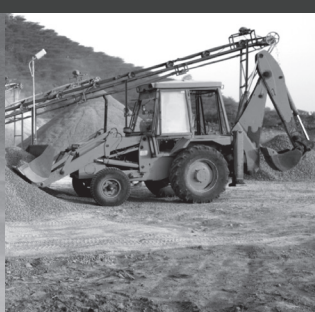




COR™ 2020 PROGRAM GUIDELINE



The Infrastructure Health & Safety Association (IHSA) is your new partner in preventing workplace injury and illness. We serve the transportation, electrical, utilities, construction, aggregates, pipelines, and ready-mix concrete industries.

IHSA was founded in January 2010 by amalgamating the Construction Safety Association of Ontario (CSAO), the Electrical & Utilities Safety Association of Ontario (E&USA) and the Transportation Health and Safety Association of Ontario (THSAO).

We are committed to providing you with world-class service and the information you need to prevent occupational injury and illness.

Disclaimer:

The contents contained in this publication are for general information only. This publication should not be regarded or relied upon as a definitive guide to government regulations or to safety practices and procedures. The contents of this publication were, to the best of our knowledge, current at the time of printing. However, no representations of any kind are made with regard to the accuracy, completeness or sufficiency of the contents. The appropriate regulations and statutes should be consulted. Readers should not act on the information contained herein without seeking specific independent legal advice on their specific circumstance. Infrastructure Health & Safety Association is pleased to answer individual requests for counseling and advice.

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IHSA COR™ 2020 PROGRAM GUIDELINE

1.0 PROGRAM GUIDELINE OVERVIEW

The Certificate of Recognition (COR™) *Program Guideline* provides organizations with the information needed to successfully participate in the COR™ program. COR™ provides organizations with an effective tool to assess and strengthen their health and safety management systems.

The *COR™ Program Guideline* describes the process for obtaining and maintaining COR™ status in accordance with the Infrastructure Health & Safety (IHSA) COR™ program requirements.

1.1 Scope

The *COR™ Program Guideline* applies to organizations who are actively involved in, or planning to implement IHSA's COR™ program.

1.2 Eligibility Requirements

The COR™ program requires the organization to have an active Ontario Workplace Safety and Insurance Board (WSIB) account in good standing. Organizations having more than one account, and who intend to have several of their accounts participating in COR™, must register each account separately by providing IHSA with the corresponding WSIB account numbers. Only those accounts that are registered under COR™ will be audited. Each WSIB account registered in COR™ must independently achieve its own COR™.

The organization must have a **Senior Management*** representative(s) designated to oversee the **occupational health and safety management system (OHSMS)**. This program must contain the elements required by IHSA's COR™ program and be in place for at least one year prior to conducting the initial internal audit.

Documents and records from the previous year provide evidence of the implementation of your program and will be reviewed during an audit. For purposes of the audit, the evidence provided must have been created within the 12-month period prior to the audit submission date.

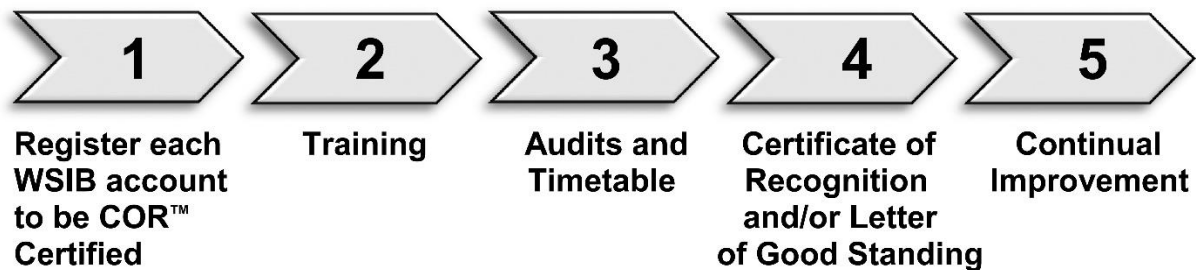
The organization must designate a member of **Senior Management*** to **oversee the COR™ audit process.**

***Senior Management:** Person(s) at the highest level of an organization's structure responsible for leading, managing and/or directing an organization's day-to-day activities and/or operations.

2.0 COR™ PROCESS

The COR™ certification is valid for three years from the date of certification, provided the organization performs and successfully completes internal maintenance audits in the second and third years and complies with the COR™ program requirements. All internal audit results must be reviewed by IHSA.

A **Letter of Good Standing**, issued in years 2 and 3, verifies that the organization maintains their OHSMS and validates it with an annual internal maintenance audit.



2.1 Get Started

To get started in COR™:

- Visit the IHSA website (ihsa.ca/cor-home) and complete the *COR™ Application Form*. All COR™ documentation can be found on this site including the e-file submission tool.
- For organizations with multiple WSIB accounts - select the accounts which you want to register in the COR™ program and complete a *COR™ Application Form* for each WSIB account.
- It is the organization's responsibility to ensure the *COR™ Application Form* is complete and accurate.
- Once received by IHSA, you will be notified via email. Once IHSA verifies your WSIB account and firm numbers, you will receive a second email confirming your registration in the program. If the WSIB account or firm information provided was incorrect, you will be asked to re-register.
- Once registered in the COR™ program, organizations may use their confirmation of registration for bidding purposes.

