

SAFETY NE

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IS INVESTING IN SAFETY WORTH THE COST?

The cost of making your company safer can be high, but the costs of not doing so can be much, **much higher**. Safety expert and former OH&S investigator, Ted Lane, crunches the numbers.

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Measuring Safety Training

Although you may not realize it, we're living in a revolutionary time. Society is being transformed by an ever-increasing demand for, and consumption of, vast amounts of data. Much of this data is the result of a measurement or metric of some kind, and we're just beginning to discover all the ways in which this data can be analysed to explain the previously inexplicable. In fact, the more information we collect from the world around us, the more it's beginning to appear that almost anything can be understood and quantified—even abstract human ideas—if enough measurements are taken.

Is the same true for safety? Can an intangible concept such as safety be measured? And if so, in what ways? The contributing writers in this issue of The SafetyNET magazine have examined these questions from a number of intriguing angles. In "Shifting Gears," Dr. Randy Flemmer explores ways in which driver safety can be measured; while Ted Lane's article, "Is Investing In Safety Worth The Cost?" offers a fascinating example of how the costs of safety can be quantified. Emily Ortis delves into the technical side of safety metrics with "Leading and Lagging Indicators," and Shawn Robertson shares his personal experiences while explaining how to improve objectivity in "Validating Competency." Susan Sawatzky's "The Thief In Plain Sight" uncovers a mysterious, yet all-too-obvious risk factor for your business. And in "Game Time," Sharayah Piercey points out that no amount of safety measurement will be effective unless your team has a targeted game plan.

We truly are living in a revolutionary time—a time that offers unparalleled opportunities and new horizons in terms of measuring the success or failure of your company's safety training. How will you and your company apply data and metrics to enhance safety in your operations? I hope you'll enjoy finding out the answer in this issue of The SafetyNET.

Carmen DeLisle





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VALIDATING COMPETENCY: SELECTING CRITERIA THAT

By **Shawn Robertson** Senior Training Manager, ENTREC

ompetency—having the knowledge, experience, and skill to perform a task—has become one of the biggest buzzwords in today's business environment. It is not uncommon for companies to be asked by their clients during a pre-qualification process if a documented competency verification process is in place. Proving competencies has become an important part of conducting business, but doing so can be more difficult than it might seem. Objective measures such as written tests and résumés can attest to someone's knowledge and experience, but assessing someone's skill at a task is often subjective, resulting in outcomes that are dependent on the opinions of individual evaluators.

The first step many employers take when seeking to establish competency criteria for a given task is to consult a subject matter expert. After the expert explains how the task should be performed, a scale is usually established to grade employees, typically using general words and phrases like "excellent," "good," "satisfactory," "needs coaching," and "needs direct supervision." The competency assessment is then typed up and given to several evaluators. When an employee undergoes an assessment, one evaluator may assign the employee a grade of "excellent," while a different evaluator assigns a grade of "good"—or even lower. Without a definitive set of criteria to assist them, evaluators simply make up their own.

I've seen this happen firsthand. At one of my previous jobs, we were concerned that our competency assessments were not giving us the desired results. To gauge the situation, we gathered six evaluators and asked them to assess our lead evaluator as he performed a task. We instructed him to execute some parts of the task correctly and some incorrectly, based on his own criteria. When we compared the results of the six evaluators afterwards, their grades varied from "A" to "F." The problem, we found, was that the evaluators had established their own set of criteria to assess performance of the task.

My current employer, ENTREC, experienced the same thing. The competencies that were in place used a simple scale, which resulted in evaluators creating their own criteria. With multiple branches and an evaluator at each branch, there

The problem, we found, was that the evaluators had established their own set of criteria to assess performance of the task.

was no way of ensuring all employees were evaluated using the same criteria. To improve this situation, we decided to bring the evaluators together in the same room to create a set of common criteria for our competency assessments.

We started by getting our crane operator evaluators together to take a closer look at how crane operation competency was being determined. We discovered that it was based on whether operators could lift a load and place it at various points around the crane in a controlled manner. Next, we wanted to find out how evaluators were assessing the level of skill with which operators were performing this task.

At this point in the competency assessment review process, when asked how they assess someone's skill, evaluators often say something like, "I can just tell." It usually takes some digging, in the form of questions and discussions, to unearth the specific criteria used.

In the case of crane operation competency, when asked how they evaluated the skill level of employees, our evaluators agreed that a load must not swing out of control. Since "out of control" is a subjective phrase, we had to establish what it meant to them so that we could determine how it could be measured objectively. Eventually, they agreed that the specific criterion for determining if a load is "out of control" should be whether the load goes more than two feet off line. An unsatisfactory grade would be given if any operation exceeded that limit.

In the case of our truck and trailer competencies, our subject matter experts told us they evaluated operators' skill level based on whether right hand turns were "too wide." Again, we needed to take that subjective criterion and try to make it objective—how far from the curb would the trailer tires have to go in order to be considered "too wide"? The evaluators eventually agreed that if the trailer tires were more than half a lane away from the curb, it was to be considered a wide turn.

There are several advantages to establishing clear competency criteria using this kind of review. By establishing a set of objective criteria to evaluate skills, assessments of competencies can remain consistent across the company, regardless of the evaluator. Establishing objective criteria also helps employees understand the grading process. At a previous job, I found that students who received unsatisfactory grades on a competency assessment often thought they had done much better than their grade indicated. After we developed objective criteria and shared them with the students before administering the competency test, feedback discussions afterward revealed that students' perceptions of their performance more closely mirrored the grades they received. Another benefit was that the feedback discussions themselves became less stressful, and students were more receptive to creating plans for improvement.

After creating objective criteria, it is crucial to ensure that evaluators actually use them during competency assessments. We have several protocols in place to achieve this at ENTREC. A training session is conducted with all employees before they are designated as evaluators. Then, during their first month as evaluators, they are observed by the lead trainer while conducting a competency assessment; and for the first couple of months, the lead trainer reviews completed competency documents with the evaluators. Finally, ENTREC conducts a yearly review of all evaluators. The yearly review consists of an analysis of the last two competency documents for each type of assessment the evaluators are qualified to complete, as well as an observation of them performing a competency assessment.



Given the high value placed on being able to measure competency in today's business world, it's more important than ever to not only have competency assessments in place, but to also ensure that objective criteria are set for them. The shared benefits can be invaluable to employers and employees alike.



ENTREC

Shawn has been working in the training industry for 16 years. He has a certificate in Adult and Continuing Education from Saskatchewan University, and holds the designation of Certified Training and Development Professional from the Institute of Performance and Learning.

Shawn has designed and taught programs for the Ontario and Saskatchewan Mobile Crane Apprenticeship programs and for companies such as Cameco, PotashCorp, and Mosaic. At ENTREC, he has created competency tools and programs for mobile cranes, boom trucks, transport drivers, and powered mobile equipment operators.

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LEADING AND LAGGING INDICATORS How does your company measure up?

By Emily Ortis

British Columbia Regional Health, Safety & Quality Manager, A.J. Forsyth, a division of Russel Metals Inc. n the field of occupational health and safety, the overall objective of gathering data is to analyze current performance and develop strategies to improve, which will ultimately lead to achieving organizational health and safety goals. In other words, measuring performance not only tells us how we are doing, but where we need to go.

However, with so many different performance indicators that can be measured, it can be difficult to determine which types of data will provide the best information. In order to ensure that only the most useful data is collected for measuring and tracking, organizations must determine which indicators should be measured. One of the first questions organizations need to answer is this: Should we measure lagging or leading indicators?

In safety, lagging indicators are measures of past events that are statements of fact; the number of lost time incidents in a year, for example, is a common lagging performance indicator. By contrast, leading indicators focus on the future, and have been defined by the Campbell Institute as "proactive, preventative, and predictive measures that... drive the identification and elimination or control of risks in the workplace...." Examples of leading indicators include safety training and safety audits.

Once measurement indicators are determined, those metrics must be tied directly to organizational performance goals and targets. These organizational objectives should follow the S.M.A.R.T. principle: they should be specific, measurable, attainable, realistic, and timely.

Performance can be measured using a combination of lagging and leading indicators to take a high-level snapshot of a company's health and safety performance in injury and incident reduction. At A.J. Forsyth, for example, there are four main lagging indicators used to gauge past performance: first aid, medical aid, lost time, and property damage incidents. All lagging indicators are tracked using the following metrics:

- Type of incident per month
- Location of the incident
- Employee involved in the incident
- Shift the incident happened on
- Whether the incident occurred inside or outside
- Whether the employee was working with someone or alone

Further analysis of specific data is then used to pinpoint injury causes and trends. These metrics include:

- Type of incident (e.g. over-exertion or fall from elevation)
- Nature of injury (e.g. sprain, strain, burn, fracture, or occupational illness)
- Injured part of body (e.g. eyes, fingers, back, or neck)

Based on these indicators, management can identify corrective actions and develop smart goals to aid in injury and incident reduction. These metrics are tracked using an



Measuring performance not only tells us how we are doing, but where we need to go.

online incident investigation system on our intranet. The system allows managers and supervisors to enter incident information, document investigative processes, and track corrective actions, which are then assigned to a specific person to be completed in a specified time. The incident statistics are then shared across the province as a toolbox talk, which facilitates an opportunity to learn from each other's past incidents.

In addition to the lagging indicators mentioned above, other less obvious metrics can be tracked. For example, employers can track the number of errors per shift, tardiness, absenteeism, and behavioural issues. Given the significant safety concerns in an industrial environment, these additional indicators can alert managers to changes in employee behaviour that may warrant further investigation. The process of management continually monitoring employees' ability to perform their jobs safely by measuring performance is one of many ways employers demonstrate due diligence.

On the opposite end of the spectrum are leading indicators, which are equally important because they provide proactive measures for continual improvement. Annually, our Safety Leadership Team determines health and safety goals for the next year. The leading indicators that are used include training, communication, emergency preparedness, audits and inspections, near miss reporting, documentation management, and health and safety innovation.

Within each leading indicator, the following criteria is measured against established targets:

- **Training**. All employees receive a minimum of six hours of safety-related training per year, in addition to compulsory training such as first aid certification or health and safety committee member training.
- **Communication**. Monthly incident summaries are delivered during monthly toolbox talks.



- **Emergency preparedness**. Annual emergency drills measure time and deficiencies compared to previous years; feedback from drills is reflected in the annual update of each location's emergency plan.
- Auditing and inspections. All branches perform weekly safety behaviour audits, monthly site inspections, annual third party inspections of lifting equipment, and annual COR audits.
- **Near miss reporting**. All near misses are reported and tracked monthly using the online investigation system.
- **Documentation management**. Safe work procedures, safe operating practices, risk assessments, and safety policies are reviewed and revised according to an established target.
- Health and safety innovation. Opportunity for Improvement forms are used to track recommendations from anyone in the organization in areas of hazard identification, wellness, and more.

