

Health and Safety Excellence program evidence template for members with 1-99 employees

June 2022

Introduction

This template is for smaller businesses (1-99 employees¹) enrolled in the WSIB's Health and Safety Excellence program (HSEp) to provide evidence that the topics on their action plan are complete. A completed topic is fully implemented in a workplace and improving health and safety. We've provided an example of what the template could look like once filled in at the [end of this document](#).

As you work on this template, you will need to review the [topic requirements](#) in the resources section of the digital tool. Work with your provider to answer each question in the template and upload the best supporting materials into the digital tool for each implementation step.

¹ *Refer to your business profile page in the digital tool to confirm your business's size band. If you have questions, speak to your program provider.

Topic:

Implementation step (Plan-Do-Check Act (PDCA) / Five steps)	Questions to answer	Examples of supporting materials to attach with your evidence story
Plan / Step 1: Write the standard	<ol style="list-style-type: none"> 1. How many employees does your business have? 2. Who developed and reviewed the policy/procedure to ensure it meets the topic requirements? 3. Who approved the policy/procedure, and when? 	Policy or procedure that meets topic requirements.
Do / Step 2: Communicate Step 3: Train	<ol style="list-style-type: none"> 1. How and when did you share the policy with your employees? 2. How did you train your employees to meet the policy/procedure requirements? 3. Who was trained and when? 4. How do you know they understood the training? 5. What did you do to implement (i.e. embed) the policy/procedure into your business operations? 	<p>Email or memo showing how you told employees about the policy/procedure. Records of training and confirmation of understanding.</p> <p>Evidence showing implementation such as new forms being used (e.g. completed hot work permits, preventative maintenance records), photos or videos to show the topic was implemented (i.e. photo of new signage installed).</p>
Check / Step 4: Evaluate	<ol style="list-style-type: none"> 1. How and when did you evaluate this topic? Who did the evaluation? 2. What is working well? What gaps or deficiencies did you find in the evaluation? 	Results of your evaluation from activities such as observations, interviews, surveys, inspection reports or other items.
Act / Step 5: Acknowledge success and make improvements	<ol style="list-style-type: none"> 1. When and how did you fix the gaps or deficiencies? 2. How did you recognize employees for their contribution? 	Records such as emails, meeting minutes, or action plans showing how you addressed any gaps or deficiencies.

Tips to effectively implement and evaluate Health and Safety Excellence program (HSEp) topics

Plan / Step 1: Set a standard

- Work closely with your provider, who will provide you with advice, guidance, and resources such as templates and training.
- Choose topics that make sense for your business based on your health and safety gaps and available resources to address those gaps.
- Plan a timeline before starting the work that includes achievable steps (e.g. key activities, resources needed, and intended results). Consider any challenges that may arise and how you would address them.
- Speak to your provider about how to network with other small businesses to share ideas and tips.

Do / Step 2: Communicate and Step 3: Train

- Document your activities (e.g. in a notebook or worksheet) as you implement topics in your workplace. This documentation can be used as evidence when it's time to show us your work.
- Provide training to employees affected by the topic implementation (e.g. new policy/procedure) and consider how to reinforce other important health and safety concepts. Keep records of the training.
- There are many ways to train employees. When working on more than one topic, communicate and train people on all topics at the same time. Program providers can help you with training requirements.

Check / Step 4: Evaluate

- If it makes sense, evaluate all your topics at the same time.
- Ensure the topic has been fully implemented before you evaluate it. The time it will take to implement a topic will depend on the number of resources and time you have available.
- Evaluation is more than looking at training. It's about assessing how well the topic is working to make your workplace safer and if it's doing what you thought it would do. Evaluation activities can be done using several methods. Choose the evaluation method that works for your business.