2.2 Training

As part of the organization's commitment to the COR™ program, a representative from Senior Management must complete (in-class or online) the following training program:

- COR™ Essentials

A minimum of one designated permanent full-time employee must complete the following IHSA training to qualify as the Internal Auditor:

- COR™ Essentials
- Basic Auditing Principles
- COR™ Internal Auditor
- Introduction to Hazard & Risk Management

It is recommended to have more than one person complete the training as an Internal Auditor to ensure continuity and coverage should the person be unavailable.

Requests for training exemptions for COR™ Essentials and/or Basic Auditing Principles must be submitted to and approved by IHSA and include:

- The title of the course(s) for which they wish to be exempt.
- Supporting transcripts and course outlines from the training provider for the course(s) they wish to use in lieu of the IHSA programs. Only Canadian Federation of Construction Safety Associations (CFCSA) member organizations and/or other recognized organizations that provide lead auditor training will be recognized as training providers. See the CFCSA website at cfcsa.ca.
- Courses must have been completed within three years prior to the submission to IHSA for exemption.
- Exemptions will be granted on an individual basis.

A completed *COR™ Training Exemption Form* must be submitted with acceptable documentation which includes transcripts and official course outlines. Course certificates and wallet cards are not considered acceptable documentation. Professional experience will not be accepted in lieu of training.

2.3 Audit Scoring

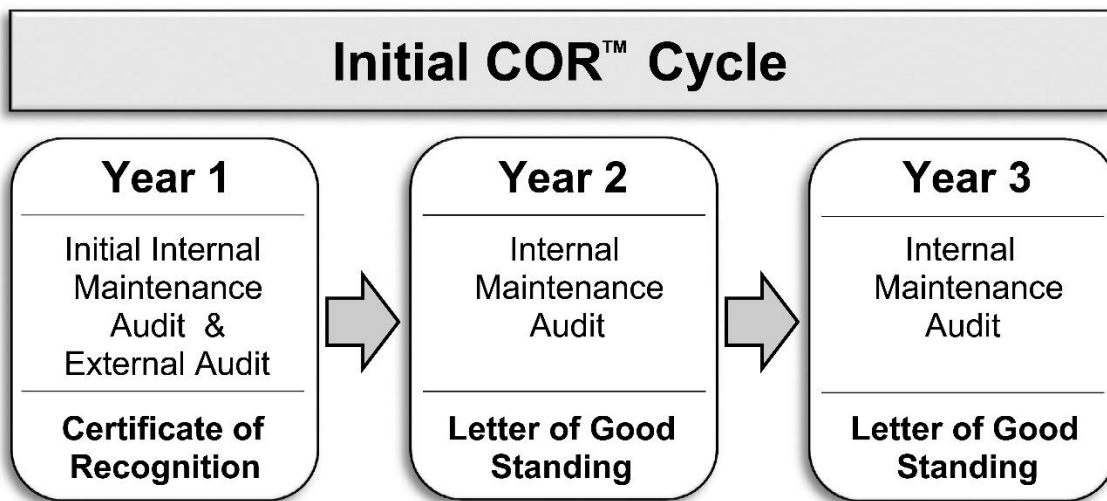
For both internal and external audits, the scoring requirements are:

- Minimum score of 80% for the overall audit
- Minimum score of 65% on each element
- Must obtain 100% on all items identified as legislated requirements

2.4 Initial COR™ Certification Cycle

The *COR™ Audit Tool* is available on the IHSA website under the heading 'e-file submission tool'. It includes all of the required documents for submission.

The Senior Management Representative is responsible for ensuring the audit is completed and submitted according to the COR™ program requirements and timeframes. Failure to do so may result in a delay receiving COR™ certification or a Letter of Good Standing.



Internal Audit

Implement your OHSMS and follow *COR™ Program Guideline* and *COR™ Audit Handbook*:

- Designate and train at least one internal auditor who will conduct the internal COR™ audit.
- Senior management representative signs-off and ensures that the audit has been completed as per the *COR™ Program Guideline* and *COR™ Audit Handbook* and all supporting material is submitted to IHSA using the e-file submission tool (e.g. health and safety program and any documents such as completed forms, schedules, lists, records etc. used as verification). If you would like to submit by alternate means, such as a cloud based system, please contact IHSA at cor@ihsa.ca for pre-approval.
- IHSA records the date when materials are received and logs it into the COR™ tracking system.

Pre-assessment

- IHSA will perform an administrative pre-assessment to ensure the submission is in accordance with the *COR™ Program Guideline* and *COR™ Audit Handbook*.
For example, it is complete and the internal audit score, as declared by the internal auditor, meets the COR™ scoring benchmarks (See Scoring Benchmarks for Initial Internal Audit box).
- If the pre-assessment is successful, then IHSA will proceed to the Internal Audit Review stage. IHSA will complete this within 60 days.
- If all of the required documents are not included or the internal audit did not meet the scoring benchmarks, or the audit did not meet the submission requirements found in the *COR™ Audit Handbook*, the audit will be sent back to the organization for corrections and re-submission. When the internal audit is re-submitted to IHSA the 60-day timeline will start again.

Internal Audit Review

- IHSA will assign an auditor and complete a detailed desk review within 60-days of receipt of the audit.
- For organizations that have registered multiple accounts for the COR™ program and that have a single OHSMS (policy and program) which covers all of the accounts, the organization should contact IHSA at cor@ihsa.ca for clarification regarding submission requirements.
- If internal audit review confirms the minimum scoring benchmarks (see Scoring Benchmarks for Initial Internal Audit box), the organization proceeds to external audit stage.