At A.J. Forsyth, indicators are currently tracked using Excel and a learning management system (LMS). Any challenges in achieving targets are discussed by the location managers during a quarterly Safety Leadership Team conference call. Often, challenges that one location experiences are also encountered by the rest; sharing these challenges ultimately results in opportunities for improvement.

For example, in 2014, approximately 40% of branches did not achieve their annual employee training target due to the scarcity of training resources in remote locations. To address this challenge, an LMS solution was implemented, allowing users to complete online training anywhere and anytime; as a result, all locations met their 2015 training targets. The LMS also served as a tool for measuring training delivery, job competency, and a monthly toolbox talk, all of which were previously tracked using cumbersome and time-consuming spreadsheets. This opportunity for improvement is credited to the measurement of leading indicators, which ultimately had a positive impact on the organization's overall safety culture and performance.

It's important to note, however, that you do not need expensive software to effectively measure safety, as long as what you are evaluating is clearly defined and how you measure indicators is applied consistently. Keep in mind that when it comes to measuring safety, a picture is worth a thousand words. The use of graphs and pie charts quickly relays information that is easy to understand and provides visual emphasis on performance.

It is often said, "How can we fix a problem unless we know about it?" Measuring safety is one way to continually identify performance trends and allow organizations to proactively seek out potential problems before they are realized in the form of an injury or incident.



Emily Ortis B.C. Regional Health, Safety & Quality Manager with A.J. Forsyth, a division of Russel Metals Inc.

Emily Ortis holds the position of Regional Health, Safety & Quality Manager for the province of British Columbia with A.J. Forsyth, a division of Russel Metals Inc. Emily has over eight years of strategic occupational health and safety management experience in retail, construction, logistics, heavy-duty machinery, oil and gas, and metal services.

Emily has a Bachelor of Business Administration in Human Resources Management, a diploma in Business Management, and is a Certified Health & Safety Consultant.



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SHIFTING GEARS: A ROAD MAP TO MEASURING DRIVER SAFETY

By **Dr. Randy Flemmer** President, Fleet Safety International

B y the time you've finished reading this sentence, a motor vehicle will have crashed. By the time you've finished reading this paragraph, at least three vehicle-related injuries will have occurred. By the time you've finished reading the articles in this magazine, someone will have died in a motor vehicle crash. Millions of drivers are on the road at this very moment, so it's not hard to understand why driver-related incidents are consistently one of the top five causes of workplace fatalities. But do they have to be? The truth is, it's our responsibility to take action and keep drivers safe. The first step in doing so is to establish effective methods for measuring driver safety.

Over the years, companies have experimented with many methods for measuring, tracking, and improving driver safety. Some companies measure and evaluate driver safety with pre-driving protocols before they even hit the road. Often these protocols involve:

- Reviewing documents such as driver's licence abstracts and criminal record checks for any red flags
- Conducting drug and alcohol testing
- Performing driver evaluations

Other companies track historical data to measure driver safety, such as the number and type of collisions and traffic violations, times and dates of incidents, kilometres travelled prior to an incident, and common incident locations. All of these methods have tremendous value and can contribute toward a good safety plan to prevent high risk drivers from

ever getting behind the wheel of a company vehicle. However, these strategies alone are not enough.

The problem is that many of these traditional measurements occur infrequently. This produces inconsistent results which, in turn, produce insufficient performance feedback. Many of these methods also fail to identify, measure, and manage behaviours that contribute to collisions, such as:

- Aggressive driving behaviours
 - Tailgating
 - Excessive lane changing
 - Hard braking
 - Quick acceleration
 - Speeding
- Distracted driving behaviours
 - Cell phone use
 - Eating
 - Interacting with things or people in the vehicle

By failing to adequately manage these dangerous driving behaviours, risk-taking drivers may not be detected until it's too late. Ironically, this lack of identification and measurement sets the stage for these unsafe drivers to be rewarded by their companies for their clean driving records, when in reality they're being recognized for not getting caught.

For those reasons, a number of companies have begun to re-evaluate their strategies. In search of more data, many companies now institute "How's my driving?" programs that allow any motorist to report an employee's unsafe driving behaviour by phoning or texting the number on the back of the company vehicle. These programs are further improved when other technologies like black boxes, GPS systems, and GoPro cameras are added to provide continual monitoring and tracking of driver behaviour.

Every year, new technologies are being released to help improve driver safety. Whatever route your organization takes, understand that it should be used in combination with traditional measurement methods and other incident prevention tactics such as written policies and procedures, driver agreements, vehicle maintenance and inspection programs, disciplinary action systems, and driver training. No one system is ever enough on its own, and no system will ever be successful without administrative commitment, resource allocation, and consistency of practice.

> Margaret Mead wisely advised us to never doubt that a small group of highly thoughtful, committed citizens can change the world. If we dedicate our time and resources to the consistent measurement and ownership of driver safety, we can reduce collision costs, minimize lost revenue, and, most importantly, help save lives.

Dr. Randy Flemmer President, Fleet Safety International Dr. Randy Flemmer is the President of Fleet Safety International, a Calgary-based organization that has been offering corporate driver training, online training, and consulting services for over 30 years.

He is also the creator of the SAFER™ System strategic and behaviour-based driver training program.

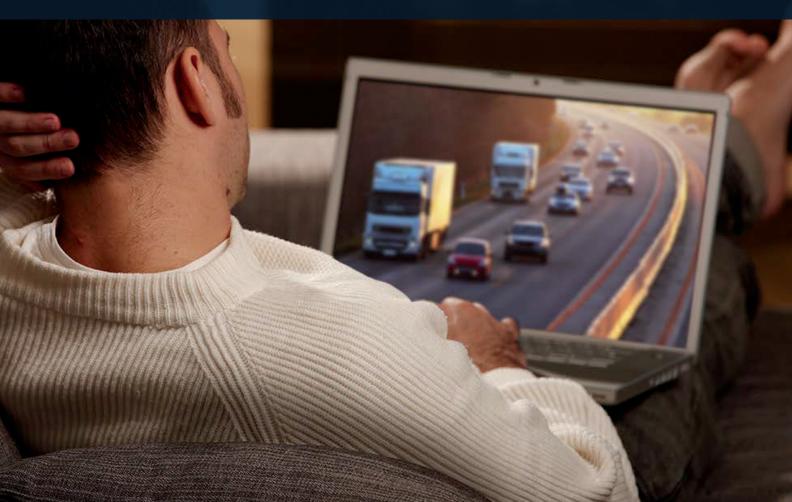
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The Thief in Plain Sight What's stealing from your bottom line?

Susan Sawatzky President, In-Scope Solutions

> t robs companies of an estimated \$20 billion each year.¹ Eighty-three percent of employers consider it one of the top risk factors in the workforce.¹¹ Its M.O.? Causing 19% of repeated workplace absences, 30% of short-term and long

term disability costs, 60% of workplace accidents, 40% of employee turnover, 55% of Employee Assistance Plan costs, and 10% of drug plan costs.[®] What is it that's so detrimental to worker safety and your company's bottom line?

Stress

In Canada, 1 in 4 workers report that they are highly stressed, with work being the main source of stress approximately 60% of the time." Because stress has such a far-reaching impact on mental and physical health, productivity, and frequency of workplace incidents," proactive companies have begun searching for tools to better assess, measure, and mitigate workplace stress.

A quick way to assess and measure stress is through behavioural observation. Behavioural observation allows you to evaluate if employees are engaged in their work, if interactions are positive, and if overall morale is high. Employee surveys can be another great tool for assessing and measuring stress as they often uncover underlying issues that employees may not feel comfortable discussing. Survey samplings can give quick insight into issues and help identify immediate fixes that should be made. To probe further, these samplings can be followed up with larger or more targeted surveys in combination with employee feedback. To go even deeper, an analysis of organizational metrics can be used to reveal lagging indicators of stress in your workplace.

Regardless of the type of assessment being used, they should all be made using criteria that gauge the 5 key contributing factors of stress:

- 1. High work demands
- 2. Low levels of control and influence
- 3. Few or no employee rewards
- 4. A sense of unfairness
- 5. A lack of managerial or organizational support

Based on your observations, you can then re-evaluate existing policies and practices in relation to psychological health.

With strategic criteria and targeted policies in place, it becomes possible to create action plans focused on addressing the identified stressors. For example, if you identified that employees felt they lacked control or influence over their work, strategies could focus on increasing their autonomy by giving them more control over their workflow and providing them with more decision making opportunities. You may also look at developing better supervisor training, providing flexible work options, or requesting employee input on important decisions. Additional stress management solutions could include implementing Employee Assistance Programs, providing stress resiliency training, and promoting good physical and mental health. All of these solutions help employees expand their repertoire of successful coping skills and strategies.

As the statistics suggest, the effects of employee stress can be costly. Once recognized, however, every dollar invested in stress prevention is worth \$3.40 in future savings.^{vii} Employers who create optimal work environments and help employees better manage their stress have demonstrated marketplace advantages^{viii}—not to mention a happier and more productive workplace.



Scope Solutions

Susan Sawatzky, B. Ed, CRSP, President of In-Scope Solutions, is an independent safety consultant specializing in Fatigue and Stress Management.

Susan speaks internationally on the topics of fatigue and stress factors in the workplace. She is an instructor at the University of Calgary and the University of New Brunswick.

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GAME TIME CAN YOUR TEAM'S SAFETY STRATEGY O THE DISTANCE?

By **Sharayah Piercey** Contributing Editor, BIS Training Solutions

Measuring safety will **not** decrease incidents in your workplace.

What do you think of that statement? Maybe you think it's absolutely untrue; but then again, maybe you completely agree. If so, you're not alone. Many companies don't believe measuring safety has any effect on reducing workplace incidents—a perspective that often results either from an ineffective and forced approach to safety measurement, or from failure to do anything meaningful with the information gathered. The fact is, measuring safety on its own won't decrease incidents in your workplace unless it's supported with a targeted game plan and proper management.

As Ted Lane, a retired OH&S officer for the Government of Alberta, puts it, "How you measure safety depends on how you manage safety in the first place." In other words, is your company managing safety so it can defend itself if an incident occurs, or is it on the offensive, striving to prevent incidents from happening in the first place? Either strategy drastically impacts your approach to measuring safety and, ultimately, your team's chances of success. The most common strategy for measuring safety is to begin by asking, "How many incidents have we had?" While asking this question isn't bad in itself, measuring past incidents without using the information to prevent recurrences is a purely defensive approach to safety. Companies that use this approach often develop their safety programs with a focus on ensuring legislative compliance and building a due diligence defense. Therefore, safety measurement becomes less about prevention and more about preparation for impending safety system failures.

Even when companies with a defensive approach implement more preventative measurement strategies, such as safety observation cards, they often use the tools defensively—for example, making the cards mandatory to demonstrate due diligence. Jamie Stride, an HSE lead in Fort McMurray, tells us what can happen when this approach is taken:

"I've worked with some groups where they used [leading and lagging] indicators as a way to measure their mandatory paperwork.... This company made it mandatory for every worker to put in at least five cards



per month.... It got to the point that supervisors and workers were manufacturing cards to meet quotas.... What kind of value does this have for a safety management system?"

