The WSIB's **Health and Safety Excellence program**

Guide for HSEp Members registered in COR™

wsib ONTARIO

What is COR™?

The Certificate of Recognition (COR™) is a national accreditation standard that verifies an employer's Occupational Health and Safety Management System (OHSMS) has been fully implemented. The Infrastructure Health and Safety Association (IHSA) is the organization that grants employers COR™ status in the province of Ontario. Businesses that meet COR certification often outperform competitors, and many municipalities across Ontario now require businesses to have COR™ to bid on contracts.

Recently, COR™ was enhanced to COR™ 2020. Businesses that previously achieved COR™ designation have until the end of 2025 to transition to COR™ 2020.

The Health and Safety Excellence program (HSEp) can help

The Workplace Safety and Insurance Board (WSIB) has partnered with the IHSA to support businesses in meeting COR™ 2020 requirements through the Health and Safety Excellence program (HSEp).

We know how much work goes into the COR™ audit. So we've made it simple for businesses to demonstrate they have completed HSEp topics and submit evidence for validation using valid COR™ certification.

The recognition available in HSEp can support investments in obtaining COR™ 2020 certification. Businesses can receive rebates on their WSIB premiums ranging from $1,000 to $50,000 per topic (up to a maximum of 75% of premiums).

1. Topic selection for COR™ registered and certified firms

Whether transitioning from COR™ 2015 to COR™ 2020 or working towards the COR™ designation for the first time, HSEp includes health and safety topics that will help you achieve your business goals.

Businesses registered in COR™, but not yet certified

Out of the 36 HSEp topics, 29 align with the 14 COR™ 2020 audit elements. If you're beginning your COR™ 2020 journey, it will take approximately five years in HSEp to complete all related COR™ 2020 elements.

Each year, you can select one to five HSEp topics to fully implement the COR™ elements. Your program provider can assist you with selecting the most appropriate topics for your business. Once you achieve COR™ certification, you'll get the added benefit of streamlined WSIB validation for your remaining HSEp topics.

COR™ certified businesses transitioning from COR™ 2015 to COR™ 2020

If your business is transitioning from COR™ 2015 to COR™ 2020, you can choose HSEp topics that address gaps in your health and safety management system. For example, a new policy needs to be established, or significant communication and training is needed to meet requirements.

In addition to addressing identified gaps, there are four topics in HSEp that specifically support the transition to COR™ 2020:

- Control of Documents (Elements 1.2)
  Implement a procedure for the control of documents and retention of records to formalize your management system, develop consistency and reduce reliance on the knowledge of individual people
- Control of Records (Element 1.2)
  Implement a procedure to maintain records to provide evidence of conformity to health and safety system requirements.
- Contractor Management (Element 4)
  Implement a contractor management program to ensure health and safety standards for work performed in your workplace.
- Change Management and Procurement (Element 14.2)
  Implement change management and procurement procedures to ensure health and safety risks and controls are put in place when adding or changing business processes.

Once you're ready to have HSEp topics validated, you'll need to submit a copy of the relevant section of your COR™ audit and corrective action plan to the WSIB.

COR™ 2020 certified businesses.

Businesses that have achieved COR™ 2020 certification can still take advantage of HSEp. Seven additional HSEp topics go beyond the requirements of the COR™ 2020 standard. These are:

- Accommodation and Return to Work Plans
- Control of Hazards
- Corporate Social Responsibility
- Return to Work Program Requirements, Forms and Tools
- Return to work Roles and Responsibilities
- Networking and Peer Learning
- Workplace Health Promotion

2. Streamlined validation process for COR™ certified firms

By completing the COR™ audit, a significant amount of the work you've completed also meets the HSEp topic requirements. For businesses participating in HSEp and COR™, submitting

evidence to the WSIB on topics already audited for COR™ is duplicative, so we've simplified the process. Here's how it works:

1.   When you're ready for WSIB validation of your HSEp topic(s), provide us with a document that describes how you implemented your HSEp topics along with your valid COR™ documentation per the chart below. No additional evidence is needed.

COR™ certified business in year 1 of COR™ cycle	• Relevant section of **external**[1] audit report
COR™ certified business in years 2 and 3 of COR™ cycle	• Relevant section of **internal maintenance** audit report, and • Letter of good standing from IHSA, OR • Evidence of topic completion if selecting any of the seven topics above the COR™2020 standard noted above.