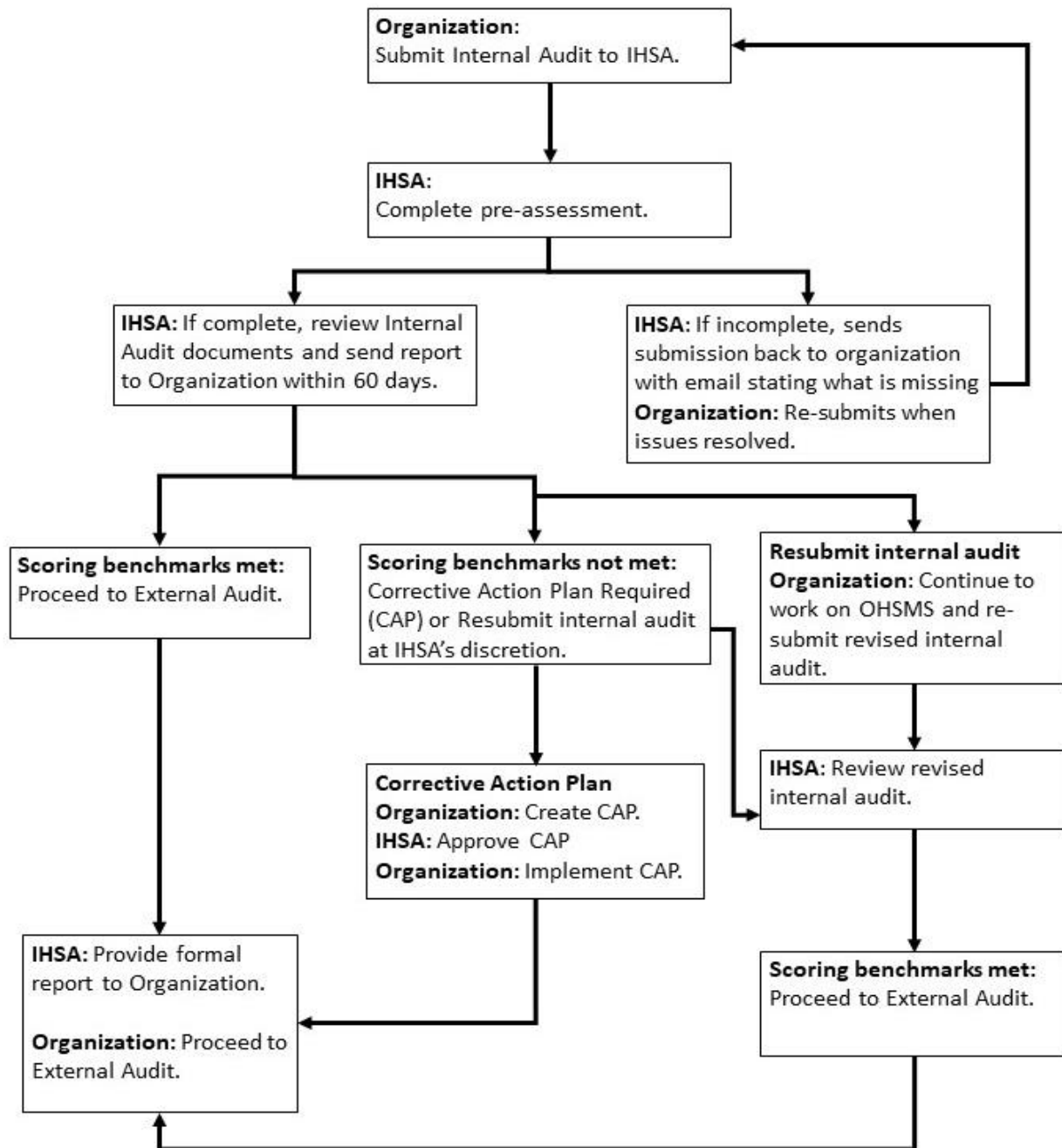
- If the internal audit review does not confirm the minimum scoring benchmarks, the organization will be notified of any concerns, errors or omissions with a written report. Upon receipt of the internal audit review report from IHSA, the organization will be allowed a maximum of 6 months to prioritize and correct the identified gaps and complete the external audit. The organization sends IHSA their corrective action plan for review and approval. Once approved, the organization is responsible for scheduling their external audit.
- If the organization does not complete an external audit within 6 months from when the internal audit review report was received, then they must restart the COR™ process and resubmit an internal audit.

SCORING BENCHMARKS FOR INITIAL INTERNAL AUDIT

If minimum 80% overall AND minimum 65% on each element AND 100% on legislated items is achieved, you will be expected to develop and implement a corrective action plan for continual improvement and move ahead to external audit.

If scoring benchmarks have not been achieved, you may be required to develop, submit and implement a corrective action plan or re-submit a new internal audit at the discretion of IHSA.

Initial Audit Submission Process



NOTE: If the external audit is not completed within 6 months from date of report, the organization must restart the COR™ process and resubmit an internal audit.

External Audit

- Once the internal audit process is complete, IHSA will provide a formal report to the organization and the organization schedules an external audit with an external auditor. The IHSA list of approved auditors can be found at ihsa.ca/cor-home.
- For organizations with multiple accounts registered, external auditor will perform external audits for each account and upon successful completion each registered account will receive their own Certificate of Recognition.
- The external auditor will develop an audit plan in conjunction with your organization. The external auditor will have the plan approved by IHSA prior to starting the audit.
- If the organization does not pass the external audit (see the Scoring Benchmarks for External Audit box), the organization will have 6 months to provide confirmation that corrective actions have been implemented and the implementation has been verified through a re-audit. The organization is responsible for any extra costs incurred for a re-audit. If this is not completed within 6 months, the organization will be required to re-start the COR™ process and resubmit an internal audit.
- Upon successful completion of the external audit(s), the organization will be issued a Certificate of Recognition. The certificate is valid for 3 years providing it is accompanied by a Letter of Good Standing in years 2 and 3. The date of issue of the certificate becomes the organization's **anniversary date**. A Letter of Good Standing is obtained by the organization successfully completing an annual internal maintenance audit.