While the defensive approach focuses on being reactive, the preventative—or offensive—approach focuses on being proactive. An offensive approach strives to identify and address root causes of unsafe work practices and incidents. Often companies with this approach spend significant time looking for small indicators of potentially bigger problems—such as frequent use of first aid kits and near miss occurrences. They focus on measuring and eliminating smaller issues in hopes that this will prevent larger ones.

Just like the defensive approach to measurement, the offensive approach is ineffective on its own. Without a goal for your efforts, you could measure every aspect of your entire operation in vain trying to identify potential causes of future incidents. Not only is this an inefficient use of company time, money, and effort, it's an exercise in futility. The fact is that you need quantifiable historical data to lead your team in the right direction.

Just like any sports team, your company needs both strong defensive and offensive plays in its game plan. As Wayne Brown, an HSE advisor in the UK, puts it, "Organizations need to recognize that there is no single reliable measure of health and safety performance. What is required is a [...] balanced scorecard." If you only play a defensive game, you may never see a win; and if you only play offensively, you leave yourself open to unexpected breakaways and eventual defeats. Measuring safety requires a balanced and flexible strategy—and if you can come up with one, you'll have a good chance of winning the safety game.



Piercey Contributing Editor, BIS Training Solutions Sharayah Piercey graduated from MacEwan University with a Bachelor of Applied Communications in Professional Writing in 2014.

She's worked for BIS Training Solutions for almost 2 years as a writer/editor for online course development.





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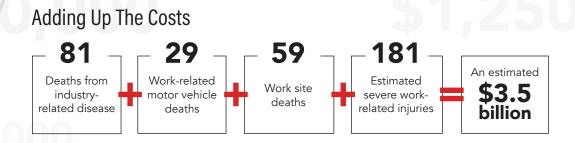


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Is Investing In Safety Worth The

An ounce of prevention may be worth a pound of cure—and millions of dollars—for your business

By **Ted Lane** Senior Consultant, Vectis Safety Services Ltd.



uring the twenty-five years I spent as an occupational health and safety officer investigating industrial accidents, I became interested in trying to measure their true costs, from a human as well as financial perspective. The costs of accidents in my home province of Alberta were of particular interest to me. If those costs could be measured, it might be possible to use a cost-benefit analysis to determine whether additional investments in safety by Alberta companies would be more than offset by the cost reduction realized as a result of fewer accidents. If so, then such spending would have to be considered as a profitable investment, rather than an undesirable overhead cost.

We can begin by considering some statistics. In 2014, a total of 169 Albertans were killed due to work-related causes—81 as a result of industry-related diseases, 29 in work-related motor vehicle accidents, and 59 in work site accidents. The Government of Alberta does not publish similar numbers regarding workers who sustain severe injuries, but that number is likely as high, if not higher, than the number of fatalities. Thus, we can assume for the sake of argument that in an average year, at least 350 Albertans are killed or severely injured as a result of work-related accidents.

There are several methods for determining the costs of accidents such as these. They usually take into account direct and indirect financial costs, as well as human costs. Direct costs are those that directly arise from an accident, such as medical and rehabilitation expenses for injured workers, lost time and production, and increased worker compensation payments. Indirect costs are much more difficult to identify and evaluate, but can include the economic losses incurred by a worker's family, reduced productivity due to poor worker morale, and the cost of training and integrating a replacement worker into the work team. Most cost determination methods estimate the indirect costs of an accident by applying a multiplier between 3 and 4 to the direct costs.

The human costs paid by families that lose a husband, wife, mother, father, son, or daughter must also be considered. Those who have lost loved ones to work-related accidents or illnesses know that the human costs can last forever. Although Alberta does not place a financial value on the human costs of an accident, a substantial financial value is often placed on human loss in other parts of the world, particularly where compensation is determined through civil court actions rather than by worker compensation boards.

As is now evident, accident-related costs are significant. But what about the costs of implementing safety measures? Employers must ensure the health and safety of their workers by complying with safety requirements that are specified in provincial and federal health and safety legislation. To achieve this, employers are required to carry out hazard assessments to eliminate or control existing and potential hazards at work sites—a potentially expensive endeavour. Employers must also create safety policies and procedures, provide safety training and supervision to workers, and make them aware of their own safety responsibilities—all of which can be costly over time.

It's clear that making a work site safe comes at a price; however, failure to make it safe also has a price. Which price is worth paying? To try to answer that question, let's take a look at a fictional example of how various costs factor into a typical company's approach to safety, and what the implications are in terms of our cost-benefit analysis.

Acme Products has 80 front line workers who maintain, repair, test, and certify oilfield equipment. The company has calculated its overhead costs to be 350% of each worker's gross salary. This means that for every dollar a front line worker earns, his work has to generate \$4.50 in revenue for the company to break even.

Acme employs a safety manager who is responsible for creating safety policies, training new workers, carrying out routine safety inspections, monitoring field level hazard assessments (FLHAs), and liaising with workers, supervisors, and managers on safety-related issues. The safety manager has an assistant, as well as access to administrative support staff. New workers are provided with one day of safety training when they are hired, and their work is occasionally observed by the safety team. In addition, there is an annual one-day safety shutdown meeting. The company has calculated the total cost of safety compliance, including the safety team's salaries and vehicle expenses, the salaries of the administrative support staff, mandatory new hire training, and the annual shutdown meeting, to be \$220,000 per year.

The details of this very specific example are not intended to be a lesson in accounting, but rather to demonstrate that safety compliance functions can be identified and accurately costed by an employer. At \$220,000 per year, or approximately \$2,750 for each front line worker, Acme assumes that this cost will not generate any returns. Safety compliance is seen as an unwelcome cost to the company, and the recovery of that cost is included in the 350% overhead calculation. The safety team is not given much management attention or support, and worker safety is not given resource priority. One day, due to a series of preventable safety lapses, an operator at Acme is crushed between the moving tool holder and enclosure of a lathe. He suffers extensive injuries, including broken bones and severe internal organ damage. As a result of his injuries, he will never be able to return to work and will require continuing professional health care for the rest of his life.

The effects on Acme are disastrous. Occupational health and safety investigators shut down Acme's shop for one week to gather evidence. Because of the shutdown, the company fails to meet two contract deadlines and suffers financial penalties, as well as the loss of two valuable customers. Soon afterwards, the company is prosecuted and fined \$500,000 for its role in the accident, incurring a further \$300,000 in legal fees. When production finally does resume, quality and performance is affected because of low morale, and several key workers leave the company.

In the end, Acme conducts an analysis of the total costs to the company from the accident. Direct costs are calculated to be approximately \$4 million. Using an accident cost model with a multiplier of 3.5, indirect costs are estimated to be \$14 million, resulting in a total cost of \$18 million. Acme learns its lesson the hard way—the costs of an accident can far outweigh the cost of prioritizing safety.

Back in the real world, if we consider our Acme example and conservatively estimate an average cost per accident of \$10 million, and multiply that by our previously estimated 350 work-related fatalities and severe injuries annually in Alberta, then the total cost of serious workplace accidents in Alberta for one year would be \$3.5 billion.

During my time as an OH&S officer, I investigated hundreds of serious workplace accidents. In most of those cases, the accident was completely preventable and could have been avoided. If companies can increase their safety spending and achieve a 75% reduction in serious workplace accidents across the province, which I consider to be a completely realistic target, then we have identified a very real investment opportunity for Alberta businesses. Successful businesses understand the importance of cost control; and as we have just seen, the cost of not prioritizing safety can be staggering—in both financial and human terms.



Ted Lane began his career with OH&S in England as an inspector. Ted was subsequently seconded to the British Health and Safety Executive, specializing in the investigation of serious workplace accidents throughout the United Kingdom.

In 2000, Ted returned to Alberta and worked for the Alberta Government as an OH&S officer, retiring in 2014. He now operates Vectis Safety Services Ltd., a safety training company.





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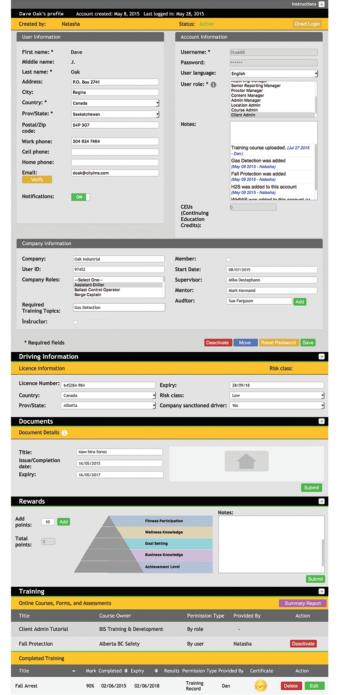
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ACCOUNT MANAGEMENT

Training Profile Store Manage Users Reporting Admin Purchases Calenda



At the heart of the application is a robust account management system that can be used to create unique user profiles in order to store and manage all pertinent employee information.

User Information

Utilizing the integrated account management system, all of your employees' contact details, such as addresses, phone numbers, and email addresses, can be securely accessed online.

Company Information

If your employees are assigned ID numbers, these unique identifiers can be stored together with any training requirements based on your employees' specific company roles and locations. You can also map out relationships between employees and their managers, supervisors, instructors, mentors, coaches, and evaluators.

Driving Information

Keeping your drivers' information up-to-date and easily accessible is simple with the integrated driver information tracking tool. This section of each employee's profile can be used to track and store licence information, risk class, abstracts, traffic violations, collision information, annual assessments, medical and DOT certifications, hazmat endorsements, consent forms, and more. To reduce the risk of non-compliance, automated notifications can be set to warn you and your employees before their certificates expire.

Documentation

To eliminate the need to maintain physical employee files, a document management section is included in each user profile. This feature allows administrators to scan and upload documents, such as signed company policies, directly into each employee's account.

Rewards Tracking

Included in each user profile is a rewards management tool that tracks and recognizes employee achievements. This tool enables you to set five distinct performance milestones for your employees; track and award points based on performance; record explanations for point assignment; and manage point redemption.

Training Dashboard

A training dashboard in each employee's account displays a comprehensive list of online and classroom training courses that are available, in progress, or complete. For courses that have been completed online through this application, the training dashboard also displays test results, completion times, certificates, and more.

BENE

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- Use the Notes field to add comments to an employee's account or view system-generated entries created by the built-in audit tool
- Download employees' training records as print-ready PDF documents
- Archive historic training records

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TRAINING RECORD MANAGEMENT SYSTEM

Save valuable time, money, and effort by centrally managing and maintaining records using the integrated Training Record Management System. By uploading historical training information, including copies of certificates and associated expiry dates, you can create a powerful online database that can be accessed anytime, anywhere your team has access to the Internet.

