

COR 2023 WORKPLAN

EXAMPLE:

Mandate:	<i>The excerpts provided come directly from the Certificate of Recognition Program- Standards and Guidelines (January 2011) and funding Agreements (signed annually) and have been provided for consistency and direction.</i>
Objective:	<i>The objectives should relate directly to the mandates selected from the Standards and Guidelines and Agreements (above).</i>
Action Plan:	<i>Outline the plan to achieve the objectives and include detailed information on resources, finances, and KPIs.</i>

Work Plans are based on the following mandates:

1. Plan and implement a coherent communications strategy to promote the COR Program. *Reference: S&G 1.2 and Agreement 2(c)ii*
2. Facilitate the registration and certification of employers. *Reference: S&G 1.3 & Agreement 2(c)iii*
3. Help employers meet their needs for COR Program related training and qualified internal auditors. *Reference: S&G 1.4 & Agreement 2.(c)(iv)*
4. Ensure the provision of auditor training and availability of external auditors. *Reference: S&G 1.10 & Agreement 2.(c)(iv)&(x)*
5. Provide verification and quality assurance oversight *Reference: S&G 1.11 & Agreement 2(c)(xi)*
6. Other (optional)

BCMSA COR 2023 WORKPLAN

Mandate #1:	Plan and implement a coherent communications strategy to promote the COR Program. <i>Reference: S&G 1.2 and Agreement 2.(c)(ii)</i>
Objective:	Promotion of the COR program and it's benefits through electronic communication (e-mails, newsletters, bulletins, etc.), meetings, training, and advertising through social media.
Action Plan:	Communicate the COR program to all stakeholders involved.

OUTCOME #1 Action Plan details						
Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Set up quarterly regional meetings to discuss Safety Management Systems and COR (in-person locally and virtual through zoom for organizations not located within the lower mainland).	Advertising, meeting expenses	\$1,700	Throughout 2023	Manager of Audit and Training Services, COR Specialist, COR Administrator	Increase by 4 new COR certified organizations which would be a 9% increase in overall COR certified organizations	
Promotion of the COR Program at conferences/tradeshows throughout the province.	Travel budget	\$4,800	Throughout 2023	Manager of Audit and Training Services, COR Specialist, COR Administrator	Increase by 4 new COR certified organizations which would be a 9% increase in overall COR certified organizations	
Extensively market COR throughout the Province to Municipalities and Naturally Aligned Organizations. This could be through newsletters, organization meetings and advertising through social media.	Staff time, wages & benefits Travel Publishing	Staff salary and \$10,000 for travel and/or publishing	All Year	Manager of Audit and Training Services, COR Specialist, COR Administrator	Increase in overall traffic to our website containing COR information which will result in more conversation and uptake of COR	

BCMSA COR 2023 WORKPLAN

OUTCOME #1 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Reduced injury frequency because of improved safety management systems. Increased worker knowledge of the hazards and control measures in their workplace - observation/feedback/survey	Injury Statistics	Ongoing	
Increased awareness of benefits of effective Safety Management Systems, leading to increased interest & uptake of COR	COR Statistics	Ongoing	

BCMSA COR 2023 WORKPLAN

Mandate #2:	Facilitate the registration and certification of employers. <i>Reference: S&G 1.3 & Agreement 2.(c)(iii)</i>
Objective:	To ensure quality customer service to clients in relation to the COR program and it's processes
Action Plan:	BCMSA COR Administration team to facilitate and coordinate COR registration and certificate with new and existing organizations

OUTCOME #2 Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Facilitate and coordinate COR registration with employers.	Staff time, wages & benefits	Staff Salary	All Year	COR Administrator, COR Specialist, Manager of Audit and Training Services	Ensure registration and certification of 49 COR certified organizations are completed in timely fashion	
Respond to audit requests and audit extensions within a timely manner.	Staff time, wages & benefits	Staff Salary	All Year	COR Specialist and COR Administrator	Respond back to clients within 24-48 hours for each audit or extension request	

OUTCOME #2 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Increased customer satisfaction for both new and existing clients within the COR program.	Feedback from clients and statistics around COR deliverables (iCOR, audit requests)	Entire year of 2023	

BCMSA COR 2023 WORKPLAN

Mandate #3:	Help employers meet their needs for COR-related training and qualified <u>internal</u> auditors. <i>Reference: S&G 1.4 & Agreement 2.(c)(iv)</i>
Objective:	Train and monitor performance of Internal Auditors.
Action Plan:	Coordinate and schedule Internal Auditor training for the municipal section along with naturally aligned organizations.

OUTCOME #3 Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Train Internal Auditors.	Salary, supplies, staff salary & benefits	Staff salary	3 sessions in 2023	COR Specialist	Increased # of internal auditors (30)	
Conduct refresher training for internal auditors (as needed).	Staff salary & benefits	Staff salary	Periodically	COR Specialist	Increased # of internal auditors (30)	

OUTCOME #3 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Review each internal auditor's audits within their certification/recertification cycle to ensure audit quality and consistency.	COR Statistics	Ongoing	

BCMSA COR 2023 WORKPLAN

Mandate #4:	Ensure the provision of auditor training and availability of <u>external</u> auditors. <i>Reference: S&G 1.10 & Agreement 2.(c)(iv)&(x)</i>
Objective:	Outfit industry with ample amount of trained external auditors throughout the calendar year.
Action Plan:	Conduct annual review to ensure sufficient external auditor availability for municipal industry and naturally aligned organizations.

