

This sample policy/procedure must be customized to fit the needs of your company. It must be integrated into other policies/procedures and processes as required. This is not meant to be used "as-is", but must be adapted to reflect your company needs and processes.

[insert company info here]

CORRECTIVE ACTION

Date of Issue:	
Written by:	Date:
Reviewed by:	Date:
Approved by:	Date:

PURPOSE

The purpose of this procedure is to describe the system used at XYZ to initiate timely corrective action on deficiencies identified in the H&S system and to take preventive action where potential problems are identified.

The procedure documents both the conditions under which preventive or corrective action shall be initiated, and the method through which that action is documented and controlled.

SCOPE

This procedure applies to the correction of existing and potential deficiencies in the H&S system at XYZ Company.

RELATED DOCUMENTATION

Internal

- Risk Assessment
- Hazard Control
- Management review inputs
- Standard Operating Procedures
- Hazard and Risk Registry
- Health and Safety Objectives
- Internal Audit Results and Action Plans

External

- Legislative requirement
- CSA standards

DEFINITIONS	
Hazard	Source of harm or anything that can cause injury or illness in people, or damage to property
Risk	Combination of the severity and likelihood of harm
Risk rating	Degree of risk
Control	Measures taken to mitigate the severity or likelihood of a hazard causing harm
Risk Management	A sequential process used to manage risk which includes identification of hazards, the assessment of the level of risk associated with the hazard and the required mechanism(s) to control the hazard by reducing the risk (reduce severity or reduce likelihood)
Standard	A set of guiding principals to be followed during the development of process and procedures that form the OHSMS
OHSMS	Occupational health and safety management system
Procedure	Standard steps or series of actions to be taken to satisfy a requirement or complete a task
Process	The detailed and sequential series of steps needed in order to achieve a particular end or means
List/registry	Inventory of identified hazards applicable to the workplace and work functions--typically a table that includes the identification of hazards and, as part of the risk management process, assessment of risk level, and identify controls to mitigate the risk

ROLES & RESPONSIBILITIES
<p>Senior Management</p> <p>1.1 Senior Management ensure that this policy and procedure is communicated, trained and evaluated annually.</p> <p>1.2 Senior Management review corrective actions monthly to ensure they are in progress to meet targets and closure.</p> <p>1.3 Senior Management sign off on closed corrective action (and evaluate)</p> <p>Supervisor / Manager / Foreman</p> <p>1.4 Supervisors are responsible for addressing hazardous situations reported by employees and/or identified through workplace inspections. As part of this process, appropriate measures will be taken to prevent recurrence. This process will be documented using the Corrective Action Form.</p> <p>Health and Safety Coordinator & JHSC (or H&S Rep)</p> <p>1.5 The H&S Coordinator and the JHSC are responsible for identifying existing or potential deficiencies and conditions, which may adversely affect health and safety through internal audits, analysis of non-conformance and other available sources of data.</p> <p>1.6 The H&S Coordinator is responsible for initiating, documenting and following-up Corrective Action Request and for ensuring the effectiveness of corrective measures taken.</p>

1.7 Recipients of Corrective Action Request are responsible for determining the cause of the deficiency as well as for planning and implementing corrective action.

1.8 The H&S Coordinator will report to Management of any corrective actions that have been assigned and are not progressing as planned.

1.9 The H&S Coordinator will review and engage Management / Worker and or Committee to review and evaluate a closed corrective action to ensure satisfactory resolution and will report back to Senior Management for review and sign off.

Employees / Workers

1.10 All employees of XYZ Company are responsible for participating and assisting Supervisors and other delegates to address and prevent hazardous situations.

PROCEDURE

1.11 This procedure is a general guideline. Refer to the Project Health, Safety and Environmental Plan for detailed site specific requirements.