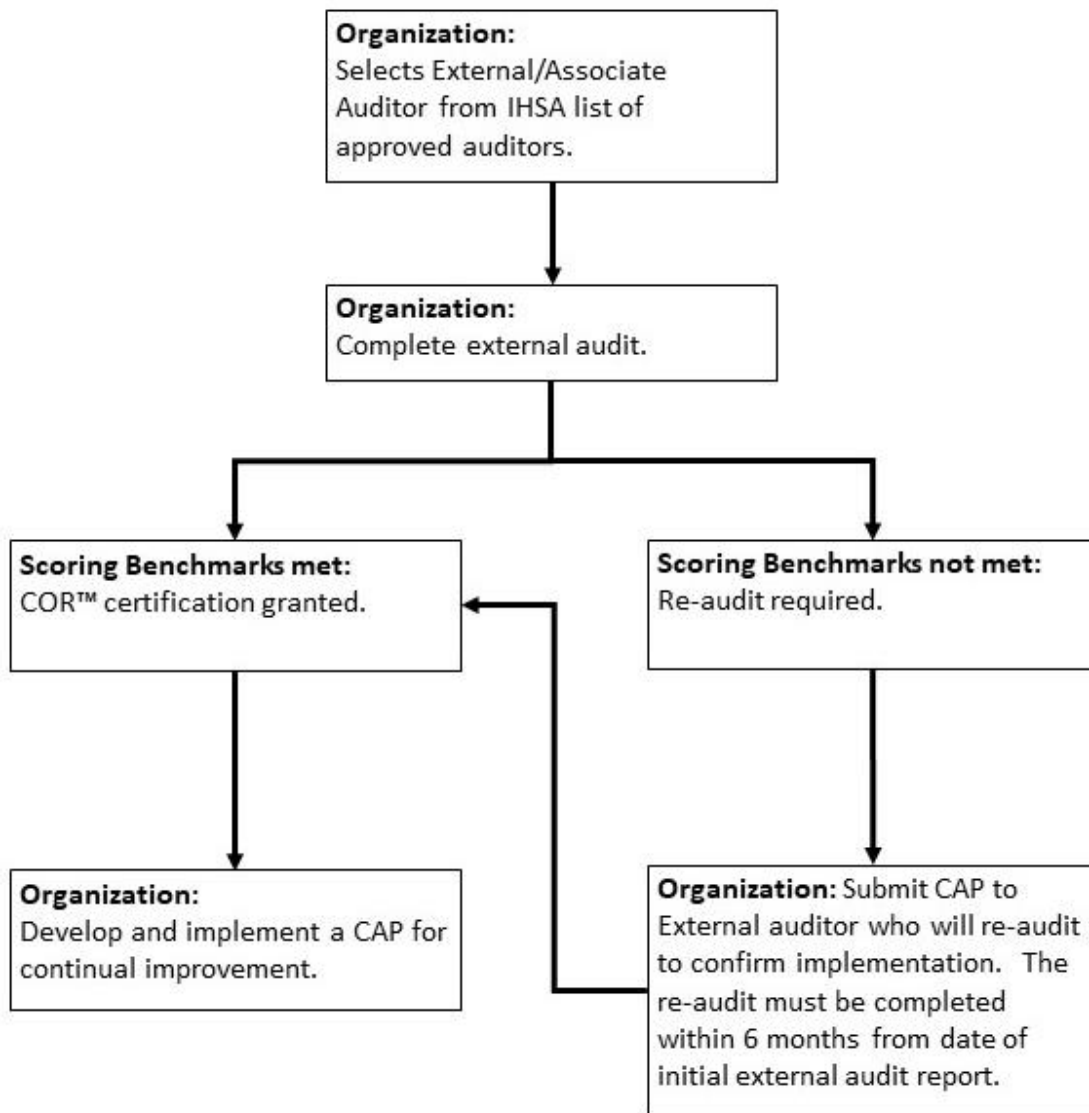
NOTE: To ensure completion by January 1, external audits must be started by October 1 of the previous year. This assumes there are no major issues or corrective action plans required. Keep in mind that it can take up to 21 days for IHSA to review and approve external audit plans.

SCORING BENCHMARKS FOR EXTERNAL AUDIT

COR™ Certification granted: Minimum 80% overall AND minimum 65% on each element AND 100% on legislated items. Develop and implement a corrective action plan focussing on continual improvement.

Re-audit required: Less than 80% overall OR less than 65% on any element OR less than 100% on legislated items. Organization must submit a corrective action plan (CAP) addressing items necessary to achieve a passing score and include implementation dates to the external auditor. Re-audit to confirm implementation of the CAP must be completed within 6 months of receiving the external audit report. The organization is responsible for costs incurred for re-audit.

