



ANNUAL REPORT 2013/14



WORKING TOGETHER

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MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER

As we reflect on our nearly five years as Workplace Safety North, we are so proud of how far we have come as a not-for-profit organization that helps make workplaces safer. Over the last fiscal year, a spirit of collaboration supported our relationships with stakeholders across the province, and across the globe. Working together with you, we undertook an international conference, launched new workplace health and safety services and outreach tools, and strengthened the Internal Responsibility System. And the result – together, you have lowered your collective lost-time injury rate per 100 FTE workers to 0.69, an improvement of 10.4% over 2012. Also notable, together, you told us that we're hitting the mark as your health and safety services provider – with a 96% satisfaction rating. Thank you for this kind assessment. It means a lot to us.

In the 2013/14 Annual Report we are pleased to highlight all the good things that can happen when we work together for a great cause. This publication is filled with examples of cooperative partnerships in health and safety.

It was a year marked by progress, but also a year marked by tragedy. Sadly, there were four traumatic fatalities in our sectors – a call to action for all of us. Together, we need to do more. We all have a role to play to make sure every worker goes home, safe and healthy. When you think about it, working safe isn't just about work; it's about coming home.

A very special thanks to WSN staff for your extraordinary contributions, and to our volunteer Board of Directors and Advisory Committees for your dedication, leadership and support. We also need to acknowledge the support of the Chief Prevention Officer and the cooperative relationships we are building with our other safety partners in Ontario. It gives us great confidence in the future knowing we're all in this together.



Bill Shaver
Chair, Board of Directors
Workplace Safety North



Candys Ballanger-Michaud
President and CEO
Workplace Safety North



EVERY WORKER HOME SAFE AND HEALTHY

Workplace Safety North's vision is to see every worker, home safe and healthy. Our mission is to act as a force for positive action – anticipating and responding to the greatest needs of our clients and bringing together our partners, members and diverse communities to build safer, healthier and stronger workplaces.

WSN acts as a force for positive action by providing occupational health and safety training, consulting and resources to the province's forestry, mining and paper, printing and converting firms. Headquartered in North Bay, Ontario, WSN has a network of Consultant Trainers, Mine Rescue Officers and Health and Safety Specialists located in 20 communities across the province.

We are committed to acting as experts, knowledge brokers, change agents and champions for occupational health and safety. We share our expertise and passion with our clients, and strive with our clients to achieve the ultimate goal of zero injuries, illnesses and fatalities in Ontario's workplaces.

SERVICE EXCELLENCE

In most workplaces, service excellence means creating the best conditions to satisfy customers and maximize profits. For an organization like Workplace Safety North, service excellence means much more than that. It means creating the best conditions to help more than 100,000 men and women – fathers, mothers, daughters and sons – stay safe and healthy at work. Their well-being is the vision that inspires us and the passion that drives us.

WSN's mission statement, “every worker home safe and healthy”, clearly expresses our unity of purpose. Our day-to-day goal is to apply that unity of purpose to all facets of our operations.

We have expanded our outreach opportunities through initiatives such as hazard-specific webinars that are often tied to upcoming Ministry of Labour blitzes, a monthly digital health and safety newsletter, and an active presence on social media. Our continuing goal with these initiatives is to build dynamic relationships with our clients and to encourage the exchange of health and safety information and expertise.

Service excellence is about how we deal with our external clients, but it's also about how we treat each other. That's why we have built an internal culture of service excellence at Workplace Safety North. We know that by applying these same principles in our interactions across our own organization, it puts us in the best position to make a difference where it counts the most – with the 100,000 mothers, fathers, daughters and sons we help protect.

STATISTICS

We closely monitor statistical trends with our clients and allocate resources to address the highest hazards and most vulnerable workers.

From 2009-2013, the top three incident types associated with lost-time injuries within WSN's client base are bodily reactions and exertions, contact with objects or equipment, and falls. The most commonly injured body part categories that result in a lost-time injury are back and spine; wrists, hands and fingers; and legs, knees, ankles and feet.