Note: If you did not score ≥80% on an element, or 100% on legislative criteria, you'd need to include a copy of your corrective action plan (CAP) along with the relevant section of the audit report for HSEp validation. Completion of all activities on the CAP is not required for validation.

2.   The HSEp validator will confirm the documents' accuracy and review your description to determine the completion of your HSEp topics.

3.   Once your topics are validated as complete, you'll receive a rebate from the WSIB You will also receive a badge for any program levels (foundation, intermediate, or advanced) you complete[2].

Here's an example

ABC Inc. has enrolled in HSEp and selected five topics, and they are also transitioning from COR™2015 towards the COR™ 2020 designation. With the support of their HSEp provider, ABC Inc. implements these HSEp topics into their workplace. After completing their external COR™ audit, they get a report from the IHSA confirming their audit score.

Using a simple template, they upload a copy of the relevant sections of the audit report into the digital tool, along with a document describing how they implemented their HSEp topics (their evidence story) to the WSIB for validation. [Click here to see ABC Inc.'s evidence story](). The WSIB validator completes a documentation review and marks the topics complete.

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[1] Depending on the COR™ audit cycle, your deadline to submit HSEp topics for validation may not match. If an extension to your HSEp action plan is needed, your program provider can help arrange one for you.

[2] Assuming the business meets eligibility requirements.

Step-by-step instructions to submit HSEp topics for validation

Once you've completed your COR™ audit, you're ready to submit your HSEp topics for validation. Here's how.

Step 1 – Provide a topic implementation document (evidence story) on the HSEp digital tool.
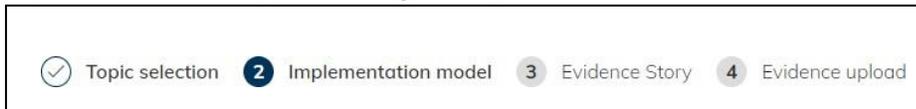
Your evidence story describes how you implemented your HSEp topic(s) in one document and includes your chosen implementation model (i.e. Plan-Do-Check-Act, or the WSIB's 5-steps to managing health and safety). For HSEp members registered in COR™, we've created a simple template that can be used to create the evidence package.

When you're ready to upload it, log in to the HSEp digital tool on your web browser by visiting https://www.wsib.ca/en/onlineservices.
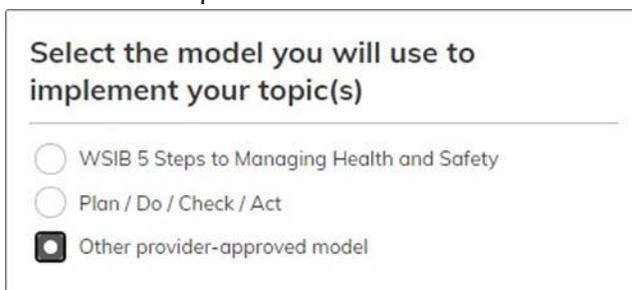
From the HSEp dashboard, click the blue **Evidence Story** button
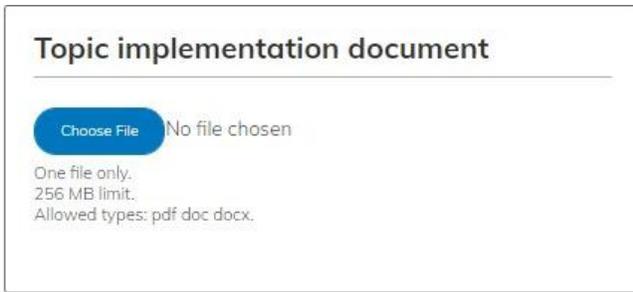

A process bar will appear along the top of the screen:

Select **Other provider-approved model**. Don't worry if you've already selected another implementation model. If that's the case, see our frequently asked questions at the end of this document for options.

You'll be prompted to upload a topic implementation document. Click **Choose File** and select your saved document from your device. Name it (i.e. evidence story), and select the **Save and continue** button at the bottom of the screen.

Topic implementation document

Choose File   No file chosen

One file only.
256 MB limit.
Allowed types: pdf doc docx.

Step 2 – Upload your supporting documented information

1. From the Evidence upload page, click the **Edit** button to the right of the topic name. This will expand the topic. Click the **Choose Evidence** button.

2. From your computer, mobile or tablet, upload your valid COR™ audit documentation. You may wish to include the relevant section of the audit report or a letter of good standing from the IHSA.