External Audit Process



Internal Maintenance Audits

- An annual internal maintenance audit must be completed by the designated, trained Internal Auditor in each of years 2 and 3.
- Senior management representative signs-off and ensures that the completed internal audit and all supporting material is submitted to IHSA using the e-file submission tool at least 60 days prior to the COR™ certification anniversary date (e.g. health and safety program and any documents such as completed forms, schedules, lists, records, etc. used as verification). You can find this date on your COR™ certificate.
- Organizations that have registered multiple accounts must complete and submit an Internal Maintenance Audit for each account registered for Year 2 and 3 of the cycle.
- IHSA completes internal maintenance audit review. If successful, a report and a Letter of Good Standing is issued.
- If unsuccessful, IHSA issues a written report and the organization must correct the deficiencies within 90 days after the anniversary date. If it is not completed within 90 days, the organization must start the COR™ process over again.
 - **If the Letter of Good Standing is not obtained within 30 days after the anniversary date, then the organization's COR™ certification shall be identified as pending* on the IHSA website.**
 - **If the Letter of Good Standing is not obtained within 90 days after the anniversary date, the organization will lose their COR™ certification status and must start the COR™ process from the beginning.**

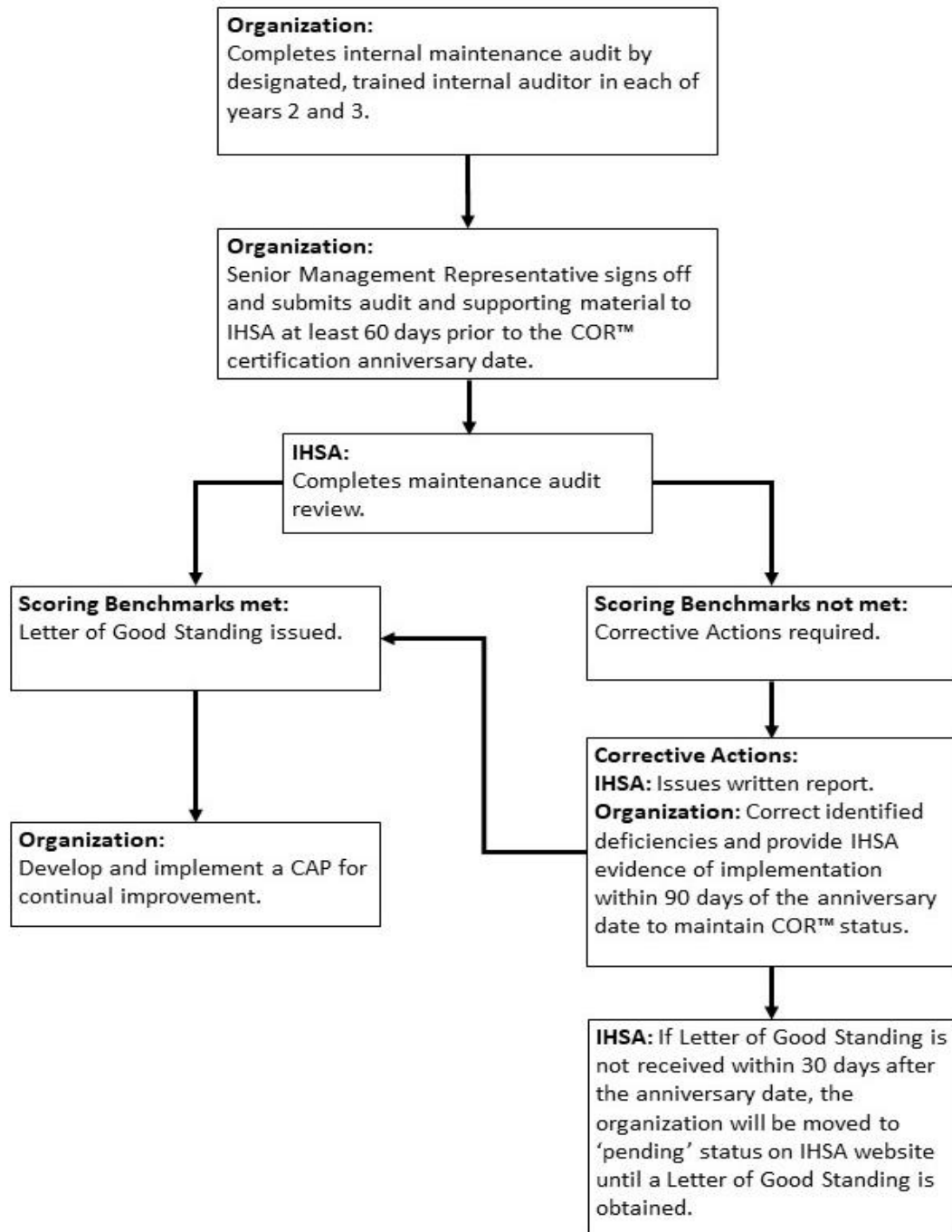
***Pending:** For the purposes of COR™, an organization with a pending status is considered certified, but will not receive a Letter of Good Standing or Certificate until the identified deficiencies have been corrected.

SCORING BENCHMARKS FOR INTERNAL MAINTENANCE AUDIT

Letter of Good Standing Issued: Minimum 80% overall, AND minimum 65% on each element AND 100% on legislated items. Develop and implement a corrective action plan focussing on continual improvement.

Corrective Action Plan Required: Less than 80% overall OR less than 65% on any element OR less than 100% on legislated items. The organization must submit a corrective action plan (CAP) and supporting documentation addressing items necessary to achieve a passing score. If a passing score is not achieved within 90 days from the anniversary date, then the organization must re-submit a new internal audit.