Lost-time injuries by incident type 2009-2013

Bodily reaction & exertions	2254	47%
Contact with objects & equipment	1420	29%
Falls	698	14%

Source: WSIB, Enterprise Information Warehouse, as of March 31, 2014

Lost-time injuries by body part 2009-2013

Back and Spine	1022	21%
Wrists, Hands, Fingers	1041	22%
Legs, Knees, Ankles, Feet	936	19%

Source: WSIB, Enterprise Information Warehouse, as of March 31, 2014.

	2013 Workforce	2013 Lost-time injury rate	2013 Total medical injury rate
MINING, STEEL, OTHER SMELTING AND REFINING	44,068	0.64	5.01
FORESTRY	9,529	1.57	7.12
PAPER, PRINTING AND CONVERTING	53,345	0.57	2.63
TOTAL WSN	106,942	0.69	4.02

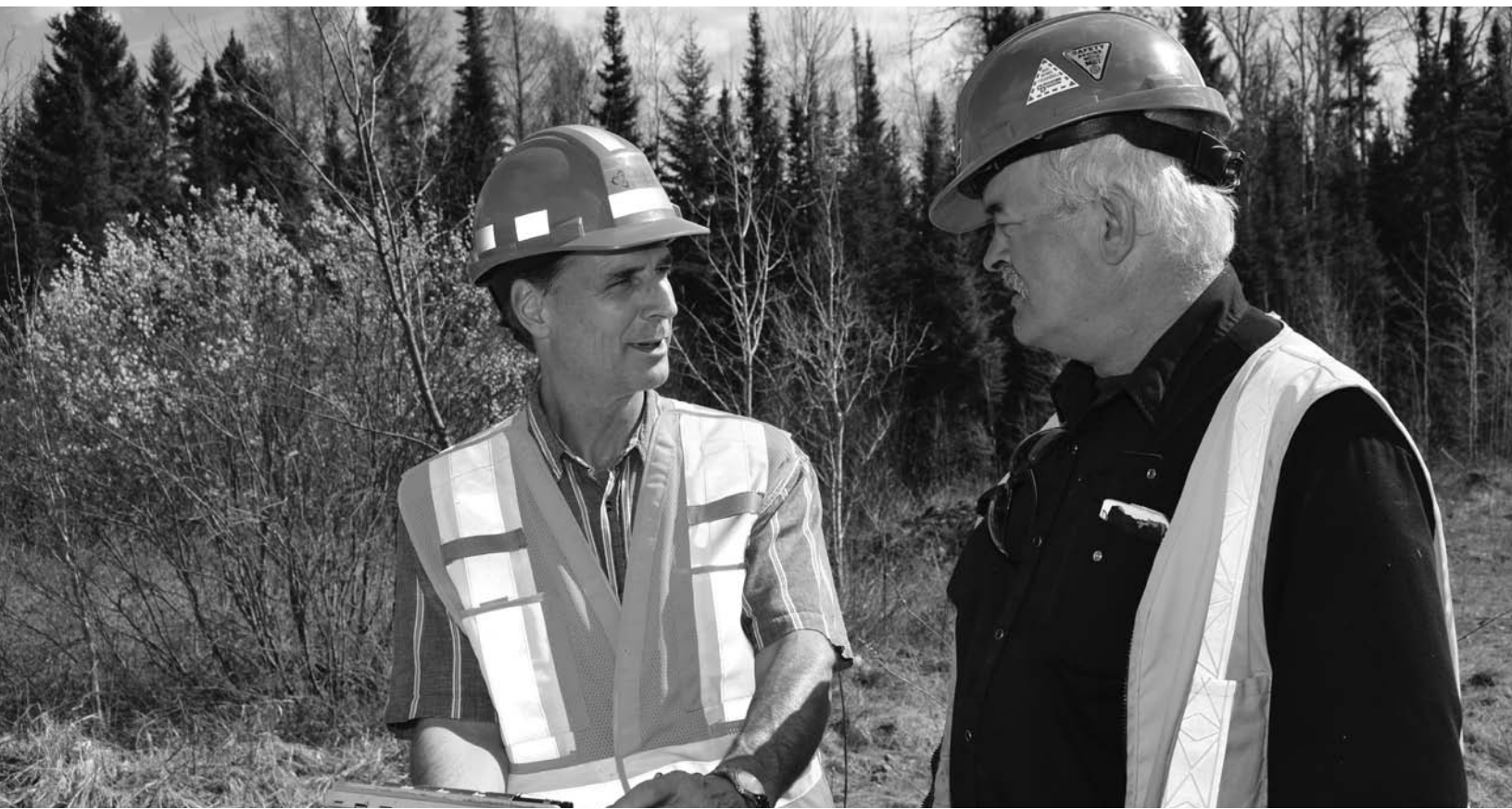
TRAINING

Safety training is at the heart and soul of WSN. Our program development team develops courses based on the latest adult-learning principals and works with our Consultant/ Trainers to develop content that is up-to-date and reflective of our clients' industries. Our educators are highly trained in classroom engagement and travel across the province to present courses where they are needed.

Our forestry and mining common core programs meet Ministry of Training and Colleges and Universities(MTCU) standards, and our paper, printing and converting programming offers best occupational health and safety practices.

In support of the Ministry of Labour's focus on priority hazards, WSN delivered over 1,100 priority-hazard training days to its clients. Priority hazards include working at heights, slips, trips and falls, and musculoskeletal disorders.

TOTAL PARTICIPANT TRAINING DAYS	12,764
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“Jo-Anne Hurd is the consultant that we have had the pleasure to deal with. Her response to our need for service has been very prompt and her work has been thorough and of great assistance.”

Janet McLean, RN, BHS(N) COHN(C)
North Bay Regional Health Centre

CONSULTING

WSN's field services consultants conducted over 1,055 consultations with mining, forestry and paper, printing and converting firms in the fiscal year of 2013/14. These consultations allow for interaction between field services and clients at their worksite. Consultant/Trainers and Specialists can develop action plans and collaborate with clients to ensure not only compliance with health and safety regulations, but guide firms in implementing best practices and improving their health and safety systems supporting positive changes in behavior and instilling safety as a value.



