



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2022 September 22

SUBJECT: 2022 EPS Occupational Health and Safety External Audit Results

RECOMMENDATION(S):

That this report be received for information.

INTRODUCTION:

This report will provide information, present recommendations for action or update the EPC on the results of the Edmonton Police Service External Audit for the purpose of maintaining our Certificate of Recognition (CoR) under the Partnerships for Injury Reduction Program.

BACKGROUND:

The EPS undergoes an annual Occupational Health and Safety (OHS) audit, the purpose of which is to evaluate our OHS management system, identify strengths, and make recommendations for continued improvements. As a participant in the Government of Alberta's Partnerships for Injury Reduction (PIR) program, EPS must engage an external provider to conduct our audit every third year in order to maintain our Certificate of Recognition (CoR). Maintaining our CoR allows access to rebates through WCB, assists in ensuring that we are compliant with OHS legislation, and allows us to determine if we are meeting or exceeding industry best practices. EPS has achieved and maintained our CoR for the last twelve years.

COMMENTS / DISCUSSION:

The external OHS audit took place between May 9-19, 2022. Five external auditors conducted documentation reviews of 26 sites as well as 106 interviews during that time period. Auditors evaluated the documentation and performance over the last one-year period. EPS achieved an overall score of 91%, an increase of 6% over our previous external audit. It is important to note that observation tours were not conducted this audit cycle due to pandemic concerns. By achieving an overall score over 80%, EPS has renewed our CoR through to the spring of 2025.

The scoring of the individual elements can be found below, with the change from the previous external audit in brackets.

Element	Final Score %
Management Leadership & Organizational Commitment	88 (-3%)
Hazard Identification and Assessment	93 (+5%)
Hazard Control	100 (+13%)
Health & Safety Representatives	84 (+9%)
Qualification, Orientation and Training	97 (+1%)
Other Parties at the Work Site	87 (+20%)
Inspections	91 (+11%)
Emergency Response Planning	88 (+17)
Incident Investigation	88(-1%)
Program Administration	94 (no change)

CONCLUSION:

The EPS has a robust and effective OHS program that is well supported by management and understood by employees. The OHS section has developed an Audit Action Plan based on recommendations provided in 2022 Audit Report. The purpose of this plan is to address any gaps identified in the audit and continue to improve the overall EPS occupational health and safety management system.

ADDITIONAL INFORMATION ATTACHED:

- Attachment 1 – Edmonton Police Service AMHSA COR Renewal Audit Executive Summary

Written By: Nicole Wetsch, Manager, Occupational Health and Safety Section

Reviewed By: Donna Munro, A/Executive Director, Human Resources Division

Approved By: Deputy Chief Allan Murphy, Corporate Service Bureau 

Chief of Police:  _____

Date: Sept 27, 22

EXECUTIVE SUMMARY

EHS Partnerships Ltd. (EHSP) was retained by the Edmonton Police Services (EPS) to conduct a renewal audit on the AMHSA audit protocol. This audit was intended to evaluate EPS's occupational health and safety management system (OHSMS). The audit was conducted by Kim Connolley, Hailey Dressler, Rabia Arshad, Terence Wharton, and Betts Passmore on behalf of AMHSA. Overall, EPS was found to have an effective OHSMS with some opportunities for improvement. One key strength and one suggestion for improvement from each element in the audit document has been identified in this Executive Summary.

Element 1: Management Leadership and Organizational Commitment

Key Strength

EPS has developed an OHS Policy which outlines EPS' commitment to health and safety communicating to employees the organization's commitment to providing a healthy and safe work environment for all employees.

Key Suggestion for Improvement

Not all employees were aware of the content of EPS's health and safety policy. It is recommended EPS review the health and safety policy more frequently with employees to assist employees with becoming more familiar with the content of the policy.

Element 2: Hazard Identification and Assessment

Key Strength

EPS has ensured appropriate health and safety hazards have been identified on the Hazard Assessment and Control Form for each of the tasks. The identification of hazards communicates to employees the risk of each task and common workplace hazards they may face.

Key Suggestion for Improvement

Not all those interviewed were able to confirm how they participate in the site specific-hazard assessment process. It is recommended EPS continue to communicate the importance of including affected employees regarding the site specific hazard assessment process. Those Divisions who travel outside of the stations or office and don't use mission control plans should consider using a site specific hazard assessment process that helps them ensure they have identified the hazards just in time and the controls needed to mitigate (e.g. fare repair). This will help ensure employees understand the site-specific hazard assessment process and ensure it is implemented when required (e.g., conditions change on site, temporary sites, etc.).

Element 3: Hazard Control

Key Strength

It was confirmed employees are using the required hazard controls based on interviews. Having employees using hazard controls demonstrates:

- EPS has communicated the importance of controls.
- Assists with the prevention of incidents.
- Demonstrates worker commitment to the hazard assessment and control process.