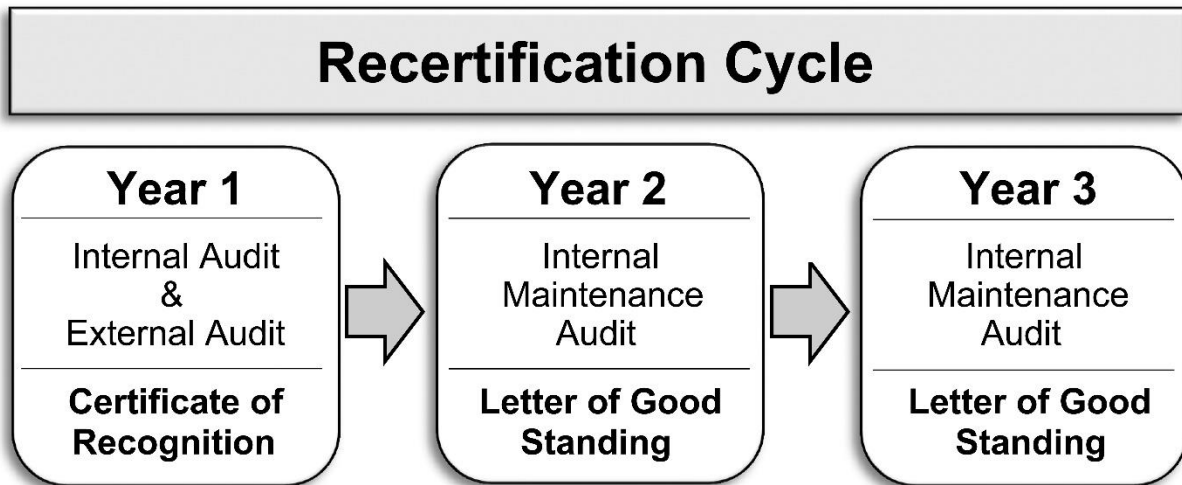
Internal Maintenance Audit Process



NOTE: If Letter of Good Standing is not obtained within 90 days of the anniversary date, the organization will lose their COR™ certification status and must start the COR™ process from the beginning.

2.5 Recertification Cycle

The end of the third year marks the completion of the Initial COR™ cycle. Continued participation in COR™ requires the organization to re-register by completing and submitting the *COR™ Application Form* found in the e-file submission tool.



The process is the same as the Initial COR™ Cycle except that the internal audit in year one of recertification cycle **is not** required to be submitted to IHSA for an internal audit review. However, the internal audit must be completed and provided to the external auditor at the time of the external audit to validate that it was completed.

The external audit is performed by the external auditor and **is** required to start the new cycle. The organization is to contact an External/Associate Auditor from the list on the IHSA website at ihsa.ca/cor-home. It is recommended that the audit is started at least 60 to 90 days before the anniversary date.

If the COR™ certificate is not obtained within 30 days after the anniversary date the organization's COR™ certification shall be identified as 'pending' on the IHSA website.

If the COR™ certificate is not obtained within 90 days after the anniversary date, the organization will lose their COR™ certification status and must start the COR™ process from the beginning.

Upon successful completion of the recertification external audit the organization will be granted certification and will begin a new 3-year certification period.

All timeframes and scoring benchmarks as listed for the Initial COR™ Cycle apply to the Recertification COR™ Cycle. Letters of Good Standing will be issued in years 2 and 3 providing all requirements are met.

If the Letter of Good Standing is not obtained within 30 days after the anniversary date, then the organization's COR™ certification shall be identified as pending* on the IHSA website.

If the Letter of Good Standing is not obtained within 90 days after the anniversary date, the organization will lose their COR™ certification status and must start the COR™ process from the beginning.

***Pending:** For the purposes of COR™, an organization with a pending status is considered certified, but will not receive a Letter of Good Standing or Certificate until the identified deficiencies have been corrected.

3.0 ROLES AND RESPONSIBILITIES

3.1 IHSA

IHSA oversees the COR™ program in Ontario. As a result, the following procedures, training, and information are managed by IHSA, but are not limited to:

- Managing the COR™ Program.
- Delivering the training programs for internal auditors and senior management representatives.
- Reviewing all internal audits submitted for the COR™ audit process.
- Reviewing and approving all external audit plans.
- Reviewing and approving all external audit reports submitted for the COR™ audit process.
- Ensuring all *COR™ Program* requirements and protocols are followed.
- Fostering a positive audit environment by assisting and cooperating with member organizations so that audit objectives can be met.
- Controlling the security and confidentiality of audit documents and results.
- Maintaining the list of COR™ registered organizations.
- Maintaining the list of COR™ certified organizations on the IHSA website.
- Approving and maintaining a list of external auditors.
- Overseeing quality of audits and the audit process.

3.2 Organization/Senior Management Representative

In addition to completing the prescribed training, the Organization (Senior Management Representatives) have the following obligations:

- Designating a senior management representative to administer, implement and oversee the organization's OHSMS.
- Designating a senior management representative to oversee the COR™ audit process and implementation of all program requirements.
- Ensuring the senior management representative overseeing the COR™ audit process has received the required COR™ training.
- Designating and training at least one permanent full-time employee to act as an internal auditor.
- Acting as the liaison person between the organization and IHSA for the COR™ program.
- Notifying IHSA immediately of any changes to the organization's registration information. Contact IHSA at cor@ihsa.ca.
- Ensuring audits are properly planned, scheduled and signed-off by organization/senior Management. This includes making sure that the audit is representative of all of the organization's activities that occur at typical peak times and the appropriate number of individuals are available and ready to participate in the audit.
- Selecting an external auditor from IHSA's list of approved auditors. Ensuring the same auditor or auditing company is not used in two consecutive external audits.
- Attending pre and post audit meeting and signing the *Pre and Post Audit Meeting Form*.
- Providing access to facilities and supporting documentation as requested by the external auditor.
- Ensuring audits are completed as per COR™ instructions in the *COR™ Audit Handbook*.