Have lots of records? No problem. Using Excel, you can upload thousands of training records in minutes.

The application also makes it possible to receive email notifications before your employees' training expires so you don't find out when they arrive on the job site where delays can be costly.

BENEFITS

- Upload training records en masse using Excel
- Set notifications to automatically warn employees and managers of expiring certificates
- Reduce administrative costs by allowing employees to upload their own training records

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TRAINING MATRIX

Wish you could automatically assign training to employees based on their job title and location? It's easy with the integrated training matrix. Simply assign approved courses to each company role and location, then allow the system to automatically provide employees with access to required online training or, if classroom training is required, the contact information of approved providers.

- BEN
- Upload your organization's unique company roles and training topics
- Identify approved training providers
- Design your matrix to provide employees direct and automated access to their training

CONTENT ADMINISTRATION

Creating interactive content is easy with the application's advanced administration interface. With just a few clicks, you can upload a wide range of multimedia files, including .flv, .mp4, .jpg, .png, .gif, .swf, and HTML5, or link to externally hosted videos from YouTube, Vimeo, and Prezi. You can also upload your own custom-built SCORM or PowerPoint courses.

Want to test your employees' knowledge? The dynamic question builder enables you to construct exams that are either standardized for all users or customized through question and answer randomization. The question builder can also be used to develop surveys and elicit feedback from your employees.

A number of options are available when building content. One unique option is virtual proctoring. When this option is enabled, the webcam on your employees' computers or devices will be activated so that government-issued photo ID can be presented before starting the course or exam.

Once your content is built and all desired options have been set, there are several ways to assign it to employees, including access codes and individual, location, or role-specific permissions.

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BENEFITS

- Create content libraries to reuse an element in multiple courses, allowing all occurrences of the element to be
 instantly updated by simply changing the original file
- Upload print materials to supplement online content
- Package together multiple courses to create comprehensive training programs

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CLASSROOM CALENDAR

Managing classroom training is made easy with the integrated classroom training calendar. Whether you want to train employees, customers, contractors, or your management team, the advanced classroom calendar enables you to create training events, reserve classrooms, assign instructors, and enroll participants. The classroom calendar also effectively manages the details of your training events, including payments, minimum and maximum enrolment levels, waitlists, course materials, and more.

Classroom Management

Create unique classroom profiles that contain helpful information about each venue, such as the street address, room capacity, muster points, designated parking areas, washroom locations, and available equipment.

Course Management

Add courses and assign them a unique title, ID number, and description. When finished, enter requirements, designate approved instructors, set the price and minimum and maximum enrolment levels, and specify the course duration, including daily start and end times.

Instructor Management

Designate approved instructors, upload their training history and résumés, then select the courses they are certified to teach. Instructors will be automatically notified and asked to confirm their availability for each course they are scheduled to instruct.

B

- Easily schedule training events by dragging and dropping courses onto the calendar
- Reduce administration via self-registration and automated notifications
- Never double-book a classroom, instructor, or participant again

FORMS AND ASSESSMENTS

Training Profile	Store	Manage Users	Reporting	Admin	Purchases	Calendar		
							Instruc	tions
Assessment For	m						Save	Settin
Form and Assessm	ent Creato	r						
Add fields	Edi	t fields	Recognition	n 🗆 Enviro	onment			
Fields to be Completed b	y Evaluator/E	nd User						
♂ Checkboxes	I Likert Sc	ale	List of items to Evaluate the follow					
Cilectiones	Encir Sc	ale		Agree	Disa	100	N/A	
Drop-down List	🖋 Signature	,	itam d					
🗂 Date	⑦ Time		item 1 item 2	0	(0	
uny			item 2	0	0		0	
Text Entry Field	Image U	ploader	item 4	0	(0	
Video Uploader	⊘ Approval		item 5	0	(0	
Fields for Communicating Evaluator/End User	Company	Logo	Employee/Obse	erver Input :				
Personal Information	Text Field		xxx characters ren	naining				
E Add Video	🔚 Add Ima	ge	XXX characters ren	laining				
Formatting			Employee's Act	ion Taken or	Recommendation	on <u>*</u>		
Page Break	Section B	reak						
			xxx characters rem	naining				
		_		Back	Delete Form	Assign to Users	Save As	Sav

With the integrated online forms and assessments tool, you can create employee evaluations, performance reviews, competency assessments, hazard identification checklists, audit documents, inspection sheets, and more—the options are limitless. Thousands of online forms and assessments can be generated using the intuitive drag-and-drop interface. The hard work is already done for you—several types of pre-built fields are available, each of which can be easily customized to create forms and assessments from scratch.

Once created, your forms and assessments can be manually or automatically assigned to managers, evaluators, and end users, and recorded in the Training Record Management System. Based on notification settings, reminder emails can be sent to all applicable parties to help ensure that no one ever misses a form submission deadline again.

- BENEFITS
- Design forms in a snap using the customizable pre-built fields and easy-to-use drag-and-drop interface
- Build forms and assessments that enable many types of data to be captured, including multimedia content such as images and videos
- Integrate your forms and assessments with the Training Record Management System for enhanced recordkeeping

COURSE LIBRARY

This all-in-one safety solution includes access to a comprehensive library of hundreds of safety training courses, created by subject matter experts and leading safety training providers from across the country.

All courses are available on-demand, are instantly accessible, and most include a certificate of completion upon achievement of the required pass mark.

Available at

WWW.TRAINANDDEVELOP.CA

Developed By: JJ Keller



34-Hour Restart for Property Carrying CMVs \$59

This online course provides an overview of the Federal Motor Carrier Safety Administration (FMCSA)'s 34-Hour Restart regulations. It also covers specific language within the 2015 Consolidated and Further Continuing Appropriations Act.

Pass Mark: 80%



Accident/Incident Investigation \$44.9

This online course helps investigators understand the purpose and process of accident/incident investigation. It ensures they understand how to recognize the causes of accidents/incidents and develop recommendations to prevent them from recurring.

Duration: 3 Hours

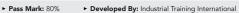
► Pass Mark: 80% ► Developed By: AMHSA





This online course examines winch and block applications, explains the nature and application of load drifting, and teaches how to move loads with mechanical, hydraulic, and air systems.

Duration: 3 Hours





Aboriginal Awareness

This online course introduces the concept of culture to set the foundation for discussion of the values, concerns, and history of Canada's Aboriginal peoples.

Duration: 75 Mins

Pass Mark: 80%
 Developed By: Sotera Safety Inc.



While many accidents seem to happen for obvious reasons, there may be factors that contribute to an accident that are not always apparent. This online course covers the essentials of

► Duration: 60 Mins

Pass Mark: 80%

accident investigation.

Accident Investigation

Developed By: JJ Keller



AED/CPR Awareness Course \$39.95

This online course provides automated external defibrillation (AED) and cardiopulmonary resuscitation (CPR) skills review and practice using realistic scenarios.

Duration: 60 Mins

Pass Mark: 80%

Developed By: Rescue 7





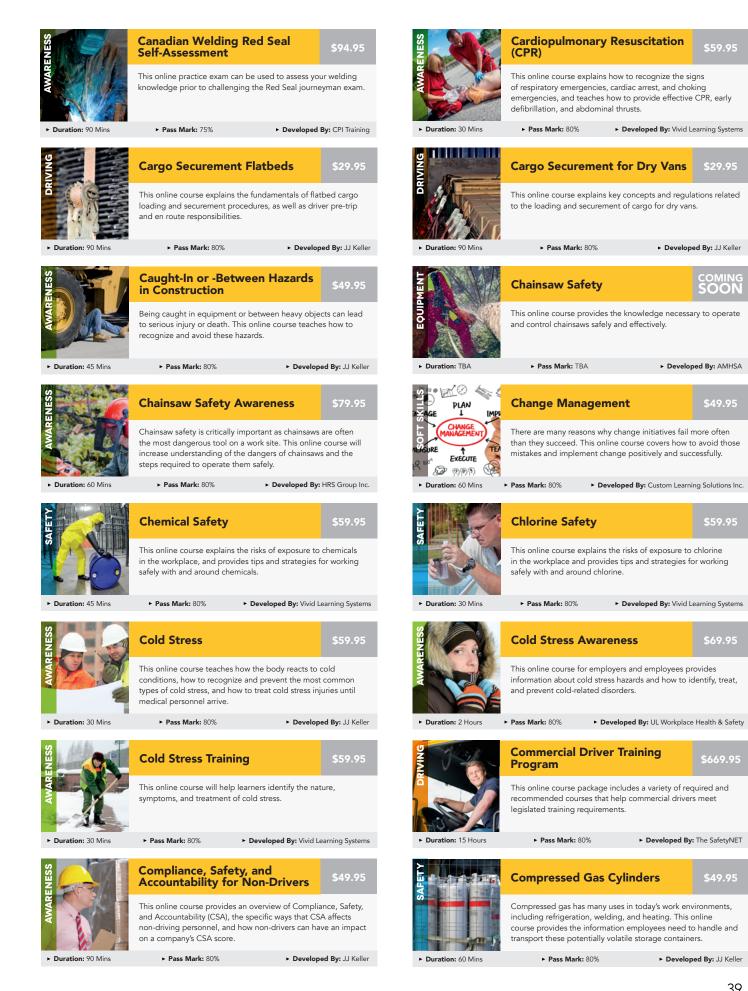
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Backing: Tractor-Trailers

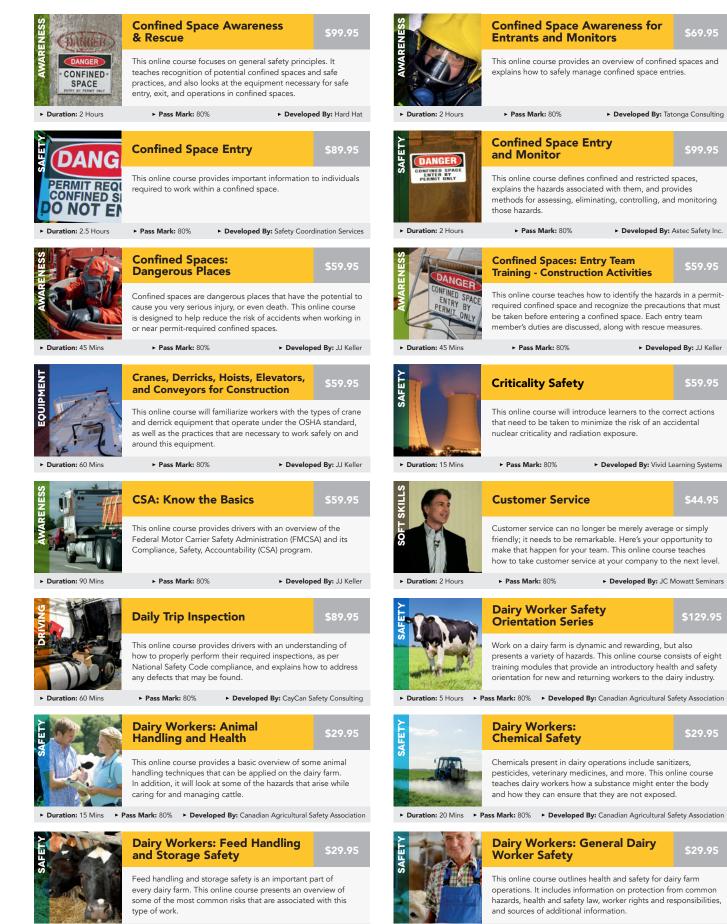
\$49.95



COMING

\$49.95

0 O



► Duration: 30 Mins ► Pass Mark: 80% ► Developed By: Canadian Agricultural Safety Association

\$99.95

• Developed By: JJ Keller

\$44.95

\$129.95

► Duration: 20 Mins ► Pass Mark: 80% ► Developed By: Canadian Agricultural Safety Association



Dairy Workers: Machinery Safety in the Field

This online course highlights some basic principles of safety when working around farm machinery, as well as information about specific equipment and implements common to many dairy farming operations.