Key Suggestion for Improvement

Although full points awarded, not all employees could describe the type of training provided about the harassment policy and procedure. It is recommended EPS continue to ensure all employees complete the Respectful Workplace training offered through LMS, this will help increase employee's knowledge of what to do should they come across this type of situation.

Element: 4 Joint Work Site Health & Safety Committee / Health and Safety Representative

Key Strength

EPS has established a process for reporting concerns and complaints to the HSC. Having this process outlines EPS's openness to feedback, that employee concerns and complaints want to be heard and communicates to the HSC how to address concerns and complaints.

Key Suggestion for Improvement

Not all required meetings are taking place as required (or not being documented), per the requirements outlined in the TOR. It is recommended that additional efforts be spent to try and ensure all required/planned health and safety meetings are taking place as required. This will ensure EPS is in line with JHSC terms of reference and the EPS standards. these meetings provide opportunity to raise or discuss health and safety concerns and ensure action is being taken.

Element 5: Qualification, Orientation and Training

Key Strength

EPS has developed a process to ensure employees are qualified for the positions they are being hired for. Employees stated that new hires undergo background checks, and reference checks. Once hired on they receive an orientation, as well as job specific training. This demonstrates EPS is managing new employee intake to make sure they have the qualifications for the position they are being hired for.

Key Suggestion for Improvement

It was stated that practical demonstration was not used during on the job training for all employees. It is recommended EPS ensure practical demonstrations are used whenever possible during on the job training. Providing a practicable demonstration provides a more clear message on how to complete tasks or operate machines/equipment in a safe manner.

Element 6 Other Parties at or in the Vicinity of the Work Site

Key Strength

EPS has a process in place to addresses the protection of other affected parties (contractors/visitors) not under the EPS's direction. This ensures contractors and visitors at EPS sites are made aware of their expectations and know they will be provided a safe working environment at EPS.

Key Suggestion for Improvement

EPS does not have a process in place to address non-compliances of other employers and/or self-employed persons. it is recommended EPS update this within their policy. Addressing non-compliances with other employers and self employed persons assists with ensuring other employers and self employed persons are working in accordance to the EPS' health and

safety rules and requirements and demonstrates commitment to the safety for all personnel on EPS sites.

Element 7: Ongoing Inspections

Key Strength

EPS has developed a process to ensure all levels of employees participate in the inspection process at an established frequency in order to identify unsafe and unhealthy conditions/practices that may be occurring at EPS work sites. This enables EPS to maintain a safe work environment and provides the opportunity for all employees (leaders and workers) to be engaged in the inspection process.

Key Suggestion for Improvement

Not all inspections were completed by managers, supervisors and workers in accordance with the established frequency. It is suggested EPS review the stated frequency and ensure that all levels participate in a set number of inspections per year that is manageable to achieve. Participation in formal inspections can demonstrate managements commitment to the health and safety program. It can also provide an opportunity for worker level employees to participate and identify potential hazards in their workspaces.

Element 8: Emergency Response

Key Strength

EPS has developed emergency response plans which can be modified for each Bureau and/or Division to ensure all potential emergency scenarios have been developed and made readily available to employees. This ensures employees have a resource to use and are provided with the tools to assist/ know what the proper responses are to all potential emergency scenarios.

Key Suggestion for Improvement

It is recommended EPS provide emergency contact information for all Bureau/Divisions. This will ensure all employees are able to connect with designated emergency responders in case of an emergency event.

Element 9: Accident and Incident Investigation

Key Strength

EPS ensured a policy is in place which defines the requirement for reporting all types of incidents. Having this policy in place communicates to employees the importance of reporting all types of incidents, how incidents can be reported, and that employees will not be discouraged for reporting incidents or near misses.

Key Suggestion for Improvement

Some workers interviewed stated they do not know if worker level employees participate in the incident investigation process and believed it was management who is involved. It is recommended workers are involved in the incident investigation process, this can be done by having workers assist with completion of the incident report and seeking feedback from the worker regarding the corrective action through the JWHSC.

Element 10: System Administration

Key Strength

EPS has ensured health and safety statistics are recorded on a continuous basis and compared to previous years. The tracking of health and safety statistics allows EPS to identify trends from incidents, identify gaps within the health and safety program, implement controls to correct any deficiencies.

Key Suggestion for Improvement

Not all managers were able to confirm they are held accountable for the implementation of the OHSMS. It recommended EPS continue to communicate to leaders on how they may be held accountable (e.g. training completion, inspection participation, health and safety statistics). Continuous attention to these parameters can help to ensure the continuous improvement to the OHSMS and the successful implementation of an improved safety culture, which starts with management.

CLOSURE

I would like to thank EPS for their assistance during the audit process. I would also like to thank all the EPS employees for the assistance and cooperation they provided in completing this evaluation. Review of the completed report will provide justification for the scoring. Developing and implementation of an action plan from this report will ensure EPS's OHSMS system continues to improve which will assist in strengthening the overall safety culture at EPS.

Sincerely,

EHS Partnerships

June 8, 2022