**Corrective Action (Sample Standard)**

This sample procedure should be customized to fit the needs of your company. It should be integrated into other procedures and processes. This procedure is not meant to be used as-is.

|  |
| --- |
| **Standard Information** |
| **Date of Issue:**  | choose issue date | **Scheduled Review Date:**  | choose date for review |
| **Written by:**  | person(s) who wrote document | **Date of Issue:**  | insert date written |
| **Reviewed by:**  | person(s) who reviewed | **Date of Review:**  | insert date written |
| **Approved by:**  | person responsible for process | **Date of Approval:**  | insert date written |

|  |
| --- |
| **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** |
| **Senior Management** * 1. Senior Management ensure that this policy and procedure is communicated, trained and evaluated annually.
	2. Senior Management review corrective actions monthly to ensure they are in progress to meet targets and closure.
	3. Senior Management sign off on closed corrective action (and evaluate)

**Supervisor / Manager / Foreman*** 1. 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.

**Health and Safety Coordinator & JHSC (or H&S Rep)*** 1. 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.
	2. The H&S Coordinator is responsible for initiating, documenting and following-up Corrective Action Request and for ensuring the effectiveness of corrective measures taken.
	3. Recipients of Corrective Action Request are responsible for determining the cause of the deficiency as well as for planning and implementing corrective action.
	4. The H&S Coordinator will report to Management of any corrective actions that have been assigned and are not progressing as planned.
	5. The H& 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. All employees of XYZ Company are responsible for participating and assisting Supervisors and other delegates to address and prevent hazardous situations.
 |

|  |
| --- |
| **PROCEDURE** |
| * 1. This procedure is a general guideline. Refer to the Project Health, Safety and Environmental Plan for detailed site specific requirements.

**Corrective Action*** 1. 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. The H&S Coordinator analyzes data on a periodic basis, and generates CAR’s where found applicable, i.e.:
		1. Accidents where immediate corrective action was not found or where it is suspected that the problem may reoccur.
		2. Repetitive non-conformance or of a major nature.
		3. Non-conformance discovered during internal audits.
		4. Stumble-on problems identified during patrol inspections or through casual observation during the normal course of operations.
	2. The H&S Coordinator negotiates the response date with the addressee and ensures that the non-conformance and root cause is clear.
	3. 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.
	4. The H&S Coordinator may extend the response due date where there is reasonable justification for doing so and the situation is not critical.
	5. 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.
	6. 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.
	7. Once corrective action is received and accepted, the H&S Coordinator defines applicable follow-up and ensures closure of the corrective action.
	8. Corrective actions are filed sequentially once reviewed and signed off by Senior Mgmt.
	9. 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. 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. 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.
		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.
 |

|  |
| --- |
| **CHANGES TRACKING** |
| **CONTROL CODE (VERSION)** | **DETAILS OF CHANGES** | **DATE CHANGED** | **CHANGE MADE BY** |
|  |  |  |  |
|  |  |  |  |