Here are some examples of activities to help you complete an evaluation:

- Interviews with employees, suppliers, contractors, visitors, etc.
- Employee questionnaires (e.g. using an online survey tool)
- Observing work to determine if the policy/procedure is being followed
- Creating ongoing opportunities to collect and review feedback from employees
- Reviewing implementation records (i.e. use of permits, completed forms, management review, maintenance data entries, etc.)

Act / Step 5: Make improvements and acknowledge success

- If you identify any gaps, talk to your program provider. They can help you determine how to address those gaps before submitting validation evidence. Keep a record of how and when you addressed the gaps.

Example of completed evidence template for smaller businesses

Topic: Health and safety participation

Implementation step	Questions to answer	Supporting evidence attached
Plan / Step 1: Write the standard	<p>How many employees does your business have?</p> <ul style="list-style-type: none"> • Five <p>Who developed and reviewed the policy/procedure to ensure it meets the topic requirements?</p> <ul style="list-style-type: none"> • Samuel Brand, our sales rep., developed the policy with help from our program provider and input from all employees. Our new worker health and safety representative, John Mark, reviewed the policy and ensured that we didn't miss any topic requirements. <p>Who approved the policy/procedure, and when?</p> <ul style="list-style-type: none"> • Who: The policy was reviewed, approved and signed by our president, Sheena Singh • When: On June 2, 2022. 	<p>Copy of our policy</p>
Do / Step 2: Communicate Step 3: Train	<p>How and when did you share the policy with your employees?</p> <ul style="list-style-type: none"> • Date: On June 3, 2022 • Action: The president sent an email to all employees with the policy attached, and it included an explanation of the key points. <p>How did you train your employees to meet the policy/procedure requirements?</p> <ul style="list-style-type: none"> • Action: Our provider did a training session, and it covered this policy, including our roles, responsibilities and what we need to do to follow the policy. <p>Who was trained and when?</p> <ul style="list-style-type: none"> • Who: All of our employees • Date: On June 27, 2022. <p>How do you know they understood the training?</p> <ul style="list-style-type: none"> • Three weeks after the training, we assessed the team's understanding through conversation, questions, and answers during our morning safety talk. 	<p>Copy of the email sent to employees by the president</p> <p>Copy of safety talk record</p> <p>Completed examples of the new inspection form</p>

	<p>What did you do to implement (i.e. embed) the policy/procedure into your business operations?</p> <ul style="list-style-type: none"> • After the training session, we revised our workflow by adding the inspection that is now required by the policy. The inspections are being performed monthly and are documented. 	
<p>Check / Step 4: Evaluate</p>	<p>How and when did you evaluate this topic? Who did the evaluation?</p> <ul style="list-style-type: none"> • Date: Sheena Singh evaluated the topic on October 12 and 13, 2022. • She observed whether John was following the policy requirements and using the new form. She also spoke with John to see if he understood the purpose of the inspection form and the policy. <p>What is working well? What gaps or deficiencies did you find?</p> <ul style="list-style-type: none"> • Conclusion: There was an inconsistent policy application and use of supporting forms. Sheena found that John was using the new inspection form most of the time, but missed one month. Sheena also forgot to review and sign off on the completed inspection forms. 	<p>Copy of observation notes and our provider's evaluation form</p>
<p>Act / Step 5: Make improvements</p>	<p>When and how did you fix the gaps or deficiencies?</p> <ul style="list-style-type: none"> • Date: At our morning safety huddle on October 28, 2022 • We reviewed the policy again, and each employee signed off on an attendance sheet. • We added this new inspection process to our monthly safety meeting agenda as a standing item. • John has downloaded the new form to his phone for easy access. Sheena has scheduled a calendar reminder to review the completed inspection form and sign it off. <p>How did you recognize employees for their contribution?</p> <ul style="list-style-type: none"> • We had an employee meeting on November 18, 2022, and the president spoke about all of our accomplishments in the last quarter, including the new policy. She congratulated all the employees that worked on this project. 	<p>Safety huddle meeting minutes of October 28, 2022</p>