3. Once uploaded, check for accuracy, and when you're ready to submit your topic, click **Submit to provider for review**.

Please note: you'll need to repeat this step for each of your HSEp topics.

After your provider confirms that your evidence package is ready, you'll receive a notification that the topic was submitted to a WSIB validator. If you subscribe to online notifications, you'll receive a notification when the WSIB has validated the topic(s). All topics validated as complete by the WSIB validator are eligible for a rebate[3].

Frequently asked questions

Why is the HSEp validation process different for members registered in COR™?
As a recognized occupational health and safety management system (OHSMS) standard, the COR™ audit meets HSEp topic requirements, so we've streamlined the validation process to simplify it for members working on COR™ and HSEp at the same time.

What do I do if I've selected a different implementation model on the digital tool?
Regardless of which implementation model you select, you're able to use the topic implementation document to provide your consolidated evidence story.

We are transitioning from COR™ 2015 to COR™ 2020 and need to create policies for elements that didn't previously require policies. Can we select the relevant HSEp topics to implement these elements?
Yes, you are free to select between one and five HSEp topics annually that need to be fully developed following an implementation model (i.e. Plan-Do-Check-Act). Your program provider

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[3] Assuming the business meets eligibility requirements.

will support you in selecting the most appropriate topics for your business. Be sure to review the topic selection guide when choosing topics.

Why can't I submit all my supporting COR™ documentation at once?

Our digital tool doesn't allow members to submit topics for validation without submitting evidence for each topic.

Our digital tool doesn't allow members to submit topics for validation without submitting evidence for each topic. What if our business didn't score at least 80% on an element or 100% on a legislative requirement?

You'll need to include a copy of your corrective action plan (CAP) with your COR™ documentation. You'll also need to demonstrate that you've taken steps to resolve any non-conformities.

Do I need to complete all corrective actions / non-conformities before HSEp validation?

No. If there were corrective actions identified on your COR™ audit related to your HSEp topics, tell us how you've started to address them in your evidence story. Completing all items on your continuous improvement plan is not required for validation.

We've completed year one of the COR™ cycle. What happens for years two and three?

In years two and three of the COR™ cycle, businesses can submit a copy of the relevant sections of their internal maintenance audit and the letter of good standing from the IHSA as evidence of HSEp topic completion. Talk with your HSEp provider to discuss which HSEp topics best align with your COR™ 2020 journey.

Our company is COR™ 2020 certified and has implemented all 36 HSEp topics. What's next?

Companies that have achieved COR™2020 designation and have completed the remaining HSEp topics are likely ready to apply to the Ministry of Labour, Training and Skills Development's accreditation program, Supporting Ontario's Safe Employers (SOSE).

Businesses that achieve SOSE recognition are eligible to receive additional financial rewards from the WSIB for up to three (3) years. Speak to your program provider to learn more.

Note: once you've applied for SOSE, you cannot participate in HSEp. Speak to your program provider to learn more.

Example of an evidence submission for a COR™ certified member

ABC Inc.'s consolidated HSEP topic implementation document

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HSEp topics selected:	Applicable COR™ 2020 element	COR™ audit section total score
1: First aid	11.2(h) , 11.14-11.17	100%
2: Control of hazards, COVID	3	100%
3: Incident and injury reporting	10	92%
4: H and S communication	8.2	95%
5: Leadership and commitment	1.1	100%
		Corrective actions: See attached CAP

Date of COR™ audit: December 13, 2021, to December 15, 2021

Implementation model used: Plan-Do-Check-Act

Plan
ABC Inc. decided to work towards obtaining the COR designation in 2021. While preparing for this, we conducted a gap analysis of our current health and safety program and found the following gaps:
- a first aid policy and procedure to equip and inspect first aid kits
- a procedure to control the spread of COVID-19 at a newly established site
- clearly defined roles and responsibilities for workplace incident and injury reporting
- a means to communicate health and safety updates effectively, and
- leadership commitment to health and safety

Members of our JHSC and our leaders developed the standards and forms related to our HSEp topics in March 2021, which included feedback from employee volunteers. The standards were signed by our owner on April 1, 2021.

Do

We reviewed training records and trained all supervisors who did not have standard first aid with Level A CPR/AED on June 11 and 12, 2021. We held a staff-wide health and safety day on July 3, 2021, including staff training on our new policies and procedures. We ensured that all employees trained signed off on a training record to ensure no one was missed. Additionally, learning took place through employee orientation and toolbox talks, and site-specific evidence was reviewed by a third-party external auditor (interviews/observations).