“Jones contacted WSN for assistance with our ergonomics program. On site, they were professional, realistic and extremely knowledgeable. Having them here was an absolute pleasure and has provided us with essential input into our ergonomics program!”

Mark Lovell
Jones Packaging, London, Ontario

SAFETY GROUPS

WSN sponsors the Northern Ontario Safety Groups program. In 2012, its 74 members shared a \$1.4 million rebate. In 2013, participation increased by over 20 per cent with 92 firms participating across Ontario. The 2013 Safety Groups rebate will be announced in October 2014.

Safety Groups is a Workplace Safety and Insurance Board (WSIB) incentive program. Successful firms can receive up to a six per cent rebate on their WSIB premiums. Firms participate in meetings throughout year, which are hosted by WSN and its health and safety system partners.

Firms are required to work on five program elements throughout the calendar year. Meetings are excellent opportunities to share best practices in health and safety, network and work on the program elements required to obtain the Safety Groups rebate.



“[Safety Groups] really generated a culture of safety here at Millson Forestry Service right from senior management to supervisors, down to all employees, and it’s really important that we have a good relationship between senior management and supervisors and just as important is the supervisors to have that relationship with the employees.”

Mark Joron
Millson Forestry Service, Timmins



SAFE COMMUNITIES INCENTIVE PROGRAM (SCIP)

WSN is a proud sponsor and host of the Safe Communities Incentive Program (SCIP). Firms that successfully complete the program are entitled to a one-time five percent rebate on their WSIB fees. The program consists of two parts. The first part introduces new firms to health and safety, and the second part guides firms in developing a health and safety program to effectively manage risks and reduce injuries.

Part two of the SCIP program requires attending four 4-hour training sessions throughout the year. These sessions were hosted by WSN Consultant/Trainers in communities across Ontario including Elliot Lake, Kapuskasing, Manitoulin Island, Marathon, Manitouwadge, North Bay, Sioux Lookout, Sudbury, Timmins, Thunder Bay, and the Tri-Towns.



“Whether you have an established health and safety program or are just starting one, the information is fresh, relevant and helpful. The facilitators are extremely knowledgeable and prepared to assist you in getting started or improving your health and safety program.”