OUTCOME #4 Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Review COR database and internal auditing matrix annually to ensure external auditor availability.	Staff time wages & benefits	\$10,000	2023	Manager of Audit and Training Services, COR Specialist and COR Administrator	Analyzing need of additional external auditors (as needed)	
Quality Assurance of 10% of External Auditors.	Staff time Wages & benefits Travel	\$1,000	2023	Manager of Audit & Training Services, COR Specialist	Two external auditors to be assessed in 2023	

OUTCOME #4 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Analyzing need of additional external auditors (as needed).	Assess COR external auditor pool and feedback from industry	Ongoing	
Consistent auditing among external auditors is maintained.	Records of corrections requested and	Entire Year of 2023	

BCMSA COR 2023 WORKPLAN

Mandate #5:	Provide verification and quality assurance oversight. <i>Reference: S&G 1.11 & Agreement 2.(c)(xi)</i>
Objective:	Perform a thorough review of each COR audit conducted through the BCMSA online COR audit tool
Action Plan:	COR Specialist and QA consultant to conduct QA Review on internal and external audits

OUTCOME #5 Action Plan details

Activity	Inputs	Budget	Time Frame	Responsible	Anticipated Outputs (KPIs)	Progress Reporting
Desktop review of all COR audits (external and internal).	Staff time Wages & benefits Utilizing consultant for 10% of total QA's conducted	\$10,000	Entire year of 2023	Manager of Audit & Training Services, COR Specialist	100% of audits reviewed	
Maintain quality of audit tool, ensuring it is used appropriately for every audit and updated if required.	Staff time Wages & benefits	TBD based on WorkSafeBC direction in 2022/2023	2023	Manager of Audit and Training Services, COR Specialist	Audit tool reviewed quarterly to ensure quality	

OUTCOME #5 WORKPLAN Measurement (Evaluation)

Outcome Indicators (e.g. KPIs)	Data Collection	Time Lines	Evaluation Results
Integrity and value of the COR Process and audit tool is maintained.	Verification, through AQA/ QA audits support initial audit findings	Entire Year of 2023	

BCMSA COR 2023 WORKPLAN

Approval

The signature(s) below signify the approval of the Work Plans based on the five mandates extrapolated from The Certificate of Recognition Program - Standards and Guidelines (January 2011) and annually signed Agreements.

Approved by Association Board Chair:



(Signature)

Rebecca Chow

Date Approved:

September 15th, 2022

BCMSA

Funding Period: From Jan 1, 2023 to Dec 31, 2023

Section 1(b): BUDGET - COR ADMINISTRATION	ACTUAL			BUDGET	COR ADMINISTRATION BUDGET				\$ Variance (b-a)	% Variance (b/a)
	2021 (12 months)	2022 YTD (6 months)	2022 Budget (a)		Year 1 2021	Year 2 2022	Year 3 2023 (b)	Total for 3 Years	2023 Budget vs 2022 Budget	2023 Budget vs 2022 Budget
Revenue:										
WorkSafeBC COR Operations Funding	486,034	290,829	581,657			581,657	682,599	1,264,256	100,942	17%
Interest Revenue	0	0	6,400			6,400	0	6,400	-6,400	-100%
Other Revenue (list individually)	13,117	3,964	10,000			10,000	11,677	21,677	1,677	17%
						0	0	0	0	-
Total Revenue	499,151	294,793	598,057		0	598,057	694,276	1,292,333	96,219	16%
Compensation Expense:										
Salaries	290,917	156,652	288,380			288,380	378,437	666,817	90,057	31%
Benefits	60,536	31,497	75,724			75,724	88,891	164,615	13,167	17%
Consultants & Contractors	97,440	21,234	77,592			77,592	60,149	137,741	-17,443	-22%
Other Expense:										
Accounting & Legal Fees	14,780	6,019	10,780			10,780	9,905	20,685	-875	-8%
Advertising & Sponsorships	6,484	2,021	9,898			9,898	4,862	14,760	-5,036	-51%
Board Expenses	2,826	2,728	8,820			8,820	6,498	15,318	-2,322	-26%
Building Maintenance & Repairs	3,200	1,558	2,646			2,646	3,733	6,379	1,087	41%
Telecommunications & Freight	6,448	6,850	8,282			8,282	7,083	15,365	-1,199	-14%
Conference Registration and Meeting Expenses	1,534	5,404	5,900			5,900	5,700	11,600	-200	-3%
Furniture & Equipment	849	223	1,272			1,272	1,677	2,949	405	32%
Office Supplies	3,304	2,802	4,974			4,974	3,354	8,328	-1,620	-33%
Property Taxes & General Insurance	5,392	3,524	5,390			5,390	6,289	11,679	899	17%
Publications & materials	1,054	2,567	7,127			7,127	1,700	8,827	-5,427	-76%
Rent - Office	46,338	30,590	47,496			47,496	56,761	104,257	9,265	20%
Technology	15,532	6,607	29,634			29,634	45,784	75,418	16,150	54%
Training - Staff	2,891	2,002	6,542			6,542	6,652	13,194	110	2%
Travel	47	3,988	5,600			5,600	4,800	10,400	-800	-14%
Miscellaneous	5,272	568	2,000			2,000	2,000	4,000	0	0%
Total Expenses	564,844	286,834	598,057		0	598,057	694,276	1,292,333	96,219	16%
Revenue less Expenses	-65,693	7,959	0		0	0	0	0	0	-

Note: Any significant expense account (>\$50,000) included in 2023 budget and any significant variances (>20%) should be explained in Section 5 below.