Email communications and a link to a post on our internal website were sent on April 10, May 15, June 20, July 14, and again on November 10, including all the new standards and procedures. We held a COVID training session on May 19 with staff at our field office. We completed mock emergencies and first aid mock sessions on June 19, 2021.

Check

We applied to the IHSA to become COR™ certified in 2021. This process required an internal audit, which was submitted to the IHSA for review in September 2021. The external audit took place Wednesday, December 13, 2021, through Friday, December 15, 2021.

XYZ Consulting Ltd. conducted the external audit on behalf of the IHSA. The audit was led and completed by Jane Doe. The audit consisted of two workplace visits:

- Plant B in Townsville: Number of workers: 3 Visited: 13-Dec
  This project involved ABC Inc. working as a subcontractor to install ductwork within a newly constructed administration building. The site included the main trailer for ABC Inc. employees. Installation activities were observed during the visit.

- The water treatment plant in Villestown: Number of workers: 6 Visited: 13-DecThis project involved ABC Inc. working as a subcontractor to install exterior pipe and ductwork. The site was within an existing water treatment plant, and the activities observed included preparation work for pressure testing and hardware installation with hand tools.

Please see attached audit report sections for these elements.

We scored an overall mark of 96.58%, achieving the minimum score of 65% for each element, and 100% on all legislated components. As a result, the auditor's opinion is that the company is eligible for COR™ certification. We received our certification on December 21, 2021.

Act

Upon receiving the COR™ certification, a companywide memo was sent via email to share in a toolbox talk, thanking employees for their help and participation in the H&S program and

internal/external audits. The COR™ auditor identified no non-conformities or corrective actions on these elements, so we did not develop a CAP for these elements. However, we plan to maintain our COR™ designation, which means we will be undergoing an internal maintenance audit next year and look for opportunities for continual improvement. We will enroll in HSEp again next year to develop topics related to our areas of improvement noted on this year's audit.

Certificate of Recognition™ 2020 Audit Tool

Version 2.0 | Note: Definitions for **bolded** terms are included in the Definitions section at the end of this Audit Tool

Company Name: ABC Inc				Not yet saved.
Element 11: Emergency Preparedness	Score Possible	Score Achieved	Legislated	Verification Technique

Element 11 Total	55	55	100% total achieved ⊘ Passed LQ(s)* ⊘ All scores inputted

Certificate of Recognition™ 2020 Audit Tool

Version 2.0 | Note: Definitions for **bolded** terms are included in the Definitions section at the end of this Audit Tool

Company Name: ABC Inc			Not yet saved.
Element Name & Number	**Score Possible**	**Score Achieved**	**Total (Percentage)**
Element 1: Health and Safety Policy and Document and Record Control	37	37	100%
Element 2: Hazard Assessment, Analysis and Control	52	52	100%
Element 3: Controls	39	39	100%
Element 4: Procurement and Contractor Management	26	26	100%
Element 5: Company Rules	18	18	100%
Element 6: Personal Protective Equipment	32	32	100%
Element 7: Preventative Maintenance	29	29	100%
Element 8: Training and Communication	66	63	95%
Element 9: Workplace Inspections	37	37	100%
Element 10: Investigations and Reporting	39	36	92%
Element 11: Emergency Preparedness	55	55	100%
Element 12: Statistics & Records	25	25	100%
Element 13: Legislation and Other Requirements	23	23	100%
Element 14: Management Review and Management of Change	76	76	100%
Total Score Achieved	554	548	99%

Appendix A: HSEp topic(s) implementation document template for COR™ certified members

HSEp topics selected:	Applicable COR™ 2020 element	COR™ audit section total score
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
		Corrective actions: Click or tap here to enter text.
		CIP items on COR™ audit: Click or tap here to enter text.

Date of COR™ audit: Click or tap here to enter text.

Please check: Internal audit (maintenance) ☐   External audit ☐

HSEp Topics Implementation Story (Evidence Story)

In the section below, clearly describe how you implemented your HSEp topics to prepare for your COR™ audit. Please outline specific activities taken, including dates and appropriate locations. Your program provider is available to assist.

Implementation model used: Click or tap here to enter text.

Evidence story - Click or tap to enter text