Duration: 90 Mins
 Pass Mark: 80%
 Developed By: Canadian Agricultural Safety Association





strategies to manage difficult conversations so that they are productive and effective instead of frustrating.

► Pass Mark: 80% Duration: 60 Mins

• Developed By: Custom Learning Solutions Inc.



Pass Mark: 80%

► Duration: 3 Hours

• Developed By: Fleet Safety International



Defensive Driving: 3 Demerit \$99.95 **Reduction Program (Alberta)** Approved by the Alberta Government for removal of 3 demerit

points from an Alberta operator's licence, this online Defensive Driving course covers important aspects of safe driving.

ration: 10 Hours

Developed By: Fleet Safety International

Developed By: Thinking Driver



Defensive Driving Fundamentals Driving is a serious responsibility. This online course explains how the Five Fundamentals of Defensive Driving can be used to reduce this risk to yourself and others

► Duration: 90 Mins

▶ Pass Mark: 80% Developed By: Thinking Driver







Dairy Workers: Milking and Chores Safety

Dairy worker chores can include a wide variety of activities, ranging from manual labour to equipment operation. This online course presents an overview of the hazards and safety strategies that can be used to remain safe while performing routine work.

► Duration: 20 Mins ► Pass Mark: 80% ► Developed By: Canadian Agricultural Safety Association



Dairy Workers: Safety Around Robotics

Robotics on the dairy farm are becoming more common throughout Canada, and present a unique set of hazards. This online course is a basic overview of the hazards specific to this type of equipment in the dairy industry.

► Pass Mark: 80% ► Developed By: Canadian Agricultural Safety Association uration: 15 Mins



Defensive Driving This online course explores the five components of the SAFER system of defensive driving: Space, Attitude, Foresight, Eyesight, and Responsibility.

• Duration: 3 Hours ▶ Pass Mark: 80%

Developed By: Fleet Safety International



Defensive Driving (USA) \$49.95 This online course explores the five components of the SAFER system of defensive driving: Space, Attitude, Foresight, Eyesight, and Responsibility. This course is for drivers in the USA.

Duration: 3 Hours ► Pass Mark: 80%

• Developed By: Fleet Safety International



Defensive Driving: 3 Demerit \$99.95 **Reduction Program (PEI)** Approved by the PEI government for removal of three demerit points from a PEI operator's licence, this online defensive driving course covers important aspects of safe driving. ▶ Pass Mark: 80% • Developed By: Fleet Safety International



Medium Duty Vehicles This online course teaches drivers of Class 1-6 light or medium duty vehicles about defensive driving preparation, hazard perception, and attitude-techniques that will help them stay safe on the road. ▶ Pass Mark: 80% Developed By: JJ Keller

Defensive Driving for Light &

Fundamentals and Attitudes

► Duration: 4 Hours

▶ Pass Mark: 80% • Developed By: Thinking Driver

This online course combines the online Defensive Driving

Fundamentals and Defensive Driving Attitudes courses into one

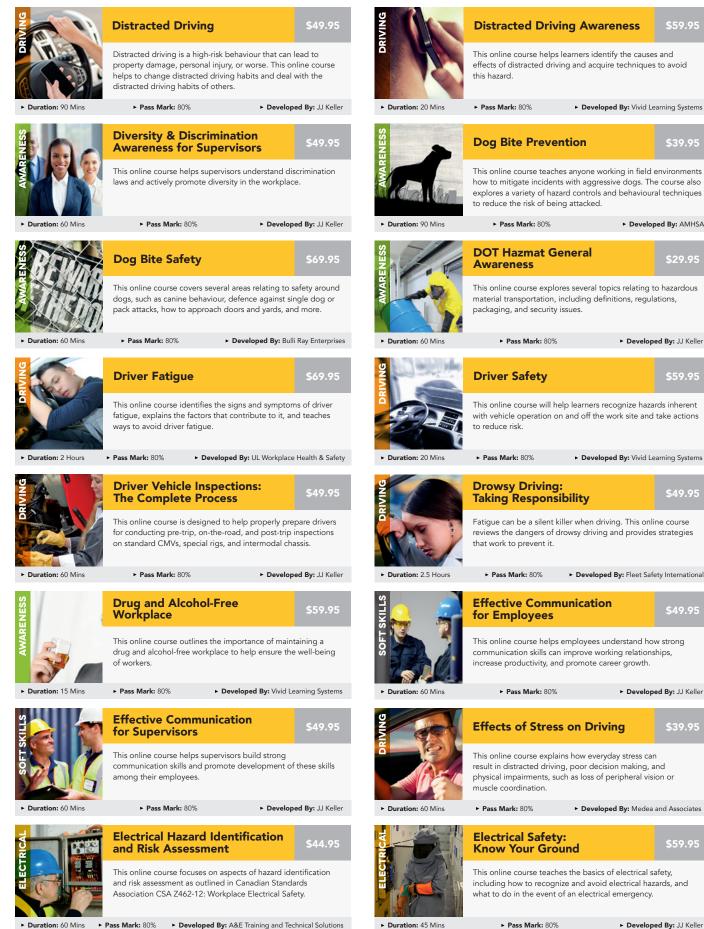


Defensive Driving

comprehensive driving program.

Duration: 30 Mins

▶ Pass Mark: 80% • Developed By: Vivid Learning Systems



▶ Pass Mark: 80%

▶ Pass Mark: 80%

► Pass Mark: 80%

► Developed By: JJ Keller

• Developed By: Vivid Learning Systems

Developed By: AMHSA

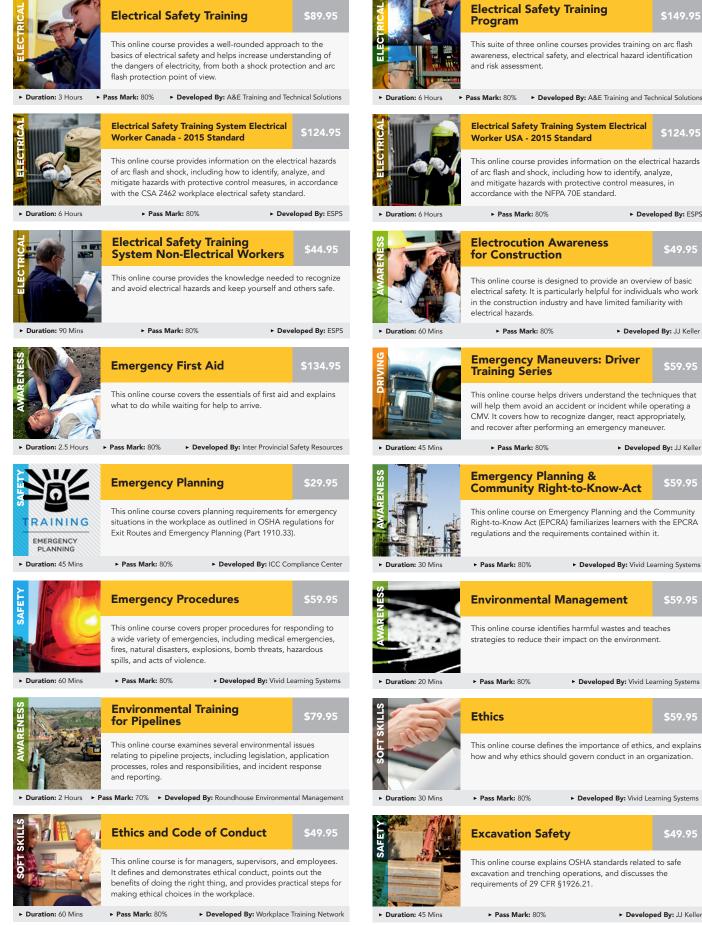
Developed By: JJ Keller

Developed By: Vivid Learning Systems

Developed By: Fleet Safety International

Developed By: JJ Keller

• Developed By: Medea and Associates



▶ Pass Mark: 80% • Developed By: JJ Keller **Emergency Maneuvers: Driver Training Series** This online course helps drivers understand the techniques that will help them avoid an accident or incident while operating a CMV. It covers how to recognize danger, react appropriately, and recover after performing an emergency maneuver. ► Pass Mark: 80% Developed By: JJ Keller **Emergency Planning & Community Right-to-Know-Act** This online course on Emergency Planning and the Community Right-to-Know Act (EPCRA) familiarizes learners with the EPCRA regulations and the requirements contained within it. Pass Mark: 80% • Developed By: Vivid Learning Systems **Environmental Management** This online course identifies harmful wastes and teaches strategies to reduce their impact on the environment. ▶ Pass Mark: 80% • Developed By: Vivid Learning Systems This online course defines the importance of ethics, and explains how and why ethics should govern conduct in an organization. ▶ Pass Mark: 80% ► Developed By: Vivid Learning Systems **Excavation Safety** This online course explains OSHA standards related to safe excavation and trenching operations, and discusses the requirements of 29 CFR §1926.21.

► Developed By: JJ Keller



Developed By: ESPS

This suite of three online courses provides training on arc flash awareness, electrical safety, and electrical hazard identification and risk assessment.