Corrective Action

1.12 The H&S Coordinator and/or Supervisor issues Corrective Action Request based on information derived from and/or trends identified in a variety of data sources, as follows:

- Non-conformance database
- Internal Audits
- Workplace inspections / identified concerns (“stumble on problems”)
- Accident and Incident Investigations
- Management Reviews

1.13 The H&S Coordinator analyzes data on a periodic basis, and generates CAR's where found applicable, i.e.:

1.13.1 Accidents where immediate corrective action was not found or where it is suspected that the problem may reoccur.

1.13.2 Repetitive non-conformance or of a major nature.

1.13.3 Non-conformance discovered during internal audits.

1.13.4 Stumble-on problems identified during patrol inspections or through casual observation during the normal course of operations.

1.14 The H&S Coordinator negotiates the response date with the addressee and ensures that the non-conformance and root cause is clear.

1.15 The addressee must respond by the due date identified by the CAR. The response must indicate the action taken or planned to correct the non-conformance.

1.16 The H&S Coordinator may extend the response due date where there is reasonable justification for doing so and the situation is not critical.

1.17 If the response received is deemed to be unsatisfactory, the CAR shall be returned for a more satisfactory response and a new due date issued.

1.18 If no response or not found adequate, negotiation is opened with the addressee and the problem may be escalated, seeking for top management support to obtain results.

1.19 Once corrective action is received and accepted, the H&S Coordinator defines applicable follow-up and ensures closure of the corrective action.

1.20 Corrective actions are filed sequentially once reviewed and signed off by Senior Mgmt.

1.21 Corrective action may be addressed indifferent formats, however, the following areas must be addressed and identifiable:

- Non-conformance
- Root cause (may be identifiable from action to be taken)

- Date requested
- Required response date
- Follow-up required date
- Follow-up or closure date
- Follow-up comments

Preventive action (P.A.)

1.22 The purpose is to eliminate or minimize potential non-conformance. P.A. is an integral part of XYZ Company continuous improvement program and as such, may be planned and authorized during periodic H&S Coordinator meetings, Management reviews and Internal Audit reviews. These activities include but are not restricted to:

- General planning activities including response to new technologies and developments in the area of health and safety.
- Customer communication and feedback
- Visitor communication and feedback
- Feedback and suggestions provided by employees
- Process and general performance analysis and identified trends
- Information obtained from similar operations
- Information obtained from business magazines, consultants, seminars and trade shows
- Data analysis and management reviews

1.22.1 Preventive action needs may also be identified through non-conformance that by its nature may be mirrored in other processes, procedures, documents, equipment or products.

1.22.2 Patrol inspections also provide information that by its nature of reinforcing procedures, monitoring product and general overview of safe activities may be used as preventive action.

Dated at _____ this _____ day of _____, 20__.

Signature

Witness

Name & Title (please print)

Name

Continuous Improvement Review Tracking		
Date of Review/Change	Notes	Name of Reviewer

BE CAREFUL OF ALL DATES:

DO NOT USE OLD INCORRECTLY DATED DOCUMENTS

ALL DATES MUST BE IN CHRONOLOGICAL ORDER: policy, communicate, train, evaluate, act

WSIB GUIDELINE:

Corrective action

Prerequisite(s): All level 1 topics and all other level 2 topics

Summary:

Corrective action is about making changes and/or improvements to a business's processes to eliminate causes of unacceptable or undesirable situations. These unacceptable or undesirable situations are also known as non-conformities. Once the non-conformity is identified, the corrective action process is used to evaluate and prioritize issues. Responsibilities are assigned to correct the non-conformity and to follow up to ensure that the issue has been corrected. Ultimately, the goal is to prevent the situation from re-occurring.

Requirements:

Your business will establish, implement, monitor maintain a procedure to address occupational health and safety management system non-conformities including:

- A process for identifying, investigating and correcting non-conformities and potential non-conformities (i.e. they can be identified through audits, inspections, investigations, hazard reporting, process review, employee feedback and other sources)
- A process to address ineffective healthy and safety hazard controls, corrective actions and preventive actions
- Taking action to eliminate hazards and effectively control risks
- Assignment of responsibility and timeframe for corrective action
- Conducting a risk assessment of the recommended corrective actions to ensure that new hazards are not being created
- Ensuring actions implemented are recorded, communicated and tracked to ensure they prevent and correct the occurrence of the non-conformity
- Monitoring, assessing and evaluating the effectiveness of the implemented corrective and preventive actions and update the occupational health and safety management system