

October 29, 2018

## Health and Safety Compliance Audit

### Background

#### City's Mandate

The City of Vancouver is responsible for workplace health and safety of its staff, contractors and patrons. It aims to create a healthy and safe workplace by having an effective health and safety program and to meet all related requirements.

In the event of a workplace incident, the City has to demonstrate due diligence to WorkSafeBC and show that City staff took every reasonable effort to avoid illnesses, injuries or harm to its employees and contractors working on City sites.

#### Human Resources Programs

The Human Resources department administers the health and safety programs in the City for all City Operation apart from Engineering. Organizational Health and Safety (OHS), Human Resources, provides the assurance and facilitates that, under WorkSafeBC regulations, the City:

- Meets First Aid Requirements;
- Manages risks at the workplace;
- Develops a health and safety program;
- Performs regular workplace inspections;
- Ensures workers are trained and oriented;
- Establishes and maintains a joint health and safety committee; and
- Investigates and reports incidents.

#### Engineering Programs

Engineering administers the health and safety programs for its staff partnering with Human Resources on Corporate Safety matters<sup>1</sup>. Engineering has a dedicated safety branch that links with and collaborates with Corporate Health and Safety, and offers different expertise. Since 2015 Engineering has achieved and completed a number of major projects:

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<sup>1</sup> Please refer to the appendix on their achievements in the past three years.

- Increased Driver Service to full CVSE<sup>2</sup> pre-and-post-inspection Compliance;
- Developed a driver safety program manual;
- Created a Safety Strategic Plan focused on a risk-based framework of high hazard functions;
- Worked with corporate health and safety on site safety audits; and
- Conducted reviews with all safety superintendents/management on violence prevention.

### Corporate Compliance Program

In 2017 Risk Management created the Manager, Corporate Compliance position to track, promote and report on corporate compliance related to legislation that applies to City operations.

With respect to health and safety, regular meetings are held between the Manager, Organizational Safety and Manager, Corporate Compliance. Organizational Safety informed Risk Management of their 2018 business plan and safety focus. Risk Management reviewed and provided feedback on existing safety documentation on the HR - Health and Safety website.

Organizational Safety uses information and suggestions from Risk Management to inform, develop and enhance processes and procedures.

### WorkSafeBC Regulations

By law, the City must immediately notify WorkSafeBC (using the Prevention Information Line) in response to the following types of incidents:

- Serious injury to or death of a worker;
- Major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation;
- Major release of a hazardous substance;
- Blasting incident causing personal injury;
- Dangerous incident involving explosives (whether or not there is personal injury); and
- Diving incident, as defined by regulation.

The City is liable to financial penalties if it does not immediately notify WorkSafeBC for incidents that require notification.

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<sup>2</sup> CVSE - Commercial Vehicle Safety Enforcement, a provincial body that oversees regulatory requirements for maintenance, safety and fleet equipment.

### Departments' Responsibilities

Individual departments are accountable to exercise due diligence, adhere to the City's Occupational Health and Safety Policy and comply with all law, regulations and legislation related to their operations.

In addition departments are responsible for:

- Onboarding training;
- Operation specific training development; and
- Safety Training Delivery.

### Scope

This audit focused on health and safety orientation, inspections, progressive discipline and investigations as well as City's compliance with the Workers Compensation Act, WorkSafeBC Occupational Health and safety Regulations, and the City's policy AE-010-02 Occupational Health and Safety. The objectives were to provide assurance that safety training, inspections and follow-ups are conducted effectively and in accordance to established standards.

Our work included:

- Assess City-wide health and safety policy;
- Review organization of Health and Safety sections and assess their roles/responsibilities with respect to City's policy and programs;
- Review City procedures to conform, monitor, report, investigate and follow-up on any infractions;
- Review orientation training programs and documentation records for new employees for completeness and adequacy;
- Review supervisor and manager training programs relating to their roles and responsibilities with regards to the health and safety programs and procedures;
- Review WorkSafeBC inspection reports and results. Follow-up to see if they are being investigated and actions taken in accordance with the regulations to mitigate further recurrence;
- Assess what actions are taken if infractions are not being addressed; and
- Examine incident logs and reports from audits performed by WorkSafeBC and City Organization Safety team to ensure that incidents are properly investigated, recorded, and reported to WorkSafeBC and City management.

The scope of this audit does not include Vancouver Police Department (VPD) as the VPD reports its health and safety incidents to WorkSafeBC directly.

The audit is not designed to detect fraud. Accordingly there should be no such reliance.

### Conclusion

The City strives to comply with WorkSafeBC regulations. It has an established health and safety policy, and various safety programs and Occupational Health Safety Committees in all City departments. The City improved its overall safety performance relative to other municipalities from paying a 4.5% surcharge on its WorkSafeBC insurance premium in 2015 to achieving a 14.6% discount in 2019.

Management has committed to address the following to improve health and safety operations and mitigate risk exposure:

- Formalize inspections by Organizational Health and Safety (OHS), Human Resources focusing on high risk safety areas.
- Enforce adherence to electrical operations safety procedures, access and checklist provisions under the jurisdiction of Field Safety Representatives (FSR).
- Enhance safety onboarding and training to ensure timely delivery to staff.
- Establish timely interdepartmental sharing of critical health and safety information to minimize a variety of risks.
- Improve management of contractors working on City property to reduce potential liabilities to the City.
- Continue to monitor and upgrade Parklane Tracking system delivery to users.

The more significant findings and recommendations are:

#### E.1 Improve General HR Health and Safety Delivery

OHS, Human Resources, should improve its recently vitiated safety audit program by formalizing the inspection schedule and focusing on high risk safety areas.

#### E.2 Enforce Project Management Safety Regulations and Procedures

All electrical safety procedures, access and checklists must be approved and signed off by the Field Services Representatives prior to any electrical work being performed. Communicating this directive to all City staff is critical to its success and compliance.

#### E3. Establish City-wide Client Management Policy & Procedures

OHS, Human Resources, should expedite the development and creation of a policy of communicating and sharing information of hazards or risks to staff and patrons in compliance with WorkSafeBC requirements.

Findings and recommendations have been discussed with appropriate management and work is underway to address them.