Pass Mark: 80%
 Developed By: A&E Training and Technical Solutions









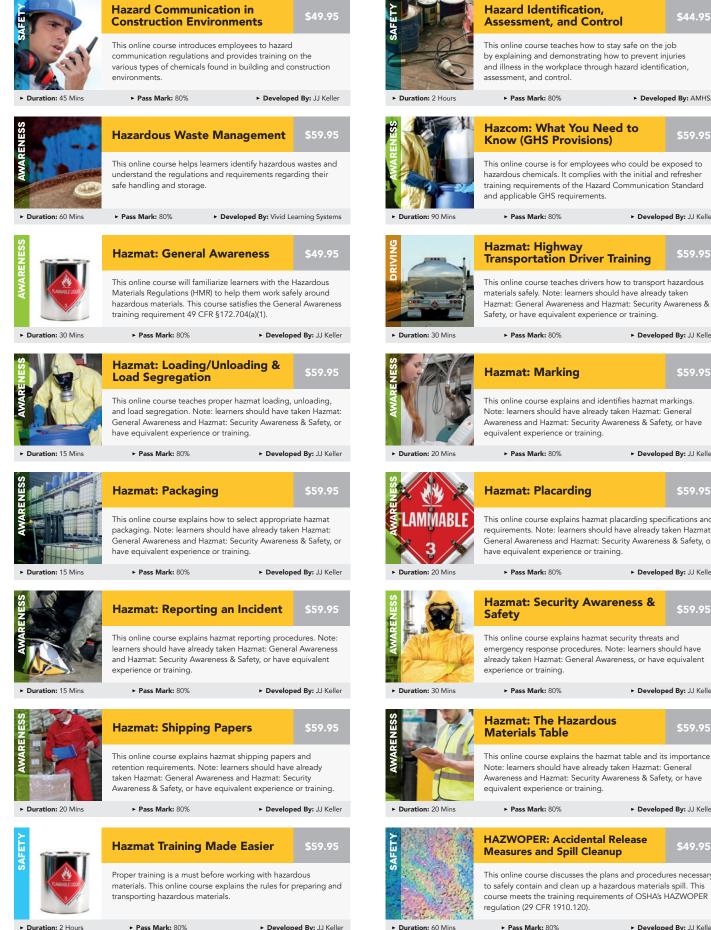
\$99.95

\$49.95

\$79.95







Safety, or have equivalent experience or training. ▶ Pass Mark: 80% Developed By: JJ Keller Hazmat: Marking This online course explains and identifies hazmat markings. Note: learners should have already taken Hazmat: General Awareness and Hazmat: Security Awareness & Safety, or have equivalent experience or training. ▶ Pass Mark: 80% Developed By: JJ Keller Hazmat: Placarding This online course explains hazmat placarding specifications and requirements. Note: learners should have already taken Hazmat: General Awareness and Hazmat: Security Awareness & Safety, or have equivalent experience or training. ▶ Pass Mark: 80% Developed By: JJ Keller Hazmat: Security Awareness & This online course explains hazmat security threats and emergency response procedures. Note: learners should have already taken Hazmat: General Awareness, or have equivalent experience or training. ► Pass Mark: 80% Developed By: JJ Keller Hazmat: The Hazardous \$59.95 **Materials Table** This online course explains the hazmat table and its importance. Note: learners should have already taken Hazmat: General Awareness and Hazmat: Security Awareness & Safety, or have equivalent experience or training. Pass Mark: 80% Developed By: JJ Keller **HAZWOPER: Accidental Release Measures and Spill Cleanup** This online course discusses the plans and procedures necessary to safely contain and clean up a hazardous materials spill. This

course meets the training requirements of OSHA's HAZWOPER regulation (29 CFR 1910.120).

Duration: 60 Mins

Developed Bv: JJ Keller

\$44.95

Developed By: AMHSA

Developed By: JJ Keller

\$59.95



HAZWOPER: Air Monitoring and Medical Program

This online course provides HAZWOPER training that covers the essentials of air monitoring procedures and equipment.

HAZWOPER: Emergency Response and Decontamination

Pass Mark: 80%

Pass Mark: 80%

Pass Mark: 80%

This online course provides HAZWOPER training that focuses on proper emergency response and decontamination procedures, including emergency scenarios, response plans, and decontamination equipment.

Developed By: JJ Keller

► Developed By: JJ Keller

• Developed By: JJ Keller



► Duration: 90 Min

HAZWOPER: Introduction to HAZWOPER for Waste Site Workers

This online course introduces employees to chemical hazard regulations and provides training on the various types of hazardous chemicals found in industrial environments.

► Duration: 60 Mins

► Duration: 8 Hours

Duration: 20 Mins

HAZWOPER Refresher This online course is continuing education training for workers who have completed a 24- or 40-hour HAZWOPER course. It is updated annually to reflect changes in regulations, and meets regulatory requirements for 8 hours of annual refresher training. ▶ Pass Mark: 70% • Developed By: eTraining Inc. **Hearing Conservation** \$59.95 This online course provides information about noise and hearing loss, including the impact of noise on hearing, identification of exposure levels that require hearing protection, and the requirements of a hearing conservation program. ▶ Pass Mark: 80% Developed By: Vivid Learning Systems \$49.95 **Heat Stress**

This online course explains how heat affects the body, details the steps employees can take to prevent heat stress, and teaches elementary first aid that can be given to workers affected by heat-related illness.

Duration: 30 Mins



Hot Work with Arc Welding

This online course helps learners identify the hazards of hot work, as well as the basic requirements to safely perform hot work

► Duration: 30 Mins

• Developed By: Vivid Learning Systems





regulations and recordkeeping requirements.

• Pass Mark: 80%

Pass Mark: 80%

Pass Mark: 80%

Developed Bv: JJ Keller

Developed By: JJ Keller



HAZWOPER: Confined Space \$49.95 Entry

This online course teaches how to eliminate or reduce potential exposure to hazardous materials in confined workspaces. It meets the training requirements of OSHA's HAZWOPER regulation (29 CFR 1910.120).

► Duration: 60 Mins



▶ Pass Mark: 80%

▶ Pass Mark: 80%

Developed By: JJ Keller

Developed By: JJ Keller

Developed By: JJ Keller



HAZWOPER: PPE and Other \$59.95 **Hazard Control Measures**

This online course provides HAZWOPER training focusing on personal protective equipment (PPE) and control measures. It includes HAZWOPER PPE requirements, safe practices, and other standard operating procedures.

Duration: 90 Mins



Head, Eye, & Face Protection: \$49.95 **PPE Workplace Safety**

This online course provides informative details about personal protective equipment for the head, eyes, and face, including hard hats, safety glasses, safety goggles, face shields, welding goggles, and welding shields.

Duration: 60 Mins

▶ Pass Mark: 80%

▶ Pass Mark: 80%

Developed By: JJ Keller





This online course provides important information to individuals who are required to work in areas with noise levels that are dangerously high.

► Duration: 45 Mins

► Pass Mark: 80% Developed By: JJ Keller

Heat Stress Awareness This online course explains the causes and impact of heat stress, and identifies strategies and equipment that will help prevent injury. ► Pass Mark: 80% • Developed By: Vivid Learning Systems Duration: 30 Mins **Hours of Service** This online course is designed to provide an overview of Canada's Federal Hours of Service regulations and enable an understanding of the legislation.

► Duration: 3 Hours ▶ Pass Mark: 80% • Developed By: Wheels On / Astec Safety Inc.



Training (USA)

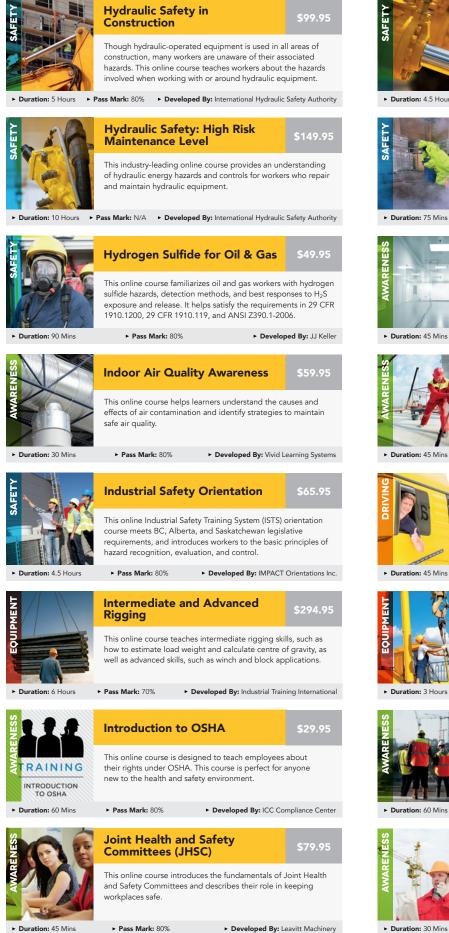
Hours of Service: Driver

This online course is an overview of the FMCSA's hours of service (HOS) rules that drivers must comply with, including a detailed look at how to comply with the HOS regulations and how to maintain an accurate record of duty status.

Duration: 60 Mins

► Pass Mark: 80%

Developed Bv: JJ Keller





► Pass Mark: 70%

• Developed By: Industrial Training International

AFETY	Ladder Safety	\$69.95						
	This online course covers several aspects of ladder safety, including the consequences of unsafe ladder use; types of ladders and when and how to use each type; and ladder safety, inspection, and storage.							
• Duration: 45 Mins	► Pass Mark: 80% ► Developed By: UL Workplace Health & Safety							
SAFETY	Ladder Safety Industry	for General	\$49.95					
	This online course covers common ladder dangers, techniques for choosing the right ladder for a job, and how to use ladders safely.							
► Duration: 45 Mins	► Pass Mark: 80%	► Develop	ed By: JJ Keller					
AWARENESS	Lead Awarene	SS	\$59.95					
	This online course will educate learners on the effects of lead exposure in the workplace and explain how to work safely in these environments.							
Duration: 30 Mins	► Pass Mark: 80% ► Developed By: Vivid Learning Systems							
SOFTSKILLS	Leadership Fu	ndamentals	\$49.95					
	This online course teaches how to identify key characteristics of leaders, build trust and confidence with employees, and avoid behaviours that undermine leadership.							
Duration: 60 Mins Pass Mark: 80% Developed By: Custom Learning Solutions Inc.								
NING STATE	Learner's Pern (Alberta)	nit Preparation	\$19.95					
	This online course is specifically designed for aspiring drivers who need to write their Alberta Learner's Permit Test.							
► Duration: 90 Mins	Pass Mark: N/A Developed By: Fleet Safety International							
LFETY	Lithium Batter	y Safety	\$144.95					
S S S S S S S S S S S S S S S S S S S	This online course addresses the unique dangers lithium anode batteries present to workers servicing and repairing industrial equipment.							
• Duration: 2 Hours	Pass Mark: 80%	Developed By: Safety Coord	lination Services					
	Lockout Tagou	t	\$29.95					
G TRAINING LOCKOUT/TAGOUT 1-HOUR TRAINING	This online course will elements of the Locko Subpart J, Control of H Occupational Safety ar	1910.147, the						
• Duration: 60 Mins	► Pass Mark: 80%	Developed By: ICC Con	npliance Center					
	Lockout/Tagou Hazardous Ene	ıt: Put a Lock on ergy	\$59.95					
	This online course is designed to raise awareness about the importance of lockout/tagout and teach when and how to follow the procedures every time they're needed.							
► Duration: 60 Mins	► Pass Mark: 80%	► Develop	ed By: JJ Keller					





► Duration: 45 Mins ▶ Pass Mark: 80% Developed By: JJ Keller **Master Driver: Fixed Object Collisions** Although easily prevented, fixed object collisions are the number one type of crash for many companies. This online course teaches the proper combination of skill, awareness, and attitude needed to avoid these types of collisions. ▶ Pass Mark: 80% Developed By: JJ Keller Duration: 45 Mins **Master Driver: Pattern Driving** This online course provides strategies to help keep drivers alert and aware while on the road, and helps drivers avoid hazardous situations that can occur when coming out of a pattern-driving daze. Duration: 45 Mins ▶ Pass Mark: 80% Developed By: JJ Keller **Master Driver: Rural Driving** This online course helps drivers recognize and deal with the unique set of hazards they normally don't contend with when driving on major highways, and includes specific driving strategies for safer rural driving. ▶ Pass Mark: 80% Developed By: JJ Keller ► Duration: 45 Mins **Motorcoach: Defensive Driving** This online course for motorcoach drivers teaches several important concepts, such as how driving a motorcoach differs from driving a normal vehicle, how to spot potential hazards, and how to manage speed and space to minimize danger. Duration: 60 Mins Pass Mark: 80% Developed By: JJ Keller **Motorized Pallet Jacks: Safe Operation** This online course explains how to inspect and operate a motorized pallet jack in a safe manner, and helps satisfy the operator training requirements under OSHA's Powered Industrial Trucks Standard (1910.178(I)). ► Pass Mark: 80% Developed Bv: JJ Keller Duration: 30 Mins

Managing Safety Self-

▶ Pass Mark: 70%

▶ Pass Mark: 80%

Techniques

Master Driver: Driving

most routine driving situations.

