**Louise Chayer B.Sc., M.Sc. (A), CIH, ROH**

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**PROFESSIONAL Experience**

**Canada Post: Director, National Control Centre (2011 – Present)**

* Lead and oversee the effective management of all issues impacting safety, service, productivity and brand, including the planning and implementation of contingencies to minimize impact via four Control Centres across the country (24x7)
* Develop, maintain, exercise and execute Canada Post’s business continuity plans to mitigate strategic and operational risks
* Brief Senior Management with accurate and timely information, analysis and recommendations impacting various areas of the company on a daily basis as well as in times of emergencies
* Through data analysis, identify opportunities to improve costs, service and customer experience
* Coordinate operational plans with all departments within Canada Post for all holidays including Christmas
* Update the Board of Directors on the Business Continuity Program and provide regular updates to Senior Executives on various issues

**Canada Post: Director, Safety Policy and Programs and Acting General Manager Health and Safety (2006 – 2011)**

* Identified, designed and implemented key requirements and a framework for an effective Health and Safety Management System including: Local Joint Health and Safety Committees and Health and Safety Representatives, accident investigation tools and training, safety alerts and a communications strategy, ergonomic program, various workplace hazard prevention programs and pro-active safety assessments for all process changes
* Improved lost time injury frequency by over 30% within 5 years
* Developed corporate metrics for monitoring health and safety performance including the roll out of safety leadership criteria, managed a third party to conduct extensive health and safety audits in 35 locations and developed a system to track and report on the status of action items
* Provided timely and credible reports and presentations to the Board of Directors and Senior Management
* Represented Canada Post on the Health and Safety FETCO working committees (Federally Regulated Employers – Transportation and Communications) to influence regulatory reviews for the Work Place Committees and Health and Safety Representatives Regulations, Violence Prevention (Part XX) and Safety Materials, Equipment, Devices and Clothing (Part XII)

[**City of Ottawa**](https://www.linkedin.com/company/city-of-ottawa?trk=ppro_cprof): [**Manager, Occupational Health and Safety**](https://www.linkedin.com/title/manager%2C-health-and-safety?trk=pprofile_title) **(2001 – 2006)**

* Managed disability, workers’ compensation, wellness, safety and the employee assistance program for a highly unionized and diverse workforce governed both provincially and federally
* Collaborating with various stakeholders, amalgamated 11 health and safety programs into one policy and program to efficiently manage all facets of the health and safety portfolio (11 municipalities now recognized as one entity)
* Provided leadership in health and safety to build and sustain a management system capable of positively influencing the culture and improving health and safety in the workplace by reducing lost time injuries by 11% over 4 years during a period of immense change

**Weston@Nortel: Nortel Networks Canadian Senior Line Section Manager, Safety, Emergency Response and Environment (Weston International 1999 – 2001)**

* Transitioned outsourcing of the safety, emergency response and environment functions from all Nortel Networks’ Canadian sites to Weston International
* Developed health and safety program delivery strategies and implemented service level agreements to manage health and safety operations across all Nortel Networks’ Canadian sites

**Canada Post:** [**Manager, Health and Safety**](https://www.linkedin.com/title/manager%2C-health-and-safety?trk=pprofile_title) **(1999)**

* Managed industrial hygiene, WHMIS and Transportation of Dangerous Goods programs and provided expertise and advice to stakeholders with respect to health, safety and environmental issues

**Algonquin College: Professor of Industrial Hygiene Theory (winter 1997)**

* Taught a 16 week industrial hygiene theory course

**Digital Equipment of Canada:** [**Environmental Health and Safety Senior Engineer and Manager**](https://www.linkedin.com/title/environmental-health-and-safety-manager?trk=pprofile_title) **(1989 – 1998)**

* Built a management system and associated programs to manage environment, industrial hygiene, emergency response, health and safety across all Canadian locations and reduced health and safety losses by 50%

**STRENGTHS AND SKILLS**

* Effective and efficient development and execution of change management
* Collaborative approach to problem solving
* Goal oriented with pragmatic and creative approaches to challenges
* Extensive policy and program development addressing legislative requirements and industry best practices
* Experience in highly unionized environments including ATU, CIPP, CUPE, CUPW, IATSE, OPFFA and PSAC
* Extensive knowledge and application of risk assessment, incident investigation and critical incident management
* Successfully reorganized departments to meet organizational needs while keeping team members motivated and focussed
* Strong analytical skills capable of identifying indicators, trends, issues, and provide recommendations for improvement considering short term and long term implications
* Managed large scale projects, training programs and contracts meeting budgets and timelines
* Excellent oral and written communications skills, proven public speaker and trainer
* Work well under pressure and thrive in a complex and dynamic environment

**AWARDS AND RECOGNITION**

* Recipient of the Canada Post Best in Operations Collaboration Award (voted by peers) February 2019
* Recipient of a Canada Post CEO Recognition Award for leadership during time of crisis March 2018
* Recipient of the Canada Post Best in Operations Overall Support Award (voted by peers) November 2017
* Recipient of three Canada Post President’s Impact Awards:
  + Labour Disruption Contingency Planning (2018)
  + Fort McMurray Fires (2017)
  + Peak Season Planning (2016)
* Honoured to be repeatedly selected as the Master of Ceremonies for several high profile events including the President’s Senior Management Meeting and the Operations’ Annual Conference
* Recipient of a Canada Post CEO Award (May 2010) for creating a safety culture
* Recipient of the City of Ottawa Leadership Award in 2006

**LANGUAGES**

* Fluently bilingual in French and English

**EDUCATION**

* [**McGill University**](https://www.linkedin.com/edu/mcgill-university-10890?trk=ppro_sprof) **1989 – 1990:** Master of Science, Applied (School of Occupational Health)
* [**University of Waterloo**](https://www.linkedin.com/edu/university-of-waterloo-10875?trk=ppro_sprof) **1984 – 1989:** B.Sc. Honours Co-op, Health Sciences (minor in Personnel Administrative Studies)
  + Recipient of the junior and senior co-op work term report awards
  + Recipient of an entrance scholarship

**PROFESSIONAL DESIGNATIONS**

* Certified Industrial Hygienist (CIH) by the American Board of Industrial Hygiene 1995 to present
* Registered Occupational Hygienist (ROH) by the Canadian Registration Board of Occupational Hygienists 1995 to present

**GOVERNMENT OF CANADA SECRET SECURITY CLEARANCE CERTIFICATE (Level II)**

**HOBBIES AND INTERESTS**

* Marathon runner
* Cycling and hiking on trails
* Gardening and light home improvement projects