

COR CERTIFICATE OF RECOGNITION

WHAT IS QUALITY ASSURANCE?

Quality Assurance (QA) refers to the measures designed to ensure that there is a consistently high standard of performance, quality-related activities are being performed effectively, and stakeholders are confident in the validity of audit results.

Incorporating QA into the COR program helps to ensure its overall integrity and maintain stakeholder confidence that certified employers have a high level of health and safety performance. The measures undertaken in quality assurance means employers who invest the time and effort to be certified can be sure their achievement is meaningful and worthwhile.

How does Quality Assurance work?

Each party involved in the COR program, whether they work directly or indirectly with employers, has a role in the QA.



Who pays for the QA program?

- Employer pays for the audit of their health and safety program.
- WorkSafeBC pays for quality assurance activities, as part of the administrative expense of the Partners Program, (the department responsible for COR program delivery.)

Quality Assurance of COR Certification

When an employer achieves COR certification, it should mean that they have a fully implemented, functioning workplace health and safety management system designed to reduce injuries or time loss.

However, if concerns are raised about how a COR-certified employer is performing in regards to health and safety or RTW, it may mean additional QA activities are required. These activities may eventually lead to a verification audit being conducted. This audit would be performed by a neutral third-party qualified auditor, at no cost to the employer.

There are multiple events that may initiate additional QA activities, including:

1. Statistical evidence showing that employer performance is inconsistent with the program's goals of injury or time loss reduction.
2. A WorkSafeBC field officer provides evidence that the employer is not conducting operations consistent with how a COR-certified company should be performing.
3. Evidence from the general public, news, other companies, etc., that raises concerns about employer certification.

The Partners Program will assess COR-certified employers identified by the above situations to determine if further investigation is needed.

In addition, certifying partners conduct random verification audits. They will utilize external qualified auditors to perform verification audits using an approved audit tool

- i. on external auditors at least once within the three year qualification period , or
- ii. as requested by WorkSafeBC to confirm the validity of a COR certification (see events listed above that may trigger a verification audit)