Brian Tocheri
CAO/Clerk, Town of Marathon

MINING HEALTH AND SAFETY CONFERENCE

WSN's Mining Health and Safety Conference attracted over 250 delegates from across Ontario and Canada. Keynotes included Pulitzer-prize winning author Joesph Hallinan discussing "why we make mistakes" as well as renowned University of Ottawa professor, Dr. Linda Duxbury discussing generational differences in the workplace. Dr. Peter Strahlendorf, of Ryerson University, also discussed the Internal Responsibility System.

Technical sessions focused on due diligence and legal risk in the mining industry, tire and wheel safety, mitigation plans for highly burst-prone ground conditions, innovations in perimeter blasting and interaction dynamics on mine rescue team performance.



“I consider it being the best conference, great speakers and very well organized. It’s great meeting new contacts from different companies. A must attend conference - every year it’s my priority!”

John Chenier
Conference Delegate



TRAINING FOCUS GROUP

In December 2012, a group of mining sector employers met with Workplace Safety North staff to discuss the first line supervisor common core suite of 11 training programs offered by WSN. Companies in the Sudbury basin agreed to participate in a pilot of the entire suite of these mandatory courses and subsequent focus group sessions.

The result of this consultation process was an ambitious plan to update, revise and refine all 11 supervisor common core programs. Work on these courses was the major focus of WSN program development activities in 2013. Because front-line supervisors are key players in any company's Internal Responsibility System, additional emphasis was placed on the IRS and the importance of effective supervisor leadership in all of the common core courses.

Spread over 15 days, the 11 courses cover topics such as legislative awareness, company health and safety programs, workplace inspection, incident investigation, industrial hygiene, ground control, mine ventilation, emergency preparedness, managing employees and effective communication. All content is presented in the context of the front line supervisor's role.

Workplace Safety North thanks all industry stakeholders who participated in the planning and review stage of this project. We appreciate the commitment to our ongoing partnership in the quest to drive down loss in Ontario's mining industry.



“Front-line supervisors are in the best position to create and foster a positive workplace culture as they have daily interaction with our front-line workers and the authority and responsibility to make a workplace safe.”

Mike Parent
KGHM

MINE RESCUE COMPETITIONS

Ontario's province-wide mine rescue competition is hosted and organized by WSN's Ontario Mine Rescue department. In 2013, the competition took place in Windsor, Ontario. Eight teams, each having won their district competition, competed to win the much sought after 'golden hard hat'.

The scenario required the five-member teams to extinguish two fires, restore ventilation to the mine by building a bulkhead and turning on a fan, and bring two miners – one suffering burns – from a refuge station to the surface. On their way to surface, after completion of their assignment, teams had to cope with a "man-down" scenario as a breathing hose on one team member's BG4 was irreparably damaged while he crawled under a conveyor.

The golden hard hats went to Glencore Xstrata Copper, Kidd Operations located in Timmins, Ontario. Many congratulations to this winning team!

OVERALL COMPETITION WINNERS

1st Place: Glencore Xstrata Copper, Kidd Operations

2nd Place: Glencore Xstrata Nickel, Sudbury Operations

FIREFIGHTING AWARD Wesdome Gold Mine Ltd.

TEAM FIRST AID AWARD Canadian Gypsum Company

SPECIAL EQUIPMENT AWARD Vale, West Mines

EQUIPMENT TECHNICIAN AWARD

1st Place: Denis Bilodeau, Barrick-Hemlo

2nd Place: Jesse Vaillancourt, AuRico Gold Inc.

3rd Place: David Payne, Goldcorp Canada, Porcupine Gold Mines



“To see teams from CGC in southern Ontario right up to Goldcorp’s Musselwhite Mine in northern Ontario able to respond extremely efficiently to a complicated scenario using the same techniques and procedures speaks to the quality and versatility of training provided by WSN.”

Ted Hanley
Mine Rescue Captain, Kidd Operations team

FALLS - CALL TO ACTION

In 2013, Ontario's Chief Prevention Officer (CPO) issued a Call to Action to eliminate workplace falls. Distressed by the number of fatalities occurring in Ontario (nine fatalities over three months), the CPO asked for everyone to work together to eliminate these needless tragedies.

