowledgeable about all areas of our company**. She was able to speak with our workers in a way that did not intimidate them, and was able to have a discussion about safety with the workers. I have heard only positive feedback from everyone she spoke with within our company.”

“It was a pleasure to learn from George and his expertise in auditing as well as occupational safety. **The level of detail from his audit report was excellent** and aids our company in understanding the results as well as developing an effective action plan for deficiencies that have been identified.”

“Rick was very **attentive to our business needs** and asked many questions in order to understand our process. I also appreciated his suggestions during the audit for possible additional improvements.”

Praise for our Associate Auditors

“Cam was a **consummate professional** throughout the entire process. I learned a lot while spending the week with him. I appreciate how he took the time to understand our systems and carefully analyze our program.”

“Bill was very pleasant to work with. He was very knowledgeable and **took the time to explain** why things were scored the way they were. He gave advice on how to improve all through the process. He was very accommodating when we ran into a scheduling issue.”

“Carson was very fair, **made us feel comfortable** from the beginning, and most importantly he directed his questions and observations in a way everyone could understand.”