- Developing Corrective Action Plans indicating steps that will be taken to address deficiencies identified in the audit report and sign off.
- Ensuring annual maintenance of their COR™ status by submitting the organization's COR™ Internal Audit and the supporting documentation by the anniversary date (date of certificate issue).
- Ensuring that if the designated senior management representative is no longer available, a new senior management representative is designated and trained and notifying IHSA at cor@ihsa.ca.
- Ensuring that if the internal auditor is no longer available, a new internal auditor is designated and trained and notifying IHSA at cor@ihsa.ca.
- Complying with, signing and submitting the COR™ Program Code of Ethics (Section 4.5).
- **Only use the COR™ logo and trademark upon successful COR™ certification.**
Improper use will result in legal action by IHSA.

3.3 Internal Auditor

To qualify as an Internal Auditor, the employee appointed by the organization must be a permanent full-time employee of the organization and must complete specific IHSA training (See Section 2.2). The employee's name and records of training must be submitted with the internal audit to IHSA for verification. It is recommended to have more than one internal auditor trained to provide back-up.

The Internal Auditor's responsibilities include but are not limited to:

- Completing the organization's COR™ Internal Audit while allowing time for the senior manager to review and submit to IHSA within the required timelines.
- Attending pre and post audit meeting and signing the *Pre and Post Audit Meeting Form*.
- Assisting senior management in the development of a written corrective action plan to ensure continual improvement.
- Providing additional audit information to the External Auditor if requested.
- Complying with *COR™ Program Guideline* and *COR™ Audit Handbook*.
- Complying with, signing and submitting the COR™ Program Code of Ethics (Section 4.5).

3.4 External Auditor

The term External Auditor refers to an external auditor that provides COR™ auditing services to the organization. See ihsa.ca/cor-home. These services include but are not limited to:

- Reviewing organization's corrective action plan from the internal audit stage and providing any comments.
- Submitting an audit plan to IHSA for approval.
- Attending pre and post audit meeting and signing the *Pre and Post Audit Meeting Form*.
- Communicating audit requirements to the organization.
- Performing the COR™ external audit.

- Generating and submitting the audit report to IHSA for approval.
- Complying with all COR™ program requirements and timelines.
- Controlling the security and confidentiality of audit documents and results.
- Complying with the COR™ Program Code of Ethics (Section 4.5).

External auditors or auditing companies may not audit the same organization for the two consecutive external audits.

NOTE: a person who provides consulting services to a specific organization cannot be selected to act as COR™ External Auditor to that organization. The External Auditor must declare a conflict of interest if circumstances arise between the auditor and the organization (or their representative) which may be viewed as a conflict.

4.0 QUALITY

4.1 Internal Audits

Internal audits will be reviewed by IHSA through both a pre-assessment as well as detailed review by an IHSA auditor. The review will include the following:

- Verification that the organization's Senior Management Representative and Internal Auditor has completed the required COR™ training programs.
- Review of the audit submission to ensure it was done as per the *COR™ Audit Handbook* and *Program Guideline*.

4.2 Internal Auditor/Senior Management Representative

- The organization's Internal Auditor and/or Senior Management representative may be required to undergo retraining if repeated issues occur during audits.

4.3 External Auditor

- IHSA reviews and approves external audit plans prior to the start of the audit.
- All reports are reviewed by IHSA to ensure that the audit was conducted, and the report was written as per the *COR™ Audit Handbook* and *Program Guideline*.
- External Auditors are required to have an annual evaluation conducted by IHSA during an external audit.

4.4 Spot Checks

IHSA reserves the right to conduct a spot check on COR™ certified organizations at any time. The scope of the spot check will be determined by IHSA. Upon completion of a spot check, a formal letter detailing one of the following two options will be sent to the organization:

- **No follow up required** – Organization has demonstrated satisfactory performance in maintaining their COR™ certification.

- **Corrective action is required** – Organization needs to make improvements to demonstrate the expectations of a COR™ certified organization. The organization will be required to develop a corrective action plan to address the identified deficiencies. In order to maintain their COR™ certification they must ensure that the corrective actions have been fully implemented within 90 days of receiving the formal letter. IHSA will validate the implementation of the corrective action plan. The scope of the validation will be at the discretion of IHSA. Additional service fees will apply.

4.5 COR™ Program Code of Ethics

Senior Management Representatives, Internal Auditors and external auditors must strive to maintain a high level of professional conduct at all times. To ensure the quality of the program they must:

- Maintain high standards of honesty, integrity and trust.
- Ensure that information is accurately interpreted and communicated, based on objective findings, and free of bias.
- Maintain confidentiality of information.
- Maintain sound judgment in pursuance of their duties.
- Report conflicts as soon as possible and immediately withdraw from the program and/or audit if so requested.
- Comply with COR™ Program requirements.

If, after investigation, the IHSA determines that an Auditor has intentionally breached the Code of Ethics, the Auditor will be removed from the Program.

5.0 OUT-OF-PROVINCE COR™ RECIPROCITY (FOR BIDDING PURPOSES ONLY)

Under the reciprocity agreement, if an organization from outside Ontario considers bidding on a project in this province which requires a Certificate of Recognition, they must submit a completed **COR™ - Request for Reciprocity Form** and attach a letter from the issuing province/territory's CFCSA member organization showing proof of participation in COR™.

If successful in bidding on the project and, if required by the Buyer of Services or if the organization chooses to be certified under COR™ through IHSA, the organization must follow the process set out for registering for COR™ in Ontario. The organization must then perform an Internal Audit, which will be followed by an External Audit.