WSN supported the CPO's Call to Action by releasing its first animated video examining how workplace parties can work together to eliminate fall hazards at their sites. The 90-second video takes place in an industrial work yard and focuses on the roles and responsibilities that workers, supervisors, and employers have in identifying and controlling fall hazards. The video is part of a campaign including safety talks, posters, fall inspection checklists and fall statistics. All information is housed in one section of our website under **workplacesafetynorth.ca/falls** for easy access to life-saving information.





“Each and every one of us has a duty to do everything within our power to ensure that workers return home safe at the end of every workday.”

George Gritziotis
Chief Prevention Officer, Ministry of Labour – Prevention Office

INTERNATIONAL MINES RESCUE BODY CONFERENCE

WSN's Ontario Mine Rescue, in partnership with the Chief Inspectorate of Mines in Canada, hosted the sixth biennial conference of the International Mines Rescue Body (IMRB) in October 2013 in Niagara Falls, Ontario.

Twenty nations were represented among the almost 240 delegates and guests who gathered to share vision and knowledge on mine rescue. It was the largest number of countries ever represented at an IMRB gathering.

The conference featured 35 presentations on mine rescue including presenters from Canada, the United States, New Zealand, China, Russia, South Africa, Austria, the Czech Republic, United Kingdom, Australia, Romania, Poland and Germany. Topics included the use of refuge stations, new mine rescue technologies, recent research, hazards encountered by mine rescuers, specific mine rescue emergency responses, mine rescue training and best practices.

Formal proceedings were followed by a field trip to Sudbury attended by almost half the delegates. The trip included tours and activities sponsored by KGHM, Glencore, Vale, and Technica as well as Workplace Safety North and the City of Sudbury.



“Having mine rescue experts from across Canada and every corner of the world come to Niagara Falls and Sudbury for the International Mines Rescue Body conference was a once in a lifetime opportunity.”

Alex Gryska

General Manager, Mine Rescue, WSN



CLIENT SATISFACTION SURVEY

Satisfaction with WSN's products and services continues to trend upwards from 89% in 2010, to 95% in 2011, to 96% in 2013.

Feedback from clients focused on the professionalism of our field staff, the quality of training and events, and WSN's responsiveness to changes suggested by industry to continuously improve products and services. Clients also appreciate the mine rescue program and the passionate staff who deliver this crucial training to mine sites.



“My experience personally with WSN has been very good. The professional delivery of all material is recognized along with the level of competence. Every member of the unique staff has been very open and helpful demonstrating a culture that identifies this group as people who enjoy their work.”

Client Satisfaction Survey Testimonial



WORKPLACE EXCELLENCE AWARD WINNERS

Alex MacIntyre & Associates Ltd.
AuRico Gold Inc. Young-Davidson Mine
Brinkman & Associates Reforestation Ltd.
Cementation Canada Inc.
DMC Mining Services
Domtar Inc., Dryden Mill
Domtar, Espanola
EACOM Timber Corporation,
Nairn Centre Sawmill
Goldcorp Red Lake Gold Mines
Haveman Brothers Forestry Services Ltd.
J.S. Redpath Ltd.
K+S Windsor Salt Ltd.
KGHM International
Kidd Operations, A Glencore Company
Kirkland Lake Gold Inc.
Kruger Inc. Brampton Division
Lake Shore Gold Corp.
RW Forestry Inc.
SCR Mining and Tunnelling L.P.
Shuniah Forest Products Ltd.
Sudbury Integrated Nickel Operations
Technica Mining
Wallbridge Mining Company Ltd.

PRESIDENT'S AWARD WINNERS

Forestry – Shuniah Forest Products
Mining – Lake Shore Gold Corp.
Paper, Printing and Converting – Kruger Inc.
Brampton Division
Small firms (less than 50 full-time employees)
– Shuniah Forest Products



“Being recognized with awards like this one demonstrates to our employees and external stakeholders that we have a strong commitment to on-going improvement in our safety performance.”