Master Driver: Air Brakes

brake techniques, mechanics, and operation.

This online course teaches managers, supervisors, and foremen

in the workplace, and how they can tailor their coaching and management styles to be more effective leaders.

This online course addresses the "hows" and "whys" of air

This online course provides a fast-paced refresher on routine

showing drivers how to deal with the hazards inherent in the

driving skills, and helps reduce incidents and crashes by

how personality contributes to increasing or reducing safety risks

Awareness

► Duration: 60 Mins

► Duration: 45 Mins

\$49.95

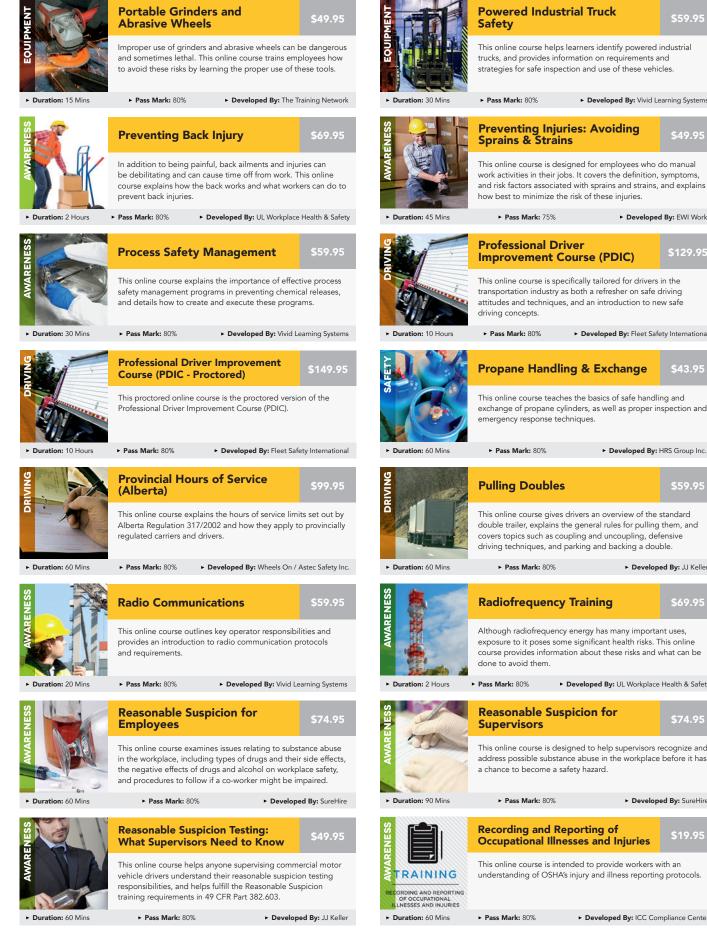
• Developed By: Talent Click

Developed By: JJ Keller

\$59.95







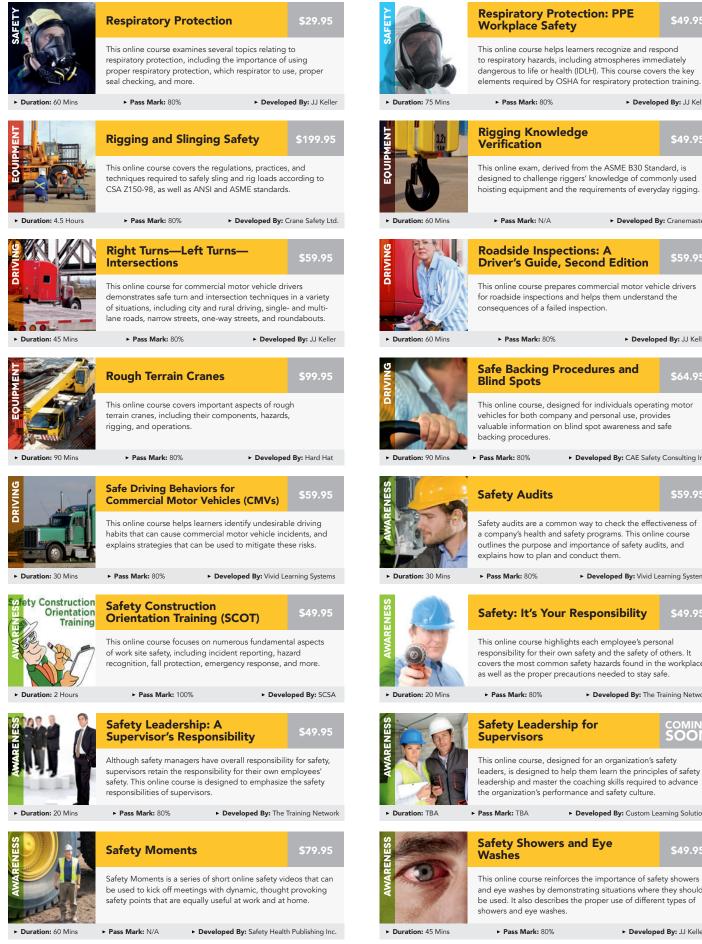
▶ Pass Mark: 75% • Developed By: EWI Works Professional Driver \$129.95 **Improvement Course (PDIC)** This online course is specifically tailored for drivers in the transportation industry as both a refresher on safe driving attitudes and techniques, and an introduction to new safe Developed By: Fleet Safety International **Propane Handling & Exchange** This online course teaches the basics of safe handling and exchange of propane cylinders, as well as proper inspection and emergency response techniques. • Developed By: HRS Group Inc. **Pulling Doubles** This online course gives drivers an overview of the standard double trailer, explains the general rules for pulling them, and covers topics such as coupling and uncoupling, defensive driving techniques, and parking and backing a double. ► Pass Mark: 80% Developed By: JJ Keller Radiofrequency Training Although radiofrequency energy has many important uses, exposure to it poses some significant health risks. This online course provides information about these risks and what can be done to avoid them. • Developed By: UL Workplace Health & Safety **Reasonable Suspicion for** \$74.95 This online course is designed to help supervisors recognize and address possible substance abuse in the workplace before it has a chance to become a safety hazard. ▶ Pass Mark: 80% Developed By: SureHire **Recording and Reporting of** \$19.95 **Occupational Illnesses and Injuries**