The organization must contact IHSA to complete the following requirements:

- Register as a participating member in COR™. The organization can access the e-file submission tool at ihsa.ca/cor-home.
- Complete the *COR™ Training Exemption Form*. Training provided in each province is not identical and while some equivalencies may exist, the organization's designated Internal Auditor will be required to take additional training.
- An audit must be completed by the designated Internal Auditor and submitted by the organization. The audit must be in the standard format required by IHSA and include all supporting documentation and a written report. The audit must pass an audit review conducted by IHSA.
- The organization must pass an external audit conducted by an external auditor.
- Upon successful completion of this process, the organization will receive the IHSA Certificate of Recognition and a Letter of Good Standing in year 2 and 3 providing they follow the *COR™ Program Guideline*.

For additional information on the COR™ program, access IHSA's website at ihsa.ca/cor-home.

6.0 ISO 45001 EQUIVALENCY TO COR™

6.1 Equivalency to ISO 45001

IHSA may consider accepting an *ISO 45001 Occupational health and safety management systems* as an equivalency to the COR™ audit if the following provisions have been completed:

- The organization provides the following documents to IHSA with a completed COR™ - *ISO 45001 Equivalency Form* for consideration:
 - A copy of the most recent ISO 45001 Audit Report
 - A copy of the most recent certificate issued
- Documents will be reviewed by IHSA Lead Auditor within 30 days of submission.
- A standard fee plus applicable taxes will apply for review of the documentation.
- IHSA will provide a report summarizing the review of the documentation provided including their decision on granting equivalency.
- Upon approval by IHSA, a Certificate of Recognition will be issued.
- The certificate will be valid for one year.
- IHSA reserves the right to request further OHSMS documentation.

NOTE: Organizations that do not have a valid WSIB account, or have not included representative work performed in Ontario in their ISO 45001 audit scope, will only be granted COR Reciprocity for bidding purposes.

6.2 Equivalency to Ministry of Labour, Training and Skills Development Accreditation Program

Any organization wishing to obtain equivalency with the Ministry of Labour, Training and Skills Development Accreditation Program should contact IHA at cor@ihsa.ca.

The organization provides the following documents to IHSA for consideration:

- A copy of the most recent Audit Report
- Proof of Ministry of Labour, Training and Skills Development accreditation
- A current action plan as a result of the most recent audit
- A current Occupational Health and Safety Management System manual with policies and procedures
- A copy of the current management review report
- A documented action plan as a result of the management review
- Master Hazard Registry.
- Documents will be reviewed by IHSA Lead Auditor within 30 days of submission.
- A standard fee plus applicable taxes will apply for review of the documentation.
- IHSA will provide a report summarizing the review of the documentation provided including their decision on granting equivalency.
- Upon approval by IHSA, a Certificate of Recognition will be issued.
- The certificate will be valid for one year.

7.0 COR™ AUDIT APPEAL PROCESS

If an organization wishes to appeal an audit result, the following procedures must be followed:

- Only decisions made on the original audit evidence that was provided to the external auditor can be appealed.
- Initial internal audits (first cycle – first audit) cannot be appealed.
- Level 1 Appeal
 - All audit appeals must be filed with the COR™ Auditor within 5 business days of receiving the report, by e-mail, using the *COR™ Appeal Form* ihsa.ca/pdfs/cor/forms/cor-complaint-appeal-form.pdf.
 - The COR™ Auditor will acknowledge receipt of an appeal within 2 business days by e-mail and provide a decision within 5 business days of receiving it.
- Level 2 Appeal
 - If the appeal is denied, the organization may appeal that decision within 5 business days to the IHSA Manager of Strategic Programs by emailing the appeal form to cor@ihsa.ca. The manager will acknowledge receipt of an appeal within two business days by e-mail.
 - The Manager and/or designate will review the appeal.
 - The Manager will provide a decision within 5 business days of receiving the appeal. The decision will be documented on the *COR™ Appeal Form* and provided to all relevant parties.
 - If a mutually satisfactory agreement has been reached to resolve the issue, both parties will acknowledge the agreement by signing the *COR™ Appeal Form*.
- Level 3 Appeal
 - If a mutually satisfactory resolution has not been reached the Vice President of Strategic Programs will review the files and other relevant documentation within 5 business days of the decision by the Manager of Strategic Programs or by the designate.
 - The decision by the Vice President of Strategic Programs will be final.

8.0 CONFIDENTIALITY AND NON-DISCLOSURE

All audit related information is kept strictly confidential.

- IHSA will hold confidential any information obtained directly or indirectly through the performance of the COR™ audit.
- IHSA will not disclose any information obtained through the audit without expressed written permission of an authorized representative of the organization.
- Notwithstanding the two previous points, IHSA may use information obtained through the audit for its own internal purposes, with the provision that no reference will be made to specific projects, organizations, or workers without the expressed written permission of the parties concerned.



About IHSA

IHSA's vision is the elimination of all workplace injuries, illnesses, and fatalities within our member firms.

We engage with our member firms, workers, and other stakeholders to help them continuously improve their health and safety performance. We do this by providing effective and innovative sector-specific programs, products, and services.

We offer

- Training programs
- Consulting services
- Health and safety audits
- Publications and e-news
- Posters and stickers
- Reference material
- A resource-rich website.

Find out what we can do for you at **www.ihsa.ca**

Infrastructure Health & Safety Association (IHSA)

21 Voyager Court South
Etobicoke, Ontario M9W 5M7 Canada
Tel: 1-800-263-5024 • Fax: 905-625-8998
www.ihsa.ca