Tom Semadeni
Kidd Operations, A Glencore Company

**WSN FORESTRY, PAPER, PRINTING &
CONVERTING ADVISORY COMMITTEE****André Bouchard**

Environment, Health & Safety Superintendent
Tembec, Cochrane

Michael Chafe

Regional OHS Facilitator – Ontario
Norampac – OCD, Mississauga

Marilyn Findlay (Chair)

Manager of Health and Safety
Domtar, Dryden

Douglas Groff, Vice-Chair

Director of Health, Safety & Environment
DATA Group Limited, Brampton

Ron Isaac

HSE Superintendent
Tembec Inc., Kapuskasing

Jim Kennedy

Human Resources Manager
Panolam Industries Limited, Huntsville

Albert Koppelman

Director, Manager in charge of School Planner
Operations, Health & Safety, Maintenance,
Purchasing & Inventory, Warehouse & Shipping
Maracle Press Limited, Oshawa

Edward (Ted) Priddle

Health & Safety Manager
Domtar Inc., Espanola

Scott Russell

Woodland Health & Safety Coordinator
Wolverine Forest Products, Thunder Bay

Claude Thibeault

Operations Manager
First Resource Management Group, Englehart

Jared Titchner

Customer Service, Logistics and Planning Manager
RockTenn CP LLC, Milton

WSN MINING ADVISORY COMMITTEE**David Church (Chair)**

Mine Manager
Canadian Salt Co. Ltd.

Mike Huard

Mill Operator/President of USW Local 7580
Goldcorp Canada Ltd., Porcupine Gold Mines

Dan Laing

Chief Mine Engineer
First Nickel Inc.

Jamie Mortson

Manager Health, Safety and Training
Lake Shore Gold Corp.

Al Robb (Vice-Chair)

CEP Rep.
Sifto Canada Inc.

Dave Stewart

F/T H&S Rep./Coordinator
Sudbury Integrated Nickel Operations

Peter van Alphen

General Manager – Canadian Operations
DMC Mining Services

BOARD OF DIRECTORS

Bill Shaver (Chair)

DMC Mining Services, Richmond Hill

John Benoit

Laurentian University, Sudbury

Gaetan Carrier

Tembec Inc., Hearst

Marshall Greensides

Norampac, Mississauga

Dwight Harper

Sudbury Integrated Nickel Operations

Clyde Healey

Northern Multi-Sector, Sault Ste. Marie

Lance McKillop

Resolute Forest Products, Thunder Bay

John O'Brien

JOB Training and Development, Thunder Bay

Denis Sauvé

Tembec Inc., Temiscaming

PROVINCIAL FORESTRY TRIPARTITE COMMITTEE

WSN participates in an industry-led Provincial Forestry Tripartite Committee which plays an integral role in development of Ministry of Training, Colleges and Universities (MTCU) modular training programs for the forestry industry.

TECHNICAL ADVISORY COMMITTEES

WSN Technical Advisory Committees (TACs) are made up of volunteers from the mining industry that meet four times a year to discuss industry issues and initiate the development of projects that advance the goal of zero injuries. TACs also help spearhead research partnerships with universities.

Thank you to the many TAC members and their sponsoring organizations. Your contributions are critical to advancing health and safety related to ground control, mine rescue, mining equipment, safety and loss control, and the workplace environment.

OUR VALUES

Wellness

We live and breathe health and safety and we practice what we preach. We are committed to developing and sustaining a safe and healthy workplace and creating a positive work environment.

Clients

We recognize that a satisfied client is our future. We strive to anticipate, meet and exceed client needs and expectations every time.

People

WSN is founded on talented employees applying innovative solutions to advance our client's health and safety performance. Our people are our greatest strength and deserve to be inspired and empowered to be the best they can be.

Integrity

We are each personally accountable for the highest standards of behavior and professionalism in all aspects of our work. We consistently treat our clients and one another with respect.

Excellence

Our products and services will be of quality and value. We will deliver excellence, and strive for continuous improvement in all that we do.

Leadership

Leadership is demonstrated through our actions. We each lead through our passion, competence and creativity.

Teamwork

Nobody is as smart as everybody. We will collaborate with staff, clients, stakeholders and partners to leverage the significant contributions that come from the diversity of individuals and ideas.

690 McKeown Avenue,
North Bay ON, P1B 9P1

TF 1 888 730 7821
F 705 472 5800

workplacesafetynorth.ca



[Download 2013/14 Financials](#)