Developed By: ICC Compliance Center

\$59.95

Developed By: Vivid Learning Systems

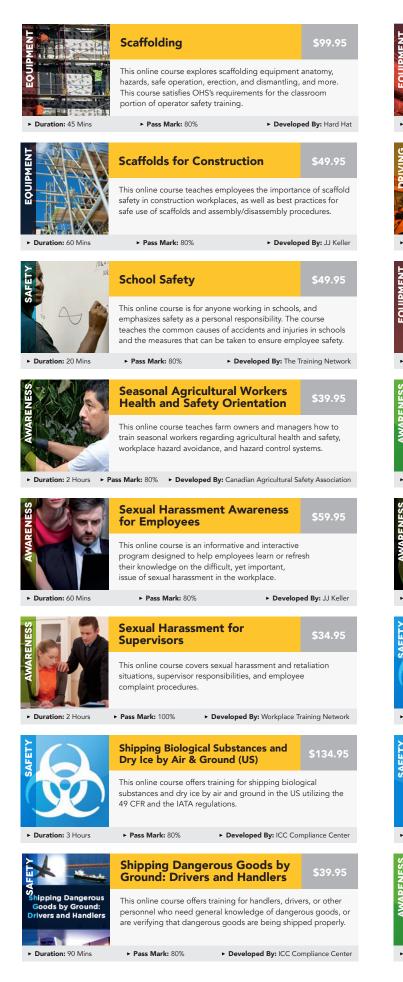




Developed Bv: JJ Keller

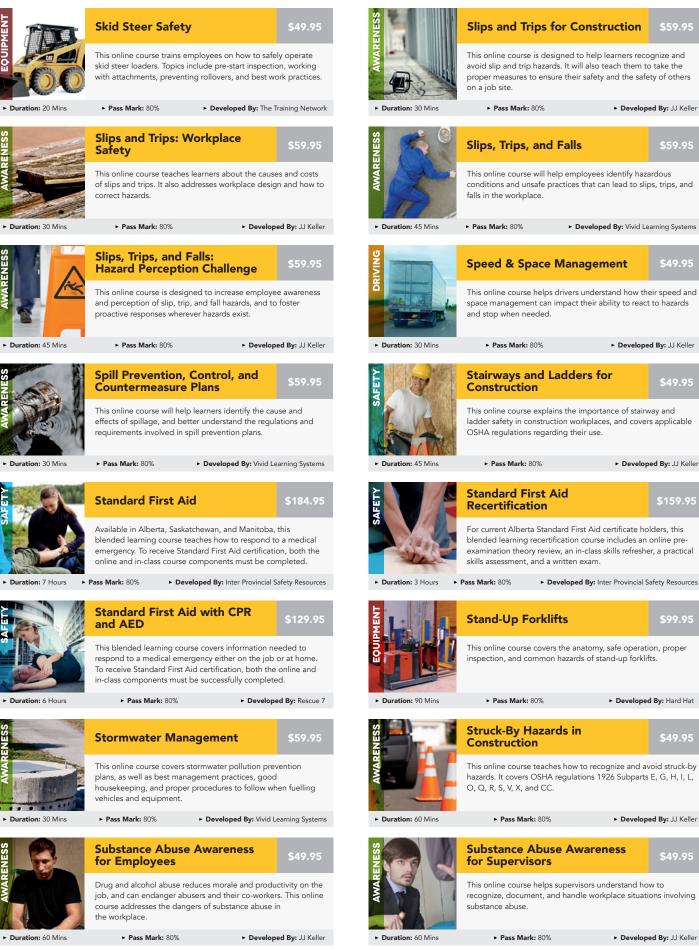
\$49.95

Developed By: JJ Keller





SAFETY	Shipping Dangerous Goods by Ground (TDG)		\$39.95	SAFETY	Shipping Dangerous Goods by Ground: Transborder (Canada to US)		\$226.95
°	This online course provides information on the Transportation of Dangerous Goods Regulations as they pertain to ground shipments in Canada.			٥ •	This online course reviews requirements for shipping dangerous goods by ground from Canada to the US under the reciprocity provisions of the Hazardous Materials regulations of Title 49 of the Code of Federal Regulations.		
Duration: 3 Hours	► Pass Mark: 80% ► Develo	oped By: ICC Com	pliance Center	► Duration: 3 Hours	► Pass Mark: 80%	Developed By: ICC Co	mpliance Center
SAFETY	Shipping Dangerous Good Ground: Transborder (US t		\$226.95		Shipping Dange Sea (US & Canac	rous Goods by la)	\$224.95
	This online course reviews the requirements involved when shipping dangerous goods by ground from the United States to Canada under the current reciprocity provisions of the Transportation of Dangerous Goods Regulations (TDG).			*	This online course offers training for preparing compliant shipments of dangerous goods via waterways, and will cover transportation of dangerous goods under the current International Maritime Dangerous Goods Code.		
 Duration: 90 Mins 	► Pass Mark: 80% ► Devel	loped By: ICC Con	npliance Center	► Duration: 3.5 Hours	► Pass Mark: 80%	Developed By: ICC Cor	mpliance Center
AFE	Shipping Dry Ice by Air Ground (Canada)	r and	\$89.95	AFETY	Shipping Dry Ice Ground (US)	by Air and	\$89.95
	This online course offers training for and ground utilizing the Transportat Regulations and the IATA Dangerou	tion of Dangerou	us Goods	, s	This online course offers t ground in the US utilizing		
 Duration: 90 Mins 	► Pass Mark: 80% ► Devel	loped By: ICC Con	npliance Center	► Duration: 45 Mins	► Pass Mark: 80%	Developed By: ICC Co	mpliance Center
	Shipping Hazardous Mate Ground and Air (49 CFR,		\$248.95	SAFETY	Shipping Hazard by Ground (US)	ous Materials	\$174.95
Shipping Hazardous Materials by Ground and Air (49 CFR, IATA)	This online course presents informat hazardous materials by ground in th IATA regulations, including informat and preparing documentation for sh	ne US and by air tion on packagin	using the	٥ •	This online course is designed responsible for shipping, or preparing shipping do shipped by ground in the	handling, packaging, tran cuments for hazardous go	isporting,
• Duration: 4.5 Hours	► Pass Mark: 80% ► Develo	oped By: ICC Com	pliance Center	► Duration: 4.5 Hours	► Pass Mark: 80%	Developed By: ICC Con	mpliance Center
+ +	Shipping Lithium Batterie	es by Air	\$129.95	SAFETY	Shipping Lithiun Ground and Air	Batteries by (TDG & IATA)	\$134.95
_	In recent years, there has been a significant increase in lithium battery incidents on aircraft. This online course reviews basic knowledge of the hazards involved when shipping lithium batteries by air.				This online course is designed for shippers of lithium batteries by ground and air, utilizing the current TDG and IATA regulations. The shipper's overall responsibilities will be reviewed.		
Duration: 2 Hours	► Pass Mark: 80% ► Devel	loped By: ICC Con	npliance Center	► Duration: 90 Mins	► Pass Mark: 80%	Developed By: ICC Co	mpliance Center
SAFETY	Shipping Lithium Batte Ground in Canada	ries by	\$134.95	SAFETY	Shipping Lithiun Ground in the U		\$134.95
	This online course provides regulatory knowledge on shipping lithium batteries by ground in Canada under Transportation of Dangerous Goods regulations.			This online course provid lithium batteries by grour 49 CFR regulations.			
 Duration: 60 Mins 	► Pass Mark: 80% ► Devel	loped By: ICC Con	npliance Center	► Duration: 60 Mins	► Pass Mark: 80%	Developed By: ICC Co	mpliance Center
	Shipping Radioactives l Ground (US)	by Air &	\$226.95	AFET	Signal Person & Operations	Crane	\$144.95
TRAINING TRAINING SH PPING RADIOACTIVE SUBSTANCES	This online course offers training for and ground in the US utilizing the 4		,		This online course is a sol and overhead crane oper knots, hitches, taglines, h	ations, and includes infor	mation about
 Duration: 2 Hours 	► Pass Mark: 80% ► Develo	oped By: ICC Com	npliance Center	Duration: 4 Hours	Pass Mark: 80%	eveloped By: Industrial Train	ing International
	Sit-down Forklifts		\$99.95	MENT	Skid Steer Load and Safety	er Operation	\$89.95
	This online course covers important aspects of sit-down forklifts, including their components, maintenance, inspection, and safe operation.				This online course provides an introduction to skid steer loader equipment, maintenance, hazards, safe operation, basic trenching, and more. It satisfies OHS's requirements for operator safety classroom training.		
 Duration: 90 Mins 	► Pass Mark: 80%	► Developed	By: Hard Hat	Duration: 90 Mins	► Pass Mark: 80%	► Develop	ed By: Hard Hat



Developed By: JJ Keller

Developed By: Vivid Learning Systems

► Developed By: JJ Keller

Developed By: JJ Keller

Developed By: Hard Hat

Developed By: JJ Keller

Developed Bv: JJ Keller

\$49.95

Developed By: Inter Provincial Safety Resources

\$49.95









Developed By: Fleet Safety International





Pass Mark: 70%

This online course explains how to defuse difficult verbal

encounters while maintaining dignity and respect for everyone involved. The course also teaches threat assessment techniques to recognize unsafe situations.

Developed By: Verbal Judo Canada

Wastewater and Stormwater Management This online course provides background information on regulations and requirements for wastewater, stormwater, and septic systems, and identifies the components of a typical Stormwater Pollution Prevention Plan. Duration: 30 Mins ▶ Pass Mark: 80% Developed By: Vivid Learning Systems Welding Safety \$49.95 This online course educates employees about the hazards associated with welding, and provides the information needed to work safely when involved with welding operations. ► Duration: 45 Mins ▶ Pass Mark: 80% Developed By: JJ Keller WHMIS + WHMIS 2015 This online course covers the essentials of the Workplace Hazardous Materials Information System. This course is designed to refresh learners on WHMIS 1988 and to identify new changes outlined under WHMIS 2015. ▶ Pass Mark: 80% Duration: 90 Mins Developed By: SDI Team WHMIS 2015 & TDG Package This online course provides a comprehensive understanding of both the Workplace Hazardous Materials Information System and regulations for the transportation of dangerous goods within Canada. Pass Mark: 80% Duration: 6 Hours • Developed By: The SafetyNET WHMIS 2015 General **Awareness** This online course is for workers who handle hazardous MIS 201 chemicals. It reviews the GHS hazard communication regulations and requirements that have been integrated as part of WHMIS 2015. ▶ Pass Mark: 80% Developed By: ICC Compliance Center Duration: 60 Mins WHMIS Awareness This online course is intended for workers handling hazardous materials and products. It provides a general awareness of WHMIS requirements and how WHMIS applies in the workplace. • Duration: 60 Mins Pass Mark: 80% Developed By: ICC Compliance Center Winter Driving \$49.95 This online course is designed for organizations and individuals who wish to review and enhance their winter driving knowledge.

▶ Pass Mark: 80%

SAFET)



• Developed By: Safety Health Publishing Inc.

DPIVIN

Duration: 90 Mins



Winter Driving Fundamentals

This online course explores the main risks associated with winter driving, and offers simple solutions to reduce winter driving risk.

Duration: 30 Mins

Duration: 60 Mins

Working Alone Awareness 549.95 Training

► Pass Mark: 80%

Pass Mark: 80%

This online course provides information about laws regarding working alone, teaches how to recognize unclear and changing work alone situations, and outlines practical ways to maximize safety while working alone.

Developed By: Training Source

Developed By: Thinking Driver



Workplace Bullying & Violence: \$59.95 **Training for Employees**

This online course for employees examines a number of issues around workplace bullying and violence, including the difference between disagreements and bullying/violence, recognizing warning signs, and identifying preventative actions

Duration: 45 Mins

► Pass Mark: 80% ► Developed By: JJ Keller



This online course helps workers identify potentially stressful situations and learn how to cope with them.

Pass Mark: 80%



Winter Safety

► Pass Mark: 80%

Employees are often injured during the winter holiday season, more often away from work than in the workplace. This online course teaches how to plan ahead, look for potential hazards,

► Duration: 45 Mins



Working in Confined Spaces on the Farm

This online course teaches how to identify confined spaces. understand the functions of equipment related to confined entry work, conduct a risk assessment, develop safe entry procedures, and meet all applicable regulatory requirements

► Duration: 2 Hours ► Pass Mark: 80% • Developed By: Canadian Agricultural Safety Association



Workplace Bullying & Violence: \$59.95 **Training for Supervisors**

This online course examines a number of issues around workplace bullying and violence, including the difference between disagreements and bullying/violence, recognizing warning signs, and actions supervisors can take to prepare for violent incidents.

ration: 60 Min

▶ Pass Mark: 80% Developed By: JJ Keller Workplace Harassment

\$24.95

\$39.95

Developed By: JJ Keller

Prevention (US) This online course covers various aspects of workplace harassment, including supervisor responsibilities, employee complaint procedures, and the potential for legal exposure.

▶ Pass Mark: 100% Duration: 60 Mins

Developed By: Workplace Training Network



Workplace Violence Prevention

Many violent incidents can be prevented if a workforce is knowledgeable, watchful, and committed to creating a safe workplace community. This online course provides information needed to build a safe community within an organization.

Duration: 45 Mins Pass Mark: 80% Developed By: Workplace Training Network

Enhance Workplace Safety and Comply with Ontario 168 and BC 14 Workplace Harassment and Violence Prevention Package

Unique, impactful, highly interactive training on Harassment **Prevention and other** workplace topics.

Prevent costly lawsuits

Developed By: JJ Keller

- Promote compliance
- Reduce conflict
- Inspire effective
 - communication and respect
- Create high performing teams



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This online course provides information that will prepare you to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working, hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you may encounter when working hunting to handle situations that you handle s

camping, or travelling in bear country. In addition to teaching you about the general characteristics and habits of bears, you will learn how to recognize and react to both defensive and non-defensive attacks to ensure you make it home safely.